



# Covid 19 - Risk Assessment

Assessor:	<b>Working Safely during Lockdown</b>	Reviewer:
Steve Fowlie		
Assessment Effective Date:		Review Date:
05/11/2020		

Severity	5	5	10	15	20	25	Likelihood (L) x Severity (S) = Risk (R)  Risk levels are based on the control measures detailed below being implemented. If they are not implemented the risk level will increase.	<b>Who may be harmed</b>	
	4	4	8	12	16	20		Colleagues	<b>X</b>
	3	3	6	9	12	15		Sub-contractors	<b>X</b>
	2	2	4	6	8	10		Customers	<b>X</b>
	1	1	2	3	4	5		Visitors	
	0	1	2	3	4	5		Public	
Likelihood									

**This risk assessment has been created in accordance with existing knowledge about the coronavirus Covid19 up to the latest review date noted above.**

**It gives an outline of the general precautions introduced to protect our colleagues and customers based on the “Five Steps To Safer Working Together” guidance from the government. More detail risk assessments have been produced for specific tasks and roles.**

**This risk assessment will be updated if Government guidance changes.**

Hazard	L	S	R	Control measures	L	S	R
<b>Office working</b>	3	3	9	<b>Our offices are closed to our customers, the public and colleagues – except where access is absolutely necessary to perform their job, see below</b>	1	3	3
<b>Essential work</b>	2	3	6	The only teams requiring regular access are the stores team at both Everdene house & Roughmoor Depot who operate a click and collect system for our trade’s teams.  Our IT team who service and maintain our IT systems and infrastructure and our Office Management team who manage and maintain the buildings and deal with our post.	1	3	3
<b>Specific office-based tasks</b>	3	4	12	Some specific tasks such as producing batches of letters for a coordinated mail out to customers or stakeholders still need to be undertaken. Suitable elements of these tasks are completed remotely to limit the time spent in the buildings.  These tasks should be of short or defined duration and ideally will only require one person to be on site at any time.  There should be no regular need for colleagues to spend a whole day in the office.	1	3	3
<b>Access to the offices</b>	2	3	6	Access is strictly controlled, and colleagues need permission from their head of department to enter an office for any reason and may only stay to complete the agreed task.  All visits are coordinated by the office management team  <b>Before any colleague enters a building, they must read the risk assessment “Working safely in our offices” and work in accordance with it until guidance changes</b>	1	3	3

# Covid 19 - Risk Assessment

<b>Covid precautions in our offices</b>	2	3	6	<p>In those offices where people are regularly attending the full range of Covid-19 precautions have been imposed including controlled entry and exit, one-way circulation routes and clear signposting for use of the facilities.</p> <p>Where workstations are used, they are separated by more than 2 meters from each other.</p>	1	2	2
<b>Safety in the offices</b>	2	4	8	<p>All regular attendees have received basic fire warden and first aid training enabling them to deal with incidents if they occur and have signed a declaration confirming that they will act accordingly to protect one another.</p>	2	2	4
<b>Cleaning</b>	2	3	6	<p>Regular enhanced cleaning has been set up for our offices with special attention given to high touch areas such as door handles, taps and light switches.</p> <p>Sanitiser wipes and gel dispensers have been provided at strategic points and at all entrances and exits.</p> <p>Unused offices and rooms have been cleaned and placed out of use.</p>	1	3	3
<b>Working at home</b>	2	3	6	<p><b>All colleagues in jobs that can be carried out at home must continue to do so to ensure they are not exposed to Covid19 during the course of their work.</b></p>	1	3	3
<b>Home workstations</b>	2	3	6	<p>All colleagues working at home have been provided with sufficient IT and communication equipment and furniture to set up a home workstation to a suitable standard.</p> <p>An allowance to purchase desks or other necessary items is available.</p>	1	1	1
<b>Work / life balance</b>	2	3	6	<p>Home workers are given guidance on issues like fatigue and dealing with isolation. They are encouraged to take their holiday entitlement, to maintain a sensible working pattern including taking screen and other regular breaks and to ensure they aren't working unnecessarily long hours.</p>	1	3	3
<b>DSE</b>	2	3	6	<p>All colleagues working at home have completed a DSE self-assessment which includes elements of visual PAT checking to ensure their home workstation conforms to a similar standard as an office base set up.</p>	2	2	4
<b>Visiting customers homes</b>	3	3	9	<p><b>All colleagues who visit our customer's homes have been issued with face coverings and appropriate PPE to allow them to meet people, provide support services where required and to work safely.</b></p>	2	2	4
<b>Risk Assessments</b>	2	3	6	<p>All the roles undertaken by our visiting colleagues have been risk assessed and the results communicated to them in briefings tool box talks and virtual meetings.</p> <p>The risk assessments are reviewed and updated as and when the guidance from Government changes.</p>	1	2	2
<b>Prior to a visit</b>	2	3	6	<p>Call centre colleagues or housing administrators ask scripted questions to identify any issue affecting the proposed visit.</p> <p>The results are used to confirm or, where necessary, to postpone visits.</p>	2	2	4

