

# Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

<b>Team / Service</b>	Cheetham Hill Advice Centre	<b>Date of Assessment</b>	17/06/2020
<b>Involved</b>	Mertella Buchanan & Nicole Soi directly involved in assessing risk. Staff team involved in finalising this risk assessment and regular contractors were contacted and they kindly added their insights.	<b>Assessment Compiled By</b>	Sinéad O'Connor

## Staying COVID Secure – Our Commitment

- ✓ We recognise the risk posed by Coronavirus (COVID-19) to our employees, their families and those who use our services. Control measures to minimise the risk of infection and the transmission of the virus are provided in this Risk Assessment.
- ✓ We will ensure, as far as is reasonably practicable, the Health, Safety and Wellbeing of our Employees and others.
- ✓ We will ensure our staff continue to work from Home if at all possible.
- ✓ We will require the minimum number of Personnel to deliver services safely and effectively.
- ✓ We will share this Risk Assessment and its findings with employees and Trustees and consult on its contents.
- ✓ We will continue to comply with all relevant Health and Safety Legislation.

## Hazards

Exposure to Coronavirus

<b>Routes of Entry</b>	<b>Generic sources of Infection</b>
<ul style="list-style-type: none"> <li>● <b>Inhalation</b> of droplets / aerosols (coughs, sneezes etc.)</li> <li>● <b>Introduction</b> through contaminated hands / fingers via mucous membranes (eyes, nose, mouth)</li> <li>● <b>Access</b> for virus via broken skin / open wounds / cuts</li> <li>● <b>Splashes</b> of body fluids containing virus into mucous membranes (eyes, nose, mouth)</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Direct transmission</b> Other people with virus in close proximity – <i>person to person (hand to hand, hand to mouth, hand to body), airborne (coughing, sneezing)</i></li> <li>● <b>Indirect Transmission</b> Contaminated surfaces / equipment – <i>hands and hand contact surfaces, food and food contact surfaces, clothing and bed linen, waste</i></li> </ul>

# Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

## Our Employees

Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
01	Wherever possible, staff continue to work from home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02	All <a href="#">Clinically Extremely Vulnerable</a> Employees will work from home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All staff who want to work from home can work from home. This might include because of their health, a family member's vulnerability, use of public transport and anxiety about Covid.
03	All <a href="#">Clinically Vulnerable</a> Employees will work from home wherever possible. Where Homeworking cannot be achieved, additional safeguards (detailed across) have been applied	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Any staff member can work from home.
04	We regularly contact / keep in touch with colleagues who work from home and monitor / support both their Physical and Mental Health & Wellbeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
05	We provide suitable information and equipment to work at home safely and effectively including those staff who require additional aids and adaptations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff have been provided with equipment they have requested. This has included office chairs, adapted mouse and a printer. Staff are welcome to request further equipment.

## Our Workplace

CHAC Buildings and Workplaces – Capacity, Access and Egress					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
06	Designated Entrance and Exit Points to the Building (to minimise the likelihood of people passing each other)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The staff team feel it will work better to have a staff entrance and a client entrance. We will be arranging appointments with a big buffer zone so there is no overlap.
07	Increased number of Entrance and Exit Points to the Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We regularly use two entry and exit points. We can make use of the third.
08	Reduced building capacity – <i>minimum number of Personnel to deliver services safely and effectively</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The building can be open with two members of staff present.
09	Reduced building capacity – <i>e.g. Shifts or Rotas put in place</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We will develop a rota that ensures both minimum cover and ensures social distancing can be in place. We needed one team of four in the building or two teams of three. 'Using one team of four means that fewer staff are in the building.

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

10	Reduced building capacity – <i>Designated areas of the building restricted to dedicated team / group</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The upstairs of the building is for staff only and we have 'teams' that use the building on spate day so there is always less than half capacity..
11	Restrictions on access to third parties (Members of the public, visitors etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No open access drop-in. We will move to start taking documents from people and work up from there. Our IT support company can access our server remotely and are able to talk through any actions needed to a member of staff who is in the building.

### CHAC Buildings and Workplaces – Physical / Social Distancing in the Building

Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
12	Signs displayed in appropriate locations (i.e. kitchens, lobbies and communal areas) to reinforce 2 metre physical / social distancing requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have tape around main office doorway/photocopier. Have social distancing signs.
13	Relevant areas barriers / demarcated to reinforce 2 metre physical / social distancing requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have clear demarcation for stage one of reopening building. Need to get a gate ahead of us opening the door to clients.
14	One-Way routes applied in the building on corridors, stairwells etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	We do not have space for one-way systems. Main pinch point in the office is demarcated with tape. Staff will need to communicate when they intend to move around the office.
15	Separation of workstations to remove face to face working and enable 2 metre distance between other colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The staff rota can ensure no face-to-face working takes place
16	Non-Essential transit / trips within building are prohibited	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

