

Assessment Date:	May 2020	Author:	JB	Next Review Due:	1 month
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Identify those people involved or affected by the activity				
	Employees	Volunteers	Client / Visitor	Public
Physical or mentally impaired / disabled	y	y	y	y
Young Persons (under 18)			y	y
Children (under 16)			y	
Pregnant Women	y	y	y	y
Others (Those not falling into any of the above categories)				

The risk assessment control measures must be implemented to ensure the safety of all personnel involved with the activity.

The control measures put in place for this risk assessment must be communicated to all personnel involved with the activity via a tool box talk.

Dynamic Assessments must be carried out on arrival at each individual site and workplace task

Hazards	Who may be harmed and how?	Controls Required	Additional Controls	Action by who?	Action by When?	Date Completed
<p>Commute to work Use of public transport or private vehicles</p>	<p>Staff/Volunteers Other commuters Public transport staff via exposure</p>	<ul style="list-style-type: none"> ● Company committed to flexible working. Staff able to work from a home base or more local company office where available ● Single occupancy of vehicle /only people who share a household . No service users or staff /volunteers to share a vehicle. ● Safe use of petrol stations, hand washing/sanitising after pump use ● cash free payments where possible ● Use 2-metre rule when in cashier queue ● Use of public transport – wear face mask and follow transport guidelines on social distancing and safer boarding - one at a time ● Use tissues when coughing or sneezing ● Remove any used ppe before entering Whitechapel premises and dispose of safely ● Wash hands on arrival at workplace ● Bicycle use, anti bac wipes available for communal touch points 	<p>Carry hand sanitiser for use on public transport Use flexitime where possible to avoid rush hour travel.</p> <p>Tissues - If you do not have one, cough into the inside of your arm as a barrier.</p> <p>Hand washing when leaving work.</p>	<p>All staff, volunteers</p>	<p>Immediate and continuous</p>	
<p>Ignorance about Covid-19</p>	<p>Staff, volunteers, visitors, contractors, service users especially those with underlying health conditions and their families if business becomes infected through spread of infection.</p>	<ul style="list-style-type: none"> ● Staff, vols and su's should be trained and informed in the risks and symptoms of COVID-19 ● 2 metre social distancing ● cough or sneeze into tissue and dispose of or into the elbow to prevent spray contamination. ● Wash hands as you arrive and leave a workplace or area ● Do not touch face ● Regular 20 second hand washing in hot soapy water or use hand sanitiser ● Service users encouraged to remain in their accommodation. Where unable/unwilling to maintain distancing use of ppe during all periods of contact <p>Regular .Gov updated guidance can be found here</p>	<p>Posting signs and posters</p> <p>Management monitoring to ensure compliance.</p> <p>Ensure wide availability of ppe and hand sanitiser</p> <p>Encourage staff to take up on line training around safe use of ppe and infection control and to read leaflets, correspondence and landing page updates</p>	<p>All Staff, vols, su's, contractors visitors</p>	<p>Immediate and continuous Review in team meetings and supervision</p>	

