


**Risk Assessment  
Housing Office**

<b>1</b>	<b>Site / Location:</b>	<b>Risk Assessment number:</b> <b>No. Covid-19 7.4</b>	<b>Used in Conjunction with:</b> <b>Any other relevant risk assessments</b>
	<b>Assessor's name:</b>	<b>Signature:</b>	
	<b>Approved by (Manager)' name:</b>  <i>Please see section 11 for review dates</i>	<b>Signature:</b>	<b>Profit Centre:</b>

*This assessment is to be used during the COVID 19 (Coronavirus) pandemic. Where necessary, please also refer to the site specific COVID 19 Risk assessment. Section 9 must be reviewed and completed where local restrictions are in place or the client has provided us with additional instructions e.g. the wearing of face coverings in some settings.*

<p>Keep a minimum distance of 2 metres where possible</p> 	<p>Wash hands frequently (for at least 20 seconds) or use hand sanitizer with a minimum of 60% alcohol</p> 	<p>Clean surfaces frequently including door handles, rails, hoists etc.</p> 	<p>Avoid touching your face, nose and eyes</p> 
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<b>2</b>	<b>Work activity</b>	<b>Housing Office</b>
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	<p>When carrying out any risk assessment, follow the 5-step process:</p> <ol style="list-style-type: none"> <li>1. Identify the hazards</li> <li>2. Decide who might be harmed and how</li> <li>3. Evaluate the risk and introduce controls</li> <li>4. Record your findings and implement them</li> <li>5. Review assessment and amend as necessary</li> </ol>	<p>In all cases consideration must be given to the following:</p> <ul style="list-style-type: none"> <li>• Manual handling requirements</li> <li>• Hygiene</li> <li>• Working at height</li> <li>• Good housekeeping</li> <li>• Any training, instruction or supervision that may be required</li> <li>• Use of PPE</li> </ul>
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<b>3 Potential Hazards</b>			
Reception Work	Physical Attack / aggression	Slips, trip and falls	Needle sticks
Fire, burns electrical	Infection	Display Screen Equipment	Manual Handling
Others: COVID 19			

<b>4 Who will be affected</b>	Employee	✓	Members of Public / Resident	✓	Contractor	✓	Visitor	✓
<b>Others: please specify</b>								

<b>5 Evaluate Risk - Risk Rating Table</b>			
<b>Probability of Occurrence</b>	<b>P</b>	<b>Potential Severity</b>	<b>S</b>
Common	5	Fatal	5
Probable	4	Major	4
Occasional	3	Serious	3
Possible	2	Minor	2
Improbable	1	Slight	1

Risk (R)	Likelihood					
Severity	1	2	3	4	5	<b>Low:</b> Continue but review regularly to ensure controls remain effective. <b>Medium:</b> Continue, as above, but implement additional controls where possible. Monitor regularly. <b>High:</b> Stop the activity and re-assess. Identify new controls. Seek advice from manager or Health and Safety team
	2	4	6	8	10	
	3	6	9	12	15	
	4	8	12	16	20	
	5	10	15	20	25	

<b>6</b>	<b>Risk Assessment Overall Risk Rating - Pre-Control : Medium</b>			
	Reception Work	3 x 4 = 12	Infection	3 x 4 = 12
	Physical Attack / aggression	4 x 4 = 16	Covid 19	4 x 5 = 20
	Slips, trip and falls	3 x 4 = 12	Display Screen Equipment	2 x 3 = 6
	Needle sticks	3 x 4 = 12	Manual Handling	3 x 4 = 12
	Fire, burns electrical	3 x 4 = 8		

**7**  
**List the existing controls – when choosing your controls ensure you use the hierarchy of controls, eliminating hazards where possible**

<b>7.1</b>	<b>Reception Work</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>Vistors by appointment only (Please refer to site specific RA)</li> <li>All staff are given personal safety awareness training.</li> <li>All staff are advised to avoid conflict and not to retaliate wherever possible.</li> <li>Staff are reminded of the importance of their own conduct.</li> <li>Inexperienced staff to be supervised.</li> <li>Where possible staff not to be left on their own at reception</li> <li>Staff know procedure for calling the police</li> <li>Personal Development training on how to recognise and deal with signs of aggressive behaviour.</li> <li>Record verbal attack on appropriate system &amp; to H&amp;S team.</li> <li>Unless exempt, face coverings to be worn when we have face to face interaction with members of the public.</li> </ul>	2 x 4 = 8

