


Refugees Welcome Cheshire East

Risk Assessment – Volunteers with the organization

Responsible Person – Nicky Campbell – Chair of Trustees

Competent Person - Alex Major CVSCE

Page 1

| Directorate: | Refugees Welcome | Section: | Final | Name of Assessor Alex Major CVSCE/ Anne Towers Trustee | Signature  | Date 7.12.18 Updated Oct 2023 |
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| 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 | <p>RW volunteers who live alone. The volunteer co-ordinator has identified such volunteers as they come on to the team for all projects</p> <p><i>The issue is that if anything happened to the volunteer nobody would be alerted as they live alone.</i></p> | <p>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 has a personal mobile phone, the volunteer co-ordinator has their number and a list is on Teams which the Volunteer Programme Manager has access to also.</p> | L | <p>Volunteers need to be aware of the Lone Working Policy and to be responsible about making lone visits with regard to their safety</p> <p>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.</p> | |

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| 2 | <p>Personal contacts & Communication</p> | <p>Volunteers</p> <p>Those who have agreed to share personal contact details and may be at risk of intrusive contact at inappropriate times.</p> <p>Use of 'What's App' for communication with the families</p> | <p>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. Alsager volunteers will share contact details between them via Tony Smith. For the Afghan Scheme contacts to be shared via the Lead Trustee.</p> <p>If agreed by lead Trustee. All sharing of personal details has to be at the own risk of the volunteers</p> <p>For UkraineScheme contact is via Ukraine Café email group and Telegram group</p> <p>'What's App' groups for any project should be for the purpose of offering support by volunteers or for communication between volunteers. The need to be for a specific purpose and not used for general socialising by volunteers. As set out in the Policy and Guidelines for RW</p> | <p>L</p> <p>L/M</p> <p>L</p> | <p>The families all have email addresses so the volunteers will be asked if this would be the preferred method to communicate with their family from 2019 onwards. Alsager and Afghan projects– the family will be asked when they arrive what is the preferred method of communication. Many of these Afghan families use What's App. Most Ukrainians have email.</p> <p>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 are able to decide when to respond. In an emergency the families should contact any volunteer, Trustee or CVSCE supervisor as soon as possible.</p> <p>Use of 'What's App' by volunteers only if requested by the family, where approved by Trustee lead. For teaching and homeschooling or for general communication. Volunteers to sign up to Guidelines agreeing that any 'What's App' chat between volunteers and family will be exported to a different platform on request so that the interaction can be scrutinized. Any 'What's App' video with</p> |
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| | | <p>Sharing of personal data, phone email What's app groups. Volunnters need to be aware that their contact details can be misused for malicious or derogatory communication..</p> <p>Telegram for Ukraine Guests</p> | <p>Volunteers need to put in safeguards for group chat's. See policies and Guidelines.</p> <p>For the giving of relevant information and organising social events for inclusion and integration</p> | <p>L/M</p> <p>children for home schooling to be overseen by a parent at all times. Volunteers to make clear to families and others the purpose and boundarties of the contact</p> <p>Put in clear boundaries for the use of contact details in each case. Groups are closed and are not available to general use by people outside the RW and families as required, and in line with the policies and guidelines of RW.</p> <p>Only those giving permission to be added to the group. Closed group. Guidelines as above apply</p> |
| 3 | Travel / driving | <p>Volunteers with VPRS Syrian families, CSS families and Afghan Families and Ukrainian families.</p> <p>Task volunteers aiding Ukrainian guests to access social activites</p> | <p>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.</p> <p>Only where this is agreed in advance by the volunteers</p> | <p>L</p> <p>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 he Ukraine guests but the rules re car seats and parental presence always apply</p> <p>Volunteers are not to be treated as a taxi service available at short notice.</p> |

