



GENERAL RISK ASSESSMENT FOR VOLUNTEERS AND COMMUNITY SUPPORTERS

Activity to be undertaken:

- Volunteers and community supporters visiting churches for short periods e.g. cleaning, collecting donations, visitor comments, stocking leaflets, making routine checks and/or
- Volunteers and community supporters being present in a church for visitors e.g. stewards and/or
- Volunteers and community supporters who hold a key for CCT churches.

People affected: Volunteers/Community Supporters/Staff/Visitors/Contractors etc.

Assessment completed by: [Click to insert name & role](#)

Date: [Click for date](#)

Date for review: [Insert date](#) or if changes occur such as nature of use or access arrangements.

| | Hazards Identified | Risk How people may be harmed | Precautions / Control measures | Residual risk H/M/L |
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| 1 | Unaware of health and safety procedures inc. medical emergency, emergency evacuation | Panic; Trips or slips resulting in e.g. broken bones, concussions; Crush or impact injuries; People being trapped; Burns; Smoke inhalation; Death | <p>All volunteers and community supporters to be familiar with:</p> <ul style="list-style-type: none"> - CCT's church-specific Church Building and General Access/ Use Risk Assessment. - CCT's church-specific Fire Risk Assessment. - Location, postcode and nearest road to the church. What3words location could be used in rural areas, where the postcode is not always precise. <p>Any incidents, inc. near misses, to be reported to Trust contact, using an Accident/ Incident/Near Miss form.</p> | H/M/L? |
| 2 | Evacuation in the event of an emergency e.g. Fire | Panic; Trips or slips resulting in e.g. broken bones, concussions; Crush or impact injuries; People being trapped; Burns; Smoke inhalation; Death | <ul style="list-style-type: none"> - CCT church-specific 'Fire' Risk Assessment undertaken. - Measures in place relevant to number of visitors, whether staffed, and nature of use, volunteers and community supporters briefed in these measures. - Good housekeeping maintained. | H/M/L? |

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| 3 | <p>Uneven or slippery floors/surfaces, low light conditions, steps</p> <p>N.B. For slips and trips etc. whilst lone working see row 18</p> | <p>Slips, trips, or falls; Impact injuries, bruising, cuts, fractures, broken bones, concussion</p> | <p>All volunteers and community supporters to be familiar with:</p> <ul style="list-style-type: none"> - CCT's church-specific Church Building and General Access/ Use Risk Assessment. <p>Any incidents, inc. near misses, to be reported to Trust contact, using an Accident/Incident/Near Miss form.</p> <ul style="list-style-type: none"> - Appropriate clothing and footwear to be worn. - Regular checks undertaken by Local Community Officers and/or volunteers and community supporters. Issues reported to Conservation Projects Manager. - Removal of leaves and build-up of material, such as moss, undertaken to avoid surfaces/steps etc. becoming slippery. - Where available, lighting switched on when church open, torch to be carried for navigating areas known to have low light. - Risk assessments to be dynamic (i.e. sense checked on the day according to current conditions/climate/situation etc.), and areas/churches to be closed, if conditions etc. change. - Visits not to be undertaken at night/in the dark, unless accompanied and for a specific reason. - Trailing cables kept to a minimum and main access and egress routes kept clear of hazards. | H/M/L? |
| 4 | <p>Presence of people (especially children and/or Adults at Risk) [Safeguarding]</p> | <p>Abuse; Maltreatment; Physical or emotional injury; Trauma; Abduction</p> | <p>All volunteers and community supporters to:</p> <ul style="list-style-type: none"> - Be familiar with CCT's Safeguarding Policy and Procedures. - Complete Safeguarding Awareness Training. - Be familiar with CCT's Safeguarding Escalation Policy. - Be familiar with CCT'S Lost or Missing Persons Guidance. Agree a plan for lost children prior to larger events. - Carry and use Safeguarding Quick Reference Card (copies can be obtained from Trust contact). <p>All CCT representatives to remain vigilant and appropriately escalate any issues.</p> | H/M/L? |
| 5 | <p>Aggressive or abusive behaviour from public and/or Anti-social behaviour whilst accompanied</p> <p>N.B. for aggressive or anti-social behaviour whilst lone working see row 17</p> | <p>Abuse; Physical injury e.g. broken bones, concussion; Emotional injuries inc. trauma; Death</p> | <p>All volunteers and community supporters to be familiar with this risk assessment. In event of incident, safe space to be sought and police contacted. After incident report to Trust contact, using an Accident/Incident/Near Miss form.</p> <ul style="list-style-type: none"> - Lone working to be avoided, wherever possible. | H/M/L? |

