Resinaro Transparency Report — 2025 (Summary)

Resinaro is a UK-based community support initiative providing practical help to Italians and other migrants navigating life in the United Kingdom. This short transparency report summarises our governance, core activities, safeguarding approach, and how we handle feedback and requests for further information.

Key activity highlights

- **People supported (direct):** 500+ (casework or clinic contacts)
- **Volunteer contributors:** 5+ (cumulative)
- **Common support areas:** passports & consular guidance, AIRE and registration help, housing signposting, NHS navigation, digital ID guidance

We publish this report to make our work and processes clear to the communities we serve, volunteers, partners and anyone seeking to verify our approach.

Contact & enquiries
Email: help@resinaro.com
Website: https://www.resinaro.com/contact

1. Governance & accountability

Resinaro adopts an accountable governance approach designed to protect service users and volunteers and ensure decisions are made in the community interest:

- **Oversight arrangements:** A small oversight board (or advisory group) provides guidance on governance and policy.
- **Operational team:** A compact leadership group coordinates day-to-day delivery and volunteer management.
- **Decision-making:** Major policy and operational priorities are agreed by the oversight body following staff recommendations and community input where relevant.

Requests for governance documents or meeting minutes may be made to help@resinaro.com.

2. Activity & impact summary

We track activity and outcomes to make sure our services are effective and targeted:

- **People supported (direct):** 500+ case contacts during the reporting window.
- **Volunteer contributions:** Around 5+ volunteers supporting clinics, translations, events and digital content.
- **Core services:** Passport and consular guidance, AIRE support, housing signposting, NHS navigation, digital ID & SPID/CIE advice, and referrals to specialist organisations.

We collect anonymised outcome data (e.g., appointment success, completed applications, referrals made) and use it to improve our processes. We protect personal data and report aggregated metrics only.

3. Safeguarding & data protection

Protecting people and handling data responsibly are core obligations:

- **Safeguarding contact:** We have a named safeguarding lead responsible for policy enforcement and reporting.
- **Published policies:** Safeguarding and whistleblowing policies are available to download from our policies section (or by request).
- **Data protection:** Personal data is stored securely, retained only as necessary for casework, and handled in line with UK data protection principles. Individuals may request access, correction or deletion of their data by contacting help@resinaro.com.

4. Complaints & feedback

We welcome feedback and treat complaints seriously:

1. Raise the issue via the Contact page or email help@resinaro.com.
2. We acknowledge complaints within **3** business days.
3. We aim to investigate and propose a resolution within **10** business days.
4. If unresolved, an independent reviewer is available where appropriate.

All feedback is logged and used to improve services and governance.

5. Conflicts of interest & procurement

Board members and staff declare conflicts of interest. Procurement for paid suppliers follows a documented selection process and decisions are recorded to ensure transparency.

6. Documents available on request

We can provide the following on request or when available for publication:

- Governance minutes and advisory group membership summary.
- Safeguarding policy and whistleblowing procedure.
- Data handling and privacy arrangements.
- Volunteer role descriptions and onboarding guidance.
- Transparency reports with additional supporting detail (published when appropriate).

Request documents at: **help@resinaro.com**

Resinaro — Practical support for migrants across the UK. Contact: help@resinaro.com. This report is a public summary for information purposes. For formal or detailed documentation, please contact us.