CHAC Buildings and Workplaces – Physical / Social Distancing in the Building					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
17	Use of PODS, Small Meeting Rooms and Confined Areas (including Photocopier / Printer areas) by more than one employee prohibited	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Meetings to be held in suitable locations which enable 2 metre physical / social distancing requirements to be met and where online meetings are not possible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We would need to book space somewhere to do this
19	Barrier / Segregation of adjacent sinks in toilets to achieve 2 metre physical / social distancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Our toilet rooms only have one toilet in them each
20	Barrier / Segregation of adjacent urinals in toilets to achieve 2 metre physical / social distancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	No eating / drinking in breakout areas / kitchens / canteens. Employees encouraged to eat at their own workstation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This will need to be discussed with staff. The team is small enough to consider having a rota for using the kitchen
22	Non Essential repair / contracted Works in buildings to be carried outside core working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There would need to be the minimum two members of staff present to have the building open whether it was inside or outside core hours. IT support work can be carried out remotely.
23	Reduction in Lift Occupancy totals with priority use given to employees with disabilities, relevant existing health conditions or those who are pregnant. Staff encouraged to use stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
24	Job and Location Rotation to be avoided where possible (Staff working at multiple CHAC premises). Where staff work at several sites, the additional controls required are identified in the relevant section of this Risk Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
25	Where applicable, designation of staff / Security personnel to monitor and reinforce physical / social distancing requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We do not have security personnel but could allocate a member of staff – especially when systems are new.

**Additional Physical / Social Distancing Measures applied (Please detail below)**

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

CHAC Buildings and Workplaces – Infection Control, Cleaning and Hygiene Arrangements					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
26	Staff who are experiencing symptoms associated with COVID-19 are instructed not to attend the workplace and to refer to <a href="#">current advice and guidance</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This will need to be continually reinforced with all staff taking responsibility for staying away from the building if they have any symptoms that could be Covid related.
27	Staff who experience symptoms as above whilst at work should immediately go home and follow the guidance set out above. Staff are required, as soon as safe to do so, to advise their Line Manager accordingly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	Provision of hand-washing / hand-hygiene facilities at entrances (Signed, regularly monitored & maintained)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We have bottles of hand sanitiser at the correct locations – all identified with correct signage. We will purchase three hand sanitising stations for a more permanent presence.
29	All staff are encouraged to regularly wash their hands with soap and water, especially upon arrival at work or after returning to the workplace following any excursion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	In office areas, all employees to be allocated fixed desks / workstations. <b>No Hot-desking or sharing of desks is permitted.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Arrange 'teams' and a rota. Staff to have fixed desks and all desks used must be outside of 'pinch points'.
31	Staff are provided with cleaning materials (Self-Clean Kits) to enable them to clean and sanitise their designated workstations and equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All staff will be provided with wipes, gloves, face masks, hand sanitiser and hand cream.
32	Sharing of pens and other items of office stationery is avoided where possible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All staff will have a box of pens.
33	Office equipment that may need to be shared (laminators, guillotines etc.) should be cleaned / sanitised before and after use using self-clean kit.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This has been communicated to the team
34	All staff are encouraged to cough / sneeze into tissues and dispose of these in appropriate waste disposal bins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35	Additional bins and increased emptying / replacement are provided / in-place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36	Internal work areas are also provided with hand-sanitiser	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Every staff member to be issued with their own hand sanitiser that they will keep on their desk and is just for them to use.
37	Employees MUST not wash their hands in Kitchen / Canteen areas and must use toilets.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

CHAC Buildings and Workplaces – Infection Control, Cleaning and Hygiene Arrangements					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
38	All working areas within the building should be well-ventilated (Windows and Doors open) where safe and appropriate to do so.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39	Meetings (as already detailed in 18) to be held in well-ventilated areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40	Increased frequency of cleaning of communal areas and locations / high contact points including: <ul style="list-style-type: none"> <li>• Toilets</li> <li>• Door Handles</li> <li>• Lift buttons</li> <li>• Kitchen areas and associated equipment</li> <li>• Water dispensers / coolers</li> <li>• Printers / Photocopiers</li> <li>• Whiteboards</li> <li>• Remote Controls</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The current view is that there is no need for a rota. This is something we can revisit.
41	In addition to 21, staff to bring in their own food which does not require heating or additional preparation in kitchen / canteen areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The team will bring in food that does not need heating. It is possible for one member of staff a day to use the microwave. The touch points on the microwave need to be wiped down afterwards.
42	Use of kitchen areas to be limited to preparation of hot drinks, cleaning of cups / mugs etc. Employees to use own / designated cup or mug.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Points 42-49 will need to be communicated to the team. All staff have a mug with their name on it.
43	All employees to operate a clear desk policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff will need to go into the office and clear their desks at the start of the return to the building. Desk must afterwards be kept clear with all files being put away as soon as the specific task is finished and always at the end of the day.
44	Employees to store, where possible, coats, bags and non-work essential items in personal lockers. Where lockers are not provided, employees will not use shared coat racks / stands and will store coats on the back of their chairs and bags safely under their desks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

