

## 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 Standard Operating Procedures (SOP) 9 and 15 (a consolidation of the previous suite of SOPs) 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 we are still in a pandemic and this is not business as usual.

<b>Version number:</b>	2.7	<b>Ref:</b>	RA
<b>Reviewer:</b>	Fiona Green Policy Officer	<b>Date:</b>	Dec 2021
<b>Leadership Team Responsibility</b>	Julia Creusson Head of Resources and Facilities	<b>Date:</b>	Dec 2021
<b>Considered by LT:</b>	Yes	<b>Date:</b>	Circulated to LT Dec 2021
<b>Approved by:</b>	Alan Hopley Chief Executive	<b>Date:</b>	Dec 2021
<b>Update information:</b>	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 V2.4 includes rapid lateral flow testing V2.5 general review following UK Government's move to Step 4 of Roadmap out of Lockdown from 19/07/21 V2.6 reflects consolidation of suite of SOPs and lifting of restrictions V2.7 Updated to reflect UK Government move to Plan B Dec 21		
<b>Next review due</b>	January 2022		

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"> <li>SOPs published to all staff as a reminder to wash/sanitise hands regularly.</li> <li>Water, soap and drying facilities provided at wash stations in St Clements House</li> <li>Posters in prominent places giving advice on how to wash hands properly and posters are displayed at all wash stations</li> <li>Hand sanitiser is provided for occasions when people can't wash their hands</li> <li>Managers know to ensure all staff aware of hand washing requirement and location of wash stations at their place of work</li> <li>Volunteer Coordinators to ensure all volunteers aware of hand washing requirement and location of wash stations at their place of work</li> </ul>	<ul style="list-style-type: none"> <li>Monitor compliance and take corrective action where required</li> <li>Identify if and where additional hand washing facilities may be needed</li> <li>Continually replenish hand washing &amp; sanitising facilities</li> <li>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</li> </ul>	<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

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<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 &amp; visitors to St Clements House Families of staff</p>	<ul style="list-style-type: none"> <li>• SOPs published to all staff including guidance on infection control</li> <li>• High traffic areas cleaned daily by cleaners</li> <li>• One way system with different entrance and exit for SCH</li> <li>• Social distancing reminders throughout SCH</li> <li>• Face coverings to be worn whilst moving around the building and in communal areas</li> <li>• Kitchens available for use contact points to be wiped with disinfectant wipes after use</li> <li>• Staff working regularly at SCH asked to take twice weekly rapid lateral flow tests</li> <li>• Managers to ensure all staff are aware of requirements prior to returning to SCH</li> <li>• Staff to ensure contractors and visitors are aware of requirements prior to working at or visiting SCH</li> <li>• Return to working from home for those staff who are able in line with government guidance.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor compliance and take corrective action where required</li> <li>• Regular reviews of requirements as staff return to SCH and guidance changes</li> <li>• Permanent door guards to be fitted to fire doors that need to be kept open, where not already in place</li> </ul>	<p>Reception team and Line Managers – ongoing</p> <p>All staff – ongoing</p> <p>Head of Resources and Facilities</p>	<p>Low</p>
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		<ul style="list-style-type: none"> <li>• Work spaces reorganised with screens for safer working practice</li> <li>• Internal doors left open to reduce contact</li> <li>• Perspex barrier installed at reception to reduce contact</li> </ul>			
Poor <a href="#">ventilation</a> at SCH leading to risks of coronavirus spreading	<p>Staff</p> <p>Contractors</p> <p>Tenants &amp; visitors to St Clements House</p> <p>Families of staff</p>	<ul style="list-style-type: none"> <li>• Internal doors to be left open to improve ventilation</li> <li>• Increase number of windows left open to increase circulation of fresh air</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor compliance and take corrective action where required</li> <li>• Consider use of fans to increase ventilation where necessary</li> </ul>	<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 &amp; clients</p>	<ul style="list-style-type: none"> <li>• General Guidance SOP published to all staff including guidance of keeping safe and reducing the spread of COVID-19</li> <li>• Risk assessments completed for return of paused Volunteers to active/contact roles</li> <li>• Covid-19 risk/mitigation to be included in service risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor compliance and take corrective action where necessary</li> <li>• 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</li> </ul>	<p>Line Managers – ongoing</p> <p>All staff - ongoing</p>	Medium

