

Julia's House Lottery Canvassing Risk Assessment April 2021

As per the Government and Fundraising Regulator guidance on public fundraising returning in the pandemic, we (Julia's House) have completed a thorough risk assessment of our lottery canvassing returning to ensure the safety and wellbeing of staff, volunteers and members of the public are protected and to assess, manage and mitigate the risks linked to public fundraising returning at this time.

Our lottery canvassing will continue to follow the standards as set out in the Code of Fundraising Practice with COVID specific measures being followed in addition to standard regulations.

We will continue to keep this risk assessment and mitigation actions under review and will update it in line with any changes to Government and Fundraising Regulator guidance.

Though we have taken the necessary precautions to mitigate COVID risks as per the Fundraising Regulator guidance and Government regulations, if a member of the public chooses to engage with one of our canvassing agents it is solely their decision and they do so at their own risk.

Having completed this thorough risk assessment, we (Julia's House) are satisfied that our lottery canvassing can return from Monday 19th April 2021 safely and in line with the public fundraising guidance.

Risk assessment areas- Safeguarding the public and our fundraisers

Trial canvassing return

The re-starting of canvassing from 19th April will be a test re-launch period of 6 weeks with the test period ending 28th May 2021. This test period will allow the charity to monitor and adjust canvassing plans to further mitigate any issues and concerns that potentially emerge.

We will have 1-2 canvassers maximum working against our account through this test period in Dorset who have worked on the charity canvassing account for the last few years. Canvassing will be at venue locations only.

At the end of the test period, we will review and re-assess our canvassing plans before deciding whether expanding our canvassing team sizes and locations is viable whilst maintaining high safety COVID public fundraising standards.

Keep up-to-date and follow Government guidance

We fully understand that restrictions and guidance are likely to change as lockdown lifts and therefore we will ensure that we keep up-to-date with Government announcements and apply any new requirements and limitations to our fundraising activities to ensure our fundraising is carried out in-line with Government guidance for where our fundraisers (lottery canvassers) are operating.

We will temporarily pause our canvassing activity if required to give us the time needed to safely implement any changes needed with public fundraising guidance or regulation.

If a local or national lockdown is imposed, all canvassing activity will stop by the allocated lockdown start date/time and will only re-start once safe and allowed to do so.

Be transparent with the public and supporters

We have made this risk assessment available in order to explain our approach to fundraising as the lockdown restrictions lift in England and to set out the measures we are taking to assess, manage and mitigate the risks involved with public fundraising returning in the pandemic and how these align with Government COVID safety advice.

COVID safe fundraising

We have implemented new COVID safe fundraising measures for our canvassing team to ensure safe sign up processes and robust fundraising practices such as good hygiene, social distancing requirements and COVID safe stands.

All new lottery players signed up by our canvassing agents will do so in a contact free sign up process wherever possible.

Our canvassing agents will be issued with PPE such as face shields/visors, facemasks, protective gloves, antibacterial spray or gel, antibacterial wipes and distance markers. They will receive training on PPE use.

If canvassers enter a venue and are canvassing inside a venue they will have to wear a face mask as mandatory by UK law. Where our canvassers are positioned outdoors at venues, they only need to wear face shields but they can choose to wear face masks in addition to the face shield if they wish to for their and the public's safety.

No handouts or materials will be provided to limit the risk of cross contamination with other fundraising inventory. Only a Sales pitch laminate will be used which can be cleaned after each use.

Canvassers need to supply an image of their stand setup before canvassing commences each day to confirm Covid safe stand setup and correct PPE use.

A minimum distance of 2 metres must be observed at all times when engaging with the public at the lottery stand. Canvassers are to remain in a static position by the lottery stand and ensure they do not obstruct the public way of access at any time.

Members of the public will be asked to 'opt in' to engaging with the canvasser before the lottery conversation begins.

Canvassers are not to engage with potential donors for any more than 15 minutes to minimise potential exposure to asymptomatic individuals.

Fundraising tablets are to be disinfected at least once per hour during the day and both before and after sign-ups are completed if a signature is required by the donor.

The lottery stand is to be frequently cleaned and disinfected throughout the time of use.

Shaking hands and physical contact is banned.

As per the Code of Fundraising rules, all canvassers are required to wear their ID badges and to ensure these are visible at all times. If a member of the public wishes to confirm agent identification, the ID badge is to be handed over to the public and sanitised upon return.

Anyone to be found in breach of any of the rules of PPE or Social Distancing will be dismissed immediately under current Health and Safety and Code of Conduct rules & policies.

Best working practices will need to be analysed, evaluated and confirmed with each Store Manager at each individual location by our canvassing team to ensure safe working.

Managing possible COVID infections

In the case of possible COVID infections from our canvassing agents or the public, we have a comprehensive procedure in place covering COVID testing and self-isolation as per current Government guidelines.

Use of the NHS Covid-19 Track and Trace App is actively encouraged for any canvassing agent who will be in contact with the public.

Compliance calls

As per lottery regulations, we will complete weekly compliance calls to monitor how our canvassing agents are signing people up, their approach and to check compliance with our COVID safe public fundraising rules including use of PPE, social distancing and opting the public in to the conversation.

We will be attempting to call 10% of the new lottery sign ups each week and the responses given on the calls will be recorded for compliance purposes.

Training

We have completed training with all our returning canvassers virtually in order to ensure they are fully trained on COVID safe fundraising, use of PPE and social distancing.

Vulnerable persons

Our canvassers are trained on managing interactions with vulnerable persons to ensure adequate safeguarding of the public and our supporters.

Use of lateral flow tests

All of our canvassers actively working in public locations will be completing 2x lateral flow tests per week through the canvassing return trial period (19th April- 28th May 2021). This requirement will be reviewed at the end of the trial period. Lateral flow tests to stop once canvassers have been vaccinated.

Respectful behaviour

We fully acknowledge that at this time some members of the public may be more anxious than usual about interacting with our canvassers. Our canvassers have been trained to 'opt in' every person at the start of the conversation to confirm the individual is happy to continue talking. All canvassers will maintain the two metre social distance rule at all times.

We fully acknowledge that an increased number of individuals may be experiencing financial hardship or grief. Our canvassers have trained to be responsive to any signs that an individual is in distress or does not want to continue a conversation.

Complaints procedure

Any complaints received against the lottery are recorded and managed and will be investigated and resolved as per our current policy and process. For our current complaints procedure, please see our lottery terms and conditions www.juliashouse.org/lottery

Risk assessment authorisation

Based on this risk assessment, we (Julia's House) are satisfied that our lottery canvassing can return from Monday 19th April 2021 safely and in line with the public fundraising guidance.

Authorised and signed by:

Laura Tillings

Individual Giving Manager, Julia's House

19/04/2021

Mike Bartlett

Deputy CEO, Julia's House

19/04/2021