

Safeguarding risk guidance: Day Centre

|  | Potential risks | Mitigating actions in place | Additional mitigating actions | Guidance |
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| 1 | Service user requires personal care | Service user brings own carer with them, or group employs professional care assistant from local agency |  | [Personal care policy and guidance](https://volunteers.mssociety.org.uk/personal-care) available on volunteer website  |
| 2 | Service user only requires feeding and meets Personal Care Policy criteria | If volunteers are willing to assist under terms of the Personal Care Policy, those volunteers should have an up to date disclosure certificate in place |  | [Disclosure policies and guidance](https://volunteers.mssociety.org.uk/disclosure) available on volunteer website |
| 3 | Volunteer witnesses something or has something disclosed to them of concern regarding service user’s individual circumstances | All group volunteers aware of safeguarding policies and procedures | [Responding to adult safeguarding concerns](https://volunteers.mssociety.org.uk/resources/responding-to-adult-safeguarding-concerns) resource available on volunteer website | [Safeguarding policies and guidance](https://volunteers.mssociety.org.uk/safeguarding) available on volunteer website |
| 4 | Day Centre offers one to one therapy sessions by professionals for service users to access | Risk assessment in respect of regulated activity is followedEmployer 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 | Service level agreement templates for procuring services of professionals in placeMS awareness session given to professional by group volunteers/ professional actively signposted to MS Society website | [Service level agreement](https://volunteers.mssociety.org.uk/service-level-agreements) templates available on volunteer website |

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| Emergency procedures |
| Lead volunteer/Day Centre Coordinator to follow MS Society procedures in relation to: |
| * Fire evacuation
* Power failure
* Closure of building
 | * Service user taken ill or injured
* Safeguarding
* Lone working
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| Training required | MS Society support |
| Lead volunteer/Day Centre Coordinator aware of:* Health and Safety requirements
* Personal Care Policy
* Safeguarding Policies and processes
 | * [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)
* [Health and Safety Officer](https://volunteers.mssociety.org.uk/volunteering-with-us/staff-support)
* [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) |  |