

SEVERN HOSPICE RETAIL DEPARTMENT – RISK ASSESSMENTS



Shop Name:

Date:

Annual Review Date:

Severn Hospice has a network of retail charity shops throughout Shropshire and Mid-Wales. Each shop has a paid Manager and most have a paid Assistant Manager. The rest of the staff is made up of volunteers who are all part-time and work a variety of shifts.

The shops sell predominately donated goods including clothing, accessories, bric a brac and electrical items. We also have a furniture store that sells large items of furniture. This list is not exhaustive.

The shops have a main shop floor, sorting room, kitchen area and staff toilet. Some shops do have stock rooms but this is space dependant.

The Retail Office completed the background to the generic risk assessments. A dynamic approach is being used so that shops can add any particular risks they encounter

The Retail Office Manager has attended and passed an IOSH training course.

Severn Hospice Retail Department has undertaken the following research.

- Looked at HSE website to learn where hazards can occur, including the pages for small businesses
- Advise was found on the Charity Retail Association website
- The Area Manager and Shop Manager have walked around the shop and all other areas noting things that might pose a risk.
- Talked to other members of staff and volunteers to take into account their concerns and opinions about health and safety issues in the shop
- The Retail Office Manager reviewed the accident logs held in the Retail Office to spot trends and any particular recurring problems.
- Each generic risk assessment was then reviewed to make sure all risks had been taken into account. The Shop Manager discussed the findings with staff and volunteers
- The Retail Office put a process in place to review the risk assessments on an annual basis or straightaway if any major changes were made to individual shops

Risk Assessments available

- Fire
- COSHH
- Generic
- Vehicle Driving
- Manual Handling
- Vulnerable Worker

What are the Hazards	Who Might be Harmed and How?	What we are Doing Already	Current Risk Rating Likelihood x consequence	Further Action to be Taken	Date to be completed	Residual Risk Rating Likelihood x consequence
Falling Objects	Staff, volunteers and customers may suffer crush/impact injuries as a result of stock and other items falling from displays and racking	<ul style="list-style-type: none"> ● Heavy items to be kept at low level, only small lightweight items on upper shelves. ● Racking is designed to be suitable for the loads carried and has not been modified ● Shelves and displays to be secure - fixed to walls, stocked in correct way to ensure stability 	3 x 4 = 12	<ul style="list-style-type: none"> ● Staff to be shown how to stock shelves, including guidance to only put light objects on higher shelves, heavier items at the bottom ● Staff reminded to report any damage to racking and shelving via the Retail Hazard Notification form ● Manager to check shelves are secure on a regular basis 	Quarterly	2 x 4 = 8
Slips, trips and falls	Staff, volunteers and customers may suffer injury if they trip over objects such as stock or slip on spillages and fall	<ul style="list-style-type: none"> ● Staff 'clean and tidy up as they go' and wet flooring signs used where appropriate ● Keep walkways, corridors and stairs clear from obstructions ● Floor in good condition - any uneven floor areas or doorways marked until repaired ● Adequate lighting in all areas ● No trailing cables, any temporary lines eg extension leads to be made safe 	3 x 3 = 9	<ul style="list-style-type: none"> ● All staff and volunteers should be reminded to report any concerns to the Retail Office via the Retail Hazard Notification form 	Six Monthly	2 x 3 = 6
Sorting Donated Stock	staff/volunteers. Puncture wounds and manual handling injury	<ul style="list-style-type: none"> ● Good supply of suitable protective gloves available and staff are advised to wear them when sorting. ● Initial 'look' done to identify any sharp objects that may pose a risk of injury ● Sorting tables available ● Sharps buckets provided for disposing of items that have caused puncture wounds ● Staff and volunteers trained in safe system of work when sorting and part of induction process for new volunteers. ● Make sure staff induction process carefully followed and 'sorting goods safe working procedure' read and signed - held in Health and Safety folder 	4 x 2 = 8	<ul style="list-style-type: none"> ● All staff and volunteers reminded about safe system of working in the health and safety bulletin 	Six Monthly	3 x 2 = 6
Security	Staff/volunteers at risk from violence and threatening behaviour during high risk times of day such as taking cash to the bank and open/closing shop	<ul style="list-style-type: none"> ● Care taken when open/closing the shop to look around for suspicious behaviour by general public ● Cashing up is done away from windows and when shop is closed ● Route varied when possible to bank/post office and times of day are also varied. Cash is disguised eg... put in another shopping bag ● Staff and volunteers have access to lone working policy. This document also gives some good advise to be followed when leaving the shop in an evening 	2 x 4 = 8	<ul style="list-style-type: none"> ● Any concerns need to be reported to Area Managers or Retail Office for advise ● All staff and volunteers to be reminded of safe system of working 	Six Monthly	1 x 4 = 4

