



PEOPLE OF PEONY'S RISK MANAGEMENT POLICY AND PROCEDURE

What is This About?

This guide is about how we keep **you, our staff, and our service safe**. We look out for problems *before* they happen and work to **reduce any risks** that could hurt someone or cause trouble.

What is a Risk?

A **risk** is anything that:

- Might hurt someone
- Might damage our reputation
- Might stop us from doing our job properly
- Might cause a service to stop or change suddenly

What is Risk Management?

Risk Management means:

- Finding problems early
- Thinking about what could go wrong
- Doing something about it before it gets worse
- Keeping everyone safe
- Making a plan to fix or stop the problem

Who Does This Help?

Everyone!

- People we support (like you)
- Children
- Support workers
- The whole People of Peony team

What We Look At

We check for risks in lots of areas, like:

- Health and safety
- Emergencies and disasters
- Money and business systems
- Staff training
- Your support services
- Information and privacy
- Complaints and incidents

How We Manage Risks

We:

1. **Find** the risk
2. **Understand** how serious it is
3. **Make a plan** to fix it
4. **Do the plan**
5. **Check** if it worked



Everyone Helps

All staff help with risk management by:

- Speaking up when they see something risky
- Making sure you feel safe
- Following safety plans
- Writing down things that go wrong (called incidents)

Management leads this work and checks that the team is doing it right.

What Type of Risks Do We Look For

We think about:

- How likely something is to happen
- How big the problem could be
- If it could hurt someone
- If it could stop support
- If it could cause stress or harm
- If it would cost a lot of money

Example of Risks

- A staff member not showing up to a shift
- A fire in a house
- A mistake with medication
- A change in your health
- A natural disaster (like floods or storms)
- A support plan not being followed
- A system not working (like a phone or computer)



What We Do With a Risk

We might:

- **Avoid** it – by not doing the risky thing at all
- **Fix** it – by changing how we do things
- **Prepare** – in case it happens
- **Share** the responsibility – for example, with insurance
- **Accept** it – if it's small and safe enough

Special Care for Children

Children must always be safe. We pay extra attention to any risks for young people and create strong protection plans.

Transitions (Starting or Leaving Services)

We make sure there are safety plans when:

- You start using a service
- You leave a service
- You go somewhere temporarily (like hospital)

Talking About Risks

We will:

- Tell you about any risks that affect you
- Ask what you think
- Listen to your ideas
- Work with you, your family, and your team to find solutions



Keeping Track

We write down all the risks and how we manage them in our **Risk Register**.

We check and update this often to make sure:

- It still works
- You stay safe
- Nothing is missed

Final Word

At People of Peony, **your safety is our priority**.

We don't wait for things to go wrong. We:

- Plan ahead
- Involve everyone
- Make changes when needed
- Keep improving

If something doesn't feel right, tell a staff member. We're here to help.

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