

Return Risk Assessment

Service Area	Customer Services and Housing Face to Face – The Gateway				
What are the hazards?	Spread of Covid-19 Coronavirus				
Who might be harmed?	Staff working at the premises and customers attending the reception area.				
Risks	Controls	Additional Controls	Action by who?	Action by when?	Done
<p>1. Who Should Return to Work?</p> <p>1.1. The health and safety of clinically extremely vulnerable individuals</p> <p>1.2. The health and safety of clinically vulnerable individuals</p> <p>1.3. People who need to self-isolate</p> <p>1.4. People are not treated equally</p>	<p>All City Council Staff who can work from home and wish to remain doing so should continue to work from home.</p> <p>Staff should only return to work if their duties can be carried out safely in compliance with the Covid19 Secure Guidance</p> <p>People who are clinically extremely vulnerable should not work outside of their home. If they cannot work from home, they are required to stay at home without being able to work. The Council will continue to pay their salary.</p> <p>People who are clinically vulnerable should take extra care in observing social distancing. If they cannot work from home, they should discuss with their line manager the potential to have a safe on-site role, taking into consideration the Covid19 Secure Guidance. Where a safe on-site role cannot be found they are required to stay at home without being able to work. The Council will continue to pay their salary.</p> <p>Particular attention should be paid to the circumstances of people who live with clinically extremely vulnerable individuals.</p> <p>People who have symptoms of coronavirus (COVID-19), however mild, OR you have received a positive coronavirus (COVID-19) test result should immediately self-isolate at home for at least 10 days from when symptoms started. https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance</p> <p>The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:</p> <ul style="list-style-type: none"> • a new continuous cough • a high temperature • a loss of, or change in, your normal sense of taste or smell (anosmia) <p>Be mindful of the particular needs of different groups of staff and in particular the needs of disabled staff and those who are new or expectant mothers.</p>	<p>Provide staff with equipment and technology allowing them to work from home.</p> <p>Provide staff with COVID-19 stay at home guidance so they do not come in if they or someone in their household has symptoms of coronavirus.</p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hse.gov.uk/stress</p> <p>Understand and consider the particular circumstances of those with protected characteristics</p> <p>Involve and communicate appropriately with staff whose protected characteristics might either expose them to a different degree of risk or might make any measures you are considering implementing inappropriate or challenging for them.</p> <p>Consider whether you need to put in place any particular measures or adjustments to take account of equalities legislation.</p> <p>Make reasonable adjustments to avoid disabled workers being put at a disadvantage, and assess the health and safety risks for new or expectant mothers.</p> <p>Make sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.</p>	<p>Everyone – all staff, visitors, and contractors</p>	<p>With immediate effect</p>	<p>Done</p>

<p>2. Social Distancing and the Workplace</p> <p>2.1. Pinch points at arrival and departure</p> <p>2.2. Moving around the workplace</p> <p>2.3. Socially distant workstations and space rationing</p> <p>2.4. Face to Face Meetings</p> <p>2.5. Contact in Common Areas and Shared Spaces</p> <p>2.6. Accidents and Incidents</p>	<p>The public outer door to The Gateway will remain closed and customers who have need to visit for a pre-arranged appointment will use the intercom to communicate with staff located in the building.</p> <p>The customer service officer will speak to the customer directly and will signpost them to online, telephone, freephone or partner agencies.</p> <p>If the customer has a pre-booked appointment, the customer service officer will be required to ask the customer wishing to enter if they have any symptoms of Covid-19 and only allow them to enter if they confirm they do not. The customer will be required to wear a mask (unless they have an exemption). Emergency exit will be available through the fire door on to Three Cocks Lane or via the staff exit. Clear signage will be displayed.</p> <p>Sanitizing wipes and gel will be made available for customers to use, should they wish.</p> <p>The officers located inside the building will signal for the customer who arrives for a pre-booked appointment to enter the building. Customers will be required to scan the QR code located in the entrance on their smartphone to record their attendance for track and trace on the NHS system. Customer details will also be held on the appointment calendar for those unable to use the QR app.</p> <p>A hand sanitizer station will be located between the doors for customers to use before entering and on leaving.</p> <p>The customer will be requested to maintain social distancing inside the building.</p> <p>Only customers with pre-booked appointments will be allowed to enter the reception area.</p> <p>2 appointment desks will be available in the interview rooms for pre-booked appointments only. Customer details will be recorded on the calendar including names, telephone number, email number and address. This will enable the customers to be traced should we be made aware of a case of Covid-19 and they have been unable to scan the QR code.</p> <p>There will be 2 staff working, socially distanced from the upstairs office, and they will answer the intercom as needed.</p> <p>There will be a further 2 management staff working from either the pods or upstairs.</p> <p>There will be no waiting area and customers will be requested to not arrive for any appointments prior to their appointment time.</p> <p>The freephone number and local public telephone locations will be displayed on the window. In addition,</p>	<p>Social distancing also to be adhered to in kitchen area, smoking area, printing area, toilets, entrance and exits.</p> <p>Effective signage reminding staff to remain vigilant and keep their social distance.</p> <ul style="list-style-type: none"> • in kitchen • in toilets • entrance and exits • by the printers • walking to their car <p>A daily rota of staff on site will be maintained to assist track and trace if needed.</p> <p>Staff will also need to complete the Covid Register held on the staff intranet.</p> <p>Send an all staff email upon the return to work as well as putting posters and signs up around the building reminding staff to remain vigilant and keep their 2m distance.</p> <ul style="list-style-type: none"> • in kitchen • in toilets • entrance and exits • by the printers • walking to their car 	<p>Everyone – all staff, visitors and contractors</p>	<p>With immediate effect</p>	
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details of how to utilize other channels to communicate with us will be displayed. This will enable customers to contact us if they do not have other means but not attend the reception area. This supports customers having privacy when discussing their situation.