<b>7.2</b>	<b>Physical Attack / aggression</b>	<b>Revised Risk Rating PxS</b>
	<p><b>Where possible, Interview rooms should be avoided wherever possible during COVID19.</b></p> <p><b>Unless exempt, face coverings to be worn when we have face to face interaction with members of the public.</b></p> <p><b>Interviewing Tenants</b></p> <ul style="list-style-type: none"> <li>Interview room to be laid out with employee closest to door.</li> <li>Staff to know how to raise alarm</li> <li>Other members of staff trained on how to react</li> <li>Staff to check whether interviewee has a record of aggressive behaviour</li> <li>Personal Development training on how to recognise and deal with signs of aggressive behaviour.</li> <li>Record verbal attack on appropriate system &amp; to H&amp;S team.</li> </ul> <p><b>Home Visits During Covid 19 (See TBT 138)</b></p> <p>Staff to receive Personal Safety training</p> <ul style="list-style-type: none"> <li>Check status of person being visited – check flagged persons register before</li> </ul>	3 x 4 = 12

visit.

- Use of in/out board.
- If other people are in room, consider asking them if they would leave.
- If necessary, ask for animals to be removed from the room you're in.
- If person appears drunk, aggressive or you are in any doubt, do not enter property until you have contacted the office.
- Try to keep an escape route clear – familiarise yourselves with surroundings.
- Do not accept drinks or food.
- Take only what is necessary.
- Know where you are going – plan your route and avoid hazardous areas
- All staff to use mobile phone if possible, ensuring it is charged and programmed with emergency contacts.
- Ensure all abuse incidents are logged within the office system (flagged).
- Personal Development training on how to recognise and deal with signs of aggressive behaviour.
- Record verbal attack on appropriate system & to H&S team.
- Staff should wear an ID badge.
- The 'in-out' board is used to let others know where you are and what time you'll be back.
- Ensure there is a process in place to support this.

#### **Court Visits – Please refer to government guidance**

- Training available for court visits.
- Regular 1-1's, can be discussed at Team Meetings
- Stress counselling available.
- Try to arrive and leave with a colleague.
- Keep in contact with office – issue of mobile phone
- In / Out board to ensure others know where you are and what time expected back.
- Ensure there is a process in place to support this.
- If necessary, get yourself to a public place or place of relevant safety. If you are being followed you may need to dial 999.

<b>7.3</b>	<b>Slips, trip and falls</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>• Staff to be vigilant when walking from office to tenant's properties</li> <li>• Staff to wear sensible footwear</li> <li>• Staff to report any uneven pavements etc. to relevant authority</li> <li>• All staff to observe good housekeeping practices.</li> <li>• Monthly checks carried out within office.</li> <li>• Spillages dealt with immediately.</li> <li>• External areas kept clear during icy weather. Cables routed safely.</li> </ul>	<b>2 x 4 = 8</b>
<b>7.4</b>	<b>Needle Sticks</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>• Housing staff will not touch any sharps unless trained to do so.</li> <li>• Trained staff to remove sharps using grabbers and sharps bin</li> </ul>	<b>2 x 4 = 8</b>

	<ul style="list-style-type: none"> <li>• Sharps not to be picked up by hand</li> <li>• Where housing staff have not been trained and discover sharps, they will contact the estates team to remove sharps safely.</li> <li>• If any member of staff is struck by a needle, they should seek medical advice.</li> <li>• Staff to advise client where sharps have been located</li> </ul>	
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<b>7.5</b>	<b>Fire</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>• Fire risk assessment completed on annual basis.</li> <li>• Trained fire wardens in place.</li> <li>• All staff informed of fire hazards within workplace.</li> <li>• No smoking in office.</li> <li>• Smoking allowed in designated area only.</li> <li>• Cigarettes extinguished safely.</li> <li>• Fire Extinguishers in place and regularly checked.</li> <li>• All portable electrical appliances tested on annual basis.</li> <li>• Fire doors and escape routes kept clear.</li> <li>• Fire action notices in place</li> </ul>	<b>2 x 4 = 8</b>

