

## 1. RISK ASSESSMENT

<b>Date:</b>	May 2020
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<b>Assessors Name:</b>	John Richmond / Simon Marsh	<b>Reference Number:</b>	RA COVID-19	<b>Review Date:</b>	Ongoing – as per government guidance updates
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<b>Endorsed By:</b>	David Thompson	<b>Position:</b>	Director
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<b>Description of assessment</b>	Coronavirus (COVID-19) – Office
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<b>Location Details</b>	Gainsborough, Lincoln, Mansfield, Retford and Sleaford. Protective measures are also in place for London and Newark but these are not regularly used.
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# Guidance Notes

<b>SEVERITY</b>	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
	<b>LIKELIHOOD</b>					

<b>LIKELIHOOD</b>	
5	Almost Certain – Very High Risk
4	Probable – High Risk
3	50/50 – Medium Risk
2	Improbable – Low Risk
1	Almost impossible – Low Risk

<b>SEVERITY</b>	
5	Fatality – Very High Risk
4	Severe incapacity – High Risk
3	Absent 3 weeks – Medium Risk
2	Absent less than 1 day – Low Risk
1	Insignificant – Low Risk

1–4 <b>LOW</b>	5–9 <b>MEDIUM</b>	10–15 <b>HIGH</b>	16–25 <b>VERY HIGH</b>
<p>Continue with existing control, however monitor for changes.</p> <p>Implement any additional control measures required, within the timescales given in the risk assessment.</p>	<p>Requires attention to reduce the rating as well as regular ongoing monitoring.</p> <p>Implement any additional control measures required, within the timescales given in the risk assessment.</p>	<p>Requires immediate attention to bring the risk down to an acceptable level.</p> <p>Implement the control measures required, within the timescales given in the risk assessment and continue to review working practices to reduce the probability of an accident to the lowest possible level.</p>	<p>Stop immediately – the risk is too high.</p> <p>Take immediate action to reduce the risk to the lowest level possible.</p>

Identified Hazards	Who may be affected	Risk Level before control measures				Existing control measures	Additional Control measures required	Action Taken	Completion date	Final Risk level			
		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
<p><b>COVID-19</b></p> <p><b>Sudden illness</b></p> <p>Somebody showing Symptoms</p>	Employees	5	3	15	H	<ul style="list-style-type: none"> <li>If anyone becomes unwell with any known symptoms in the office, they should be sent home and advised to follow the stay at home guidance</li> <li>Avoid touching anything</li> <li>Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.</li> <li>Wash hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.</li> <li>If an employee is experiencing symptoms, visit NHS 111 online or call 111 if there is no internet access.</li> <li>In an emergency, call 999 if they become seriously ill.</li> <li>They must not visit the GP, pharmacy, urgent care centre or a hospital.</li> <li>They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</li> </ul>	<ul style="list-style-type: none"> <li>Guidance on self-isolation found via the Government website.</li> <li>If a member of staff has helped someone who was taken unwell with symptoms, they do not need to go home unless they develop symptoms themselves.</li> </ul>	<ul style="list-style-type: none"> <li>All staff aware and line managers will take action if required.</li> </ul>	<ul style="list-style-type: none"> <li>Action plan sent to all staff and acknowledgment to be signed by the end of June.</li> </ul>	5	1	5	M

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		S x L = R								S x L = R			
		S	L	R	RR					S	L	R	RR
<b>COVID-19</b> <b>Travelling to and from Work</b> Catching and Spreading	Employees	5	3	15	H	<ul style="list-style-type: none"> <li>Where possible all staff should travel to work alone using their own transport.</li> <li>Workers should avoid public transport. Where public transport is the only option for workers - Changing and staggering employee starting hours to reduce congestion on the network may be considered.</li> <li>Hand cleaning for 20 seconds should be carried out as soon as arriving to work.</li> </ul>	<ul style="list-style-type: none"> <li>Guidance for visiting clients provided to staff.</li> <li>This point is covered in our return to work plan.</li> <li>Hand sanitisers provided at all entrances and posters displayed.</li> </ul>	<ul style="list-style-type: none"> <li>Included in our action plan to be signed by all staff.</li> <li>Hand sanitisers in place.</li> </ul>	<ul style="list-style-type: none"> <li>Done.</li> <li>Done.</li> </ul>	5	1	5	M