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Getting or spreading Covid-19 through colleagues socialising/living together and/or travelling to work together	Staff Volunteers Staff at partner organisations Tenants & visitors to St Clements House Families of staff & volunteers	<ul style="list-style-type: none"> <li>General Guidance SOP published to all staff including guidance of keeping safe and reducing the spread of COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>Encourage staff to take regular lateral flow tests.</li> <li>Support staff who need to self-isolate</li> </ul>	Line Managers and Vol. Coordinators - ongoing	Low
Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations	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"> <li>SOP published to all staff providing guidance for cleaning and disinfecting, particularly high traffic areas and regular touch points</li> <li>Daily cleaning and sanitisation of SCH</li> <li>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</li> <li>Avoid sharing work equipment by allocating it for personal issue, where sharing is necessary (eg. photocopier), each member of staff responsible for cleaning and sanitising before and after use.</li> <li>Use electronic documents rather than paperwork</li> </ul>	<ul style="list-style-type: none"> <li>Monitor compliance and take corrective action when required</li> <li>Continually replenish cleaning &amp; sanitising facilities at SCH</li> <li>Continually review and replenish PPE and hand sanitising supplies for staff and volunteers</li> </ul>	Head of Resources & Facilities and Line Managers – ongoing  Reception team - ongoing  Line Managers and Vol. Coordinators - ongoing	Low

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		<ul style="list-style-type: none"> <li>• Make PPE, cleaning and sanitising products eg masks, gloves, surface wipes, soap sanitiser readily available</li> <li>• Keep surfaces and work stations clear to make it easier to clean and reduce the likelihood of contamination</li> <li>• More bins provided at SCH</li> </ul>			
<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus</p>	<p>Staff Volunteers Clients</p>	<ul style="list-style-type: none"> <li>• Regular keep in touch meetings/calls with staff working at home to talk about any work issues</li> <li>• Regular keep in touch meetings/calls to volunteers undertaking role from home</li> <li>• CMN, BTN and H&amp;W volunteer service all keeping in touch with vulnerable clients and offering help and advice</li> <li>• Update emails to all staff from Head of Resources and Facilities, including help and advice regarding access to mental health and wellbeing services</li> <li>• 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</li> <li>• Staff and volunteers involved in completing individual risk assessments so they can help identify potential problems and identify solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to share information and advice about mental health and wellbeing</li> <li>• Consider an occupational health referral if personal stress and anxiety issues are identified</li> <li>• Consider advising contact with employee assistance programme where appropriate to encourage staff to use it to talk through supporting strategies</li> <li>• Monitor compliance with breaks and leave advice and take corrective action where required to ensure</li> </ul>	<p>SMT, Line Managers &amp; Vol Coordinators – ongoing</p> <p>Line Managers &amp; Vol Coordinators – ongoing</p> <p>Line Managers – ongoing</p> <p>Line Managers - ongoing</p>	<p>Low</p>

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		<ul style="list-style-type: none"> <li>• 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</li> <li>• Provision of appropriate IT for people to work at home safely and effectively</li> <li>• Remote access to work systems</li> </ul>	<p>staff aren't working long hours</p>		
Contracting or spreading the virus by not social distancing	<p>Staff</p> <p>Volunteers</p> <p>Clients</p> <p>Contractors</p> <p>Staff at partner organisations</p> <p>Tenants &amp; visitors to St Clements House</p> <p>Families of staff, volunteers &amp; clients</p>	<ul style="list-style-type: none"> <li>• Markings and signage to remain at SCH to encourage social distancing</li> <li>• Risk assessments used to identify places and occasions where maintaining social distancing rules is problematic and additional mitigating control measures will continue to be implemented, including:                             <ul style="list-style-type: none"> <li>○ using marker tape on the floor</li> <li>○ one-way systems</li> <li>○ additional signage</li> <li>○ holding meetings virtually rather than face-to-face</li> <li>○ staggering start/end times</li> <li>○ limiting the number people on site at one time</li> <li>○ rearranging work areas and tasks</li> <li>○ providing facilities to help people walk or cycle to work</li> <li>○ physical screens</li> <li>○ enhancing cleaning and sanitising regimes</li> <li>○ increase hand washing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Monitor compliance and take corrective action where required</li> <li>• Continued vigilance especially as new workplaces and activities are (re)introduced, where maintain social distancing rules may be difficult</li> </ul>	<p>Reception team and Line Managers – ongoing</p> <p>Line Managers and staff - ongoing</p>	Medium

