



The Chatty Café Scheme_Café Risk Assessment

Hazard	Risk	Control Measures (Minimise risk)	Risk Level	Report to
Emotional outbursts/distressed participants/memory loss of participants (at Chatter & Natter table)	Distress and disruption to volunteer and beneficiaries	<p>Keep impartial and do not offer advice other than signposting to the most relevant emergency contact(s) on the list below.</p> <p>If volunteer has been affected by the incident, follow up with a debrief/report your concerns via a call to The Chatty Café Scheme Volunteer Manager, Jenny Bimpson.</p>	Medium	Jenny 07465 966 597
Aggression and violence (at Chatter & Natter Table)	<p>Disorderly</p> <p>Physical/verbal abuse</p>	If somebody is showing signs of being disorderly and abusive remain patient, de-escalate and deflect where possible. If the situation worsens, report to Café Staff in the first instance, and then notify The Chatty Café Scheme.	Medium	<p>Café Staff</p> <p>Jenny 07465 966 597</p>
COVID	Contact with customers, staff, and surfaces	<p>If you feel unwell and have any symptoms of Covid-19, please do not host your C&N table and let The Chatty Café Scheme and the Venue know that you cannot attend.</p> <p>Follow government and café social distancing measures.</p>	Medium	Café Staff



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		<p>Check café staff have sanitised tables and chairs on arrival.</p> <p>Wear masks if a member of the group has identified themselves as vulnerable.</p>		
Volunteer boundaries whilst hosting a Chatter & Natter table	If a beneficiary displays inappropriate behaviour to the volunteer i.e., Flirtatious; asking for personal details; wanting to meet outside the Chatter & Natter sessions; asking for money; wanting lifts from the volunteer.	<p>The Volunteer to maintain clear boundaries when hosting the Chatter & Natter table.</p> <p>The Volunteer should not offer to buy any participants drinks or food.</p> <p>The Volunteer to discuss their concern/s to determine the best course of action, by contacting The Chatty Café Scheme Volunteer Manager, Jenny Bimpson.</p>	Medium	Jenny 07465 966 597
Theft	Stolen property	<p>Ensure bags are not left unattended.</p> <p>Volunteer to ask everyone to keep personal belongings with them, and do not agree or take responsibility of other people's belongings.</p>	Low	<p>Café Staff</p> <p>Call local Police team to report theft</p>
Burns and scalding	Risk of burns from hot drinks	Take care around drinks to prevent spillages. Ensure table is stable and large enough to accommodate a group sitting at it.	Low	Café Staff



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Slips, trips, falls and accessibility	Trip hazards Exits/access blocked	Look for trip hazards, spillages on floor. Check exit routes are accessible, and access is clear, to and from, the Chatter Natter table, notify café staff to remove obstructions if visible.	Low	Café Staff
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Fire	Trapped, smoke inhalation, burns	Volunteer to familiarise themselves with distances to fire exit, and the route from table to café assembly points. Be aware of participants with limited mobility, visual/hearing impairments.	Low	Café Staff 999 Response Team
Participants at Chatter & Natter table has. <ul style="list-style-type: none"> heart attack blocked airway choking allergic reaction 	Delay of emergency services arriving at the café Death	Notify café staff immediately, keep calm and stay with beneficiary. Report to The Chatty Café Scheme Volunteer Manager, Jenny Bimpson.	Low	Café Staff Jenny 07465 966 597
Inappropriate images and videos shared	Inappropriate photos and videos to the volunteer and participants at Chatter & Natter table, for example, child pornography.	Depending on the severity of the concern, report the issue to the police. Report to The Chatty Café Scheme Volunteer Manager, Jenny Bimpson.	Low	999 Response Team Jenny 07465 966 597
Cybersecurity	Participants at Chatter & Natter tables have their photograph uploaded onto social media platforms without their consent.	No photographs of participants. You may be asked to take photos of events by The Chatty Café Scheme in all instances consent must be obtained from all that are present at the table.	Low	Abi 07484 741 934



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The Chatty Café Scheme Emergency Contact Information

Samaritans

Phone: **116 123**

<https://www.samaritans.org/>

24-hour crisis support including suicide prevention services, mental health support and emotional assistance.

Sane

Phone: **07984 967 708**

<http://www.sane.org.uk/>

Offers emotional support and information for anyone affected by mental health problems.

Victim Support

Phone: **0808 168 9111**

<https://www.victimsupport.org.uk>

Provides emotional and practical support for people affected by crime and traumatic events.

British Red Cross

Phone: **0808 196 3651**

<https://www.redcross.org.uk/>

Emergency and crisis support services; community support services including services for the elderly, the homeless and those at risk of homelessness and mental health services.



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Respect Men's Advice Line

Phone: 0808 8010 327

<https://www.mensline.org.au>

A helpline for male victims of domestic abuse.

Dementia UK

Phone: 0800 888 6678

<https://www.dementiauk.org/>

A helpline to speak to dementia specialists.