



**Tailor, Test & Risk
Assess:**

**Risk Mitigation
Touchpoints**



Reminders...

The templates and guidance in the toolkit need amending to your project.

On some of the templates, there is guidance on what text needs to remain in place after independent legal advice





The organisation that insures
the project is liable for any
accidents or injuries!



Risk Mitigation

Why do we do it?



It is essential to keep everyone safe and build trust



Risk Mitigation Touchpoints



Risk Mitigation – Venue

- Site Risk Assessment – internal and external, including all activities
- A “competent” person has conducted both fire, health and safety assessments
- That all H&S equipment- First Aid box, accident book, fire extinguishers are maintained
- Any relevant H&S training inc. Fire and First Aid is conducted on a regular basis, and records are kept
- Staff induction includes all H&S procedures & policies
- Insurance – talk to your provider
- Storage
- Checklist and scheduling – cleaning, H&S legal requirements, Waste management etc.



Risk Mitigation – Volunteer & Staff Training

- Induction to the venue and H&S policies and processes
- Introduction to BC resources and volunteering handbook and policies
- In-person training onsite on the borrowing process and the practical steps to mitigate risk for the team and borrowers
- Visit other LoTs to see how they are working
- Training on the Borrowing platform and using all the risk mitigation options
- Item maintenance and PAT testing – training and policies
- Having supporting information displayed – like the returns checklist to support volunteers through the process



Risk Mitigation- Policies

- Volunteer Handbook and policies on-site and available to all
- Data protection - GDPR Policy
- Safeguarding policy
- Lone working policy
- Higher risk item liability acknowledgement
- PAT-testing Policy
- H&S statement of intent
- Appropriate risk assessment/s conducted for the venue and all activities in the space
- Borrower agreement and liability waiver

If your space is shared or sits within another organisation's site – work together with their policy lead to ensure that policies reflect the requirements of both organisations and activities. Agree on any shared operational risk assessment processes and policies, i.e. fire, first aid, safeguarding etc.



Risk Mitigation – Borrowing Platform

Your borrowing platform can help you reduce risk in the borrowing process.

- Member ID checked before their first borrow (Proof of age and address)
- Borrowing agreement and liability waiver signed and saved on profile
- Items inspected and checked before added to inventory, inc. PAT-testing if electrical
- Items flagged on the system for regular maintenance
- Item listing states recommended PPE (consult the manual for this)
- Item listing includes a link to manual – essential for electrical/mechanical items
- Check-in/Check-out prompts tailored to items
- If you decide to include video links – please only include the manufacturer/brand-created videos



Member Communications



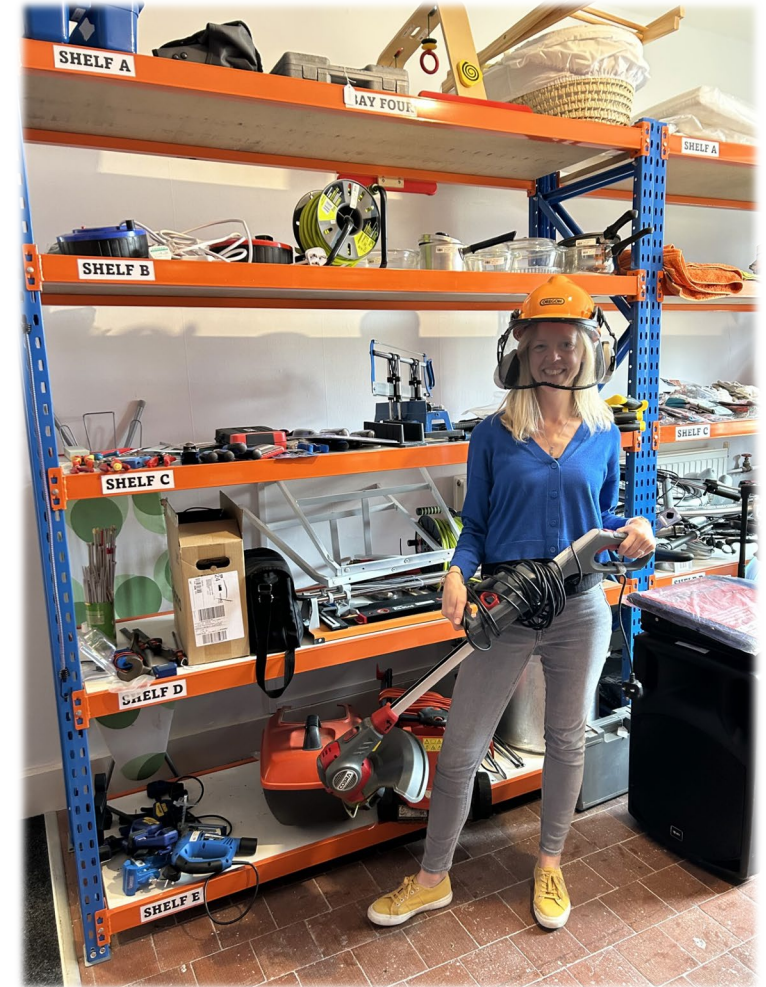
- The Borrower's Agreement (BA) and Liability Waiver (LW) condition of membership are signed and saved online in the member account.
- Reminder with every reservation confirmation email and check-out email
- Liability acknowledgement sheet for higher risk borrows – i.e. brush cutter
- Check-out prompts providing verbal reminder of BA & LW and to remind customers to read the manual/ user instructions
- Check-in prompts to check on user experience and any problems with items
- During checkout – where possible, provide brief verbal instructions – (please base on the manual)



Additional recommendation – add laminate of the brief instructions to each item- include components, etc.

Risk Mitigation- Inventory

- Items stored safely and labelled with their number
- All Items visually inspected
- Electrical items PAT tested and switched on/off after each borrow
- Items taken out of circulation for maintenance if fault reported
- Accidents or faults logged by staff/admin
- Some items will need individual risk assessment if potentially considered a higher risk



Managing Ongoing Risk

When should you revisit a process or review a risk assessment?

A process changes

Staff/ Volunteer
changes

New Inventory


Advised of
Regulatory
changes

Meeting legally required/ advised
timescales – Fire, H&S etc.

Move venue/ existing
venue alteration

Review as changes happen but at least annually, and ensure you are scheduling in!





Mitigating risk should remain a priority as your Benthyg branch grows and evolves.

Encourage staff and volunteers to flag any improvements they think would further mitigate risk as you grow and become embedded in your community.



Summary

- Read** Access the resources in the toolkit
- Review** Review your current processes in relation to the key risk mitigation touchpoints and create a plan for adding any additional processes and policies
- Relevant** Tailor to your site, your team
- Revisit** Risk is an ongoing management process, make sure you update and amend when needed
- Reach out** To the development team for support and advice