

POLICY AND PROCEDURE

Risk Management

Category: staff and volunteers



SoLO
Life
Opportunities

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Birmingham
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Charity No. 1102297
England Company No.
5025939

Introduction

The purpose of the risk management policy is to provide guidance to trustees, staff and volunteers on the management of risk within SoLO to support the achievement of our aims and objectives, to protect our members, staff and volunteers, business assets, reputation and ensure that we achieve financial sustainability.

Scope

This policy applies to all SoLO's activities. It forms part of the SoLO governance framework and applies to all staff, volunteers, contractors, members and visitors to projects and venues.

Risk Governance

Risk is managed within the organisation as follows:

Trustee Board	Provides policy, oversight and review of risk management .
Senior Managers	Oversee regular review of risk management activities and ensures that staff are reporting on incidents, near misses and any perceived risk.
Chief Executive Officer	Drives culture of risk management reviews incidents and near misses with Senior Managers at weekly Senior Management Team meeting.
Managers	Ensure staff in their team comply with the risk management policy and foster a culture where risks can be identified and escalated
Staff and Volunteers	Comply with risk management policies and procedures.
Members	Are supported by staff and volunteers to understand risk and manage within a culture of encouraging independence and opportunity.

Risk Management Process

The steps involved in the risk management process are outlined below.

For the individual member accessing our general social and leisure services – a full assessment is made upon referral to a SoLO service proportionate to the needs of the individual. For example, a child or someone with severe learning disabilities will require a home visit to be carried out with a full assessment made, involving parents, carers and professionals (if appropriate). An adult accessing a drop in scheme, will be assessed by project leaders on first meeting, emergency details and relevant data will be gathered and the individual will be observed. Any cause for concern will trigger further assessments to be carried out.

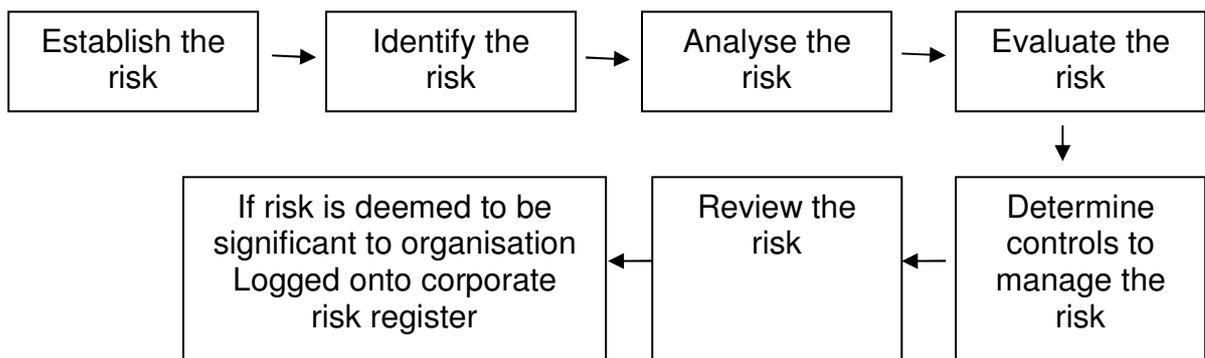
For individual accessing the PA, Daylight or Evolve Services – a full assessment is carried out either at home or on SoLO premises, involving parents, carers and professionals (if appropriate).

Where an assessment identifies specific areas of risk, a full risk assessment is carried out, shared on a needs to know basis with those supporting the individual and logged on the individuals file.

For activities – all activities are risk assessed when first started and then reviewed on an on-going basis, with risk assessments updated.

For venues – all venues are risk assessed when first used and then reviewed on an on-going basis, with risk assessments updated.

The standard approach that is adopted by SoLO in the management of risk is:



Integration with other systems and processes

The management of risk is factored into:

- Business planning, paying specific attention to wider corporate risks that will be impacted on by any future development of new programmes, including any potential financial risk that could destabilise the organisation or impact on business continuity.
- Performance management, ensuring that staff and volunteers are managing risk at an appropriate level.
- Audit and assurance, risk is considered at the Trustee Board Meeting on a quarterly basis or by exception when a new risk is deemed to be significant enough to raise outside of the normal reporting framework.
- Project management – all projects have risk management at the centre of any activity planning, recruitment of staff and volunteers and placement of members.

Risk Categories

Operational risk categories are:

- Individual
- Environmental – venues
- Activities

Corporate risk categories are:

- Financial
- Reputational
- Human Resources

The overarching theme within all of the above categories is safety which is the first value within the SoLO Values statement (Safe, Trusted, Adaptable, Resilient, Quality).

Risk Register

The purpose of the risk register is to ensure that operational risks that are managed within projects do not escalate and create wider issues for the whole organisation.

All staff have a responsibility to raise awareness of risk to their Line Manager once it has been logged, assessed and mitigated. Senior Managers have responsibility for assessing the risk, discussing with the CEO at Senior Management weekly meetings and logging onto the corporate risk register where it will be assessed for the likelihood of it happening (on a scale of 1 – 5 with 5 being the most likely) and the impact if it does happen (on a scale of 1-

5, with 5 recording the most impact). These scored will be used to determine the risk factor eg. a risk with a likelihood of 5 and an impact of 4 will equal 20 and will be deemed to be a red risk.

There is a RAG rating applied to risk (Red, Amber, Green) with Red being the highest risk – scoring anything between 17 - 25, Amber being a medium risk – scoring anything between 11-16, and green being a low risk – scoring under 10.

Each risk is considered by the Senior Management Team and a plan of mitigating actions is put in place and a consideration of the impact that the plan will have on the risk is made.

The Corporate risk register is submitted to the Trustee Board on a quarterly basis where they will interrogate the risks, challenge the actions to ensure that they will mitigate against the impact of the risk and to sign off any new risks or agree reduced risks to be removed from the register.

Risk Reporting

There is a clear framework for staff and volunteers to communicate risk to their Line Manager through the incident reporting process.

The purpose of risk reporting is to create awareness of key risks, improve accountability for the management of risk and the timely completion of risk treatment plans.

Project Leaders and Home Managers are required to complete risk assessments and submit them to their Line Managers for sign off.

Project Managers are required to complete risk assessments:

- during the assessment of new members referred to their programmes
- when introducing new activities
- when using new venues

These are then submitted to Line Managers for sign off.

Personal Assistants are required to complete risk assessments for the members that they support on a 1:1 level.

All staff are expected to update risk assessments as and when required.

Risk Management Performance

The board review risk as part of their internal controls programme.

The Chief Executive Officer and the Senior Managers will review risk when visiting projects.

The overall performance of the organisation will be measured through the external audit which is performed at year end.

Staff will be monitored on their performance on managing risk through a programme of regular catch ups with their Line Manager.

Linked with:

- **Health and Safety**
- **Incident Reporting**