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| Return Risk Assessment – VERSION 2 – UPDATED FOR THE 4TH AUGUST 2020  |
| Service Area | Shopmobility (re-opening of the premises to the public only) |
| What are the hazards? | Spread of Covid-19 Coronavirus  |
| Who might be harmed?  | Staff, customers and visitors |
| Risks | **Controls** | **Additional Controls** | **Action by who?** | **Action by when?** | **Done** |
| 1. Who Should Return to Work?
	1. The health and safety of clinically extremely vulnerable individuals
	2. The health and safety of clinically vulnerable individuals
	3. People who need to self-isolate
	4. People are not treated equally
 | All City Council Staff who can work from home should continue to work from home.Staff should only return to work if they are fit for work, cannot work from home and only if their duties can be carried out safely in compliance with the [Covid19 Secure Guidance](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)People who are[**clinically extremely vulnerable**](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#who-this-guidance-is-for) **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. Managers, please refer to managers checklist for cv-19 individual vulnerability risk assessment.People who are[**clinically vulnerable**](https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#protecting-different-groups-of-people) **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.Particular attention should be paid to the circumstances of people who live with clinically extremely vulnerable individuals.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>The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:* a new continuous cough
* a high temperature
* a loss of, or change in, your normal sense of taste or smell (anosmia)

