

Safeguarding risk guidance: 1 to 1 regulated activity provided by a registered professional

|  | Potential risks | Mitigating actions in place | Additional mitigating actions | Guidance |
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| 1 | Inexperienced professional | Service Level Agreement in placeProof of qualifications obtainedAppropriate liability insurances in place | MS awareness session provided to professional by group volunteers/ professional actively signposted to MS Society website | [Service Level Agreement](https://volunteers.mssociety.org.uk/service-level-agreements) templates and guidance available on volunteer website |
| 2 | Service user alone with professional at risk of some form of abuse | Employer to confirm that disclosure checks have been completed on the professional delivering the serviceSelf-employed professionals apply through the MS Society for a disclosure check  |  | [Disclosure policies and guidance](https://volunteers.mssociety.org.uk/disclosure) available on volunteer website |
| 3 | Inappropriate venueAccessibility not as expected i.e. doesn’t meet recognised standards for people with mobility issuesChanging/shower facilities unsuitable for wheelchair users | Venue risk assessment completed  | Review chosen locationCoordinating Team may agree to provide agency carers to support service users | [Our risk management system](https://volunteers.mssociety.org.uk/risk-management) available on volunteer website[Personal care policy and guidance](https://volunteers.mssociety.org.uk/personal-care) available on volunteer website |

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| Emergency procedures |
| If the professional works for a corporate or public body they follow their organisation’s procedures in relation to: |
| * Fire evacuation
* Power failure
* Closure of building
 | * Service user taken ill or injured
* Safeguarding
* Lone working
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| If the professional is a sole trader, they follow MS Society policies in respect of the above. |

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| Training required | MS Society support |
| Sole trader professionals advised of relevant MS Society policies  | * [MS Society risk management system](https://volunteers.mssociety.org.uk/risk-management)
* [MS Society policies](https://volunteers.mssociety.org.uk/policies-and-documents)
* [Group Handbook A5: Health, safety and wellbeing](https://volunteers.mssociety.org.uk/resources/group-handbook-a5-health-safety-wellbeing)
* [Group Handbook B6: Planning and delivering quality services and activities](https://volunteers.mssociety.org.uk/resources/group-handbook-b6-planning-delivering-quality-services)
* [Local Networks Officer](https://volunteers.mssociety.org.uk/local-networks-team)
* [Welcome and induction checklists](https://volunteers.mssociety.org.uk/a-z-volunteer-roles)
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| Risk of abuse: | Medium |

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| Risk guidance completed by: |  |  |  |
|  | (Name) | (Signature) | (Date) |

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| Review due: |  |  |  | (12 months from original) |
|  | (DD) | (MM) | (YY) |  |