

Risk Management policy

Risk Mitigation for Growing Hope Clinics

The following summary demonstrates the key risks and mitigations which the Growing Hope trustees believe may be faced by Growing Hope as an organisation.

Risk	Mitigation
Financial risk	<ul style="list-style-type: none"> • Hold three months' finances in reserves. • Organise monthly fundraising meetings and plans. • Send regular finance updates to Growing Hope umbrella charity. • Follow policies and procedures outlined by Growing Hope umbrella charity.
IT security and data protection	<ul style="list-style-type: none"> • Follow data protection policy provided by Growing Hope umbrella charity. • Files accessed on a needs basis within google drive. • Encrypted clinic software (Canopy) for all clinical notes . • All computers password protected. • All reports and appointment letters sent to families password protected.
Safeguarding	<ul style="list-style-type: none"> • All trustees have an up-to-date DBS. • Any volunteers or staff working with children have undergone referencing and DBS checks. • All volunteers and staff are aware of safeguarding policy and procedures
Health and Safety	<ul style="list-style-type: none"> • Follow health and safety policy outlined by Growing Hope umbrella charity. • Public liability insurance is in place. • Day-to-day risk assessments are carried out by all staff and volunteers within their roles.
Compromising Christian identity and values	<ul style="list-style-type: none"> • Hope in Jesus continues to be core to the charity's messaging. • Everyone is welcome regardless of their background. • Each family who attends the clinic has the opportunity to choose to participate in prayer.



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Further guidelines of policy and procedure in place to mitigate risks are as follows.

Definitions

Risk Assessment is defined as the careful examination of what, within the workplace, could cause harm to people and how. Once potential hazards have been identified, reasonable steps must be taken to prevent harm to people or, where hazards cannot be completely eliminated, to reduce the likelihood and severity of harm as far as “reasonably practicable”.

The Health and Safety at Work etc Act 1974 is an Act of Parliament that defines the fundamental structure and authority for the regulation and enforcement of workplace health, safety and welfare within the United Kingdom.

Canopy is clinical administration software which encrypts and stores clinical data for each local clinic.

Scope

This policy applies to all employees, volunteers, freelancers and trustees who are working or volunteering as part of Growing Hope in any capacity.

Responsibilities

The following responsibilities must be undertaken by the following individuals.

Growing Hope (umbrella trustee board)

- Ensure new staff receive local induction training on Risk Management and Health and Safety matters to enable them to carry out their roles appropriately and safely.
- Ensure that this policy is kept up to date in order that risk can be mitigated where possible.
- Identify any areas where the organisation needs to commit additional resources to ensure Health and Safety is maintained or improved through review of incident reports.

Growing Hope (local trustee board)

- Ensure that local Health and Safety arrangements are adequate, problems are addressed and that any concerns that have not been resolved locally are discussed with their line managers and escalated to the board of trustees as necessary.
- Ensure workplace risk assessment are undertaken annually by each local Growing Hope clinic and review these if significant incidents occur.
- Where unacceptable risks are identified by the risk assessment, implement adequate control measures to eliminate or reduce risks.
- Where residual risks remain and can be tolerated, communicate relevant information to those who may be affected and keep appropriate records.

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- Ensure that significant incident reports are sent to Growing Hope head office.

All employees and volunteers

- Read, understand and comply with Growing Hope policies and Risk Assessment. Employees have a duty to keep themselves updated with regard to relevant policies and procedures.
- Co-operate with their managers in addressing any Health and Safety issues, including complying with Growing Hope's Health and Safety arrangements.
- Comply with any procedures and safe systems of work, making proper use of any equipment provided.
- Use all items of equipment correctly and in accordance with the relevant instruction and training received. Also, to report any loss or defect to equipment to the Lead Therapist and Clinic Manager.
- To wear any special clothing or personal protective equipment given to them by Growing Hope to protect their Health and Safety.
- Inform the Lead Therapist and Clinic Manager of any concerns about existing Health and Safety arrangements or risk assessments so that remedial actions can be taken as necessary.
- Attend mandatory Health and Safety training, and any other training required to safely fulfil their job role.
- Report immediately any incident, accident or near miss according to the incident reporting policy.
- Take responsibility for their own Health and Safety actions and to ensure that their acts or omissions do not compromise the safety of others.
- Comply with instructions in relation to emergency procedures, including fire, resuscitation, psychiatric emergencies, major incident procedures as well as procedures to deal with spillages of hazardous substances, as necessary.

Risk Assessment

Risk assessments (appendix 2) must be completed annually for general clinic activities by each local Lead Therapist and Clinic Manager. The local board of trustees should ensure this is in place.

Risk assessments for all events carried out by Growing Hope (national and local charities) must be stored within the electronic folder for that event. A nominated individual for each event must endeavour to ensure the risk assessment and steps to mitigate the risks identified are followed.