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<b>COVID-19</b> <b>Accessing the premises- Staff</b> Catching and Spreading	Employees	5	3	15	H	<ul style="list-style-type: none"> <li>If possible use a separate staff entrance during business hours</li> <li>Create staggered working hours if required</li> <li>If possible create a one-way system through the office to reduce the risk of passing</li> <li>Limit staff to specific office areas.</li> <li>Use the space available to ensure staff are keeping 2m as a minimum.</li> </ul>	<ul style="list-style-type: none"> <li>Separate entrance will be used where this is possible.</li> <li>We will limit the number of staff in the office at any one time.</li> <li>As additional employees are authorised to begin work, assessment will be reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>Will only be possible at two offices.</li> <li>Rota agreed to limit numbers.</li> </ul>	<ul style="list-style-type: none"> <li>Done.</li> <li>Done.</li> </ul>	5	1	5	M

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<p><b>COVID-19</b></p> <p><b>Accessing the premises – Clients and professional contacts</b></p> <p>Catching and Spreading</p>	<p>Employees</p> <p>Clients</p> <p>Professional contacts</p>	5	3	15	H	<ul style="list-style-type: none"> <li>Consider having separate entrance and exit points if possible.</li> <li>Limit the number of visitors in the office at any time.</li> <li>Assess the size of the office and its meeting rooms, to calculate the number of visitors who can reasonably follow 2m social distancing.</li> <li>When visitors arrive, explain the social distancing requirements and control the number of visitors arriving at any one time.</li> <li>Consider if screens should be added to reception desks.</li> <li>Place a sign on reception desks explaining the social distancing measures in place that visitors should follow.</li> <li>Schedule deliveries to avoid crowding in reception areas and consider non-contact stock deliveries</li> </ul>	<ul style="list-style-type: none"> <li>Separate entrance will be used where this is possible and the number of visitors will be controlled.</li> <li>The numbers allowed in meeting rooms have been restricted.</li> <li>Guidance poster will be displayed on reception desks.</li> <li>We are looking at the feasibility of screens on desks or will have floor tape to control.</li> <li>Deliveries will be scheduled.</li> </ul>	<ul style="list-style-type: none"> <li>Will only be possible at two offices.</li> <li>Guidance provided.</li> <li>Will be in place when reception opens.</li> </ul>	<ul style="list-style-type: none"> <li>Done.</li> </ul>	5	1	5	M

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<p><b>COVID-19</b></p> <p><b>Dealing with Clients and visitors – Inside the premises</b></p> <p>Catching and Spreading</p>		5	4	20	VH	<p>Government advice is clear PPE, including facemasks, is only necessary for those working in clinical situations. However, good practice is to supply masks or visors, and gloves to those who request them. It is important that these are used correctly to minimise the risk of infection.</p> <p>The use of such PPE does not replace or reduce the need to follow the government guidance in relation to hygiene practice</p> <ul style="list-style-type: none"> <li>• Daily reminders about hand washing and correct coughing etiquette using the following: <ul style="list-style-type: none"> <li>○ Additional signage</li> <li>○ Written communication</li> <li>○ Posters and signage.</li> <li>○ Daily reminders to all staff via noticeboards and/or intranets</li> </ul> </li> <li>• Provision of hand sanitiser in high traffic/client interaction areas such as: <ul style="list-style-type: none"> <li>○ Reception</li> <li>○ Meeting rooms</li> <li>○ Toilet</li> <li>○ Backdoor for staff if applicable</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• A supply of PPE is held for first aiders and client meetings.</li> <li>• Posters in place.</li> <li>• This is in place. Wipes in meeting rooms and toilet facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Done.</li> <li>• Done.</li> <li>• Done.</li> </ul>	5	2	10	H

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<b>COVID-19</b> <b>Dealing with Clients and visitors – Inside the premises</b>  Catching and Spreading  Continued.....		5	4	20	VH	<ul style="list-style-type: none"> <li>Consider what steps will be taken by staff where clients or visitors are not following social distancing measures.</li> <li>Have a maximum number for each meeting room and space out seating to facilitate compliance with the social distancing advice of 2 metres.</li> <li>Place clear signage throughout the office reminding visitors of the social distancing measures and asking them to follow these rules.</li> <li>Consider (if possible) one-way systems using floor markings and signage to highlight system and direction.</li> </ul>	<ul style="list-style-type: none"> <li>Posters to be displayed which staff can refer to.</li> <li>The maximum number to be displayed on the door so staff are aware.</li> </ul>	<ul style="list-style-type: none"> <li>Posters are in place.</li> <li>In place.</li> <li>In place and tape to be used in reception areas or a screen if required.</li> </ul>	<ul style="list-style-type: none"> <li>Done.</li> <li>Done.</li> <li>Done.</li> </ul>	5	2	10	H