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		<ul style="list-style-type: none"> <li>○ increasing use of PPE</li> <li>○ placing workers back-to-back or side-by-side rather than face-to-face when working</li> <li>○ improving ventilation</li> </ul> <ul style="list-style-type: none"> <li>• Face coverings to be worn in communal areas at St Clements House and whilst moving around the building</li> <li>• Staff working regularly at SCH are asked to take twice weekly rapid lateral flow tests</li> </ul>			
Musculoskeletal disorders as a result of using DSE at home for a long period of time	Staff	<ul style="list-style-type: none"> <li>• Regular keep in touch meetings/calls with staff working at home to talk about any work issues</li> <li>• Update emails to all staff from Head of Resources and Facilities, including help and advice regarding access to equipment, office chairs etc</li> <li>• Advice provided to take regular breaks, stretching exercises, set up equipment properly</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor compliance and take corrective action where required</li> <li>• Regularly communicate HSE guidance on display screen equipment in <a href="#">Protect homeworkers page</a></li> <li>• 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</li> </ul>	Line Managers – ongoing	Low
				Head of Resources and Facilities – ongoing	
				Line Managers – to begin Oct 2020	

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<p>Increased risk of infection and complications for vulnerable workers</p>	<p>Staff Volunteers Clients Families of staff, volunteers &amp; clients</p>	<ul style="list-style-type: none"> <li>• Staff are required 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"> <li>○ <a href="#">Clinically extremely vulnerable</a></li> <li>○ Self-isolating</li> <li>○ Experiencing symptoms of coronavirus</li> </ul> </li> <li>• Staff provided with guidance on recognising and responding to symptoms</li> <li>• Agreement reached that unless other needs warrant, CEV staff &amp; volunteers will be amongst the last to return to office based working or face-to-face meetings/volunteering</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor compliance and take corrective action where required</li> <li>• 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</li> <li>• Increased monitoring and care for groups who may be at <a href="#">higher risk</a> of poorer outcomes (see Public Health England report <a href="#">Disparities in the risk and outcomes of COVID-19</a>)</li> </ul>	<p>Line Managers – ongoing</p> <p>All staff – ongoing</p> <p>All staff - ongoing</p>	<p>Medium</p>
<p>Increased risk of infection - delivery of induction and role specific training</p>	<p>Staff Volunteers</p>	<ul style="list-style-type: none"> <li>• SOPs published and available to all staff</li> <li>• Use of e-LFH and other online training options to reduce face-to-face contact</li> <li>• Use of Microsoft Teams to deliver induction and other training</li> <li>• Covid-19 risk assessment undertaken of all face-to-face training offered, PPE provided where necessary and</li> </ul>	<ul style="list-style-type: none"> <li>• New staff required to read SOPs and confirm understanding and compliance in first week of employment</li> <li>• New staff and volunteers to sign up to online e-LFH training</li> </ul>	<p>Line Managers to monitor and ensure compliance – ongoing</p> <p>Line Managers &amp; Vol Coordinators to monitor and ensure</p>	<p>Low</p>

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		<p>mitigating factors discussed and agreed with participants in advance</p> <ul style="list-style-type: none"> <li>Impact of Covid-19 on services discussed in all interviews prior to appointment</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of outcomes of risk assessment</li> </ul>	<p>compliance – ongoing</p> <p>Line Managers and Vol Coordinators to monitor and ensure compliance - ongoing</p>	
<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"> <li>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</li> <li>Make reasonable adjustments to avoid workers with disabilities being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers</li> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<p>All staff - ongoing</p>	<p>Low</p>

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Signed by Chief Executive, Alan Hopley

A handwritten signature in black ink, appearing to read 'Alan Hopley', is positioned below the text 'Signed by Chief Executive, Alan Hopley'. The signature is cursive and somewhat stylized.

Date: 15<sup>th</sup> December 2021

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