

Workplace COVID-19 risk assessment

Explanation of RAYG for each question	<i>England</i>	5 steps to working safely - GOV.UK	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely
Outcome to question - no authority given to attend office		COVID-19 Secure Government Guidance for Offices and Contact Centres	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres
Outcome to question- Cleared response to question			

Guidance to complete the COVID-19 workplace risk assessment

This document provides you with the information you need to undertake the workplace risk assessment conversation with colleagues in your local office.

It is based on the advice of our insurers, our Data Protection Officer, and guidance from Government on becoming COVID-19 secure. However, it is not designed to be a comprehensive step-by-step instruction that deals with all potential circumstances.

When following this guidance, you'll need to make decisions or consider circumstances outside of what we've covered. You should seek appropriate support from colleagues in the network or national Citizens Advice as required.

Using risk assessment templates

Each office should have it's own risk assessment. Each time you complete a risk assessment, this should be completed on a new document/sheet. Once complete, you will need to save a copy of the completed assessment and store for your records.

Guidance on storing data from risk assessments

Workplace COVID-19 risk assessment

Office name	Office locations				
Wallasey	Wallasey				
Assessment completed by	Date completed				
Carol Johnson-Eyre	2062021				
Question	Suggested controls	Are you able to fulfil the controls satisfactory?	Comments / detail	Notes	
General controls					
Support and guidance for colleagues	<ul style="list-style-type: none"> - Briefing document for staff and volunteers outlining new rules and/or processes put in place to make office space Covid secure - Displaying of Government issued posters on social distancing and handwashing 	Yes	Posters displayed. Handwashing video - all staff/vols who have returned to the office sent it before returning. Briefing presentation for all staff/vols who are returning to the office outlining new rules and/or processes put in place to make the office space Covid secure	<p><i>Covid secure poster - https://assets.publishing.service.gov.uk/media/5eb97021d3bf7f5d43765cbf/staying-covid-19-secure.pdf</i></p> <p><i>How to wash your hands, NHS guidance - https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</i></p>	
Adequate hand washing facilities	<ul style="list-style-type: none"> - Hand washing facilities with soap and water in place - Hand washing guidance displayed in appropriate places - Disposable paper towels for drying of hands - Gel sanitisers in any areas where washing facilities are not readily available (reception desks, entrance/exit) 	Yes	Hand washing facilities with soap and water in all 9 toilets and at kitchen sinks. Hand washing guidance displayed in and around all toilets. Disposable paper towels available for drying hands. Hand sanitiser stations on all floors in targeted locations - routes from toilets/at staff entrance/near alarm panel		
Social distancing at every point in the office space	<p>Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by public health</p> <p>Reduce the number of workers on site at any one time.</p> <p>Redesigning processes to ensure social distancing in place</p> <p>Conference calls to be used instead of face-to-face meetings</p> <p>Implement shift patterns to reduce the number of people in the office at any one time</p>	Yes	Reduced the number of people on site. Desk locations all 2 metres away from each other. In One way up the stairs and one way down the stairs. Conference calls used instead of face to face meetings. Staff and volunteers a maximum of 2 days on days on site.		
Minimising the number of unnecessary visits to offices	<ul style="list-style-type: none"> Encouraging interviews/meetings via remote connection/working where this is an option Limiting the number of visitors in the office at any one time Limiting visitor times to a specific time window and restricting access to required visitors only 	Yes	Remote meetings were possible. Visitors have to book in advance		