# Covid 19 - Risk Assessment

				Colleagues call ahead just before each visit to check that the answers to the scripted questions have not changed.			
<b>Travelling</b>	2	3	6	In almost all cases colleagues will travel alone to site. In a few instances fixed pair working or “bubbles” have been set up to accommodate colleagues who are required to travel and work together. This has been risk assessed separately.	1	3	3
<b>Unexpected exposure</b>	3	3	9	All visiting colleagues are advised to leave site should the customer be displaying Covid 19 like symptoms or if they are unable to maintain a satisfactory safe distance from a customer on site.	1	3	3
<b>Working where Covid19 has been reported</b>	3	4	12	Non urgent visits and Non-emergency repairs will be delayed for at least 14 days or until the customer reports they have recovered.  Our risk assessments detail the precautions colleagues must observe where it’s necessary to enter a home to conduct an emergency repair.	1	4	4
<b>Maintaining Contact</b>	2	3	6	Housing support can be conducted by telephone where access has been suspended.	1	3	3
<b>Health and Wellbeing</b>	2	4	8	All colleagues have 24/7 access to trained advisors through their Medicash membership. This can be by telephone or online.  Wellbeing supporters are available to talk to any colleagues who may be anxious about the changes to the way we work or are struggling with isolation from working at home.  Managers hold regular keep in touch meetings/calls with those working at home to talk about work issues and to keep their colleagues updated on what’s happening.	1	4	4
<b>Becoming unwell</b>	2	4	8	Colleagues who develop symptoms outside of work should follow the guidance issued by the NHS and inform their manager. If they can work from home, then they should do so. Under no circumstances should they leave their home to carry out work.  Colleagues who or develop symptoms while working must inform their manager and go home immediately. If they can work from home, then they should do so. Under no circumstances should they leave their home to carry out work.  The colleague should follow guidance on isolation and book a covid test. Once test results are received, they should discuss with their manager. Only once a period of isolation has ended or a negative test received can the colleague leave their home and return to work.  Managers should inform HR and start taking action to trace potential contacts should they subsequently test positive.	1	4	4

**Information, instruction, training & supervision**



# Covid 19 - Risk Assessment

1.	Social Distancing and traditional hand washing for 20 seconds in accordance with NHS guidance using soap and water are the best control measures. If hand washing facilities are not available use a small amount of hand sanitiser and ensure it is fully rubbed into the entire surface of your hands.
2.	Tool box talks will be delivered to all front line colleagues and their attendance recorded.
<b>Personal Protective Equipment</b>	
1.	All colleagues are issued with face coverings and a standard PPE kit which includes gloves, suit, goggles/face visor& mask. They are responsible for maintaining this equipment in good working order and arranging replacements as and when required. If additional or specific PPE is required to undertake a task the operative must obtain it prior to commencing the work.

*This document will be reviewed annually and replaced as required.*

**Please use these links to find more information:**

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

<https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

## Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

### • FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer Magna Housing Date 1 June 2020

Who to contact: Steve Fowle - 01305 214061  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)