The housing phones and self-service PC's located within reception will be closed to prevent contamination.

A maximum of 4 members of staff will be working upstairs, at either end, and will be opposite each other on the desks. They will be expected to maintain social distancing at all times.

Staff are to ensure hygiene levels are met (to sanitize the desk prior to use, put up a notice to advise the cleaner the desk has been used and will require extra cleaning, use hand sanitizer and remove any personal items at the end of each day). Staff rota will be maintained by team leaders or managers for each service so tracing can be done should it be required.

Perspex screens are in place between the customer and staff member to reduce the risk through shouting or spitting. These are fixed to prevent them being used as a potential weapon.

Cleaning materials will be located throughout the reception and back office areas (hand sanitizer and cleaning wipes).

Gloves will be available for the handling of documents.

Public toilets will be available for customers who have appointments only. Staff toilets will be cleaned daily and sanitizing equipment provided.

Staff to maintain responsibility for themselves and their safety and to conduct regular cleaning of touch points (door handles, desks, PC equipment, etc.)

If staff are required to go up and down the stairs, they should ensure no other staff member is using them but calling up the stairwell to ensure their route is safe within social distancing guidelines.

Self-service PC's will not be available at this time. If these are reintroduced sanitizing equipment and signs must be prevalent and staff will not be able to support customers side by side.

We would continue to conduct housing interviews over the telephone as a default unless it is deemed essential that someone have a face-to-face appointment.

The Gateway's location enables walking and cycling to work where possible.

The capacity of the lift will be restricted to one (plus attendant if needed). Clear signage will be provided. Sanitizing wipes to be provided for cleaning buttons.

	<p>Civica back office staff will continue to work from home at the current time to reduce down the number of staff in The Gateway at any one time.</p> <p>In an emergency, for example, an accident or fire, people will not be required to stay socially distant if it would be unsafe.</p> <p>People involved in the provision of assistance to others will pay particular attention to sanitation measures immediately after an emergency including washing hands</p> <p>Minor first aid incidents requiring minimal attention, will be self-administered, but reported as standard. In any more severe incidents, staff will need to consider whether to intervene or call paramedics for support. Staff are not expected to intervene if they feel this puts them at unnecessary risk.</p>				
<p>3. Managing Other People</p> <p>3.1. Face-to-face meetings replacing remote/virtual meetings</p> <p>3.2. Site Visits</p> <p>3.3. Visitors and visitor groups</p> <p>3.4. Staggered visits/appointments etc.</p> <p>3.5. Record of all visitors/contacts</p> <p>3.6. Guidance for other people on meetings/visit and site visits</p>	<p>Face to face meetings will be minimised through increased use of technology, telephones, freephone and email.</p> <p>Where necessary face to face meetings will maintain social distancing requirements and will be held behind screens. Gloves will be worn when handling documents and hand sanitiser available throughout the area.</p> <p>Encourage customers who need an appointment to attend on their own. Only to bring support workers with them if needed.</p> <p>As above.</p>		<p>Everyone – all staff, visitors and contractors</p>	<p>With immediate effect</p>	
<p>4. Hygiene, Cleaning and Sanitizing</p> <p>4.1. Cleaning/checking premises prior to return</p> <p>4.2. Keeping the workplace clean</p> <p>4.3. Personal hygiene, handwashing and toilets</p> <p>4.4. Equipment</p> <p>4.5. Changing</p>	<p>Mechanical checks will be undertaken prior to return to ensure that building systems are operating as required.</p> <p>Work areas will be kept clean to prevent transmission by touching contaminated surfaces. Staff to ensure areas of high usage are cleaned. Additional cleaning capacity will be made available if necessary, to support additional cleaning requirements and frequencies.</p> <p>Instructions and signage will encourage regular handwashing and facilities are adequate to provide running water, soap, and where possible use disposable paper towels not air-dryers.</p> <p>Tea-towels to be removed from the kitchens and disposable paper towels put in to replace these.</p> <p>Hand sanitiser (minimum 60% alcohol content) is available at entry/exit points and throughout the office and all staff will monitor and replenish supplies.</p>	<p>Employees to be reminded to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Hand washing guidance: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Employees to be reminded to clean work stations, keep good personal hygiene etc to help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.gov.uk/coronavirus</p> <p>Employees reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose, or mouth with unclean hands.</p> <p>Posters, leaflets, and other materials are available for display. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p>	<p>Everyone – all staff, visitors and contractors</p>	<p>With immediate effect</p>	

