No.	Potential Hazard	Groups of People at Risk	Existing Control Measures	Risk Priority	Additional Controls Required to Minimise Risk

Refugees Welcome Cheshire East

Risk Assessment - Organization

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

Directorate:	Refugees Welcome	Section:	Final	Name of Assessor Anne Towers Trustee/	Signature	Date 14.1026
Assessment of risk for:		Refugees Welcome Organisation				

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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 Risk of adverse reaction to more website and online social media posts	Policies in place, support and guidance of volunteers in carrying out their duties for RW in place. Complaints policies in place. Risk from random people making statements about work with Refugees Communications protocol in place for where, when and what is posted on website and online presence monitored and negative posts deleted.	L	All involved to follow the RW policies as laid out and policies to be updated regularly and distributed as required via the Website and work within the Volunteers Risk Assessment. Trustees to address complaints and send any threatening emails etc to the relevant Police team. Communications group to agree all posts and to monitor for and delete adverse reactions.
1.a	**Conflicts of Interest**	Trustees, Contractors and Volunteers	Trustee meetings to address any conflict of interest .	L	Conflicts of interest a standing Agenda item for trustee meetings. Reports on activity sent to Trustees meetings.

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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 Induction Safeguarding, Boundary and MH awareness training.	L	All paperwork, References, DBS and Volunteer Agreement/Confidentiality Agreement to be returned to Refugees Welcome before the volunteer engages in any work with client groups. Volunteers to sign that they have read the Safeguarding Policies.
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 the trustee lead/project manager informally. 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 the Trustee lead /project manager. Complaints procedure as a last resort. Appeal to Chair of Trustees.

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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	Chair of Trustees to nominate a media spokesperson.
2.	**Personal contacts**	Trustees, Contractors and Volunteers and Refugee family groups	All Information re volunteer's details kept in line with GDPR Policy.	L	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 external partners 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 always followed.

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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 money transfers require double authorisation. Any extra expenditure above routine expenses to be agreed at a Trustee meeting.	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 unless giving cash for a small grant to be reimbursed with receipt. Financial Accountability Policy in place for RW financial dealings and Auditing. Small grant guidelines to be followed where applicable.
	Health and wellbeing	Trustees, Contractors and Volunteers and Refugee family groups	All families and volunteers to follow the Government guidelines for any infection issues. RW offers Refugee Mental Health Awareness training as part of induction programme for new volunteers. Existing volunteers offered opportunities to take part in this training on a regular basis.	L	All Volunteers to take sensible precautions/decisions about offering support if they are unwell. All Volunteers encouraged to maintain boundaries and practice self-care. All Volunteers also encouraged to check in regularly with the families they support and contact Trustee lead/volunteer manager if they care concerned for the wellbeing of anybody they are working with.

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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 or other medium as designated by the communications subgroup. 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 WhatsApp and Telegram to be made available if requested and exported to another accessible platform if required. WhatsApp groups to be used for volunteering purposes only. Volunteers to follow guidelines on social media, communication, Confidentiality and GDPR.
7	**Incorporation of other groups into Refugees Welcome Charity**	Trustee and Treasurer	New groups bringing financial resources into Refugees Welcome. New signatories may be needed for RW account Moving volunteers from other groups into RW	L L L	Transfer of finances to RW Bank account to be authorized by Trustee with input from Treasurer as to safe financial practice. Agreement from Trustees and Mandate completed with Treasurer. Any volunteers from other groups to complete RW Safeguarding and Boundaries Induction training as appropriate and to sign RW Volunteers Agreement and Confidentiality Agreement.

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8.a	**Furnishing service – items don't work / have faults / cause a fire**	Refugees	PAT testing of electrical items	L	Items to be fit for purpose.
8.a	**Furnishing service – someone gets hurt while delivering items**	Volunteers / furniture donors	H&S furniture lifting training for primary volunteer. Written advice can be offered to other people, no training offered	L	All significant accidents to be reported to Trustees and, if necessary, insurers

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	Review as necessary