<p>Spreading of COVID -19 Working Environment Social distancing with other contractors, staff and members of the public.</p>	<p>Contaminating others directly or via contamination of surfaces or communal items Spread of infection</p>	<p>Cleaning - Frequent cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use.</p> <p>Social Distancing - Reducing the no. of persons in any work areas within the 2-metre rule (6.5 foot, approx. 3 steps) gap recommended by the public health agency.</p> <ul style="list-style-type: none"> ● Remove sick / vulnerable staff, vols & Su's from the workplace wherever possible. Where working from home isn't an option, vulnerable staff to be given the safest of roles ● Anyone with symptoms to be tested and to remain off work until either given the all clear or they have had a minimum 7day isolation period (14 day isolation if in contact with someone displaying symptoms). ● All staff & vols to wash hands as they arrive at the workplace and as they leave. ● Hand Sanitiser / wipes to be provided for use in the workplace and in vehicles. when moving around locations, touching door handles, handrails, key pads etc. refrain from touching face and wash hands regularly. ● PPE to be provided and worn, gloves, masks, hand sanitiser/ anti bac wipes as recommended by government guidelines. ● Restrict place of work to one base and discourage non-essential trips between premises ● Restrict movement within buildings if necessary to ensure 2 metre rule can be observed ● Electronic methods to be used for document and paper exchange where possible. ● Only absolutely necessary participants to attend meetings and must maintain 2m distancing throughout. ● Meetings to be held outdoors if possible. ● Meeting chairs/tables to be sanitised before and after use ● Electronic methods of undertaking meetings to be employed wherever possible ● If signatures are required ensure staff carry own pens (do not share or put pens in mouth) ● Communal kitchens and welfare areas must be cleaned and disinfected regularly. ● Increase airflow and ventilation where climate allows (open windows, use air conditioning where available, etc.) ● Explain distancing and hygiene measures to all site visitors ● Self-policing and challenging of unsafe behaviours 	<p>Protect clinically vulnerable and clinically extremely vulnerable individuals by risk assessing all staff and determining who must remain at home and who must be offered the safest roles.</p> <p>Enable workers to work from home if this is a viable option .</p> <p>Tissues, sanitiser and ppe widely available throughout the workplace.</p> <p>Large containers of sanitiser (located in back office/reception areas) can be siphoned into small containers for personal use where necessary.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Reviewed by senior line managers</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it</p> <p>Signs displayed limiting occupancy of work areas</p> <p>Post signs encouraging good hand and respiratory hygiene practices</p>	<p>All Staff, vols, su's, contractors visitors</p>	<p>Immediate and continuous</p>
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		<p>between colleagues, vols, su's and other visitors & contractors.</p> <ul style="list-style-type: none"> • Use disposable cups and cutlery where possible - If cups used, wash own items in hot soapy water and leave to drain in clean hygienic place • Wipe down kettle, microwave handles before and after use • DO NOT use communal drinking fountains. If using cold water dispenser keep receptacle away from spout. • Replan offices to allow back to back / side on working • Clear and clean workspaces and remove waste and belongings at the end of every shift • Replan schedules so staff see as few of their colleagues as possible. Provide fixed partner working. • Use screens/barriers to separate people • Plan work to take into account the vulnerability of staff • Follow specific guidance if cleaning after a known or suspected case of Covid-19 	<p>Additional smoking areas may need to be identified around site to allow safe social distancing</p> <p>Remind staff working flexitime to avoid rushhour communte</p> <p>Sanitiser and wipes to be placed in all meeting rooms.</p> <p>Encourage staff sharing offices to stagger the time they are at their desk</p> <p>Tape off 2 mtr distancing around reception areas.</p> <p>Display posters to remind people of distancing rules</p> <p>Display handwashing signs in bathrooms</p> <p>Maintain a record of all site visitors</p> <p>Introduce temperature checks for people coming on site – if over 37.8 deny access.</p>			
Incorrect use of alcohol-based sanitiser gel	Burns, poisoning (if ingested) to service users, staff, volunteers, contractors, visitors	<ul style="list-style-type: none"> • Staff to be advised of potential ignition risk if a cigarette is ignited when the hands are wet with gel and to be instructed in safe use (hands are safe when they are dry) • Signs to be displayed by gel dispensers explaining hands are safe when they are dry • Staff to be vigilant – ensure correct use of gel dispensers and that gel is not being used for anything other than as a hand sanitiser 				•
Manual handling	Spread of virus to staff/volunteers preparing food parcels sorting and moving deliveries and donations, moving	<ul style="list-style-type: none"> • Safe Manual handling procedures to be followed from manual handling training and risk assessment. • Maintain social distancing • Wash hands regularly • PPE gloves to be worn 	Face masks/covering may be necessary when 2-meter rule cannot be applied	Staff, volunteers,	Immediate and continuous	•

	client belongings	<ul style="list-style-type: none"> • were possible wipe down areas that will be handled by others. • Keep face from touching materials and parts when lifting. • Do not touch face Wear gloves when taking in donations. • Ensure system of non-contact delivery. • Keep donations separate for 72 hours before opening bags (exception is perishable food items which may need to be distributed immediately – appropriate ppe should be worn at all times where this is the case) 				
Use of offices and equipment	Spread of infection to staff, volunteers, contractors	<ul style="list-style-type: none"> • Where possible have a designated workstation for each person . • Minimise use of hotdesking wherever possible • Replan offices to enable staff to observe the 2m rule • Wipe equipment and work surfaces with anti bac wipes or spray before and after use. • Restrict use of high touch items/equipment such as photocopiers/printers or sanitise after each use • Do not touch face 	<p>Provide additional IT kit to enable workers to work remotely/flexibly</p> <p>Re-plan offices for back to back or side-on working</p> <p>Consider using screens or barriers to separate people in larger offices</p> <p>Provide more storage for workers coats and bags if necessary</p>	Staff, volunteers	Immediate and continuous	•
Operation of accommodation based services	Spread of infection to Staff, volunteers, residents, contractors, emergency service personnel	<ul style="list-style-type: none"> • Maintain fixed teams which do not overlap wherever possible • Provide clear guidance on social distancing and hygiene to people on arrival eg signage • Demarcate no access areas for residents including taping off 2 mtr separation at reception areas • Limit number of people at reception at any one time. Mark out queue boxes if necessary • Restrict access to required visitors only • Provide sanitiser wipes by any pens used by staff/visitors to sign in to a building • Arrange contractor visits to reduce possible interaction between people • Reduce maximum occupancy of lifts, provide hand sanitiser for lift operation and encourage use of stairs wherever possible • Clean all touchable surfaces in public areas frequently • Provide clear, consistent and regular communication to staff and residents to improve understanding and consistency of ways of working and safety measures across shifts • Encourage regular hand washing 	<p>Plan for the minimum number of people needed on site to operate safely and effectively.</p> <p>Consider one-way flow /managing points of access and egress to avoid congestion</p> <p>Maintain a register of all site visitors if possible</p>	Staff, volunteers, residents, contractors visitors	Immediate and continuous	•

