

## Torch Red List

Updated 16 April 2026

### Referrals, activities or circumstances that Torch regard as outside our scope.

Activity	Alternative Approach
1 "Advice"	Signpost to Communicare or other professionals
2 "Befriending"	A volunteer will act as a "sensible friend" to provide a short term (up to 8 weeks) stop gap support to allow a Befriending Service to be engaged by referrer.
3 Hoarding except some assistance with general tidying/sorting/decluttering	Professional help needed beyond Clutter Rating 3 or above Standard Risk
4 Counselling	Professional help needed
5 Diagnosed Dementia but mild forgetfulness may be acceptable	Professional help needed for client but may be able to assist with other indirect requests
6 Severe mental health	Professional help needed for client but may be able to assist with other indirect requests
7 Deep cleaning or where protective clothing would be required	Professional help needed
8 Infestations or extreme uncleanlines (faeces, bed bugs, rodents, fleas etc)	Professional help needed
9 Anything to do with gas and gas appliances	Professional help needed
10 Anything to do with live electrics/rewiring - Insurance policy only provides cover for cover for doing light electrical handyman tasks	Professional help needed
11 Anything to do with water under pressure - Insurance policy only gives cover for very basic plumbing such as repairing a leaking tap or plumbing in a washing machine	Professional help needed
12 Use of ladders other than safe use of a step ladder up to 3m	Professional help needed
13 House removals, excluding small items or one off assistance to remove or collect an item	Professional help needed
14 Dog walking or taking pets to vets	Professional help needed unless we have a volunteer with this expertise
15 Use of Chainsaws for gardening	Use hand saws or professional help needed
16 Repair of white goods	Professional help needed or talk to CCA
17 Lifting of heavy items and house moves	Professional help needed - we are restricted to personal items.
18 Walking with people who are unable to walk themselves without assistance, may have a history of falls or need manual assistance to get in/out of a car or up/down steps.	Additional information may be required to ensure we can safely assist people. May be permissible if overseen by Parish Nurse.
19 Decorating multiple rooms, except in exceptional circumstances as part of a special project	Except in exceptional cases, we limit decorating to one large room or equivalent, otherwise professional help is needed.
20 Garden maintenance - Insurance policy only provides cover for volunteers using gardening tools and electric or petrol driven lawn mowers and strimmers	Except in exceptional cases, we limit gardening to a one off improvement of a limited extent that will give immediate benefit, otherwise professional help is needed.
21 Support with obtaining housing	There are specialist charities that work in this area such as Launch Pad. Alternatively contact RBC Homelessness Prevention Team
22 Properties where the quality of the air or presence of allergens would present a health hazard to the volunteers	Professional help needed
23 Properties where there is deemed to be an unacceptable hazard to the volunteers that cannot be managed. For instance untreated mould, bed bugs, poor hygiene.	Professional help needed
24 Installation of white goods such as Washing Machines, Dishwashers and Cookers.	Pay for company supplying to take away old machine and install new one.
25 Requests for money.	Confirm the underlying need and seek to address if possible.
26 Travel in clients' vehicle	Use alternative arrangements

**In some cases we may know of professionals who would be interested in giving their time free or at a reduced rate and so may be able to help by signposting the client.**