

## **Cockermouth CERG**

### **CERG Volunteers**

The CERG volunteers complete a volunteer registration form where they detail the roles they are able and not able to fulfill, based on their abilities. As such, volunteers have a responsibility to ensure that they do not undertake tasks which are beyond their capability. The registration form should also include information on any condition (medical or otherwise) that may impact upon the volunteer and their ability to perform any tasks required of them. Volunteers are responsible for seeking the advice of their GP if required.

A Volunteer Handout leaflet is provided to all volunteers. This details the call out protocol, and the expectations placed on volunteers - to attend in appropriate clothing – including wellies/walking boots; to bring a charged mobile phone (with credit), and to provide the CERG with the telephone number. The leaflet includes specific instructions not to walk in flood water, to follow instructions from the Emergency Services and their Team Leader, not to put themselves at risk, and not to undertake any tasks which they feel uncomfortable about.

All volunteers will receive a Health & Safety briefing from the Volunteer coordinator where the risks identified in this document will be communicated to them.

Volunteers will work in teams, under the supervision of a Team Leader. Each Team will be allocated a work area and tasks to undertake. Volunteers should remain with their team and Team Leader and only work within their allocated area and undertake allocated tasks. Rest breaks will be scheduled and these should be taken. If Volunteers suffer any injury, or are unable to continue with their work, they must inform the Team Leader. The Control Centre needs to monitor the location of Teams and Volunteers, so the Control Centre must be kept informed of the location of volunteers and when they have finished work and returned home.

### **RISK ASSESSMENTS**

#### **Control Centre**

<b>Hazards</b>	<b>At risk</b>	<b>Controls</b>	<b>Further actions</b>	<b>Responsibility</b>	
Slips, trips & falls	<ul style="list-style-type: none"><li>• CERG Committee</li><li>• CERG Volunteers</li></ul>	1. Planned Control Centre layout, with areas for storage/equipment.	a) Ensure layout followed. b) Ongoing checks to ensure area clear of	CERG Committee Team Leader Volunteers	

Hazards	At risk	Controls	Further actions	Responsibility	
	<ul style="list-style-type: none"> <li>Members of public</li> </ul>	<ol style="list-style-type: none"> <li>Control centre lighting good.</li> <li>Ensure no trailing cables or leads.</li> <li>General good housekeeping.</li> <li>Restrictions on entry to areas of the control centre i.e. radio room.</li> <li>Team leader in Control Centre to supervise activities.</li> <li>Supervision during Control Centre set-up.</li> </ol>	<p>tripping hazards.</p> <p>c) Ensure public areas are kept tidy and floor clean and dry.</p>		
Manual handling	<ul style="list-style-type: none"> <li>CERG Committee</li> <li>CERG Volunteers</li> </ul>	<p>During CC set-up –</p> <ol style="list-style-type: none"> <li>Equipment stored in boxes that can be handled easily.</li> <li>Personnel should only lift objects within their capability.</li> <li>Sufficient personnel available to assist in lifting where required.</li> <li>Use of trolley if available.</li> </ol> <p>During CC operation –</p> <p>Controls as above plus a dynamic risk assessment of manual handling operations when they arise.</p>			
Work at height		No work at height to be undertaken.			

### Activities outside the Control Centre

Hazards	At risk	Controls	Further actions	Responsibility	
Slips, trips & falls	<ul style="list-style-type: none"> <li>CERG Team Leaders</li> <li>CERG Volunteers</li> </ul>	<ol style="list-style-type: none"> <li>Volunteer teams allocated specific area of work.</li> <li>Volunteers should only undertake activities suitable to their ability.</li> <li>All volunteers to wear appropriate footwear &amp; clothing.</li> <li>Volunteers to be vigilant about terrain and report hazards to team leaders &amp; other volunteers.</li> <li>Volunteers must not walk in flood water.</li> <li>Volunteers should act on any instructions from the Emergency Services &amp; their Team Leader.</li> </ol>	<ol style="list-style-type: none"> <li>Ongoing Dynamic Risk Assessment of area.</li> <li>Team Leaders to report back on ground conditions to Control Centre.</li> </ol>	CERG Committee Team Leader Volunteers	
Manual handling	<ul style="list-style-type: none"> <li>CERG Team Leaders</li> <li>CERG Volunteers</li> </ul>	<ol style="list-style-type: none"> <li>Lifting tasks only undertaken in line with the individual ability.</li> <li>Use of trolleys or other lifting aids if available.</li> </ol>		CERG Committee Team Leader Volunteers	
Weather or Environmental Hazards	<ul style="list-style-type: none"> <li>CERG Team Leaders</li> <li>CERG Volunteers</li> </ul>	<ol style="list-style-type: none"> <li>All volunteers to wear appropriate clothing &amp; footwear.</li> <li>Teams will be allocated specific areas to work and will work for limited periods.</li> </ol>	Dynamic risk assessment of weather conditions.	CERG Committee Team Leader Volunteers	

Hazards	At risk	Controls	Further actions	Responsibility	
		3. Weather forecasts will be monitored. 4. Rest periods and breaks will be scheduled.			
Driving	<ul style="list-style-type: none"> <li>CERG Team Leaders</li> <li>CERG Volunteers</li> </ul>	1. Vehicles must be fit for the purpose for which they are used – if they are owned by volunteers, then this is their responsibility to ensure the vehicle is safe and legal. 2. Drivers should be qualified and capable of driving the vehicle. 3. Ensure routes are passable and safe. 4. If volunteers are driving a minibus or other shared vehicle, they must be registered with the Community Transport Scheme. 5. Drivers must act on any instructions from Emergency Services.	Control Centre to monitor road closures and road conditions and keep updated on advice from Emergency Services.	CERG Committee Team Leader Volunteers	
Work at height		No work at height to be undertaken.			