



# Risk Assessment Policy

No.	Potential Risk	Cause of risk	Level of risk	Action taken to mitigate risk	Action to be taken in case risk occurs
1	Failure to establish a good working relationship between Coach and learner; inappropriate relationships developing; inappropriate behaviour, or relationship being misunderstood by either party.	Lone working with unfamiliar people.	Medium	Clear guidelines given to Coach during training about establishing professional relations and what to do in case of problems. Relationship similarly explained, verbally to learner.	Any concerns by either party about relationship problems or behaviour to be discussed immediately with the Coach Coordinator, who will decide on best action to take.
2	Coach Coordinator, Coach or learner being contacted or harassed at home or outside their normal FRED –activities.	Living in same locality, access to telephone numbers.	Low	Coach Coordinator to screen mobile phone calls. FRED to assist Coach and learners to change SIMS; volunteers to only use mobiles, use 141 before dialling on landlines. Clear guidelines in Lone Worker’s policy about avoiding giving out too much information.	Coach Coordinator to determine the best course of action.
3	Assault on either Coach or learner before, during or after reading session, by either party or by third party.	Lone working with unfamiliar people.	Low	Strict arrangements for always having someone else nearby on premises during reading sessions. Clear guidelines for Coach about avoiding risk given. Verbal & written guidelines given to learner. Alarm systems available in some venues.	Call for help by shouting (or press alarm button, if available). Call, or ask someone else to call police. Then call Coach Coordinator to report incident. Write a report of exactly what took place as soon as possible after incident occurred and ask any witness to the incident to do the same. Reports to be given to Coach Coordinator.
4	Accident or medical emergency happening before, during or after reading session whilst at FRED venue.	Working in unfamiliar building; slips; trips; scalds, etc. Known/unknown medical problems of Coach or learner.	Medium	Health risks of Coach and learner identified during application process and both parties informed of risk where necessary.	Coach call for help or press alarm. Call ambulance if required for more serious emergencies. Then report immediately to the Coach Coordinator. Write a report of any incident & action taken as soon as possible for Coach Coordinator to log.
5	Fire occurring at a FRED venue during reading session.	Unknown.	Low	Fire Alarms, Exits and Instructions identified during venue check and	Raise alarm if necessary, leave building immediately through approved Fire Exits and wait to

				details given to Coach before using venue. Coach required to identify these personally on arrival at venue and inform learner of same.	be accounted for by person responsible before asking permission to leave. Coach to be responsible for learner, in case of fire. Report incident to Coach Coordinator.
6	Misuse of venue premises by FRED participants, during reading sessions or at other times.	Various.	Low	Clear guidelines given to Coach and learner on standard appropriate use of premises and limits to that use. Specific requirements of individual venues to be outlined on venue check, included in agreement with venues and given to volunteer.	Venue, Coach or learner to report concerns about misuse of premises to Coach Coordinator who will decide on appropriate action to take. Criminal damage should always be reported to the police.
7	Learners not turning up for reading sessions.	Lack of money for bus fares, lack of confidence or organisational skills, health or family problems. Learners having poor experience with FRED.	Medium to High	Clear guidelines given to Coach and learner about commitment and punctuality, and about making arrangements & keeping in touch venues provided as conveniently as possible to avoid learner having to travel too far. Where Coach suspects lack of learner confidence as cause, discuss with Coach Coordinator.	Coach to phone learner to establish reason for non-attendance. Record all 'no-shows' with reason given on Reading Record Sheet. Discuss persistent problems with Coach Coordinator. In such cases, it is the Coach's choice as to how long to continue with this learner.
8	Coach and learner not turning up for reading sessions or meeting in other, unapproved venues.	Too close a friendship developing and/or relaxing of commitment by either party.	Low	Coach to keep Coach Coordinator informed of arrangements for reading sessions. Reading Record Sheet provided to record progress.	If concerned, Coach Coordinator to arrange to visit a reading session, discuss issues and arrive at a solution. If necessary, new partners could be allocated, or either party taken off the scheme temporarily or permanently.
9	Failure by learner to make adequate progress due to poor use of book by Coach, use of a completely different teaching approach to that intended, or learner's own learning difficulties.	Unsupervised teaching. Inadequate oversight. Unforeseen problems with learning difficulties.	Low to Medium	Clear training in how and why to use 'Yes We Can Read'. Probationary period and observation by Coach Coordinator with each new learner in the early stages. Use of Reading Record Sheets, occasional discussions with learner and observational checks by Coach Coordinator. Occasional training and practical support in introducing additional teaching methods.	Coach Coordinator to discuss any problems with Coach and learner, identify causes and decide jointly an appropriate solution to problem. Discuss with Trainer as necessary. Persistent failure by Coach to adequately support learner in their learning may lead to him or her being replaced by a more suitable Coach.
10	Failure to recruit enough learners or Coaches to continue the project.	Failure to maintain enough publicity; failure to reach and encourage reluctant learners.	Medium to High	Responsibility for making and maintaining contacts with the wider community delegated to a volunteer Contacts Team overseen by Management Team.	Management Team to discuss best course of action.

11	Inadequate or no income.	Lack of effort/response to secure funding through grants and donations	Medium to High	Appointing individual/s for whom funding is their responsibility	FRED put on hold till more funding found. If necessary FRED wound up according to Charity Commission guidelines.
12	Fall in quality of provision	Learners not making progress; coaches feeling unsupported and giving up. Failure to retain a Coach Coordinator (also see 15).	Low	Regular & ongoing review of learner progress & coach feed-back (including from non-active coaches) carried out through the Coach Coordinator and reviewed by Management Team. Management Team ensure all members of FRED act with integrity according to voluntary sector guidance.	Take action suggested by review of feedback. Ensure pivotal Coach Coordinator post is kept appointed and written role description is regularly reviewed.
13	Getting our reputation damaged.	Learner / coach voicing dissatisfaction with provision publically. Lack of coherence within Management Team.	Low to Medium	As for 12 above.	Pro-active marketing of FRED's achievements and maintaining a positive image in local media.
14	Management Team not recruiting enough members.	Failure to invite Coaches or other volunteers to join Management Team.	Medium to High	Coordinator /Trainer keeping Coaches informed of Management Team development and inviting new recruits through newsletters, notices and advertising.	Chair/Secretary follow up Coach Coordinator/Trainer notification and invites to Coaches. Use local press, parish magazines and voluntary bureaux to advertise vacancies and invite interest. FRED put on hold till Management Team quorate according to our Governing Document
15	Insufficient experience within Management Team or FRED generally to coach or train others.	Coach Coordinator / Coach Trainer leaving FRED.	Medium to high	Coach Coordinator and Coach Trainer to train willing volunteer Coaches through one-to-one, extended coach training sessions, e-shots of information, shadowing of training and initial assessment.	Fast-track the training and / or advertise for suitably trained and experienced volunteers.

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