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Question	Suggested controls	Are you able to fulfil the controls satisfactory?	Comments / detail	Notes
Reduce the likelihood of staff, volunteers, visitors or clients who are infected with Covid-19 being in the office	<p>Encourage people with symptoms not to attend the offices.</p> <p>Encourage staff and volunteers to be vaccinated.</p> <p>Provide Lateral Flow tests(LFT) for staff and volunteers and encourage them to take them twice a week.</p> <p>Encourage clients to take LFT before making appointments.</p>	Yes	Briefings, appt invite letters and posters encourage all the not come into offices if have symptoms and to take LFT twice a week/before coming to an appointment. Staff and volunteers encouraged to have Covid-19 vaccine	
Cleaning of the workplace				
Conducting a deep clean before colleagues return to work	<p>Carry out deep clean of the workplace before colleagues return to work</p> <p>Check whether you need to service or adjust ventilation systems</p> <p>Open windows and doors frequently to encourage ventilation, where possible</p>	Yes	Deep clean was carried out before staff/volunteers in the office. Wallasey ventilation systems was serviced on the 18th August 2020. Windows opened before staff come into work and air exchange system turned on.	
Keep the workplace clean and prevent transmission by touching contaminated surfaces	<p>Frequent cleaning of work areas and equipment between uses, using your usual cleaning products</p> <p>Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, keyboard and making sure there are adequate disposal arrangements</p> <p>Clearing workplaces and removing waste and belongings from the work area at the end of a shift/day</p> <p>Limiting or restricting use of high-touch items and equipment (for example; printers or whiteboards)</p> <p>Provision of disposable sanitiser wipes for regular cleaning of surfaces</p>	Yes	Cleaner, cleans and empties bins daily. All staff/vols clean their workspace before and after using. Staff/vols to take belongings home that they bring in. Photocopiers/printer limited to support workers/admin and a limited no of other staff. Sanitiser wipes available at each desk, in each toilet, at each sink - toilets and kitchens and by photocopiers.	
Getting into and leaving the office				

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Keeping the use of public transport to a minimum	<p>Identify where people can travel alone in their own transport (or walk, or cycle if it is safe to do so) to maintain social distancing</p> <p>Providing support to colleagues who would usually get public transport and would need to use a vehicle for parking</p>	Yes	Staff/vols encouraged to walk, cycle, drive, get a lift with someone in their household where possible. Dedicated spaces provide for people who cycle. If someone has to use public transport, asked to wear face mask.	
Staggering start and finish times to reduce contact with others	Staggering arrival and departure times so people can keep to the 2m social distancing rules by not using entry/exit points at the same time	Yes	Arrival time 8.30am and 9am and departure time between 4pm and 5pm. 2 metres social distancing outside the building - yellow spots in the car park 2 metres apart	
Reception/waiting area				
Social distancing in your reception/waiting area	<p>Limiting the number of people in the reception/waiting room to ensure ability to social distance</p> <p>Using screens to create a physical barrier between people</p> <p>Physically moving chairs so they are 2m apart</p> <p>Marking areas using floor paint or tape to help people keep a 2m distance</p>	Yes	Limited no of face to virtual appts available from 5th July. Limited no of face to face appts from 6th Sept. Virtual reception to reduce face to face contact. Limited client waiting with 2 metres between chairs	
Cleaning the area regularly	<p>Cleaning at the end of each use if equipment is shared between people or between shift changeovers</p> <p>Identify objects and surfaces that are touched regularly and decide how frequently you clean them</p> <p>Provide hand sanitiser for people if they are unable to wash their hands.</p>	Yes	All staff/vols clean their workspace before and after using. Hand sanitiser provided for all staff and volunteers. Wipes provided at photocopiers/in kitchens in toilets etc	
Interview rooms				

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Social distancing in interview rooms	<p>If no, consider if it is appropriate to use this interview room at all for meeting clients. Explore alternative options including;</p> <p>- Set up PC within the interview room so that a client can video conference an adviser who might be located in another room, or indeed at home.</p>	Yes	Limited no of face to virtual appts available from 5th July. Limited no of face to face appts from 6th Sept. Face to face only in interview rooms that can be 2 metres apart. Interview rooms cleaned after each use.	
General work areas (including kitchens)				
Social distancing at desks	<p>Physically arrange work areas to keep people 2m apart</p> <p>Mark areas using floor paint or tape to help people keep a 2m distance</p> <p>Provide signage to remind people to keep a 2m distance</p> <p>Avoid people working face-to-face, for example, working side-by-side</p>	Yes	Work areas arranged 2 metres apart. No face to face working. Floor markings and posters in place on all floors to maintain social distancing including give way at pinch points such as corridors near toilets/kitchens.	

Decision outcome

Make a decision on the outcome of the risk assessment

Any answers highlighted in red on the risk assessment mean that the you have assessed your offices and questioned your ability to put in place control measures and you are not confident that your office environment is safe for colleagues to work in.

Assessment Type	Proposed Outcome		Date completed/by
Workplace risk assessment	Office safe for colleagues to return		02/06/2021 - Carol Johnson-Eyre, CEO