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| 4 | End of CEC contracted projects | Volunteers after the syrain and Afghan contracts have now ended. (We are still contracted to support Ukrantina families unti February 2024.) | Volunteers may continue to support Syrain and Aghan families as part of the wider work of Refugees Welcome as before. | L | Work with Syrian and Afghan Refugees is at the discretion and choice of individual volunteers but will be fully supported by Refugees welcome Polices . |
| 5 | Financial risk | <p>Volunteers and RW Syrian families.</p> <p>Volunteers with CSS and Afghan Scheme families, Ukrainian guests</p> <p>All RW projects</p> | <p>Volunteers do not manage any financial situations on behalf of the families nor do they handle cash or have access to their bank accounts.</p> <p>Volunters can help to set up bank accounts and service contracts for these projects but should have no ongoing responsibility beyond advice for the family finances.</p> <p>Family finances kept separate no responsibility to pay for things for the family</p> | L | <p>Following the changes with CEC the volunteers have expressed that they do not want to manage the finances or welfare benefits for the families and this responsibility will remain with CEC staff. . This may change for specified VPRS volunteers after the end of the CE Council contract.in March 22. Other help and advice e.g. CAB to be saught when needed</p> <p>This is different for the CSS and AFghan Scheme where there is no council involvement after the family is settled, Involvement at the Volunteers discretion.</p> <p>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 the families. Any volunteers who chose to do this do so at their own risk.</p> |

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| 6 | Tasks – gardening, moving house | Task Volunteers and all RW Projects | 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. | 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 will also be asked to help with any house moves in the future, a separate risk assessment will be done to assess for lifting and manual handling.. |
| 7 | Covid 19 Situation | All RW Volunteers | The Covid restrictions are now ended , but volunteers are asked to be aware that they may still have this 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. |
| 8 | Ukraine Evacuees and hosts. | 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 inline 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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| 9 | Ukraine Cafe | <p>Voliunteers and Guests at the Café Health and Safety</p> <p>Safeguarding</p> <p>Security and confidentiality</p> | <p>When hosting the Café ensure that the Attendance register /Fire risk register is completed. New contact form completed and signed when people first visit</p> <p>Serving of refreshments</p> <p>Display policies and RA</p> <p>Children and young people going outside the building.</p> <p>Visitors</p> | L/M | <p>Attendance register to be completed for all guests hosts and visitors. Make sure that all volunteers from RW and St Michael's 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 sent to CVSCE.</p> <p>Coffee to be served at a table near the kitchen to avoid trays being used and potential for spillages and injury.</p> <p>Adult and Children & YP Polices to be displayed, plus risk assessment. A separate RA for the Café is in place and displayed at the venue</p> <p>All guests need to take responsibility for the whereabouts of children at all times, RW volunteers are not responsible for their safety if the leave the room..</p> <p>All volunteers to be identified by wearing a badge. No visitor to be issued with a badge if they are not a RW or St Michael's volunteer so the Ukrainian guests know who is a valid volunteer. Ensure all visitors are recorded on the form, and we have checked why they are there. If anyone is unhappy about the</p> |
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| | | | | | 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 |
| 10 | RW Non-accredited English class | Teacher, Volunteers and learners, health and safety. Safeguarding and confidentiality | Attendance/fire register to be completed for all volunteer and learners. Any unknown learners to complete and sign a New Contact form. Serving of refreshments. Display policies and RA Visitors causing disruption | L/M | Attendance register to be completed for all learners. Make sure that all volunteers from RW s are recorded so we have an accurate record of when/ who attended. This information to be stored securely, with any new contact forms, for collection at the end of the session and sent to CVSCE. Coffee to be served at a table near the kitchen to avoid trays being used and potential for spillages and injury. Adult Safeguarding policy to be displayed with Risk Assessment. No children should be present at this session This is teaching lesson situation so visitors are to be discouraged. |
| 11 | Group activities supported by RW | Volunteers involved | Volunteers will lead groups by agreement and be supported by RW policies. | L | Attendance registers to be completed and Safeguarding Policies and RA made available as appropriate. Support from RW Trustees /Supervisor will be available. |

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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 |
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RISK ASSESSMENT CONTINUED – FOLLOW UP ACTIONS

| | | | Follow up Actions | Next Review |
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| | | | | April 2024. |
| 1 | Potential Hazard | AM to produce separate risk assessment for this activity | | |
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| Assessment Review Date: | As Necessary but maximum every 6 months |
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