

Covid-19 Risk Assessment

This document is being updated on a regular basis please refer to our website for the latest version

This document complements the suite of Standard Operating Procedures (SOP) written to provide guidance to Voluntary Norfolk employees, volunteers, trustees, tenants and contractors to ensure that we are following [Public Health England guidelines](#) in the day to day delivery of our roles and to give assurance that appropriate control measures are being put in place to maintain safety and reduce.

If you have any questions about this Risk Assessment or how it applies to you, your role or your service please contact your service lead, line manager or volunteer coordinator before undertaking any of your duties; in their absence contact Julia Creusson, Head of Resources and Facilities.

Remember this is not business as usual.

Version number:	2.3	Ref:	RA
Reviewer:	Fiona Green Policy Officer	Date:	Jan 2021
Lead SMT member:	Julia Creusson Head of Resources and Facilities	Date:	Jan 2021
Considered by SMT:	Yes	Date:	Jul 2020
Approved by:	Alan Hopley Chief Executive	Date:	Jan 2021
Update information:	Based on templates from HSE, Leathes Prior and changes requested by SMT review V2.2 reflects changes on kitchen use at St Clements House V2.3 general review and requirement to wear face coverings at SCH		
Next review due	March 2021		

What are the hazards or threats?	Who may be harmed and how?	What are we already doing to control the risk?	What further action is required?	By who and by when	Current Risk Rating
Getting or spreading Covid-19 by not washing hands or not washing them adequately	Staff Volunteers Clients Contractors Staff at partner organisations Tenants & visitors to St Clements House Families of staff, volunteers & clients	<ul style="list-style-type: none"> SOPs published to all staff including guidance on cleaning, hygiene and hand sanitiser Water, soap and drying facilities provided at wash stations in St Clements House SOP 4 includes advice on how to wash hands properly and posters are displayed at all wash stations Hand sanitiser is provided for occasions when people can't wash their hands A wash station is available for visitors to St Clements House Managers know to ensure all staff aware of hand washing requirement and location of wash stations at their place of work Volunteer Coordinators to ensure all volunteers aware of hand washing requirement and location of wash stations at their place of work 	<ul style="list-style-type: none"> Monitor compliance and take corrective action where required Identify if and where additional hand washing facilities may be needed Continually replenish hand washing & sanitising facilities Make sure people are checking their skin for dryness and cracking and tell them to report any incidences that cannot be solved by use of hand moisturiser 	<p>Line Managers and Vol. Coordinators - ongoing</p> <p>Line Managers and Vol. Coordinators – ongoing</p> <p>Reception team at St Clements House, Line Managers and Vol. Coordinators</p> <p>Line Managers and Vol. Coordinators – ongoing</p>	Medium

RISK RATING

Low Risk: No significant, current indicators **Medium Risk:** Identifiable indicators, potential to cause harm **High Risk:** Imminent risk of serious harm

<p>Getting or spreading Covid-19 in high traffic areas of St Clements House (SCH) such as corridors, toilet facilities, entry/exit points to buildings and facilities, stairs, kitchens and other communal areas</p>	<p>Staff Contractors Tenants & visitors to St Clements House Families of staff</p>	<ul style="list-style-type: none"> • SOPs published to all staff including guidance on infection control • SOP 8 published to all staff and tenants regarding new requirements for cleaning and disinfecting, particularly high traffic areas and regular touch points • All but essential visits to SCH paused • High traffic areas cleaned daily by cleaners • One way system introduced with different entrance and exit for SCH • Social distancing reminders throughout SCH • Face coverings to be worn in all communal areas at SCH • Kitchens available for use of wall mounted water heater urn, toaster, microwave and handwashing only, contact points to be wiped with disinfectant wipes after use • Managers to ensure all staff are aware of new requirements prior to returning to SCH 	<ul style="list-style-type: none"> • Monitor compliance and take corrective action where required • Near-miss reporting to identify where controls cannot be followed are people are not doing what they should • Regular reviews of requirements as staff return to SCH and guidance changes • Permanent door guards to be fitted to fire doors that need to be kept open, where not already in place 	<p>Reception team and Line Managers – ongoing</p> <p>All staff – ongoing</p> <p>Head of Resources and Facilities</p> <p>Head of Resources and Facilities</p>	<p>Low</p>
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		<ul style="list-style-type: none"> Staff to ensure contractors and visitors are aware of new requirements prior to working at or visiting SCH Many staff continuing to work from home to enable the number of people in rooms to be limited so that social distancing rules can be met Work spaces reorganised so social distancing rules can be met Internal doors left open to reduce contact Perspex barrier installed at reception to reduce contact 			
Poor ventilation at SCH leading to risks of coronavirus spreading	<p>Staff</p> <p>Contractors</p> <p>Tenants & visitors to St Clements House</p> <p>Families of staff</p>	<ul style="list-style-type: none"> Internal doors to be left open to improve ventilation Increase number of windows left open to increase circulation of fresh air 	<ul style="list-style-type: none"> Monitor compliance and take corrective action where required Consider use of fans to increase ventilation where necessary 	<p>Reception team and Line Managers – ongoing</p> <p>Reception team and Line Managers - ongoing</p>	Low
Getting or spreading Covid-19 by visiting workplaces other than St Clements House (SCH)	<p>Staff</p> <p>Volunteers</p> <p>Clients</p> <p>Staff at partner organisations</p> <p>Families of staff, volunteers & clients</p>	<ul style="list-style-type: none"> SOPs published to all staff including guidance on infection control All but essential visits to other workplaces paused SOPs include guidance on outdoor meetings and essential home visits 	<ul style="list-style-type: none"> Monitor compliance and take corrective action where necessary Regular discussions with staff, volunteers and clients as to their personal risks, 	<p>Line Managers – ongoing</p> <p>All staff - ongoing</p>	Medium