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. | Provide staff with equipment and technology allowing them to work from home.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. 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.hseni.gov.uk/stress](http://www.hseni.gov.uk/stress)Understand and take into account the particular circumstances of those with protected characteristicsInvolve 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.Consider whether you need to put in place any particular measures or adjustments to take account of equalities legislation.Make reasonable adjustments to avoid disabled workers being put at a disadvantage, and asses the health and safety risks for new or expectant mothers.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. | Everyone – all staff, visitors and contractors  | With immediate effect  | Done |
| 1. Social Distancing and the Workplace
	1. Pinch points at arrival and departure
	2. Moving around the workplace
	3. Socially distant workstations and space rationing
	4. Face to Face Meetings
	5. Contact in Common Areas and Shared Spaces
	6. Accidents and Incidents
 | **ACCESS**Shopmobility is an outdoor service where customers hire scooters. Customers will no longer be permitted to access the reception cabin, all customers will be welcomed outside.Due to the above, the customer toilet will be unavailable for the foreseeable future.The service Bric-a-Brac will remain closed and be unavailable for the foreseeable future.Customers will no longer require the use of the steps or ramp leading to the reception so the ramp will be cordoned off and the steps allow staff access to the office only.A queue system will be in place for staggered arrivals and a separate return point for scooters will be allocated.All customers will be expected to collect their scooters from the base in Hampden Way and scooters will not be delivered to any other location.Customers who arrive by taxi/car and are unable to walk to the base will have their scooter delivered and sanitized at handover. The staff member will maintain social distancing and wear the appropriate PPE when delivering the vehicle. The customer will then drive to the base to pay for the hire and use the sanitising station.**SIGNAGE**Signage will be installed in poster frames and a-boards to inform the public of our procedures and provide Covid-19 safety advice.Tape, signs and queue barriers will be used to demark 2 metre distance and one-way entrance to hire the scooters.**EMERGENCIES**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 riskIn an emergency, for example, an accident or fire, people will not be required to stay socially distant if it would be unsafe.People involved in the provision of assistance to others will pay particular attention to sanitation measures immediately after an emergency including washing handsIn the event of a vehicle breakdown arrangements will be made to deliver a replacement as soon as possible. The replacement will be sanitised on delivery to the customer. Social distancing will be maintained during handover. The staff member will clean and sanitise the broken-down vehicle before returning to base and the appropriate PPE will be worn at all times. **WORKFORCE**If any staff member exhibits Covid-19 symptoms, the service will cease trading. If symptoms occur whilst at work, no further vehicles will be issued that day. The service will remain open to enable current hirers to return their scooters. Customers will be provided with a clearly defined ‘drop off zone’ for all vehicles and a box where they can deposit scooter keys to avoid contact with staff members. Clear instructions will be provided to ensure social distancing is maintained for customers when returning vehicles.3 staff members will be required for weeks 1-3 to allow adequate cover and testing in the event of a breakdown in the city. This will be reassessed after week 3 (or earlier subject to the demands of the service). Usually the service operates on 2 staff members, but increased resource is likely to be required upon initial re-opening.The internal courier service will not be required during weeks 1-3. Any correspondence should be undertaken via email and any necessary documentation to be scanned to appropriate departments. This to be reviewed after week 3.This risk assessment does not cover activity taking place in the staff office area. Risks have been addressed on the ‘staff returning to work’ risk assessment which still applies and will work alongside this risk assessment for public reopening. | Non-slip social distancing floor markers will be placed and will remain in situ to allow ease of set up each day.Non-slip tape will be used to identify the locations to place the scooters that are ready for departure to ensure social distancing.Non-slip tape/markers will be used so customers returning their scooters know where to park the scooter.Mobile sanitising kits to be made available for staff in the event of break-down of scooter whilst out on hire. | Everyone – all staff, visitors and contractors  | With immediate effect |  |
| 1. Managing Other People
	1. Face-to-face meetings replacing remote/virtual meetings
	2. Site Visits
	3. Visitors and visitor groups
	4. Staggered visits/appointments etc
	5. Record of all vistors/contacts
	6. Guidance for other people on meetings/visit and site visits
 | **BOOKING**Customers will be required to pre-book their scooter by calling Shopmobility at least 24 hours in advance and customers will be asked to pay via credit/debit card over the phone at the point of booking. Contactless payments on arrival are preferred if not paid in advance.In exceptional circumstances, cash will be accepted but only where no other means of payment is available. Customers will be expected to provide correct amount to avoid change being issued. Staff will only handle cash using disposable gloves which should be disposed of after each point of contact. Customers will be asked at the point of booking to enter the queue system by themselves unless support is required therefore the customer must declare this in advance so preparations can be made for their visit.Staff will explain to customers that if they return the scooter outside of the allocated return slot, they may be asked to wait until the site is ready to accept the return.The voicemail will be amended to reflect the new booking arrangements.**HIRE PERIOD**Customers will be able to hire scooters for a maximum of 3 hours and will have scheduled arrival/return slots to adhere to social distancing.Customers will be required to arrive for their slot 5 minutes before the hire period to assist with training and sanitising.There will be a maximum of 18 scooters available for hire each day with hires from 9:45am with the last scooter returning at 15:55.**ARRIVALS**Customers will safely queue in the arrival section and follow appropriate signage until they are next to be served.Each customer will be required to sanitise their hands at the sanitising station before moving on to the designated scooter departure location. They will also be asked if they are exhibiting any Covid-19 symptoms.A table will be in place for staff use which will include a list of booked customers with a tick box to say they have arrived and a separate box to confirm that the staff have asked the customer if they are exhibiting any Covid-19 symptoms to enable national track and trace. These sheets will be kept for a minimum of 21 days.Should a customer exhibit symptoms of Covid 19, then the staff on duty are empowered to refuse entry and will advise the customer to seek medical advice.Every customer will be expected to read the terms and conditions of hire prior to hiring the equipment and a copy will be given to the customer to take away with them.**RETURNS**A cordoned off return section at the side of the forecourt will ensure that arrivals and departures adhere to social distancing.A returns box will be available for customers to deposit the scooter keys and the scooter will remain in the returns section for cleaning by staff.With the last scooter returning at 15:55, this allows staff to spend adequate time cleaning the site and equipment.**SIGNAGE**Service changes will be displayed on the A-board at the start of the queue system which will also remind customers that they should not be using the service is they are exhibiting symptoms of Covid-19.Once at the front of the queue system, another sign will remind them of the 3-hour hire period and that as they have reached the front of the queue system that they are declaring they are exhibiting no symptoms of Covid-19.**REVIEW**Staff will reflect on how customers have moved through the forecourt on a daily basis and adapt where possible to reduce congestion and contact between customers. | Subject to demands of the service, flexibility will be crucial. Rigorous testing of the set-up will be conducted prior to public reopening:* Booking procedures
* Queuing procedure
* Spacing of scooters
* Spacing for returns
* Spacing for adequate cleaning

Cash will be quarantined before being processed by staff.A site plan has been designed to ensure that various staff understand the expectations of the daily set up and breakdown.**Week 1 - 3**

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| Monday | Closed |
| Tuesday | Open |
| Wednesday | Closed |
| Thursday | Open |
| Friday | Closed |
| Saturday | Open |
| Sunday | Closed |