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| 6 | People being locked/trapped in church (inc. visitors, staff, volunteers, community supporters, contractors etc.) | Panic. Hypothermia. Injury, bruising, cuts, fractures, broken bones. Damage to building | <ul style="list-style-type: none"> - Person(s) locking the church to ensure <u>all</u> people within the church are informed that closing time is imminent. - Person(s) locking the church to thoroughly check all areas of the church, to ensure they are clear, inc. any areas hidden from view toilets, vestries, side chapels, etc. To be conducted systematically – ensuring people cannot return to areas which have been cleared and with consideration for persons with disabilities e.g. those who are deaf/hard of hearing. - Person(s) locking the church to do a final shout e.g. 'locking the church now', with time for anyone remaining to make themselves known, before the door is locked. - Any church specific closing / locking procedure to be followed. | H/M/L? |
| 7 | Use of portable electrical equipment | Risk of fire – personal injury; As above in case of fire; Trips, due to trailing cables | <ul style="list-style-type: none"> - Electrical equipment that is damaged e.g. cracked plugs, exposed wires not to be used. - Formal Visual Inspections (FVIs) to be carried out regularly on all portable equipment. - Dynamic assessments to be undertaken when using portable electrical equipment i.e. look over it, to check for damage etc. before plugging in. - Portable electrical equipment not to be left plugged in unattended – only to be plugged in/used whilst staff/volunteers/community supporters present. - Cables must not be left on pedestrian routes, or they must be appropriately secured e.g. cable protector. | H/M/L? |
| 8 | <p>Work at height <u>whilst accompanied</u></p> <p>N.B. For work at height <u>whilst lone working</u>, see row 19</p> | Falls from height causing serious injury, or death | <ul style="list-style-type: none"> - Never use a ladder, or undertake any tasks which involve working from height, without first discussing with Trust contact. Volunteers and community supporters not usually asked to undertake this type of work. - Never access tower stairs, bell ringing chambers, the bell chamber, or the tower roof whilst unaccompanied. If access to these areas is required, <u>whilst accompanied</u>, speak with Trust contact before doing so. - Tasks only to be undertaken when well enough to do so. Remain mindful that capacity may fluctuate or change over time. - Before accessing balconies, galleries, rooftops etc. <u>whilst accompanied</u> consult with Trust contact and check information on edge protection, to ensure it is adequate/safe to do so. - When clock winding appropriate steps to be taken to ensure protection from falls. | H/M/L? |
| 9 | Lit candles | Burns; In the case of a fire - Crushing, people being trapped, burns and smoke inhalation | <ul style="list-style-type: none"> - Naked flames to be avoided wherever possible. Battery candles are a safer alternative. - Where lit candles are unavoidable, Candle policy to be read and complied with. - Lit candles not to be left unattended and to be completely extinguished, before the building is exited/locked up etc. | H/M/L? |

