


Refugees Welcome Cheshire East

Risk Assessment - Organisation

Responsible Person: Nicky Campbell, Chair of Trustees. Competent Person: Alex Major, Supervisor (CVSCE)

Directorate:	Refugees Welcome	Section:	Final	Name of Assessor Anne Towers Trustee	Signature 	Date 12.05.21 Updated Oct 2023
Assessment of risk for:		Refugees Welcome Organisation				

No.	Potential Hazard	Groups of People at Risk	Existing Control Measures	Risk Priority	Additional Controls Required to Minimise Risk
1	Risk to RW reputation: Overall risk	Trustees, Contractors and Volunteers Any complaints or issues raised to be addressed by Trustees as soon as possible	Policies in place, supervision and guidance of volunteers in carrying out their duties for RW in place. Complaints policies in place. Risk from random people making statements re work with Refugees	L	All involved to follow the RW policies as laid out and policies to be updated regularly and distributed as required via the Website volunteers page and work within the Volunteers Risk Assessment. Trustees to address complaints and reor any threatening emails tec to the relevant Police team.
1.a	Breach of Contract with CEC	Trustees, Contractors and Volunteers	Trustee meetings to address any conflict of interest and to be updated on meetings with CEC staff re the contract	L	Reports on activity sent to Trustees meetings and to Contract meetings with CEC personnel

1.b	Breach of confidentiality	Trustees, Contractors and Volunteers and Refugee family groups Breach of confidentiality by volunteer	All Trustees, Contractors and Volunteers to be reminded regularly of the Policy of confidentiality towards information regarding the families within the project, and personal information of other volunteers. Also general GDPR guidance Volunteer using information for their own purposes.	L	Policy on confidentiality follows CEC /Home Office Guidelines. Any help offered by volunteers to be with the family's directly expressed consent. Care to be taken when handling any discussion or documentation on the family's behalf not to reveal unnecessary details. All communication to be within RW sanctioned email / communication groups. Volunteers leaving to be reminded that any information they have belongs to RW and can not be used for other purposes, request to delete any information they have acquired in the course of volunteering.
1.c	Recruitment of Volunteers and Contractors	Policy on recruitment of volunteers to be followed at all times.	All volunteers to complete application form, provide references, DBS and to attend Safeguarding and Boundary training.	L	All paperwork, References DBS and Volunteer Agreement/Confidentiality Agreement to be returned to CVSCE supervisor before the volunteer engages in any work with clients groups.
1.d	Complaints by Families re support on offer	Trustees, Contractors and Volunteers and Refugee family groups	Beneficiaries complaints procedure in place and explained to families	L	Volunteers maintain good relationships with families, where complaints arise efforts made to resolve any issues via supervisor /project manager. Complaints procedure as a last resort. Interpreter services can be arranged. Appeal to Chair of Trustees and outside body

1.e	Complaints by volunteers	Trustees, Contractors and Volunteers	Complaints procedure in place	L	Where complaints arise efforts made to resolve any issues via supervisor /project manager. Complaints procedure as a last resort. Appeal to Chair of Trustees.
1.F	Critical incident including: : Death Serious crime involving any member of RW Missing service user, volunteer, contractor or trustee Major fire, flooding or other natural disaster in the locations Refugees Welcome are working Anything involving Press coverage.	Trustees, Contractors and Volunteers and Refugee family groups	Critical incident policy in place to be followed by all.	L	Support from CEC Media spokesman can be arranged.
2	Personal contacts	Trustees, Contractors and Volunteers and Refugee family groups	All Information re volunteers details kept in line with GDPR Policy.		All contact between Trustees, Contractors and Volunteers to be on transparent platforms. All volunteers give permission for sharing of contact details and these will not be shared outside RW. Or in the case of Trustees with CEC without consent.
3	Travel / driving	Trustees, Contractors and Volunteers	Policies in place re travel for Trustees, Contractors and Volunteers. All to be insured for travel undertaken by car at own expense, travel at own risk.	L	Trustees travel to meetings at own risk. Volunteers have policy/ guidelines for any travel involving family members of the project which should be followed at all times.

4	Financial risk	Trustees, Contractors and Volunteers	RW has a Treasurer who reports to the Trustees at regular intervals providing evidence of the financial situation. All cheques require double signature. Any extra expenditure above routine expenses to be agreed at a Trustee meeting. Financial forms can be submitted to CEC on request.	L	Volunteers do not at present manage any financial situations on behalf of the families nor do they handle cash or have access to their bank accounts. Volunteer can help set up bank account/utility bills but do not pay any money from their own resources Financial Accountability Policy in place for RW financial dealings and Auditing.
5	Easing of Covid Lockdown and similar situations	Trustees, Contractors and Volunteers and Refugee family groups	All families and volunteers to follow the Government guidelines as rules are eased.	L	All Volunteers to re-engage when they feel safe to do so. Volunteers to take sensible precautions/decisions about offering support if they are unwell
6	Social media and Communication	Trustees, Contractors and Volunteers and Refugee family groups	All outward communication should be via the Refugees Welcome Website, Facebook page is in abeyance and all visitors directed to the website. Formal communication via RW gmail address and for Ukrainian guests and host via the Ukrainian café email group .	L	Use of any personal social media with families is discouraged for volunteers, Communication via what's app and Telegram to be made available if requested and exported to another accessible platform. Volunteers to follow guidelines on Social media, communication, Confidentiality and GDPR.

Risk Priority:	High: Accident likely with possibility of serious injury or loss Medium: Possibility of accident occurring causing minor injury or loss Low: Accident unlikely with control measures in place

RISK ASSESSMENT CONTINUED – FOLLOW UP ACTIONS

			1.2.21	Follow up Actions	Nest Review April 2024.
1	Potential Hazard	AM to produce separate risk assessment for these activity			
1					

Assessment Review Date:	As Necessary
--------------------------------	--------------