CHAC Buildings and Workplaces – Infection Control, Cleaning and Hygiene Arrangements					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
45	Staff, in the form of posters, written guidance and videos, are provided with instructions on how to achieve effective hand-washing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure handwashing poster
46	Staff who receive deliveries, post etc. are encouraged to wash their hands more frequently and are provided with sanitiser.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We will set up 'today' and 'yesterday' post trays. Open post from yesterday and then wash hands. If a document comes in that is needed for that day then the member of staff must wash their hands immediately after handling the document. Handling documents on the day they come in is a voluntary activity. Gloves are also available
47	Restriction in place on the delivery of personal items to employees (food, takeaways, flowers etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48	Increased frequency of toilet inspections and checks to ensure sufficient supplies of liquid soap and paper towels are maintained. Staff to report shortages to Line Manager who in turn will advise FM or building contact.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
49	Suppliers and Contractors advised if attending premises of infection control arrangements, no-access areas and expectations around personal hygiene.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Additional Infection Control, Cleaning and Hygiene Measures applied (Please detail below)

Masks to be worn by staff in stage three of re-opening the building. This is the stage where clients will be in the building with staff while maintaining social distancing.

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

CHAC Buildings and Workplaces – Key Roles and Responsibilities					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
50	Sufficient staffing / resources are in place to maintain the security of the building and its occupants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
51	Sufficient staffing / resources are in place to maintain the cleanliness of the building and to carry out necessary inspections of consumables needed to maintain hygiene (including their replenishment).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In this case, replenishment means getting a new bottle of hand soap from under the kitchen sink or getting a stack of paper towels from the storage cupboard
52	Sufficient numbers of trained personnel are in place to provide Emergency First Aid.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	We need to ensure we have staff trained in Emergency First Aid. However, this will be subject to training being available.
53	Sufficient numbers of personnel are in place to enable safe evacuation of the building in the event of an emergency.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CHAC Buildings and Workplaces – Statutory Premises Compliance and Maintenance					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
54	PPM (Planned Preventative Maintenance) work continues to be delivered for critical building systems (Life-Safety) including: <ul style="list-style-type: none"> <li>• Fire Alarm and Detection</li> <li>• Electrical Safety</li> <li>• Gas Safety</li> <li>• PAT Testing</li> <li>• Asbestos Management</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Essential maintenance can take place with the minimum number of staff in the building to allow it to be opened.
55	Reporting mechanism for repairs so they can be booked.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff to inform Finance and Administration Worker to that repairs can be booked.

### Other Workplaces – Working In Other People’s Homes



## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
56	No home visits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Additional control measures relating to working at other premises applied (Please detail below)

--

### The Work We Do

Use of Vehicles and Driving at Work					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
57	Where possible, employees will use their own vehicles and travel alone. If travelling on work purposes, existing policies and procedures relating to the use of personal vehicles will apply	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
58	When driving, and where possible (subject to weather conditions) windows should be opened to enable increased ventilation of the vehicle.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
59	Where possible, vehicles should be loaded / unloaded with strict observance given to maintaining physical / social distancing. Existing Health and Safety controls around moving and handling continue to be required,	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Additional control measures relating to driving at work applied (Please detail below)

--

## Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

Specific Work Activities					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
60	A specific Risk Assessment relating to the delivery of specific work activities and risks around infection and transmission of Coronavirus / COVID-19 has been compiled and shared with relevant Employees and Union Colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Some staff to be involved in carrying out the risk assessment (so social distancing can be maintained). The full staff team to be involved before the risk assessment is finalised.

Additional Information and Control Measures (Detailed Below)					
Ref	Control Measure	Yes	No	N/A	Actions Taken Details / Further Information
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Government guidance checked on 17/06/2020 at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

## 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 \_\_\_\_\_ Date \_\_\_\_\_

Who to contact: \_\_\_\_\_ Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

# Cheetham Hill Advice Centre Service Health and Safety Risk Assessment – COVID 19

## **Stages of reopening the building**

**Stage one** – Staff in the building in teams. No answering the door to clients but you can scan documents onto the system and post out letters.

**Stage two** – Staff in the building in teams and opening the door to clients but not letting them into the building. We can take documents via a mail trolley by the reception door.

**Stage three** – Staff in the building, taking documents from clients using the mail trolley. We can see one client in our reception room. People will be seen by appointment only with a large gap between appointments to prevent overlap and to allow for the room to be wiped down in between. Appointments should be for people who really cannot manage on the phone or who need advice that they don't want to other people in their households to hear.

**General points in all stages** – We need to ensure we are not a source of community infection. The measures below will reduce risk and this is not only for us, but also for the local people who come to us for help. It is important we follow the processes for each stage of re-opening. It is imperative that we prevent any queuing happening outside our building. We do not have the space or the number of entrances/exits to allow this to happen safely at the current time.

**Moving between stages** – This risk assessment will be reviewed before there is movement between the stages of re-opening.