	<p>Cleaning wipes will be available for staff to clean workstations and other locations/surfaces/equipment as necessary.</p> <p>Common touch points – door handles, printers, handrails etc. will be cleaned regularly and wipes will be available for cleaning as an when required.</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, handrails, lift buttons, reception area, toilet flush button, locks and taps etc. using appropriate cleaning products and methods.</p> <p>Deep cleaning will be organized and carried out in response to a suspected case of Covid19 amongst staff.</p> <p>Staff on duty will be required to dispose of their own waste in a central waste collection point.</p>				
<p>5. Personal Protective Equipment 5.1. Required PPE 5.2. Face coverings</p>	<p>Appropriate social distancing and the other measures set out in this RA should mean that PPE or face coverings are not required for staff duties at the Gateway. However, should staff choose to wear a face covering they will be supported and should use these when moving throughout the area.</p> <p>Customers will be asked to wear masks during their visit.</p> <p>If any activities do require PPE the need will arise because of the health and safety requirements of the activity, not the need to protect against Covid19 and a separate risk assessment will be undertaken for that activity.</p> <p>PPE required for The Gateway will be:</p> <ul style="list-style-type: none"> • Fixed Perspex screens in the interview rooms that will be used. • Tape to barricade off the waiting area, self-service PC's, and housing telephones. • 2m stickers • QR code to be displayed for NHS Track and Trace. • Signage to tell customers to use the intercom. • Signage to staff and customers about social distancing, hygiene, hand washing. • Hand Sanitization station between the front and connecting door. • Gloves, hand sanitizer and antibacterial wipes to be located on each desk being used in the reception area and also in the kitchens and rooms upstairs. • Signage about use of the staff lift and antibacterial wipes in the lift. 	<p>The Council will support staff in using face coverings safely if they choose to wear one. This means telling staff:</p> <ul style="list-style-type: none"> • wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it • when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands • change your face covering if it becomes damp or if you've touched it • continue to wash your hands regularly • change and wash your face covering daily • if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste • practice social distancing wherever possible 	<p>Everyone – all staff, visitors, and contractors</p>	<p>With immediate effect</p>	

	<ul style="list-style-type: none"> • Signs about which desks in the back office can be used and, on the reverse, to show the desk has been used. • Public toilets closed signage. • Record of staff attendance through digital means to enable track and trace for staff who have worked in the office. • Record of customer details who have attended appointments held on the booking calendar for track and trace purposes. • Disposable paper towels for the kitchen. 				
<p>6. Workforce Management</p> <p>6.1. Working patters/hours and teams</p> <p>6.2. Work Related Travel</p> <p>6.3. Deliveries</p>	<p>Staff will be reminded of social distancing.</p> <p>Return to working at the Gateway will not necessitate work related travel.</p> <p>Procedures have been put in place to minimise person-to-person contact during deliveries to the Gateway. Post should continue to be delivered to Shire Hall. Providing signatures will be avoided, packaging will be removed as soon as possible, and hand washing will be mandated immediately after taking a delivery.</p>	<p>Staff are encouraged to walk / cycle / use own vehicles to get to and from work, where possible. Staff encouraged to follow govt advice on use of public transport.</p>			
<p>7. Communications and Training</p> <p>7.1. Clear, consistent and regular comms</p> <p>7.2. Training in the new arrangements</p>	<p>Provide clear, consistent, information and guidance through emails, websites, notices, and posters etc.</p> <p>People may not have English as their first language and others who may struggle with written and verbal communication, therefore a need for easy to understand pictures and signs to be used.</p>	<p>Training provided through Microsoft team meetings on the new procedures, guidance, or ways of working that have been introduced.</p> <p>Staff/Team Briefings will also deliver clear and consistent messages and guidance.</p>			