What are the Hazards	Who Might be Harmed and How?	What we are Doing Already	Current Risk Rating Likelihood x consequence	Further Action to be Taken	Date to be completed	Residual Risk Rating Likelihood x consequence
Steamer	Staff and volunteers may suffer burns and scalds from hot water/steam and hot components	<ul style="list-style-type: none"> ● Only staff/volunteers who have been trained to use steamer. All trained staff must have completed the steamer training record ● Steamer operating instructions available to all staff and trained volunteers - see Health & Safety folder ● Steamer to be regularly serviced in accordance with manufacturers guidelines and diary planner 	2 x 3 = 6	●Reminder in next health and safety bulletin	Six Monthly	2 x 3 = 6
Violence and threatening behaviour	Staff and volunteers may suffer assaults, threats and abuse from members of the public	<ul style="list-style-type: none"> ● Staff and volunteers trained not to resist a robbery ● Lone working policy available on Severn Hospice intranet ● Staff and volunteers trained to provide good, polite service eg not to confront customers ● Staff and volunteers report any incidents of abuse to Manager for discussion and support. Incident report form filled in and sent to Retail Office 	2 x 3 = 6	●All staff and volunteers reminded about safe system of working in the health and safety bulletin	Six Monthly	2 x 3 = 6
Driving while on Hospice Business	Staff/volunteers/general public may be involved in an accident whilst driving on Hospice business	<ul style="list-style-type: none"> ●All drivers have access to Driving at Work policy on Hospice intranet. ●Staff encouraged to car share for meetings ●Not in normal course of daily activity for shop staff and volunteers to be driving while on hospice business 	1 x 5 = 5	●All staff and volunteers reminded about safe system of working in the health and safety bulletin	Six Monthly	1 x 5 = 5
Electrical	Staff, volunteers and customers could get electrical shocks or burns from faulty electrics, including portable electrical equipment - heaters, fans etc	<ul style="list-style-type: none"> ● Staff and volunteers trained to spot and report to manager any defective plugs, discoloured sockets, damaged cable and on/off switches, and to take any defective equipment out of use. ● Staff and volunteers know where the fuse box is and how to safely turn the electricity off in an emergency. Each shop has a document identifying where utility cut off points are. Retail office also has an electric and hard copy ● System of visual checks and PATT testing in place. Equipment inspection log sheet held in Health and Safety files details checks and records outcomes ● Manger to make sure all checks undertaken as per 'diary planner' ●Check that each shop has had a qualified electrician check their electrical circuits. BS7671 requires either a electrical installation certificate covering all circuits or a fixed wire testing certificate 	1 x 5 = 5	<ul style="list-style-type: none"> ●All staff and volunteers reminded about safe system of working in the health and safety bulletin ●Only qualified electrician to undertake any electrical work including changing plugs and minor repairs 	Six Monthly	1 x 5 = 5

What are the Hazards	Who Might be Harmed and How?	What we are Doing Already	Current Risk Rating Likelihood x consequence	Further Action to be Taken	Date to be completed	Residual Risk Rating Likelihood x consequence
Cashing Up While Lone Working - vulnerable to accident while on own	Staff	<ul style="list-style-type: none"> •Developed flexible cashing up procedure to enable shops to cash up between 2pm - 4pm •Severn Hospice shops have key pad protected door so that only Severn Hospice staff/volunteers can enter back area once shut and locked 	3 x 3 =9	<ul style="list-style-type: none"> • Cover for till drawer to be supplied for when cash is moved from shop floor to back area •Team reminded not to interrupt cashing up procedure when door locked •Cash to be moved when shop quieter. Avoid busy periods •Shop Manager to look at skills of team and move team members to most appropriate area when cashing up •Shop Managers to train up volunteers to 	ongoing	2 x 3= 6

