

Face-to-face Fundraising Covid-19 Risk Assessment



Charity/Company name: London's Air Ambulance Ltd and London's Air Ambulance Trading Ltd

Assessment carried out by: Jacob Glenn Fundraising manager (face-to-face)

Date first assessment was carried out: 31/07/2020

Date of most recent review: 11/11/2020

Next review due by: 01/12/2020

Face-to-face fundraising status: Suspended until national lockdown is lifted

Covid-19 Face-to-face update

London's Air Ambulance Charity safely resumed our face-to-face fundraising activities across London at a reduced scale between Monday 17th August 2020 and Wednesday 4th November 2020.

Following the Government's announcement on Saturday 31st October 2020 of a second national lockdown, London's Air Ambulance Charity have suspended all of our face-to-face fundraising activities between 9pm on Wednesday 4th November until 9am on Wednesday 2nd December, if the national lockdown is lifted.

London's Air Ambulance Charity's risk assessments, policies and training have consistently placed public and fundraiser's health as being of paramount importance throughout the course of 2020, and they will continue to do so during our all face-to-face fundraising activities.

For more information please read our [See our Covid-19 update](#) or contact our Supporter Care team by emailing supportercare@londonsairambulance.org.uk or phoning **0203 023 3319**.

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COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular London's Air Ambulance Charity will continue to assess and manage the risks caused by public fundraising activities to the public, our staff, supporters and face-to-face fundraisers.

It is important that we return to our public fundraising activities in a responsible way and resume our face-to-face fundraising activities sensitively, safely, and responsibly. London's Air Ambulance Charity and all external direct marketing agencies who represent us have taken the following steps to ensure the safety of the workplace:

Carrying out risk assessments for COVID-19

- London's Air Ambulance Ltd , London's Air Ambulance Trading Ltd , [Wesser Ltd](#), [Gemini Fundraising Ltd](#) and [Tower Lottery Partnership Ltd](#) have all carried out risk assessment for face-to-face fundraising in line with the [HSE guidance](#).
- Before each risk assessment review, we ensure fundraising agency staff and face-to-face fundraisers have been consulted.
- We continue to follow the [Code of Fundraising Practice](#) (the code) and current [Government advice](#) on coronavirus including [working safely during coronavirus](#).
- Following the Institute of Fundraising guidance on [restarting public fundraising after lockdown](#).
- Our risk assessment, which can be found on our website, has been shared with our fundraising agencies and with our workforce.

Developing cleaning, handwashing and hygiene procedures

We have increased the frequency of handwashing and surface cleaning by:

- Encouraging fundraisers to follow the [guidance on hand washing and hygiene](#) by providing training for fundraisers on Covid-19 hygiene procedures.
- Ensuring our agencies provide hand sanitiser for their fundraisers and encourage regular handwashing.
- Introducing procedures to frequently clean and disinfect objects and surfaces such as private site materials that are touched regularly.

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Helping people to work from home

We have taken all reasonable steps to help people to work from home by:

- Providing London's Air Ambulance Charity's office staff with remote access to work systems.
- Giving London's Air Ambulance Charity staff emotional support through access to an Employee Assistance Programme that covers online, phone and face to face support around emotional matters.
- Training fundraisers remotely using video conferencing software and digital training materials.
- Hosting campaign reviews and regular status meetings remotely through video conferencing or phone.
- Including fundraising agencies and fundraisers in all necessary communications.

Maintaining two metre social distancing, where possible

We have introduced the following procedures to, where possible, maintain two metres between people:

- Wesser are using an extendable tablet holder so supporters can read and sign the tablet from two metres apart.
- Gemini and Tower are both using a two stage verification so that supporters can confirm the details of their gift and sign on their own device, allowing for signups to take place from two metres apart.
- Regular virtual training and monitoring through compliance visits, for fundraisers, to check they are following social distancing policies.
- Badges and signs are being used to remind fundraisers and members of the public of social distancing guidance.
- Avoiding fundraisers using the same workstations where possible.
- Where possible floor tape or paint will be used to mark areas to help people keep to a two metre distance.

