Refugees Welcome Cheshire East

Risk Assessment – Organisation/volunteers

Responsible Person: Nicky Campbell, Chair of Trustees. Competent Person: Anne Towers - Trustee

Directorate:	**Refugees Welcome**	**Version of form**	**V4**	**Name of Assessor** **Anne Towers** **Trustee**	**Signature**	**Date** **14.10.26**
Assessment of risk for:		Volunteering for Refugees Welcome				

No.	Potential Hazard	Groups of People at Risk	Existing Control Measures	Risk Priority	Additional Controls Required to Minimise Risk
1	**Lone volunteering**	RW volunteers who live alone should be identified as they come on to the team for all projects Safety of volunteers: the issue is that if anything happened to the volunteer nobody would be alerted as they live alone.	The volunteer knows the family and has been 'working' with them for a period of time and feels confident in their relationship with the family. The volunteer usually has a personal mobile phone, and a list of their numbers is maintained which the Trustees Volunteer manager has access to also.	L	Volunteers need to be aware of the Lone Working Policy and to be responsible about making lone visits with regard to their safety All volunteers to try to ensure someone is aware of when they are visiting the family and time of return i.e. family or 'Buddy Volunteer. Newer projects can replicate this Buddy system at the start of the project as required until volunteers are confident to visit alone. None of the visits are to remote places. No lone working with children. **Volunteers living alone to be requested to provide a family or emergency contact** .

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2	**Personal contacts / Communication/ Data Breach**	Volunteers Those who have agreed to share personal contact details and may be at risk of intrusive contact at inappropriate times. Use of 'WhatsApp' for communication between volunteers /specific groups/with the families	Volunteers will be allowed to share their contact details with the families if they wish to and feel comfortable to do so. **It is not expected that they do**. All sharing of personal details must be at the own risk of the volunteers For Ukraine Scheme contact is via Ukraine Café email group and Telegram group ' WhatsApp' groups for any project should be for the purpose of offering support by volunteers or for communication between volunteers. They need to be for a specific purpose and not used for general socialising by volunteers.	L L/M L	The families will be asked when they arrive what is the preferred method of communication. Many of these Afghan families use WhatsApp. Most Ukrainians have email. Risk of contact at inappropriate times. Volunteers to make clear when it is appropriate for family members to call and suggest maintaining email contact as standard so volunteers and Trustees can decide when to respond. In an emergency the families should contact any volunteer, Trustee or Volunteer Support Worker (when available) as soon as possible. Also email refugeeschesshireeast@gmail.com Use of 'WhatsApp' by volunteers if requested by the family, where approved by Trustee lead for purpose of teaching and homeschooling or for general communication. Volunteers to sign up to Guidelines agreeing that any 'WhatsApp' chat between volunteers and family will be exported to a different platform on request so that the interaction can be scrutinized. Any 'WhatsApp' video with

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			As set out in the Policy and Guidelines for RW Volunteers need to put in safeguards for group chats. See policies and Guidelines.		children for home schooling to be overseen by a parent at all times. Volunteers to make clear to families and others the purpose and boundaries of the contact
		Sharing of personal data, phone email WhatsApp groups. Volunteers need to be aware that their contact details can be misused for malicious or derogatory communication. Telegram for Ukraine Guests Volunteers sending email messages re families	For the giving of relevant information and organising social events for inclusion and integration Volunteers and Families to be reminded to maintain confidentiality, not to share unnecessary details. Sharing only with Family consent.	L/M	Put in clear boundaries for the use of contact details in each case. Groups are closed and are not available to people outside the RW and families as required, and in line with the policies and guidelines of RW. Only those giving permission to be added to the group. Closed group. Guidelines as above apply Emails not to contain family names in the subject bar, all information needed to be saved in a document on a password protected devise and only retained for as long as necessary. Emails to be deleted + deleted box.

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3	**Travel / driving/**	Volunteers with Refugee or Evacuee families/individuals Task volunteers aiding Ukrainian guests to access social activities.	The volunteers have been instructed to take their family in their cars **only** if it is necessary e.g. where public transport is not possible, e.g. hospital visits. Only where this is agreed in advance by the volunteers.	L	Volunteers **do not** transport younger children who need car/booster seats and older children without a parent present. There may be occasional very exceptional circumstances when the correct car/booster seat is sourced and parents remain responsible. This is happening more informally with the Ukraine guests but the rules re car seats and parental presence **always apply.** Volunteers are not to be treated as a taxi service available at short notice.
4	**End of CEC contracted projects**	Volunteering after the Syrian, Afghan and Ukrainian contracts have ended.	Volunteers may continue to support Syrian, Aghan and Ukrainian families as part of the wider work of Refugees Welcome as before.	L	Work with Syrian and Afghan Refugees and Ukrainian evacuees is at the discretion and choice of individual volunteers but will be fully supported by Refugees welcome Polices .

