Risk Assessment Framework

This framework outlines how Flourish Oxford Ltd identifies, evaluates, and manages risks to ensure the safety, wellbeing, and protection of Clients, staff, and others. It demonstrates compliance with Health & Safety law, safeguarding guidance, and professional best practice.

Scope

Applies to all activities conducted by Flourish Oxford Ltd, including:

- One-to-one counselling (in-person, online, or at clients' homes)
- Workshops and group sessions
- Community projects and outreach activities
- Administrative and office work

1. Risk Assessment Process

Identify Hazards

Consider all potential sources of harm in each activity, e.g.:

- Physical environment: tripping hazards, fire safety, seating arrangements
- Emotional/psychological risks: distress, triggering material, disclosure of abuse
- Equipment/technology: laptops, projectors, online security, GDPR compliance
- Lone working: home visits or working remotely

Assess the Risk

For each hazard, evaluate:

- Likelihood (Rare / Unlikely / Possible / Likely / Certain)
- Severity (Minor / Moderate / Major / Severe)
- Risk rating (Low / Medium / High)

Control Measures

For each identified risk, outline steps to reduce or eliminate it, e.g.:

- Arrange safe and accessible rooms for sessions
- Ensure fire exits and first aid are available
- Follow safeguarding procedures for disclosures
- Use secure platforms and passwords for online sessions
- Maintain clear session boundaries and informed consent

Record & Monitor

- Document all risk assessments for each activity type
- Review after any incident, near miss, or change in circumstances
- Update regularly (minimum annually)

Review & Evaluate

- Conduct regular audits of risks and control measures
- Reflect on incidents, feedback, or new guidance to improve practices
- Include safeguarding, GDPR, and health & safety considerations in all reviews

2. Risk Categories (Examples)

Category	Examples of Risks	Control Measures
Physical Environment	Slips/trips, fire, inadequate lighting	Room checks, fire safety drills, clear pathways, first aid kit
Client Wellbeing	Emotional distress, safeguarding concerns	Pre-session information, informed consent, supervision, safeguarding policy
Staff/Practitioner	Lone working, workload stress	Lone working policy, regular breaks, reflective supervision
Equipment / Technology	Data breaches, equipment failure	Secure devices, strong passwords, encrypted communication, backup procedures
Workshops / Groups	Behavioural incidents, allergies, COVID/illness	Risk assessment per venue, emergency contacts, health information forms

3. Responsibility

- The Director (sole practitioner) is responsible for carrying out risk assessments, implementing control measures, and reviewing effectiveness.
- Clients, where appropriate, are expected to follow guidance and safety instructions during sessions or workshops.

4. Documentation and Evidence

Each risk assessment should be documented with:

- Date and activity
- Identified hazards
- Risk rating
- Control measures
- Person responsible
- Review date
- Maintain records as part of professional accountability and for procurement or inspection purposes.