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<b>COVID-19</b> <b>Dealing with Customers – Inside the premises</b>  Catching and Spreading		5	4	20	VH	<ul style="list-style-type: none"> <li>Leave non-essential doors open to minimise the number of people who touch them. <b>This does not apply to fire doors.</b></li> <li>Client document drop off or collection points should be set up to ensure the 2m separation either by floor markings or other arrangement</li> <li>Encourage bills paid by bank transfer or by direct debit.</li> </ul>	<ul style="list-style-type: none"> <li>We are planning to use a Dorguard system for fire doors so that they can be open.</li> <li>We will quarantine client docs as far as practical.</li> <li>We are doing this in any case.</li> </ul>	<ul style="list-style-type: none"> <li>Installation is being arranged.</li> <li>Staff are aware.</li> </ul>	<ul style="list-style-type: none"> <li>By mid-July.</li> <li>Done.</li> <li>Done.</li> </ul>	5	2	10	H

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<b>COVID-19</b> <b>Applying First Aid</b> Catching and Spreading	Employees, Clients and visitors	5	3	15	H	<ul style="list-style-type: none"> <li>Provide additional PPE for all first aiders, this should include face mask eye and protection latex gloves. Gloves and masks should be disposed of after use and eye protection cleaned.</li> <li>Limit access to first aid facilities to only trained first aid personnel and / or appointed person(s)</li> <li>First aiders must wash hands before and after using the first aid facilities or applying first aid</li> </ul>	<ul style="list-style-type: none"> <li>PPE supplies now held.</li> <li>First aiders are aware of supplies and their responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>Done</li> <li>Done</li> </ul>	5	1	5	M	

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<b>COVID-19</b> <b>Internal Meetings</b> Catching and Spreading	Employees	5	3	15	H	<ul style="list-style-type: none"> <li>Will normally be held remotely via zoom for example.</li> <li>Only face to face if absolutely necessary.</li> <li>Attendees should be 2 metres apart from each other.</li> <li>Rooms should be well ventilated / windows opened to allow fresh air circulation.</li> </ul>	<ul style="list-style-type: none"> <li>Signs on room doors specify number allowed.</li> <li>Small meeting rooms will be for single use only.</li> </ul>	<ul style="list-style-type: none"> <li>Done</li> <li>Done</li> <li>Done</li> </ul>	5	1	5	M	

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<b>COVID-19</b>  <b>Welfare Facilities</b> Catching and Spreading	Employees	5	3	15	H	<b>Hand Washing</b> <ul style="list-style-type: none"> <li>Ensure soap and fresh water is readily available and kept topped up at all times</li> <li>Provide hand sanitiser where hand washing facilities are unavailable</li> <li>Regularly clean the hand washing facilities and check soap and sanitiser levels</li> <li>Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.</li> </ul> <b>Toilet Facilities</b> <ul style="list-style-type: none"> <li>Restrict the number of people using the toilet facilities at one time.</li> <li>Washing of hands before and after using the facilities.</li> <li>Increase cleaning regime for toilet facilities particularly door handles, locks and toilet flush.</li> </ul> <b>Kitchen and Eating Arrangements</b> <ul style="list-style-type: none"> <li>Any cutlery/kitchen utensils used will be cleaned both before and after use.</li> <li>Where possible, staff should be encouraged to bring their own food.</li> </ul>	<ul style="list-style-type: none"> <li>New locks are being fitted where needed.</li> <li>Signs in place to encourage this.</li> <li>Cleaners to complete a more thorough clean.</li> </ul>	<ul style="list-style-type: none"> <li>Done</li> <li>Done</li> <li>Done</li> <li>Done</li> <li>Done</li> <li>Done</li> <li>Done</li> </ul>	5	1	5	M	

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<p><b>COVID-19</b></p> <p><b>Welfare Facilities</b></p> <p>Catching and Spreading</p> <p>Continued.....</p>	Employees, client, public	5	3	15	H	<ul style="list-style-type: none"> <li>Employees using the kitchen will do so one at a time.</li> <li>Employees should sit 2 metres apart from each other whilst eating and avoid all contact.</li> <li>Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.</li> <li>Provision of hand sanitiser at entry/exit points.</li> <li>Notices promoting hand hygiene and social distancing should be placed visibly in these areas.</li> <li>All self-generated waste to be disposed of by individuals</li> <li>All rubbish should be put straight in the bin and not left for someone else to clear up</li> <li>Staff who go outside the office for a break should maintain physical distancing from any colleagues or public while doing so.</li> <li>Introduce a staggered or extended break rota to avoid crowding.</li> <li>Frequently clean and disinfect surfaces that are touched regularly, using your standard cleaning products.</li> </ul>	<ul style="list-style-type: none"> <li>All of the points in this section have been completed or included in the guidance provided to staff.</li> </ul>	<ul style="list-style-type: none"> <li>Done</li> </ul>	5	1	5	M	

