

Risk	Who is affected	What is already being done	What needs doing	Potential severity (1-10)	Frequency (1-10)	Probability (1-10)	Overall Score
Minor scalds	volunteers using clothes steaming apparatus (not under pressure)	Training, restriction of use to volunteers over 16	No additional works needed	1	3	1	3
Eye strain	Staff and Volunteers	Adjustable computer monitors where used. Frequent breaks/looking away from screen. Rotation of tasks if found helpful.	No additional works needed	2	2	2	8
Bites and scratches from animals	staff, volunteers	Assessment of potentially dangerous animals; training in animal handling; use of crates, graspers, traps etc. Under 16s not allowed to handle large dogs.	Further advanced training as needed	10	1	1	10
Aggression from members of the public	staff, volunteers	Avoiding lone working; panic buttons; training; barring clients who behave aggressively	Recruitment of more volunteers so that several people will always be on premises	10	1	1	10
Poisoning	Staff, volunteers	Cleaning agents etc. always stored in original containers and not transferred	No additional works needed	10	1	1	10
Asbestos	Staff and Volunteers	Asbestos survey of any new shops leased. Asbestos management plan if any asbestos found.	No additional works needed	10	1	1	10
Infections caught from animals	staff, volunteers, members of the public	Good hygiene, training, provision of zoonosis card for staff and volunteers directly handling animals	No additional works needed	4	5	1	20
Upper Limb disorders and / or back pain	Staff and Volunteers	Provision of suitable chairs where needed	Different chairs may be needed for some staff/volunteers	2	5	2	20

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RSI	Staff and Volunteers	Training, rotation of tasks, frequent rest breaks	No additional works needed	5	5	1	25
"Sharps" injuries	volunteers sorting donated charity shop stock	training, use of gloves	No additional works needed	10	3	1	30
Road traffic accident	Staff and Volunteers	Avoid driving when tired. Ensure all volunteer drivers have MOT and driving licence	No additional works needed	10	2	2	40
Electrocution	staff, volunteers	Annual PAT tests, visual checks, training new staff and volunteers	No additional works needed	10	5	1	50
Fire	staff, volunteers, members of the public	Wiring and boiler checks by qualified contractor, fire alarms in working order, fire drills	No additional works needed	10	5	1	50
Manual handling injuries	Staff and Volunteers	Manual Handling training; provision of wheeled trolleys where needed	No additional works needed	5	5	2	50
Infections caught from animals	Animals already owned by branch foster carers	Veterinary check on animals taken into branch care. Blood testing where appropriate. Good general hygiene	Ideally recruit some foster carers without own animals to provide isolation facilities.	10	6	1	60
Falling and trip injuries	staff, volunteers, members of the public	training, keep access ways clear, avoid trailing cables/ropes etc.	No additional works needed	8	10	1	80
Suicide, depressive illness	owners who request help from the branch	Provision of branch veterinary and rehoming services	More services at lower cost to owners	10	10	1	100
Stress and burn-out	staff, volunteers	Mutual support	Recruitment of more volunteers	5	5	5	125

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Untreated injury/illness	animals whose owners request help from the branch	Provision of branch veterinary services	More services at lower cost to owners	10	10	9	900
Euthanasia	animals whose owners request help from the branch	Provision of branch veterinary and rehoming services	More services at lower cost to owners	10	10	10	1000

Risks are assessed by scoring for potential severity (where 1 is trivial and 10 is very serious); frequency (how often people are likely to be exposed to the risk) and probability (how likely is it that someone exposed to the risk will actually suffer harm). This produces an overall score where 1 represents extremely low risk and 1000 serious harm that will certainly occur.