What are the Hazards	Who Might be Harmed and How?	What we are Doing Already	Current Risk Rating Likelihood x consequence	Further Action to be Taken	Date to be completed	Residual Risk Rating Likelihood x consequence
Working at height	staff/volunteers may suffer back pain or pain elsewhere from overstretching	<ul style="list-style-type: none"> High shelves only to be used for light goods All staff and volunteers are trained to fill shelves with lightest items at the top and bottom and heavier items on the middle shelves 	4 x 3 = 12	<ul style="list-style-type: none"> Retail office to ascertain what shops have ... Kickstool/step ladders or combination of both Daily visual check process to be developed and used in all shops Guidance to be issued to all staff/volunteers on safe use of stepladders/kickstools and quarterly reminders issued in bulletin 	Quarterly	3 x 3 = 9
Manual Handling General	Staff/volunteers may suffer back pain or pain elsewhere from handling heavy and/or bulky objects, or poor posture	<ul style="list-style-type: none"> Formal manual handling training undertaken by paid staff in last two years Manual Handling guide held in all shops Managers have made sure that all volunteers are aware of safe manual handling process' All staff/volunteers have been made aware that they need to break down heavy loads and ask for help when needed 	3 x 3 = 9	<ul style="list-style-type: none"> Retail office to check that all shops have a copy of 'Manual Handling operations handbook' and it is clearly visible and available to all volunteers All paid staff to undertake formal manual handling training to be organised through the Retail Office Shop managers to make sure that all volunteers are aware of safe manual handling process 	Quarterly	2 x 3 = 6
Manual Handling - Storage within pens	Staff/volunteers may suffer back pain or pain elsewhere from handling heavy and/or bulky objects, or poor posture	<ul style="list-style-type: none"> Make sure that bags are not overfilled when putting in pens Care needs to be taken that staff/volunteers do not overstretch when reaching items out of pen 	3 x 3 = 9	<ul style="list-style-type: none"> Remind all staff/volunteers of safe working practise in health and safety bulletin Safe working practise to be followed when using 'pens'. Boards to be removed as needed to make sure stock does not have to be lifted over the sides 	Quarterly	2 x 3 = 6
Manual Handling - Carrying donations to upstairs/downstairs stockroom	Staff/volunteers may suffer back pain or pain elsewhere from handling heavy and/or bulky objects, or poor posture. Also risk of trips and falls	<ul style="list-style-type: none"> Corridors/ access ways/stairs to be kept clear Regularly monitor access ways/stairs/corridors are kept clear Make sure that bags are not overfilled and too many are not carried at one time 	3 x 3 = 9	<ul style="list-style-type: none"> Remind all staff/volunteers of safe working practise in health and safety bulletin All staff/volunteers to be reminded that they need to break down heavy loads and ask for help when needed 	Quarterly	2 x 3 = 6
Working at low level	staff/volunteers may suffer back pain or pain elsewhere from overstretching for twisting		2 x 3 = 6	<ul style="list-style-type: none"> Remind all staff/volunteers to store heavier loads at waist height on shelves Remind all staff/volunteers to break down heavy loads and ask for help when needed 	Quarterly	1 x 3 = 3

Manual Handling Risk Assessment

What are the Hazards	Who Might be Harmed and How?	What we are Doing Already	Current Risk Rating Likelihood x consequence	Further Action to be Taken	Date to be completed	Residual Risk Rating Likelihood x consequence

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Risk Rating Calculator

Likelihood that hazardous event will occur	
1	very unlikely
2	unlikely
3	fairly likely
4	likely
5	very likely

Consequence of hazardous event	
1	insignificant – no injury
2	minor – minor injuries needing first aid
3	moderate – up to three days' absence
4	major – more than seven days' absence
5	catastrophic – death

Action Level Table

Risk rating	Action
20–25	Stop – stop activity and take immediate action
15–16	Urgent action – take immediate action and stop activity if necessary, maintain existing controls rigorously
8–12	Action – improve within specified timescale
3–6	Monitor – look to improve at next review or if there is a significant change
1–2	No action – no further action but ensure controls are maintained and reviewed

5 x 5 Risk Matrix

L I K E L I H O O D	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
	CONSEQUENCES					

Risk Rating

High

Medium

Low

Risk Assessment Summary Sheet

Name of Shop:		
Address of Shop:		
Staff/volunteer consultation: (Details and Date)		
Assessment completed by:(Name/Title)	Signed:	Date:
Shop Manager: (Full Name)	Signed:	Date:
Area Manager Approval: (Full Name)	Signed:	Date:

Review Date:
