

Preparedness document for befriending

What are the challenges?	Who might be affected and how?	Risk level	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom and when?
Befriender does not pick up	Volunteer (s) clients	low	Ask befrienders to try again, if after 3 calls no response, Suzanne to investigate.	Be vigilant	Weekly/ monthly Suzanne
Sudden onset of illness for befriender	Clients		Volunteer to contact Suzanne asap to inform her	n/a	
Sudden onset of illness for befriender	Volunteer	low	999 for the phone number if it happens during a call and contact Suzanne at The Brain Charity	Volunteers are aware of the befriender's condition	Weekly/ monthly

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Concern for befriender (mental health, abuse)	Clients/volunteer	low	All befrienders are briefed on safeguarding and have a copy of our policy. Reporting immediately to The Brain Charity	no	Forwarded to DSL
Befriender forgets to call	client	medium	Apologies given and calls to resume	Awareness	Suzanne
Client disagreement/ interaction challenge	Affecting session	low	All clients are on CRM. Suzanne should be informed Remind all of equality and diversity ay The Brain Charity	Feed it back to Suzanne	Participant to Suzanne – feed back

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Concern for client	Volunteer	low	We do our best to get to know clients, but volunteer might notice a change- speak to staff	no	Participant to Suzanne- Suzanne to safeguarding lead/ case officer

Completed by: Suzanne Shooman +

(volunteer)

Checked by _____

Date: _____