Blue Flamingo Community Hub CIC

Risk Policy

Policy Owner: Blue Flamingo Community Hub CIC

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Designated Safeguarding Lead: Erin Singleton

A risk is the potential outcome of an event or situation, which could be internal or external to Blue Flamingo Community Hub CIC. It could have major or minor effects, or it could have none. A responsible organisation and its personnel should always be aware of the risk element in any situation and make decisions about how best to avoid or deal with those risks. Making well informed and responsible choices enables personnel to proceed as safely as possible in the circumstances.

It is the aim of Blue Flamingo Community Hub CIC to help provide a safe working environment for all personnel by effectively managing risk:

- Blue Flamingo Community Hub CIC aims to encourage personnel to recognise areas of potential risk and to reduce each risk to a level that is as low as is reasonably practicable and acceptable.

- In practice it is not the intention of Blue Flamingo Community Hub CIC to carry out formal Risk Assessments on every situation encountered, as this would not be an effective way for personnel to work.

- There will be some situations where carrying out a formal Risk Assessment is necessary, and in such instances this work will be carried out, findings recorded, and decisions made about the possibility of undertaking the piece of work based on the information gained.

- In other cases, individuals will carry out informal Risk Assessments on an ongoing basis and judge each situation separately and on its own merits.

PROCEDURE

Areas of work involving risk may be broadly identified in the following categories:

1.   **Personal Risk**

1.1   It is the nature of our work, particularly when working on a one-to-one basis with a service user, that there will be an element of risk in many situations.

1.2   There could be a risk to a service user from the staff member of physical, emotional, sexual, financial harm.

1.3   There could be a risk to the staff member from the service user or others with whom staff members may come into contact as a result of our actions. The risk may be of physical/ emotional/ sexual/ financial harm arising from accident/ attack/ harassment/ inappropriate demands/ false accusation.

1.4   It is the responsibility of each staff member to determine the element of risk involved in any situation and to make decisions about how to proceed based on their own best judgement at the time. More detailed information about ensuring personal safety, covering working in the office, visiting people at home, working with groups and working

with service users can be found in Blue Flamingo Community Hub CIC Health & Safety, Lone Working and Safeguarding policies. Specific areas of concern should be discussed with the Line Manager and / or Designated Safeguarding Lead for safeguarding concerns (see process in Safeguarding Policy) and decisions about how to proceed will be agreed.

1.5 Blue Flamingo Community Hub CIC has insurance in place covering Employers Liability and Professional Indemnity.

1.6 At all times the safety of personnel is paramount and this must be respected even if this means that it is not possible to work with specific service users. No-one should ever work in a situation where they feel unsafe. If any situation becomes unsafe, personnel should withdraw immediately, and discuss future ways of working in that situation with the Line Manager and/or others involved with the service user concerned.

2 Financial Risk

2.1 Any situation involving money inevitably includes an element of financial risk. As the Governing Body has ultimate responsibility for the finances of Blue Flamingo Community Hub CIC, it is important that this risk is minimised as much as possible. More detailed information on the management of financial risk can be found in the Finance policies. Attention should be paid to where the donations tin is placed with a venue, and any donations given are processed through the proper channels.

3 Environmental Risk

3.1 Environmental risk relates to the places in which personnel carry out their work. This may be at the office; in service user's homes or places of work; in local Day Centres; in public places; or in the venues where service-users meet. In public venues the people who operate the premises have their own "Duty of Care" to people using and visiting their premises, and any concerns about environmental issues relating to those places should be raised directly with those responsible. With regard to work carried out in the office, detailed information is provided in Blue Flamingo Community Hub CIC Health & Safety Policy (Manual Handling Regulations) and (Workplace Regulations). Some elements of the information contained in personal risk, 1. above, also relates to environmental risk.

3.2 Again, the safety of personnel is paramount and no-one should ever work in a place where they feel unsafe.

4 Operational Risk

4.1 Operational risk covers threats against continuation of service, or interruptions to service. Particular risks in this area could arise from withdrawal or cessation of funding; difficulties with premises; or staffing problems. It may be considered that such risks arise from external factors that are outside the control of the organisation but it is important that Blue Flamingo Community Hub CIC recognises that such problems could occur and has a strategy to deal with them as far as possible.

