

Dynamic Risk Assessment

Introducing the **CLIVE** model for Lone Working

2025

One of the best things about working in our communities is how varied and ever-changing the environment and our jobs can be, and sometimes things can change which we need to adapt to.

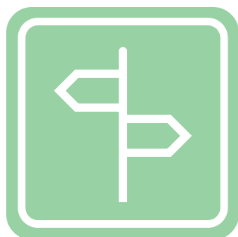
Dynamic Risk Assessment is the concept of acknowledging a potential or developing hazard and responding early to reduce the likelihood of that risk, or the severity of harm should an incident occur, in line with our training and overall risk assessments.

This guide introduces a tool for assessing risks dynamically in rare situations not covered by the documented risk assessments and support plans. Where documented risk assessments exist, these should be followed.

The **CLIVE** Model is an easy way to remember the process for dynamic risk assessment, as well as being our Safe Word to use if you feel you are in danger.



Create choices



Creating choices is about preparing your environment to maximise your available choices further down the line. Where is your phone, PPE, is your car parked in a good position, are travel routes clear and well lit – so surprises don't catch you on the back foot. Before a task, think of every foreseeable "what-if". What happens if somebody falls, equipment fails, somebodies' behaviour suddenly shifts – what might you wish you already did?

Top tips

- Plan parking and walking routes to avoid poorly lit areas
- Keep your phone within reach
- Keep spare PPE topped up
- Keep your distance until you are sure it's safe
- Tell somebody where you are, and who is there with you
- Clear the area or travel route of hazards or obstructions
- Adjust lighting or environmental conditions
- Ask for somebody to be ready to help

Look & listen



Look and listen for signs of hazards or potential hazards. Scan with purpose: look for potential hazards like wet surfaces, loose rugs, odd noises, new faces, signs of distress or anxiety, suspicious behaviour.

Listen carefully: Communicate well and a lot to unearth hidden risks, ask open questions. What has happened earlier in the day can be an indication of current hazards.

Top Tips

- Read the customers support plan and risk assessment
- Ask open and leading questions to look for warning signs of distress, anxiety, or danger.
- Look at body language in people and animals, are they relaxed or alert?
- Look around the environment, is anything out of place, broken or looks unstable?
- Look for obstructions or trip hazards, loose floor coverings, wet surfaces, cables.
- Check equipment for damage before use.
- Listen for unusual sounds, from people, equipment or vehicles.
- Consider the customers condition – listen to their breathing, skin pale / clammy / sweaty, are they shaking, or more lethargic than usual.
- Look around public areas and car parks, is it busy / quiet? Are you likely to encounter people under the influence of drugs or alcohol?

Identify Hazards

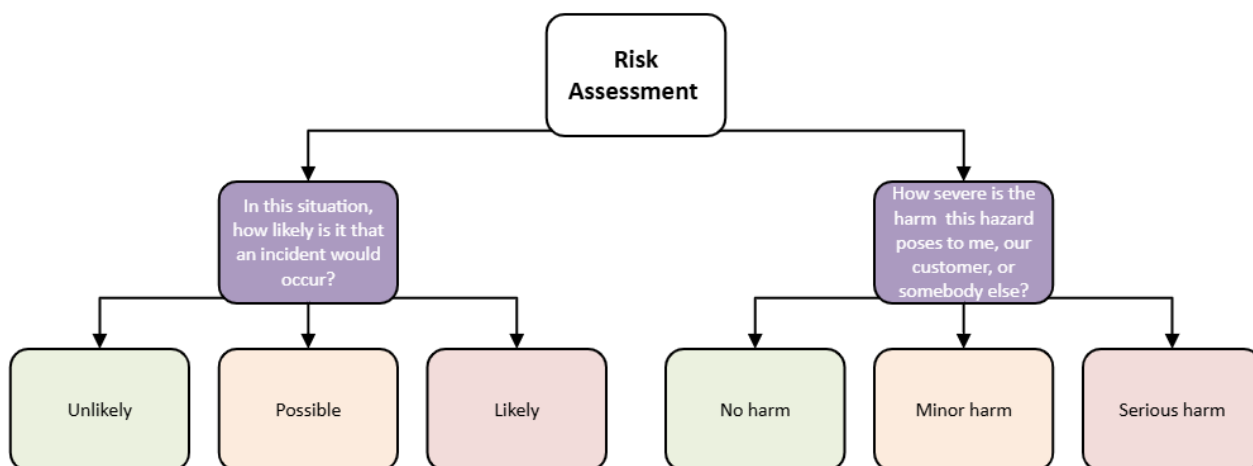


We should acknowledge and address hazards as soon as they emerge. This means evaluating the likelihood that the hazard could become a risk, and the severity, or type of harm which could come from the hazard – how serious would it be?

Top Tips

- Think about how this hazard could contribute to harm for you, the customer, or somebody else?
- What would the harm be?
- How likely is that to happen?
- Is this a hazard you need to address? Decide before you carry on
- Is this hazard already controlled through training, the support plan, PPE etc?

To evaluate a risk, make a quick judgement in your head – It may be that a hazard could foreseeably turn into an incident, but without causing harm. Alternatively, an unlikely situation with potentially serious consequences should be addressed. Combining Likelihood with Severity is Risk Assessment and helps guide how much action is appropriate to take, and how seriously to treat a hazard.



		Potential severity of harm		
		No harm	Minor harm	Serious harm
Likelihood of an incident	Unlikely			
	Possible			
	Likely			

Versatility



When controlling a risk in a dynamic way, we need to think about flexibility in our approach: swap tasks, reposition furniture, shift pace, or involve a colleague or third party. Draw on all your skills and remember your training – what options are available to you?

Top Tips – Remember “Versatile”

V	Vacate	Can we avoid or revisit the task, location or situation. Can it be done another time, or tasks organised in a different order?
E	Eliminate the hazard	Change your environment – Can you move things around or move them away to ensure they don’t become a risk. It may take a minute but can be worthwhile.
R	Replace the hazard	Is there another item you can use instead of the broken or hazardous one? Or another way to achieve the same aim?
S	Shield	Prevent contact with the hazard, person / people or animal by positioning barriers between you.
A	Adaptation	Is there another safe way which works better for you, your size, your characteristics, and your capabilities? How can you specifically complete this task safely?
T	Training	Think back to your training and experience, have you learned techniques and gained knowledge which can help? For example, the Principles of Efficient Movement
I	Instruction	Can clear and assertive communication help control the situation?
L	Liaison	Check in with your manager, somebody nearby or a colleague, seek advice from more experienced colleagues and experts. Remember the “Clive” safe word.
E	Evaluate	Check your control measures are working and assess dynamically as you go.

Escalation



Log near-misses and minor slips right away, even if no harm occurred, and feed every new hazard back to your branch team so it can be added into documented risk assessments, ensuring risk assessments evolve with real-world lessons.

Top Tips

- Tell your line manager if there is a risk identified which could harm you, the customer or others
- Escalate if you can't complete the task safely, and other arrangements need to be made or support given
- If emergency services assistance is required, call them
- Document the issue as appropriate
- Remember the safe word "CLIVE" – If you are in a situation where you don't feel comfortable discussing the detail in front of others, call the office and say you will be running late for Clive. The office team will ask clarifying questions and support however appropriate

⚠️ IN DANGER? ⚠️
CAN'T CALL THE POLICE?

**CALL THE OFFICE AND
STATE THE SAFE WORD**

CLIVE

STATE THE FOLLOWING

"I know i have a visit with 'Clive' at ... o'clock but i have been held up in my current visit with Mr/s... Please can you update him and i will be with him shortly."