


Refugees Welcome Cheshire East

Risk Assessment – Organisation

Responsible Person: Nicky Campbell, Chair of Trustees. Competent Person: Estelle Worthington, Supervisor (CVSCE)

Directorate:	Refugees Welcome	Section:	Final	Name of Assessor Anne Towers Trustee/ Estelle Worthington CVSCE	Signature 	Date Sept 24
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 report any threatening emails etc to the relevant Police team.	
1.a	Conflicts of Interest	Trustees, Contractors and Volunteers	Trustee meetings to address any conflict of interest	L	Reports on activity sent to Trustees meetings	
1.b	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 client groups.	

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1.c	Breach of confidentiality	<p>Trustees, Contractors and Volunteers and Refugee family groups</p> <p>Breach of confidentiality by volunteer</p> <p>Volunteers sending email messages re families</p>	<p>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</p> <p>Volunteer using information for their own purposes.</p> <p>Volunteers and Families to be reminded to maintain confidentiality, not to share unnecessary details. Sharing only with Family consent.</p>	L	<p>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. Only necessary details to be shared (with family's consent) when making referrals to other support services or agencies (e.g. Housing provider, CAB). Care to be taken to only refer to reputable organisations.</p> <p>All communication to be within RW sanctioned email / communication groups.</p> <p>Volunteers leaving to be reminded that any information they have belongs to RW and cannot be used for other purposes, request to delete any information they have acquired in the course of volunteering.</p> <p>Emails not to contain family names in the subject bar, all information needed to be saved in a document on a password protected device and only retained for as long as necessary. Emails to be deleted + deleted box.</p>

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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.

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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

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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 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 WhatsApp 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.
7	Incorporation of other groups into Refugees Welcome Charity	Trustee and Treasurer	<p>New groups bringing Financial resources into Refugees Welcome.</p> <p>New signatories needed for RW account</p> <p>Moving volunteers from other groups into RW</p>	<p>L</p> <p>L</p> <p>L</p>	<p>Transfer of finances to RW Bank account to be authorized by Trustee with input from Treasurer as to safe financial practice.</p> <p>Agreement from Trustees and Mandate completed with Treasurer.</p> <p>Any volunteers from other groups to complete RW Safeguarding and Boundaries Induction training as appropriate and to sign RW Volunteers Agreement and Confidentiality Agreement. And undergo DBS check if not already completed.</p>

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

RISK ASSESSMENT CONTINUED – FOLLOW UP ACTIONS

				1.2.21	Follow up Actions	Next Review: April 2024.
1	Potential Hazard	EW to produce separate risk assessment for these activity				
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Assessment Review Date:	As Necessary
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