5   Responsibilities: Blue Flamingo has a duty of care towards its personnel.

5.1   The Board of Directors is responsible for ensuring that Blue Flamingo Community Hub CIC has a risk policy and has effective strategies for the management of risk in all of the four areas of risk.

5.2   The Chief Officer has responsibility for informing all personnel about risk management, to include identifying, assessing and managing risks to staff and service users.

5.3   All staff are responsible for their own safety and for seeking the advice and support of their line manager in assessing and managing risks to themselves or service users when necessary.

6   Systems and procedures for minimising risk.

6.1   Selection processes, training, and support:

6.1.1   Where service users are potentially vulnerable, it is essential that potential supporting staff are subjected to careful selection processes before appointment.

6.1.2   Procedures for the selection and acceptance of staff is done in line with safer recruitment guidelines, DBS checks and one to one interviews.

6.1.3   The training will include safeguarding, first aid, dementia awareness and further CPD based on the individual and which may change over time as the organisation grows.

6.1.4   Staff and Volunteers will receive on-going support and supervision.

6.2   Information and reporting:

6.2.1   Staff and Volunteers are expected to inform the Executive Director or line manager of any concerns they may have about potential risks to themselves or service users.

6.2.2   The Executive Director exercises their discretion about what incidents and concerns should be reported to the Board of Directors.

6.2.3   The Executive Director is responsible for recording risk assessments in accordance with the agreed procedure.

7   Monitoring

7.1   The Executive Director will monitor the implementation of this risk policy by maintaining a record of concerns raised and through periodic review of risk assessments undertaken.

7.2   The Board of Directors may call for reports from the Executive Director on the implementation of this risk policy.

8   Blue Flamingo Community Hub CIC recognises that it is not possible to cover all aspects of potential risk in any policy; no activity is ever 100% safe. Blue Flamingo Community Hub CIC recognises its responsibilities in relation to potential risk, seeks to mitigate as far as possible against any such risks, and aims to encourage all personnel to be alert to and vigilant about the risks faced in any situation.

The Health and Safety Executive gives excellent advice and guidance on risk assessment, which can be found on the internet as identified above, or by telephoning them on 0845 345 0055.

They have published a very helpful guide called 'Five Steps to Risk Assessment':

o   Step 1: Identify the hazard

o   Step 2: Decide who might be harmed and how

o   Step 3: Evaluate the risks and decide on precautions

o   Step 4: Record your findings and implement them

o   Step 5: Review your assessment and update if necessary.

Stages of Risk Assessment

Identify the Hazard

For example:

- A filing cabinet that falls forward when the top drawer is opened, or personnel working alone in an isolated office.
- An advocate working with a service user who is unsafe in traffic, or has attacked strangers.
- What could go wrong? How might an accident happen?

Identify who is at Risk

- Who uses the filing cabinet? Who works late, and may be alone in the office? Is anyone else likely to be at risk?
- When might the service user be at risk in traffic or when might personnel or other be at risk of attack?

Evaluate the Risk

- How likely is an accident to happen? How serious would the accident be if someone were injured using the filing cabinet etc?
- How serious is the risk to personnel or others?

Decide on Control Measures

- Remove the Hazard: Can the Hazard be removed?
- What measures have been taken already to ensure an injury or accident doesn't happen? Does anything else need to be done?

- Blue Flamingo needs to ensure personnel are up to the task and measures might include extra training, for example in safe interviewing techniques, or police checks where they may have unsupervised access to children.

Record the Assessment

Where an organisation employs five or more employees, the law requires the risk assessment to be recorded. However, it is good practice to record risk assessments even if not legally required.   All advocacy partnerships should be subject to a risk assessment with details being recorded.

Review

The risk assessment will need to be reviewed every time there are:

- Changes in the workplace, for example new employees join.
- When a substantial change takes place to existing arrangements.