After week 3, the opening hours and time slots will be reviewed based on:* Staff welfare
* Cleaning implications
* Customer demand

Subject to government guidance. | Everyone – all staff, visitors and contractors  | With immediate effect |  |
| 1. Hygiene, Cleaning and Sanitizing
	1. Cleaning/checking premises prior to return
	2. Keeping the workplace clean
	3. Personal hygiene, handwashing and toilets
	4. Equipment
	5. Changing
 | **PRIOR TO OPENING**All scooters will be cleaned in advance of public reopening.**STAFF WORKSTATION**An outdoor staff workstation will include hand sanitiser, all scooter keys and any relevant paperwork required for the hires. Staff will also have the option to have a waist trader bag to enable quick access to necessary equipment and hand gel.**CUSTOMER SANITISING STATION**An outdoor customer sanitising station will include hand sanitiser (minimum 60% alcohol content) and appropriate signage.**RETURN AREA**Customers will return their scooters to the returns location. Scooters will be cleaned in this area using hot soapy water, disinfectant and alcohol sanitiser before being returned to the staffing area for storage. Staff will be required to wear protective aprons, gloves and visors whilst cleaning any vehicles. These should be safely disposed of after use.Scooter keys will be placed in a bleach and water solution before being wiped with disposable paper and returned to the key cabinet.**GENERAL CLEANING**A daily cleaning checklist is in place and is signed off by staff members. Additional cleaning capacity has been made available to enable Shopmobility staff to focus on scooters and outdoor facilities. Deep cleaning will be organised and carried out in response to a suspected case of Covid19 amongst staff or customers. | Employees and customers 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/>Employees to be reminded to clean workstations, keep good personal hygiene etc to help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <https://www.publichealth.hscni.net/news/covid-19-coronavirus>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. Posters, leaflets and other materials are available for display.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>  | Everyone – all staff, visitors and contractors  | With immediate effect |  |
| 1. Personal Protective Equipment
	1. Required PPE
	2. Face coverings
 | **CUSTOMER PPE**Customers will be encouraged to use face coverings however this will not be a mandatory condition of using the service.Customers will be encouraged to utilise sanitising stations across the city including shops they are entering.**STAFFING PPE**Due to the nature of the service, it is not always possible to comply with 2 metre social distancing and therefore adequate staff PPE is to be provided, to include:* Vizors
* Disposable face masks
* Disposable aprons
* Disposable gloves

A staff bin will be located outside to safely dispose of the used PPE to avoid used PPE entering the main office. | The Council will support staff in using face coverings safely if they choose to wear one. This means telling staff:* 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
 | Everyone – all staff, visitors and contractors  | With immediate effect |  |
| 1. Workforce Management
	1. Working patters/hours and teams
	2. Work Related Travel
	3. Deliveries
 | **STAFF MANAGEMENT** The risk assessment for staff return to the premises still applies and staggered arrival/departure is still expected. See staff risk assessment for further information.**DELIVERIES**Procedures have been put in place to minimise person-to-person contact during deliveries to Shopmobility. Providing signatures will be avoided, packaging will be removed as soon as possible and hand washing will be mandated immediately after taking a delivery. | Staff are encouraged to walk / cycle / use own vehicles to get to and from work, where possible. Staff encouraged to follow government advice on use of public transport. When using the work van, one person will be in the vehicle at any time and will use cleaning wipes before and after use. |  |  |  |
| 1. Communications and Training
	1. Clear, consistent and regular comms
	2. Training in the new arrangements
 | **COMMUNICATING WITH CUSTOMERS**Regular customers have been advised to keep up to date on Facebook and that the voicemail will be updated with changes to service and reopening date.Gloucester City Council Communications team will release a press release to its media contacts therefore allowing increased exposure of the service reopening.A dedicated Events and Marketing Officer has been allocated to assist with poster production and to support the service with social media during the reopening period.**GENERAL COMMUNICATION**Provide clear, consistent, information and guidance through emails, websites, notices and posters etc.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. | Staff will be trained in advance on the new procedures and each staff member will be required to provide official sign off to provide acceptance of the new procedures upon reopening.Training will be provided through Microsoft team meetings and physically onsite whilst adhering to social distancing.Staff will be kept up to date with national guidelines via the Gloucester City Council communications team and will adjust practices accordingly. |  |  |  |