Financial Risks

Financial risks are mitigated through monthly financial reporting by each local Growing Hope clinic. It is the responsibility of each board of trustees to ensure that their local clinic has at least three months of funding in reserves at any time for their current level of activities. Where reserves are not in place the trustees must contact the Growing Hope

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umbrella charity within 14 working days to let them know the situation and the current plan to mitigate the risk of not having enough money.

IT and Information Governance

Secure collection and storage of data must be carried out by all Growing Hope employees and volunteers with reference to the Growing Hope data protection policy.

Safeguarding

Growing Hope take safeguarding seriously and all employees and volunteers must have read and actively follow the Growing Hope safeguarding policy.

Safer recruitment

Growing Hope is committed to making sure that all staff and volunteers are suitable for working with the organisation and therefore carry out checks in order for this to take place.

All volunteers and freelancers working with Growing Hope on a regular basis will be required to provide:

- A reference from someone known to them from the local church
- A reference from someone who is aware of their skill in the area they are working.

They will be asked to provide an email address for their referees who will then be contacted via email by the Lead Therapist and Clinic Manager with the request form.

If the freelancer or volunteer will have direct contact with children they will also be required to complete a DBS application.

All volunteers and freelancers should have an understanding of Growing Hope's policies and procedures - particularly with regards to safeguarding.

Volunteers and freelancers will not be able to commence work unless their references and DBS have been received and no concerns have been raised.

Where there is undue delay or concerns with regards to references the Growing Hope local board of trustees have discretion to make a risk assessment of the appropriateness of the freelancer or volunteer participating in their role.

Interviews

Where a position is advertised or required then an interview must be undertaken by a trustee and the Lead Therapist and Clinic Manager. If there is a conflict of interest because the individual is known to either of the above another member of the trustee board should act on their behalf or an additional trustee may attend the interview.

All freelance positions receiving payment for clinical services will require an interview as above. The only exception to this is that where services are for a short amount of time (e.g. childcare to support a therapy group) an informal interview can take place with the Lead Therapist and Clinic Manager.

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Contracts

Anyone engaging in paid employment with Growing Hope will be provided with a contract.

Anyone engaging in volunteer work with Growing Hope must complete a volunteer agreement. This is to ensure that the volunteer is aware of the importance of confidentiality and safeguarding, as well as has the opportunity to discuss the details of their role.

Occupational Requirement

As hope in Jesus is one of Growing Hope's aims there is an occupational requirement that all volunteers, freelancers and employees are of Christian faith.

Health and Safety

Everyone has a responsibility to consider health and safety whilst carrying out activities as an employee or volunteer of Growing Hope. Where incidents occur the Growing Hope Incident Reporting Policy should be followed.

Where activities involve Moving and Handling the Growing Hope Moving and Handling policy should be followed.

Each clinic should have a risk assessment completed for general clinic activities which is updated annually. This is the responsibility of the Growing Hope local trustee board.

Each Trustee board should ensure a risk assessment is carried out prior to any events.

Compromising Christian Values

We believe that Jesus brings hope to everyone. Motivated by this hope, the therapists working for Growing Hope will offer to pray for those who come to the clinic. However, we will always allow people to choose whether they participate or not. Everyone is welcome at Growing Hope clinics regardless of their beliefs. Growing Hope is motivated by Christian faith and the advancement of faith is therefore part of the charity objectives. Jesus will always be at the core of everything we do.

Event Management

Growing Hope Clinics should follow the event checklist found in appendix 1 in order to make sure they have mitigated as many risks as possible prior to their event. A risk assessment (appendix 2) should be completed for any fundraising events and for the activities undertaken in each local clinic. It is the local trustee board's responsibility to keep these up to date.

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Health & Safety

Risk Assessments

The guidance on this sheet constitutes a basic risk assessment. If you're organising a large event a more detailed risk assessment process will have to be followed. We are available to give you support and guidance on these forms so please contact us so we can help ensure they are correctly used.

Version: 2

Policy adopted: October 2020

This policy should be read alongside other Growing Hope policies.

Appendix 1 – Event Checklist

The Health and Safety at Work Act 1974 applies to volunteers as well as paid workers. Event organisers must consider whether and how any event could be harmful – to organisers, guests, volunteers, helpers and the public, and where possible minimise these risks.

All Growing Hope fundraising and event teams must take all reasonable steps to ensure the safety of all concerned at events. It is the responsibility of those joining in activities to ensure they are fit enough to take part.

Venue Safety:

- Does it have good lighting, clear and illuminated emergency signs, toilet facilities and easy access points?
- Are there suitable facilities for your disabled guests? In the event of an emergency how will they be evacuated?
- What are the parking facilities? Will you need to have parking stewards? Is there any disabled parking?
- What is the maximum capacity of people allowed in the venue? By law this cannot be exceeded, so how will you ensure that you stay within the limit?
- How will you ensure that fire/emergency exits are kept clear and able to be opened?
- Does the venue have a fire alarm system for evacuation? If not, how will you evacuate people in an emergency?
- Have you made plans to brief and manage any volunteers helping at the event? Are they aware of evacuation procedures? Do they know how to quickly report any issues?
- Does the venue have up to date public liability insurance?
- By what time do you have to vacate the premises?