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5.	**Financial risk**	Volunteers: All RW projects	Volunteers do not manage any financial situations on behalf of the families nor do they handle cash or have access to their bank accounts. Volunteers can help to set up bank accounts for families but should have no ongoing responsibility beyond advice and support for the family finances. Family finances kept separate no responsibility to pay for things for the family	L	RW volunteers may refer or signpost to trusted third parties (Cheshire East Council, Jobcentre, CAB, Debt advice services or appropriate third sector services) where families require help with welfare advice or managing their finances but may accompany them to appointments and assist them in acting on advice received from qualified advisers. This at the Volunteers discretion. On a practical basis the volunteers are asked that the family pay for their taxis/ refreshments even if the volunteers accompany them. **There is no expectation for the volunteers to pay for anything for the families. Any volunteers who chose to do this do so at their own risk**. In specific circumstances (e.g. buying school uniform), volunteers may obtain prior permission from RW Trustees to purchase items for the family and claim the cost back via a volunteer expense claim.

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6.	**<u>Tasks – gardening, moving house</u>**	Task Volunteers and all RW Projects Those helping with moving furniture and resources for Ukrainian and other families	All task volunteers are covered by RW insurance and are only asked to do practical tasks that they feel able to do e.g. gardening. This to be done mainly through a small group of volunteers. Manual handling information to be given to those involved at Induction.	M	There is a small team of task volunteers who have helped with gardening in the last 12 months but going forward it will be the responsibility of each family to maintain their garden to comply with the tenancy agreement. If volunteers do help with gardening they take their own equipment. Task volunteers may also be asked to help with any house moves in the future. At own risk, people only to offer support in this role where they feel able and competent to do so. All volunteers to be mindful of the Health & Safety Policy, manual handling information for HSE and take account of their own limitations. Manual handling information will be supplied on request. **RW does not offer Manual Handling Training**
7.	**Health and wellbeing**	All RW Volunteers	Volunteers are asked to be aware that they may still have illnesses or other viruses normal for the time of year	L	All volunteers to take responsibility for their health and the health of the groups they work with and take sensible precautions/decisions about work with groups/individuals if they are unwell.

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8.	**Refugees Welcome Café and English practice Class**	Volunteers and Guests at the Café and the English practice Classes. Health and Safety	When hosting the Café or English Class ensure that the Attendance register /Fire risk register is completed. New contact form completed and signed when people first visit.	L/M	Attendance registers to be completed for all guests hosts and visitors. Make sure that all volunteers from RW and other organizations are recorded so we have an accurate record of when/ who attended. This information to be given to the lead volunteer at the end of the session to be securely recorded and stored with any new contact forms and information sent to CVSCE.
			Serving of refreshments		Where provided refreshments to be served at a table near the kitchen to avoid trays being used and potential for spillages and injury.
		Safeguarding	Display policies and RA		Adult and Children & YP Polices to be displayed, plus risk assessment. A separate RA for the Café and the English Class is in place and displayed at the venue.
			Children and young people going outside the building at the Cafe		All guests need to take responsibility for the whereabouts of children at all times, RW volunteers are not responsible for their safety if they leave the room.

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		Security and confidentiality	Visitors to the cafe and English classes		All volunteers to be identified by wearing a badge or being regularly present and known. No visitor to be issued with a badge if they are not a RW Volunteer Ensure all visitors are recorded on the form, and we have checked why they are there. If anyone is unhappy about the visitor, request a volunteer to shadow them and encourage them to leave. Ensure they do not have access to any information about the people present i.e. contact details.
9.	**<u>Ukraine Evacuees and hosts English Class Attendees</u>**	GDPR/ Storage of data	All Hosts and evacuees we are made aware of should be asked to consent to their contact details being shared. All data collected will be stored by CVSCE in-line with all other data storage for RW.	L	Contact details to be shared on a need to know basis, for any required support. Volunteers will not be given information that is not necessary to their role.

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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**	**Reviewed April 2026.**
1	**Potential Hazard**	AM to produce separate risk assessment for this activity				
1						

Assessment Review Date:	As Necessary