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<b>COVID-19</b>  <b>Cleaning</b> Catching and Spreading	Employees	5	3	15	H	<ul style="list-style-type: none"> <li>Enhanced cleaning procedures will be in place across the office particularly in communal areas and at touch points including:               <ul style="list-style-type: none"> <li>Taps and washing facilities</li> <li>Toilet flush and seats</li> <li>Door handles and push plates</li> <li>Handrails on staircases and corridors</li> <li>Telephone equipment</li> <li>Keyboards, photocopiers and other office equipment</li> </ul> </li> <li>Rubbish collection and storage points will be increased and emptied at the end of each day.</li> </ul>	<ul style="list-style-type: none"> <li>Cleaners hours have been increased and a deep clean has been completed.</li> </ul>		<ul style="list-style-type: none"> <li>Done</li> <li>Done</li> </ul>	5	1	5	M

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<b>COVID-19</b>  <b>Lack of awareness</b>	Employees	5	3	15	H	<ul style="list-style-type: none"> <li>The latest government campaign posters will be displayed in the welfare areas and in suitable places around site.</li> <li>Regular updates and reminders will be issued.</li> <li>This will include informing personnel of the known symptoms and making them aware of new Government advice as and when updated.</li> <li>We will continually adopt and review new government / WHO guidance as and when it is available.</li> </ul>		<ul style="list-style-type: none"> <li>Done</li> <li>Done</li> <li>Will provide updates via the Intranet.</li> <li>Done</li> <li>Done</li> </ul>		5	1	5	M

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<b>COVID-19</b>  <b>Vulnerable Groups</b> 'Increased Risk' Employees	Employees	5	4	20	VH	<ul style="list-style-type: none"> <li>An email has been sent to all employees asking to them to confirm if they fall under a vulnerable category.</li> <li>Employees known to be at an increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures. These groups include:               <ul style="list-style-type: none"> <li>Aged 70 or older (regardless of medical conditions).</li> <li>Chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis.</li> <li>Chronic heart disease, such as heart failure.</li> <li>Chronic kidney disease.</li> <li>Chronic liver disease, such as hepatitis.</li> <li>Chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy.</li> <li>Diabetes.</li> <li>Problems with your spleen – for example, sickle cell disease or if you have had your spleen removed.</li> </ul> </li> </ul>		HR	<ul style="list-style-type: none"> <li>Done</li> <li>Done</li> </ul>	5	1	5	M

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<b>COVID-19</b>  <b>Vulnerable Groups</b> 'Increased Risk' Employees  Continued.....	Employees	5	4	20	VH	<ul style="list-style-type: none"> <li>○ A weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy.</li> <li>○ Being seriously overweight (a body mass index (BMI) of 40 or above).</li> <li>○ Those who are pregnant.</li> <li>● For employees with an underlying health condition, as per the above list, the government “strongly advises” that you work from home where possible. If your job isn’t suitable for home working the employer will consider offering you furloughed, temporarily re-deployed to a role that would allow home working for the duration of this crisis, or undertake a risk assessment to identify any additional steps that need to take, such as re-allocating some duties or providing additional personal protective equipment.</li> </ul>	<ul style="list-style-type: none"> <li>● For the time being these employees will need to work from home.</li> </ul>		<ul style="list-style-type: none"> <li>● Done</li> </ul>	5	1	5	M

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<p><b>COVID-19</b></p> <p><b>“At-risk” employees</b></p> <p>there are some clinical conditions which put people <b>at even higher risk of severe illness from COVID-19</b></p>	Employees	5	4	20	VH	<ul style="list-style-type: none"> <li>There are some clinical conditions which put people at <b>even higher risk of severe illness from COVID-19</b>, These people may have received letters from the NHS to state that they must self-isolate for 12 weeks.</li> <li>These people <b>MUST</b> follow the guidelines sent out to them before returning to work</li> <li>People falling into this group are those who may be at particular risk due to complex health problems such as <ul style="list-style-type: none"> <li>Received an organ transplant and remain on ongoing immunosuppression medication</li> <li>Cancer and who are undergoing active chemotherapy or radiotherapy</li> <li>Cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment</li> <li>Severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)</li> <li>Severe diseases of body systems, such as severe kidney disease (dialysis)</li> </ul> </li> <li>Employees must speak to their GP or care team if they have not been contacted and think they should have been.</li> </ul>	<ul style="list-style-type: none"> <li>For the time being these employees will need to work from home.</li> </ul>		<ul style="list-style-type: none"> <li>Done</li> </ul>	5	1	5	M

**Additional comments:**

1. This risk assessment needs to be discussed with employees to ensure that they are fully aware of all control measures
2. Employees are to sign an acknowledgement sheet for their understanding of this risk assessment
3. The risk assessment is to be reviewed on an ongoing basis as per government guidance
4. This risk assessment must be approved by the nominated person for health and safety before being issued as a live document