Equipment

- Where possible has all portable electrical equipment been PAT tested, or deemed safe to use by a qualified electrician/venue owner?
- Have all trailing wires been properly secured with hazard safety tape?
- Is the electrical equipment safe and not exposed?
- Are all equipment operators knowledgeable about their equipment? Will they have rehearsed before the event?
- Have any tables or display stands that you will be using been checked? How can you avoid overloading them or placing them where they could cause an obstruction?
- Where possible will you use trolleys/wheeled carriers to transport heavy items?

First Aid & Emergency Measures

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- What is the procedure for a first aid incident? If an emergency arises, how will this be dealt with? Will all volunteers be briefed on these too before the event?
- Do you need to notify the police or fire brigade of your event?
- Will you need a qualified First Aider on site?
- Will you have a landline or mobile phone available for emergency use?
- Do you know where all the emergency exits and fire extinguishers are located? Are they clearly marked? Will all attendees be made aware of the exit procedure at the start of your event?

Food & Refreshments

- It is the legal responsibility of anyone selling or processing food to do so safely and hygienically. Does the lead caterer have a Basic Food Hygiene certificate?
- Will you label any foods that may contain nuts or other allergens?
- Have you made plans to keep children and animals out of food preparation areas?
- Have you provided appropriate protective clothing (aprons, plastic gloves, etc) to all involved in preparing and serving food?
- If you wish to have food and drink at your event, there are additional requirements that you need to meet. The Food Standards Agency also provides information and guidance on safe food preparation and transport. <http://www.food.gov.uk/>
- Any food that is being supplied must comply with the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995 and other regulations applying to specific types of food.
- The Food Hygiene and Labelling Regulations do not apply to food that isn't prepared as part of a business. So, most food sold for charity won't need to be labelled, including food sold at one-off events. However, with food that is regularly packaged and sold for charity (e.g. jars of jam or boxed cakes), regulations may apply even when there is no profit.
- Even if there is no legal requirement to label the food, it can be done voluntarily. Ideally, give the product name, a list of ingredients and details about ingredients that could cause an allergic reaction, such as nuts. Ensure the information is accurate.
- The requirements for having an inspection depends on the size and frequency of the event. Regulations can vary so it is best to check with your local authority for specific events. To find out more about what regulations apply to your situation, contact the trading standards or environmental health department at your local authority.



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Children and Young People

- Have you made adequate plans to supervise all children at the event?
- It's illegal to let children under 16 collect money from the public without an adult with them. Have you made plans for this?
- Have you made a contingency plan for the unexpected, i.e. how to deal with lost children?
- Have you checked the age limits for children volunteering in your local area? Minimum age of children collecting money and running licensed lotteries is age 16. Children under 16 cannot count collected money.

Money

- Do you have a lockable box in which to keep money from the event?
- When carrying or counting money, don't be alone. Have you arranged for two people to be in charge of the money?
- Don't put your personal safety in jeopardy by tackling a thief. Do those handling money have mobile phones with battery and signal?

Waste

- How will you safely dispose of any rubbish or waste material?
- How will you avoid the use of hazardous cleaning products? Will you have protective clothing at hand for helpers?

Your event and the law

Have I got insurance?

Make sure that you have a copy of Growing Hope's insurance certificate. Ensure that public liability is covered by Growing Hope and in the building you are hiring.

Will I need a licence? If you are hoping to include any of the following at your event, you may need a licence:

- Music and dancing
- Sale of alcohol
- Extended hours of licensed premises
- Provision of food and drink
- Copyright and royalties for drama or film show
- Collecting money or selling goods in a public place (including door-to-door)

Always state that the event is in aid of Growing Hope and quote the Registered Charity number applicable to the Growing Hope charity the event is raising money for.

Growing Hope events must not

- Have alcohol, cigarettes, solvents or knives available or accessible to under 18 year olds.

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- Allow children to volunteer unless with written consent from parents.
- Use photos of children and young people at events without written parental consent.

Further guidance on running fundraising events can be found here:
<https://www.institute-of-fundraising.org.uk/home/>

Appendix 2- Risk Assessment

Company name: GROWING HOPE X

Date of risk assessment:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	General good housekeeping is carried out. All areas well lit, including stairs. No trailing leads or cables. Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately.	Better housekeeping in staff kitchen needed, e.g. on spills. Arrange for loose carpet tile on second floor to be repaired/replaced.	All staff, supervisor to monitor Manager	From now on xx/xx/xx	xx/xx/xx xx/xx/xx

For more information go to <http://www.hse.gov.uk>.

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