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		<ul style="list-style-type: none"> Most volunteer roles paused – risk assessments completed for new roles and individual returners 	and status and risk assessments undertaken to inform decisions on an individual basis		
Getting or spreading Covid-19 through colleagues socialising/living together and/or travelling to work together	<p>Staff</p> <p>Volunteers</p> <p>Staff at partner organisations</p> <p>Tenants & visitors to St Clements House</p> <p>Families of staff & volunteers</p>	<ul style="list-style-type: none"> SOPs published to all staff including guidance on self-checks to be undertaken each day prior to starting work Advice to staff and volunteers to only travel by public transport if necessary and to avoid travelling together whenever possible Advice to staff and volunteers not to socialise together 	<ul style="list-style-type: none"> Identify any members of staff that may live together and group into work bubble if possible. 	Head of Resources and Facilities – Mar 2021	Low
Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations	<p>Staff</p> <p>Volunteers</p> <p>Clients</p> <p>Contractors</p> <p>Staff at partner organisations</p> <p>Tenants & visitors to St Clements House</p> <p>Families of staff, volunteers & clients</p>	<ul style="list-style-type: none"> SOPs published to all staff including guidance on infection control SOP 8 published to all staff regarding new requirements for cleaning and disinfecting, particularly high traffic areas and regular touch points Daily cleaning and sanitisation of SCH Staff trained in how to put on and remove personal protective equipment (PPE) that is used for normal work hazards and how to keep it clean 	<ul style="list-style-type: none"> Monitor compliance and take corrective action when required Continually replenish cleaning & sanitising facilities at SCH Continually review and replenish PPE and hand sanitising supplies for staff and volunteers 	<p>Head of Resources & Facilities and Line Managers – ongoing</p> <p>Reception team - ongoing</p> <p>Line Managers and Vol. Coordinators - ongoing</p>	Low

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		<ul style="list-style-type: none"> • Avoid sharing work equipment by allocating it for personal use, where sharing is necessary (eg. photocopier), each member of staff responsible for cleaning and sanitising before and after use. • Use electronic documents rather than paperwork • Make PPE, cleaning and sanitising products eg masks, gloves, surface wipes, soap sanitiser readily available • Keep surfaces and work stations clear to make it easier to clean and reduce the likelihood of contamination • More bins provided at SCH • SOP2 explains requirements if someone develops Covid-19 symptoms while at work 			
<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus</p>	<p>Staff Volunteers Clients</p>	<ul style="list-style-type: none"> • Regular keep in touch meetings/calls with staff working at home to talk about any work issues • Regular keep in touch meetings/calls to paused volunteers and those undertaking role from home • CMN, BTN and H&W volunteer service all keeping in touch with vulnerable clients and offering help and advice 	<ul style="list-style-type: none"> • Continue to share information and advice about mental health and wellbeing • Consider an occupational health referral if personal stress and anxiety issues are identified • Consider advising contact with 	<p>SMT, Line Managers & Vol Coordinators – ongoing</p> <p>Line Managers & Vol Coordinators – ongoing</p> <p>Line Managers – ongoing</p>	<p>Low</p>

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		<ul style="list-style-type: none"> Update emails to all staff from Head of Resources and Facilities, including help and advice regarding access to mental health and wellbeing services Line managers and volunteer coordinators talk openly with staff and volunteers about the possibility that they may be affected and tell them what to do to raise concerns or who to go to so they can talk things through Staff and volunteers involved in completing individual risk assessments so they can help identify potential problems and identify solutions Head of Resources and Facilities discusses the issue of fatigue with staff and Line Managers make sure staff take regular breaks and are encouraged to take leave Provision of appropriate IT for people to work at home safely and effectively Remote access to work systems 	<p>employee assistance programme where appropriate to encourage staff to use it to talk through supporting strategies</p> <ul style="list-style-type: none"> Monitor compliance with breaks and leave advice and take corrective action where required to ensure staff aren't working long hours 	<p>Line Managers - ongoing</p>	
<p>Contracting or spreading the virus by not social distancing</p>	<p>Staff Volunteers Clients Contractors Staff at partner organisations Tenants & visitors to St</p>	<ul style="list-style-type: none"> SOPs published to all staff including guidance on social distancing Risk assessments used to identify places and occasions where maintaining social distancing rules is problematic and additional mitigating control measures introduced including: <ul style="list-style-type: none"> using marker tape on the floor 	<ul style="list-style-type: none"> Monitor compliance and take corrective action where required Near-miss reporting to identify where controls cannot be followed or people 	<p>Reception team and Line Managers – ongoing</p> <p>All staff – ongoing</p>	<p>Medium</p>

