

All Night Café Risk Register

Date last Reviewed: 10/07/2019

Date to be Reviewed: 10/01/2020

Status	Risk Title	Risk Description	Potential Impacts	Action Needed	Date Required to be Resolved	Date Resolved
CLOSED	Slip Hazard	Cleaning floors of Shelter leading to wet floors	A slip hazard to volunteers / customers	Correct use of Wet Floor Signs, Mops kept in hallway, vigilance by volunteers.	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
CLOSED	Trip Hazard	Bedding/Bags for customers is large and often below eye-level	Customers/volunteers might trip on bedding left unattended	Bedding must always be put away neatly in storage bins after use, must not obstruct walkways or escape routes. All new customers shown correct storage procedures	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
CLOSED	Food Preparation	Unhygienic food preparation for mealtimes by volunteers	Food poisoning to customers / volunteers	All kitchen staff must complete a Food Hygiene Certificate before starting first shift. Correct food preparation and storage paperwork completed for every shift	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
CLOSED	Electrical Safety	Unsafe electrical equipment such as lights, microwaves, toasters	May cause injury or death if unsafe equipment used	Owners of the building (Scouts) are responsible for regular PAT testing of all electrical appliances	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved

CLOSED	Alcohol/Drugs on Site	Customers may bring/use illicit substances on site	Risk of harm to self or others while under the influence, may suffer adverse reactions that require medical attention	All customers must read and sign Code of Conduct on first entering Shelter to not bring in or use illicit substances on the premises, strict ban on such substances enforced by volunteers	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
CLOSED	Continuity of Customer Bans	Volunteers on different shifts must all be able to recognise who is banned from the shelter for breach of Code of Conduct	Endangering volunteers/other customers by allowing banned customers to return	Photographs of all customers attached to customer Code of Conduct & Registration forms, kept in kitchen, any banned customers filed under "Current Bans" section with explanation	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
CLOSED	Fire Safety	Safety report from Fire Brigade highlighted some areas of fire safety needing addressing.	Unsafe premises in the event of a fire.	Additional smoke alarms installed in building, introduction of fire drills and fire alarm tests by staff.	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
CLOSED	Community Integration	Customers arriving early before Shelter is open	Customers waiting on Shelter grounds or in local area, local community upset by noise/disruption	Amended opening times from 9pm to 9.30pm Mon-Sat (Fri 10pm to allow for Scouts meeting). Customers also informed of regular opening times, reminded of Code of Conduct agreement.	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved



Food Storage	The two storerooms are insufficient for storage of food donation overflow, leading to food being temporarily stored in the hallway.	Obstruction of fire escape routes	Construction of additional storage shed, food always labelled with dates delivered, use by dates adhered to, fridge temps recorded, food rotation enforced.	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
Food Hygiene	Correct preparation, serving and storage of cooked meals for customers.	Risk of food poisoning to customers & staff on shift	All food prep staff must have completed their Food Hygiene Certificate (online) and maintain the food hygiene book in kitchen, follow safe practices in prep, serve and storage of food.	N/A Revision made to RR after issue resolved	N/A Revision made to RR after issue resolved
Night Shift Shortages	Volunteers move on from Shelter, leaving gaps in rota.	Insufficient volunteers cover to allow Shelter to remain open at night.	Continued canvassing for volunteers, reminders on internal social media page for current volunteers to do night shifts	01/10/2019	