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| 10 | Weather inc. church temperature: Extreme heat or cold, exposure to heat or cold for extended periods | Heat stroke, exposure, sun burn; Chills, hypothermia | <ul style="list-style-type: none"> - Appropriate clothing and footwear to be worn, inc. layers/gloves etc. and appropriate footwear, to resist 'creep' of cold from ground up. - Access to water, or hot drinks, for longer stays. - In event of periods outdoors in full sun: apply suncream, wear a sun hat. - Risk assessed dynamically, leaving post/locking up early, if necessary. | H/M/L? |
| 11 | Miscellaneous rubbish | Trips or slips; Injury from falling items e.g. cuts, broken bones | <ul style="list-style-type: none"> - Church kept clean and tidy, rubbish regularly removed. | |
| 12 | Coming into contact with drug related paraphernalia (sharps) | Cuts, needle stick injuries, infection, life-long health conditions | <ul style="list-style-type: none"> - Do not touch sharps. - Barrier off the area, report the discovery to the relevant Local Authority and Trust contact. - All incidents of drug related activity to be reported. | |
| 13 | Coming into contact with animals (incl. domesticated, livestock and wildlife), and evidence of animals (incl. faeces, urine, remains, pellets etc.) | Stings, bite, trample/crush, impact injury, bruising, cuts, fractures, illness/infection, lifelong diseases, possible fatality | <ul style="list-style-type: none"> - Volunteers and community supporters to remain vigilant and alert at all times and follow local instructions and signage. - Those with allergies to take precautionary measures when visiting. - Cleaning of any animal waste (e.g. faeces, urine, remains, pellets, etc. particularly bat excrement) could require special consideration, preparation and often special equipment, such as masks and gloves. Trust contact to be consulted before interaction with these. Possible additional RA to be undertaken, appropriate equipment provided. - Do not touch bats. | |
| 14 | Cash handling incl. collection, transportation, counting, banking | Anti-social behaviour, robbery; Abuse; Physical injury e.g. broken bones, concussion; Emotional injuries inc. trauma | <ul style="list-style-type: none"> - Wherever possible cash collection, counting, and banking to be undertaken in pairs. - Remain aware of surroundings at all times, when handling cash. - Regular collections undertaken, to ensure smaller amounts and lighter loads. Consider breaking down larger/heavier collections. - Wherever possible, church to be locked and empty, whilst cash collected. - Wherever possible, cash to be counted in locked and empty church, or safely offsite. - Cash to be transported discreetly. - Should robbery occur, cash to be handed over without challenge. | |
| 15 | Medical condition/fitness, mobility <u>whilst accompanied</u> N.B. For medical condition etc. <u>whilst lone working</u> see row 20 | Risk of worsening condition, potential increased risk of injury, over exertion, being unable to call for assistance | <p>All volunteers and community supporters to:</p> <ul style="list-style-type: none"> - Inform Trust contact of known condition(s) and agree amendments to volunteer responsibilities, if necessary. - Tasks only to be undertaken when well enough to do so. Remain mindful that capacity may fluctuate or change over time. | H/M/L? |

| Lone Working | | | | |
|--------------|--|--|---|--------|
| 16 | Travel to and from churches or other venues, including by own car or public transport Minimal knowledge of travel routes, unfamiliarity with surroundings | Confusion; Physical injury; Exhaustion, exposure | <ul style="list-style-type: none"> - Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal. - Route to be planned in advance and checked before setting off. - Weather to be checked/considered before departure. Follow Met Office travel warning and advice. - Vehicles to be well maintained. | H/M/L? |
| 17 | Volunteers alone with threatening or violent people <u>whilst lone working</u> N.B. for aggressive or anti-social behaviour <u>whilst accompanied</u> see row 5 | Physical and mental abuse e.g. personal injury, trauma, assault | <p>All volunteers and community supporters to be familiar with this risk assessment.</p> <ul style="list-style-type: none"> - In event of incident, seek safe space and contact police on 999. - Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal. - Lone working to be avoided, wherever possible. - Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church. - Where church/areas etc. feel unsafe do not enter/linger/remain. Where necessary, church to be closed, even if at short notice and (if usually locked) left unlocked in emergencies. - Where threats/violence occur, this to be dealt with in a calm manner, whilst seeking safe space/removal from situation. - Consideration to be given to ease of access to vehicle (if used) e.g. parked in direction of exit, rather than having to turn before leaving. <p>After incident report to Trust contact, using an Accident/Incident/Near Miss form.</p> | H/M/L? |
| 18 | Slips, trips and falls <u>whilst lone working</u> N.B. For medical condition etc. <u>whilst accompanied</u> see row 3 | Serious injury; Being knocked out; Being unable to call for assistance | <p>In addition to row 3 also:</p> <ul style="list-style-type: none"> - Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal. - Lone working to be avoided, wherever possible. - Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church. | H/M/L? |
| 19 | Work at height <u>whilst lone working</u> N.B. For work at height <u>whilst accompanied</u> , see row 8 | Falls from height causing serious injury, or death | <ul style="list-style-type: none"> - Never use a ladder, or undertake any tasks which involve working from height, when alone. - Never access tower stairs, bell ringing chambers, the bell chamber, or the tower roof whilst unaccompanied. If access to these areas is required, <u>whilst accompanied</u>, speak with Trust contact before doing so. - Additional steps to be taken if clock winding whilst lone working e.g. Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church. | H/M/L? |