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Where fundraisers cannot be two metres apart, manage transmission risk

Where it's not possible for fundraisers to be two metres apart, we will manage the risk of transmission by:

- When possible, use tables, podiums or barriers to separate people from each other
- Encourage back-to-back or side-to-side working whenever possible
- Reducing the number of colleges each fundraiser has contact with by using 'fixed teams or partnering'
- Introduce more frequent staggered breaks to reduce group contact time

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What are the hazards?		Who might be harmed and how?	What are we already doing to control the risks?	What further action will we need to take to control the risks?	Who will carry out the action?	When is the action needed by?	Risk
Spread of Covid-19	Via face-to-face training session	Face-to-face fundraisers or Trainer could contaminate each other or their environment during a face-to-face training session.	London's Air Ambulance Charity will be hosting face-to-face training and monitoring sessions virtually by using video conferencing software. This will allow fundraisers to receive training from their home which will reduce their exposure to others as they will not have to travel to a meeting room and sit in groups.	Ensure all fundraisers have access to a device on which they can receive the training and digital training materials.	Agency management and Training and Quality Control Coordinator	Scheduled training dates	Low
Spread of Covid-19	Via contact with fundraising device	Supporter signing a fundraising tablet and cross contaminating the device	Where possible fundraisers will be using two stage verification contactless technology to avoid sharing devices with supporters. If supporters sign the tablet an extendible holder will be used so they remain 2 metres apart. The device will then be cleaned before fundraisers uses it again.	Check fundraisers are regularly cleaning tablets that come into contact with supporters	Agency management, Training and Quality Control Coordinator and Fundraising Manager	Ongoing	Low

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<p>Spread of Covid-19</p>	<p>Contact with members of the public who are shielding or self-isolating</p>	<p>Fundraisers will respect social distancing and follow government guidance at all times. Conversations will be terminated if a member of the public expresses they wish to terminate conversation.</p>	<p>Fundraisers receive training on when and why to terminate conversations which has been updated to include Covid situations. No Cold Calling Stickers and No Cold Calling Zones are to be avoided.</p>	<p>Deliver Covid-19 training and Monitor via mystery shopping</p>	<p>Training and Quality Control Coordinator Amber Arch</p>	<p>Ongoing</p>	<p>Medium</p>
<p>Spread of Covid-19</p>	<p>Two fundraisers working in close contact together</p>	<p>Fundraisers increasing risk if they work within two metres of each other regularly</p>	<p>Back-to-back or side-to-side working whenever possible. Staggered and more frequent breaks encouraged Include in Covid training.</p>	<p>Monitor via mystery shopping</p>	<p>Training and Quality Control Coordinator Amber Arch</p>	<p>Ongoing</p>	<p>Medium</p>
<p>Spread of Covid-19</p>	<p>through materials being used</p>	<p>Fundraisers, Public, New Supporters</p>	<p>London's Air Ambulance Charity have reduced the items being exchanged with new supporters at point of signup. We are planning to exchange a sanitised helicopter pin badges with new regular donors recruited through private site.</p>	<p>Review give away procedure and alternative options with each agency</p>	<p>Agency management, Fundraising Manager</p>	<p>Ongoing</p>	<p>Low</p>

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Sign up completion	Legal declaration and signature	Charity reputational – fraudulent sign up if Fundraiser does not get supporter to sign	Using Contactless Technology to allow supporters to sign direct debit confirmation on own device.	Provide training and check correct procedure was followed in welcome calls	Agency management, Training and Quality Control Coordinator and Fundraising Manager	Ongoing	Low
Sign up completion	Identification requirements	Visually impaired supporters may find it hard to read ID from 2 meters	Enlarged ID to be available for those who struggle to read the standard ID on the fundraisers lanyard.	Fundraisers to receive vulnerability training. Check through mystery shopping and shadowing	Agency management, and Fundraising Manager	Ongoing	Low
Risk of infection when travelling to work and between sites.	Via contact with members of the public whilst travelling	Face to face fundraisers contracting COVID - 19	Develop a risk assessment for work related travel in consultation with fundraisers.	Ensure all government and regulatory protocols are being followed. All fundraisers to wear masks when traveling and entering shops etc. To form part of return to work training	Agency	Ongoing	Medium
Contact Tracing	Fundraisers, members of the public, coming into contact with Covid-19	Untraced Spread of Covid-19	Encouraging fundraisers to download and use NHS Track and Trace app. Implementing Government and NHS guidance. Recording fundraisers interactions and locations.	Build awareness of contact tracing requirements. Check fundraisers are leaving contact details at private sites on booking form	Agency, Fundraising Manager	Ongoing	Low