<b>7.6</b>	<b>COVID 19 Additional controls</b>	<b>Revised Risk Rating PxS</b>
	<p><b>Please refer to the relevant COVID 19 site specific risk assessments</b></p> <ul style="list-style-type: none"> <li>• All staff to observe good hygiene techniques.</li> <li>• Any member of staff that shows symptoms of COVID 19 – high temperature, continual coughing and /or anosmia (change in taste / smell sensation) must stay at home and observe the appropriate self-isolation period for their household.</li> <li>• Staff must inform us if they feel they are within a ‘vulnerable or at risk’ group and an individual assessment will need to be carried out</li> <li>• Is the work necessary?</li> <li>• Consider whether start / break / finish times can be staggered</li> <li>• PPE must only be worn as per existing COSHH and risk assessments. If masks are to be worn, i.e. bodily spills they must be worn as per manufacturer’s instructions.</li> <li>• Unless an individual is exempt, the use of face coverings is mandatory where we have face to face interaction with a member of the public – including visitors, residents, clients and contractors</li> <li>• All staff must regularly wash their hands. If hand washing facilities are not available, sanitising gel or similar must be available</li> <li>• Avoid sharing equipment or handling other people’s equipment. If this is necessary, equipment should be wiped down and ‘drop off’ zones created to try and meet the social distancing guidance</li> <li>• Avoid splitting teams up.</li> <li>• Wherever possible maintain social distancing</li> <li>• Wearing of face covering . See 7.6.a</li> </ul>	<b>3 x 5 = 15</b>

## 7.6 a Use of face coverings within work settings

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

In England, you must wear a face covering in the following indoor settings. A face covering is not PPE. If your Risk Assessments states a mask must be worn, then you would wear a mask. You are expected to wear a face covering before entering any of these settings below and must keep it on until you leave unless there is a reasonable excuse for removing it or you are exempt:

- public transport
- taxis and private hire vehicles
- transport hubs
- shops and supermarkets
- shopping centres
- auction houses
- premises providing hospitality
- post offices, banks, building societies, high-street solicitors and accountants, credit unions, short-term loan providers, savings clubs and money service businesses
- estate and lettings agents
- theatres
- premises providing personal care and beauty treatments
- premises providing veterinary services
- visitor attractions and entertainment venues
- libraries and public reading rooms
- places of worship
- funeral service providers
- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities
- You should also wear a face covering in indoor places not listed here where social distancing may be difficult and where you will come into contact\* with people you do not normally meet.
- In situations where a Pinnacle colleague is meeting with a customer face-to-face in an enclosed space where social distancing is not possible, colleagues must wear a face covering for the duration of the meeting
- Face coverings are needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are also advised to be worn in care homes.

*\* A 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:*

- *people who spend significant time in the same household as a person who has tested positive for COVID-19*
- *sexual partners*
- *a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:*
  - being coughed on*
  - having a face-to-face conversation within one metre*

- having skin-to-skin physical contact, or contact within one metre for one minute or longer without face-to-face contact*
- *a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes*
  - *a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19*

In addition, your client may wish to implement additional controls. These should be discussed with the Contract Manager and **Section 9 completed accordingly**. These premises are likely to include, but not limited to, the following settings:

- Care and Support
- Independent living
- Sheltered accommodation
- Hostels
- NHS settings
- Joint Services

And the appropriate risk rating applied per setting

<b>7.8</b>	<b>Display Screen Equipment</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>• Display Screen Assessments completed by each member of staff</li> <li>• PCs and desk are fit for purpose</li> <li>• Regular breaks away from the screen</li> </ul>	<b>1 x 3 = 3</b>

<b>7.9</b>	<b>Manual Handling</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>• Lifting of heavy / awkward items kept to minimum.</li> <li>• Good manual handling techniques to be always observed .</li> <li>• Staff should assess item before lifting.</li> </ul>	<b>2 x 4 = 8</b>

**Post Control Risk Rating :**

**Medium**

<b>8</b>	<b>Are the existing control measures adequate? Yes</b>	
	<b>If No : go to 9</b>	<b>If Yes: go to 10</b>

<b>9</b>	Identify and list the additional control measures required for safe working using the following hierarchy: <ol style="list-style-type: none"> <li>1 Eradicate the hazard</li> <li>2 Reduce the hazard</li> <li>3 Isolate the hazard</li> <li>4 Contain the hazard</li> </ol>	
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<b>10</b>	<b>Final Risk Rating (To be completed)</b>	
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<b>11</b>	<b>Risk assessment sheet completed</b>	<b>Have all relevant employees signed awareness sheet to say they have been informed/trained in controls</b>
	Signed	Signed
	Date	Date
	<b>Risk assessment sheet reviewed</b>	<b>Have all relevant employees signed awareness sheet to say they have been informed/trained in controls</b>
	Signed	Signed
	Date	Date
	<b>Risk assessment sheet reviewed</b>	<b>Have all relevant employees signed awareness sheet to say they have been informed/trained in controls</b>
	Signed	Signed
	Date	Date