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| 20 | <p>Medical condition/fitness, mobility <u>whilst lone working</u></p> <p>N.B. For medical condition etc. whilst accompanied see row 15</p> | <p>Risk of worsening condition, potential increased risk of injury, over exertion, being unable to call for assistance</p> | <ul style="list-style-type: none"> - Volunteers and community supporters with mobility issues must not work alone, if they have difficulty negotiating the church 'environment' i.e. uneven floors, steps of various heights, slight variations in floor levels e.g. stones/slabs that are no longer flush with each other. | <p style="background-color: yellow;">H/M/L?</p> |
| Keyholders | | | | |
| 21 | <p>Holding a key for a CCT church.</p> <p>Distributing the key to visitors either at home or at church.</p> <p>Locking and unlocking church.</p> | <p>Uninvited guests, antisocial behaviour, robbery/burglary, physical injury, emotional trauma</p> | <p>Where the key holder is at a domestic residence, wherever possible:</p> <ul style="list-style-type: none"> - Wherever possible, church key(s) to be left outside, in an agreed location e.g. in a container/ plant pot/ on a hook. Keys to be put out in the morning and brought back in at night. - Where an unexpected visitor comes to the door you should: <ul style="list-style-type: none"> - see who is at the door, before opening it; - use a security chain, where available; - not open the door if you feel at all uncomfortable or threatened; - call 999 in an emergency; - should robbery occur, key to be handed over without challenge. <p>Where the key holder locks and unlocks the church (e.g. morning and night), or attends the church to lock and unlock for visitors:</p> <ul style="list-style-type: none"> - Volunteers and community supporters to remain vigilant and alert at all times. - Where church/areas etc. feel unsafe, or requests seem suspicious, do not enter/linger/remain. Where necessary, church to be closed, even if at short notice and (if usually locked) left unlocked in emergencies. - Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church. - Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal. - In event of incident, seek safe space and contact police on 999. - Lone working to be avoided, wherever possible. - Should robbery occur, key to be handed over without challenge. - Consideration to be given to ease of access to vehicle (if used) e.g. parked in direction of exit, rather than having to turn before leaving. | |

In the event of an accident, incident or near miss...

Ass appropriate:

- treat injuries using your own first aid supplies;
- request assistance e.g. from the emergency services;
- ASAP record and report the incident, using [CCT's Accident/Incident/Near Miss form](#) and sending it to healthandsafety@thecct.org.uk, or by speaking with your Trust contact. CCT has a legal responsibility to report some incidents within 24 hours.

Definitions

Hazard = Something with the potential to cause harm (to health or safety)

Likelihood = is the chance that harm will occur

Risk = the combination of the **likelihood** that the hazard will cause harm and the **severity** of harm

Severity of harm = level of injury/illness as a result of an event occurring/exposure.

Residual Risk Ratings

| | |
|---------------|---|
| High | Deaths, permanent disablement, life-threatening or terminal illness/disease. RIDDOR Reportable. |
| Medium | Fractures, chronic illnesses, time off work. RIDDOR Reportable. |
| Low | Minor injuries/illnesses. |