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	<p>Clements House Families of staff, volunteers & clients</p>	<ul style="list-style-type: none"> ○ one-way systems ○ additional signage ○ holding meetings virtually rather than face-to-face ○ staggering start/end times ○ limiting the number people on site at one time ○ having allocated time slots for visitors ○ rearranging work areas and tasks ○ providing facilities to help people walk or cycle to work ○ physical screens ○ enhancing cleaning and sanitising regimes ○ increase hand washing ○ increasing use of PPE ○ placing workers back-to-back or side-by-side rather than face-to-face when working ○ improving ventilation <ul style="list-style-type: none"> • Face coverings to be worn in communal areas at St Clements House • Staff, volunteers and clients who choose to wear a face covering at any time will be supported to do so 	<p>are not doing what they should</p> <ul style="list-style-type: none"> • Continued vigilance especially as new workplaces and activities are (re)introduced, where maintain social distancing rules may be difficult 	<p>Line Managers and staff - ongoing</p>	
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Musculoskeletal disorders as a result of using DSE at home for a long period of time	Staff	<ul style="list-style-type: none"> • Regular keep in touch meetings/calls with staff working at home to talk about any work issues • Update emails to all staff from Head of Resources and Facilities, including help and advice regarding access to equipment, office chairs etc • Advice provided to take regular breaks, stretching exercises, set up equipment properly 	<ul style="list-style-type: none"> • Monitor compliance and take corrective action where required • Regularly communicate HSE guidance on display screen equipment in Protect homeworkers page • Identify staff who will be working from home longer term and complete a DSE assessment with them in order to identify if additional equipment is needed to allow them to work safely at home 	<p>Line Managers – ongoing</p> <p>Head of Resources and Facilities – ongoing</p> <p>Line Managers – to begin Oct 2020</p>	Low
Increased risk of infection and complications for vulnerable workers	<p>Staff</p> <p>Volunteers</p> <p>Clients</p> <p>Families of staff, volunteers & clients</p>	<ul style="list-style-type: none"> • SOPs published to staff including requirement to notify Line Manager, Volunteer Coordinator, Key Worker, HR if anyone in workforce falls into one of the following categories: <ul style="list-style-type: none"> ○ Clinically extremely vulnerable ○ Vulnerable ○ Self-isolating ○ Experiencing symptoms of coronavirus • SOP 2 details guidance on recognising and responding to symptoms 	<ul style="list-style-type: none"> • Monitor compliance and take corrective action where required • Regular discussions with staff, volunteers and clients as to their personal risks and status and risk assessments undertaken to inform decisions on an individual basis 	<p>Line Managers – ongoing</p> <p>All staff – ongoing</p>	Medium

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		<ul style="list-style-type: none"> Agreement reached that unless other needs warrant, vulnerable staff & volunteers will be amongst the last to return to office based working or face-to-face meetings/volunteering Systems in place so people know who and how to notify changes in their circumstances eg person at home with symptoms of Covid-19, starting chemotherapy or pregnancy 	<ul style="list-style-type: none"> Increased monitoring and care for groups who may be at higher risk of poorer outcomes (see Public Health England report Disparities in the risk and outcomes of COVID-19) 	All staff - ongoing	
Increased risk of infection - delivery of induction and role specific training	Staff Volunteers	<ul style="list-style-type: none"> SOPs published and available to all staff Use of e-LFH and other online training options to reduce face-to-face contact Use of Microsoft Teams to deliver induction and other training Covid-19 risk assessment undertaken of all face-to-face training offered, PPE provided where necessary and mitigating factors discussed and agreed with participants in advance Impact of Covid-19 on services discussed in all interviews prior to appointment 	<ul style="list-style-type: none"> New staff required to read SOPs and confirm understanding and compliance in first week of employment New staff and volunteers to sign up to online e-LFH training Implementation of outcomes of risk assessment 	<p>Line Managers to monitor and ensure compliance – ongoing</p> <p>Line Managers & Vol Coordinators to monitor and ensure compliance – ongoing</p> <p>Line Managers and Vol Coordinators to monitor and ensure compliance - ongoing</p>	Low

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<p>Treating everyone equally, being mindful of the particular needs of different groups of workers or individuals.</p>	<p>Staff Volunteers Clients</p>	<ul style="list-style-type: none"> Identify, involve and communicate with staff, volunteers and clients whose protected characteristics might either expose them to a different degree of risk, or might make any measures identified as necessary to mitigate risk inappropriate or more challenging for them Make reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers Make sure no steps taken have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments 	<ul style="list-style-type: none"> Regular discussions with staff, volunteers and clients as to their personal risks and status and risk assessments undertaken to inform decisions on an individual basis 	<p>All staff - ongoing</p>	<p>Low</p>
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Signed by Chief Executive, Alan Hopley



Date:

20th January 2021

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