		<ul style="list-style-type: none"> • Provide hand sanitiser at all points of entry and egress • Use new gloves when visiting each shared house. Alert residents prior to attendance to limit chance of unplanned contact • Where possible use only one or at most two workers to load or unload vehicles and distribute items delivered. Encourage delivery drivers to stay in their vehicle rather than enter the premises. Gloves should be worn when taking in and moving deliveries. • Food parcels/ other items for residents to be placed outside rooms rather than passed hand to hand • No visits to the accommodation of someone who is isolating because of symptoms or where an individual has been advised to shield unless to remedy a direct risk to resident(s) • If service user presents symptoms, ask relevant questions to ascertain risk. Report to manager for guidance. Actions may include contacting Careline for placement of self-isolation if not in services, notifying K Duffy for Covid-19 MDT meeting, checking risk stratification, updating status alert on Mainstay, contacting Charlotte Joyce or Deb Faint (Brownlow as key links with Public Health) to arrange testing. Updates for Tue and Wed meetings. • Follow test and trace procedure for social care setting • PPE stocks to be reviewed weekly 				
Home visits	Staff, volunteers, Service users	<ul style="list-style-type: none"> • All planned visits to be risk assessed and all options for non-face to face contact to be explored before any home visit undertaken. • Wherever possible only the allocated worker / appointed cover to enter a property unless there is an immediate risk to resident(s) • Risk assess. Do not enter any residence if there is suspected or confirmed Covid-19 or if someone is in quarantine/shielding • Call in advance. Check it is safe to visit. Ask for rooms to be well aired. Ask for doors to be left open to minimise need to touch door handles. Explain social distancing rules and ask for service user's adherence to these • Sanitise hands before and after visit. If gloves used they should be removed safely and disposed of after the visit • Do not touch face with gloves. • Avoid any transmission during appointment from sharing pens/paper/phone. • Maintain social distancing at all times during visit • Leave accommodation immediately if it is not safe to remain – eg if client fails to adhere to social distancing 	Ensure arrangements for distancing and hygiene understood by clients for whom English is not their first language. Use simple clear messaging or images if possible.	Staff, volunteers Clients	Immediate and continuous	<ul style="list-style-type: none"> •

Outreach	Staff, volunteers, Service Users	<ul style="list-style-type: none"> • Only two staff to patrol together at any one time. • 2m distancing to be maintained • If service user unable or unwilling to social distance walk away. Notify police if required • Carry and use hand sanitiser and PPE as necessary at all times • LARI calls to be diverted to worker on outreach to prevent cross-contamination through phone being passed on 	If PPE used during outreach it must be safely removed and discarded before staff enter Whitechapel premises.			•
Operation of retail outlets	Spread of infection to staff, volunteers, customers	<ul style="list-style-type: none"> • Retail to remain closed until safe operating systems can be implemented. • Provide clear, consistent and regular communication to shop workers to improve understanding and consistency of ways of working. • Define no. of customers who can follow 2m distancing and limit entry appropriately • Encourage customers to shop alone unless they need assistance • Display clear guidance on hygiene/social distancing arrangements for customers at point of entry • Remind customers accompanied by children that they must ensure the children observe social distancing at all times • Provide hand sanitizer on entry for customers • Consider queue management or one way flow to avoid any congestion. Use tape to mark 2m from sales desk. • Suspend or amend services that cannot be undertaken without contravening social distancing eg number of staff or volunteers working together on a task • Restrict any travel between shops unless essential • Keep staffing/volunteer rotas constant – use fixed teams and keep shifts separate to minimise cross infection • Wear gloves when taking in donations. Ensure system of non-contact delivery. • Keep donations separate for 72 hours before opening bags • Use disposable gloves to accept returns. All returns to be kept on a separate rail for 72 hours before going back on shop floor • Encourage contact-less payment. No cash • Clean all touchable surfaces frequently – clean card entry keypad after each use if touched by customer • Till to be operated by one person only and cleaned down if personnel change • Counter staff to wear face visor when dealing with the public. • Changing room to remain closed. 	<p>Display clothes same sizes together and space well to discourage touching</p> <p>Erect plastic screen around sales desk</p> <p>Keep shop door open whenever possible to improve ventilation</p> <p>Consider methods to restrict donations to given timeslots</p> <p>If changing rooms are opened, they must be cleaned thoroughly after each use.</p> <p>Encourage on-line sales and fast-track collection from shop.</p>	Staff, volunteers, customers	Once shops re-opened and until further notice	•
Use of vehicles for work	Spread of infection to	<ul style="list-style-type: none"> • Ensure social distancing when loading/unloading 	Availability of hand	Staff,	Immediate	

