



Cromer Church - Risk Assessment 26 - Holiday Ministry Bookstall and Welcome

Date of Risk Assessment: February 2022

Reviewed: February 2023

Next Review: February 2024

IDENTIFY HAZARD	RISK INVOLVED	RISK LEVEL	MINIMISE RISK BY	RISK LEVEL
Trips and Slips	People don't see the stone step on entering and/or leaving the bookstall and trip or slip	High	Red and white tape along the wooden edge of the area to clearly demarcate the change of surface levels.	Medium
Change of floor level for wheelchair and mobility aid users	People with mobility aids take risks and unbalance themselves trying to access the area	High	Offer the use of a ramp Clearly demarcate the edge of the ramp with red and white tape Ensure the safety of all users of the bookstall are are not at risk of slipping or tripping over the ramp	Medium
Dealing with money	Someone could try to seize the till or its contents	High	Training of volunteers in advance of them starting to volunteer, pointing out some simple points to action should an incident of this nature happened. Never have the cash register out when working alone in church Keep the drawer locked when not in use Keep the key in a safe place Counting money and float must always be done with another person and must take place in the children's resource room (old vestry)	Medium

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Lifting heavy items	Volunteers susceptible to injury when lifting heavy things	Medium	<p>Reduce the weight of objects lifted eg by half emptying heavy boxes before lifting</p> <p>Use the trolley on wheels to move heavy items</p> <p>Ask for help from someone else, either doing the lifting between two people, or asking a younger more able person to do the lifting instead</p>	Medium
Theft of stock	Knowing what you do if volunteers witness theft of stock	High	<p>Volunteers asked not to approach anyone they believe to be stealing stock</p> <p>Volunteers to have an emergency number available on the bookstall</p> <p>Once the incident has happened volunteer to immediately seek help and support from other volunteers in church and take appropriate action</p>	High
Lone working	<p>Vulnerability when volunteering alone</p> <p>Confrontation from the public</p>	High	<p>Following the Lone Working Policy of Cromer Church available on our church website. Volunteers made aware of following this policy before they start volunteering</p> <p>Ideally we need two people on duty, one on the bookstall and one on welcome. However, as long as the cafe is open it is OK to have just someone on the bookstall.</p> <p>Bookstall to close if only one volunteer in church.</p> <p>Volunteers to familiarise themselves with the exits.</p> <p>Volunteers to remove themselves from the church as soon as safe to do so and not engage in conversation with those who are confrontational.</p> <p>Ring 999 if you feel unsafe, or threatened and report the incident to a churchwarden immediately.</p>	<p>Low</p> <p>Low</p> <p>Low</p> <p>Low</p> <p>Medium</p> <p>Medium</p>

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Free standing bookcase falling	Could fall forward and injure someone	Medium	Ensuring there are heavy books on the lowest shelf with fewer lighter books and CD's on the top shelf	Medium
If a volunteer becomes unwell or has to leave in an emergency	<p>A volunteer is then left alone</p> <p>A volunteer has to deal with a medical situation of the person they are on duty with</p>	High	<p>Lock the till and attend to your partner volunteer who is unwell.</p> <p>Access them support and help as needed.</p> <p>If the volunteer is too unwell to continue or a volunteer has to leave in an emergency, close the bookstall and put the till away.</p> <p>Inform a warden</p>	Medium