



IPSWICH
BOROUGH COUNCIL

COVID Secure Workplace Recovery Risk Assessment

This risk assessment should be completed in conjunction with the H&S guidance for Building Managers document.

The guidance document contains a checklist of hazards you should include and others to consider. These lists are not exhaustive, and the risk assessment should also include anything that is specific to your building or way of working. The risk assessment should be thorough but succinct and identify all of the hazards.

“A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace.” (HSE)

Once completed, risk assessments should be emailed to health&safety@ipswich.gov.uk.

If you would like to discuss completion of the risk assessment, please contact Paula Juster or Julian Smith.

Managing risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority

We have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Building Managers must work with any other employers, tenants or contractors sharing the workplace so that everybody’s health and safety is protected. In the context of COVID-19 this means working through these steps in order:

1. In every workplace, increasing the frequency of handwashing and surface cleaning.
2. Operational areas and building managers should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, building managers should make every reasonable effort to comply with the social distancing guidelines set out by the government and IBC guidance notes (keeping people 2m apart wherever possible).
3. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, operational areas should consider whether that activity needs to continue for the service to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
4. Further mitigating actions include:

- increasing the frequency of hand washing and surface cleaning
- keeping the activity time involved as short as possible
- using screens or barriers to separate people from each other
- using back-to-back or side-to-side working (rather than face-to-face) whenever possible

– reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others)

5. Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

6. In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

Risk Level - It is recognised that levels of risk will vary over the course of the pandemic period with levels of community infection/ possible localised outbreaks and with observance of recommended public health measures by the public. The Covid-Secure approach to this risk assessment aims to adopt universal hygiene and distancing precautions wherever these are reasonably practicable and to identify specific additional mitigation where social distancing cannot be maintained. HSE confirm that, where possible, people should be kept 2m apart and if this is not viable, keeping 1m apart with risk mitigation is acceptable.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

Service delivery in outbreak period.

Information about the virus

A coronavirus is a type of virus (not bacteria). The incubation period of COVID-19 is 10 days.

Signs and symptoms of COVID-19

The following symptoms may develop in the 10 days after exposure to someone who has COVID-19 infection:

The most common symptoms of coronavirus (COVID-19) are a new, continuous cough or a high temperature, lost sense of smell/taste.

For most people, coronavirus (COVID-19) will be a mild infection.

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

How COVID-19 is spread

The risk of infection with COVID-19 is understood to be determined by a number of factors including:

- Routes of transmission (exposure to droplets/contact/airborne),
- Work with symptomatic and asymptomatic persons,
- All secretions (except sweat) and excretions are regarded as infectious,
- Virus survival in environment is believed to be variable with material/temperature/chemicals/sunlight – guidance advises reduced infectivity is achieved in 72 hours,
- Air borne aerosols are cleared by ventilation proportionate to the number of air changes per hour,
- Availability of hand washing facilities/materials,
- Degree of personal separation achievable,
- Disinfection regime,
- Availability of PPE

There are 2 routes people could become infected:

1. Secretions can be directly transferred into the mouths or noses of people who are nearby (within 2m) or possibly could be inhaled into the lungs.
2. It is also possible that someone may become infected by touching a surface or object that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door handles or shaking hands then touching own face). There is currently little evidence that people who are without symptoms are infectious to others.

How long the virus can survive

How long any respiratory virus survives will depend on a number of factors, for example:

- what surface the virus is on
- whether it is exposed to sunlight
- differences in temperature and humidity
- exposure to cleaning products

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 72 hours. Regular hand hygiene and cleaning of frequently touched surfaces will help to reduce the risk of infection

What to do if someone develops symptoms of coronavirus (COVID-19) on site

If anyone becomes unwell with a new, continuous cough or a high temperature in the workplace they should be sent home and advised to follow the [stay at home guidance](#).

If they need clinical advice, they should go online to [NHS 111](#) or call 111 if they don't have internet access. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. It is not necessary to close the workplace or send any staff home, unless specifically advised to by the Contact Track and Trace service. Keep monitoring the [government response page](#) for the latest details.

Guidance on facemasks

The need for facemasks should be determined by risk assessment in accordance with up to date Public Health England guidance (broadly this will be for close personal contact with symptomatic persons, contact with body fluids or work in a contaminated environment).

Universal Precautions

Everyone can help reduce the spread of coronavirus (COVID-19) by reminding everyone of the public health advice. [Posters, leaflets and other materials](#) are available.

Employees and customers should be reminded to wash their hands for 20 seconds more frequently than normal and maintain 2m distance from other people where practicable. Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products.

Where working from home is possible this has been enabled. Other work has been adapted to comply with the social distancing or PPE guidelines set out by the government.

A communication strategy has been adopted to ensure staff are fully briefed and appropriately supported. Stay at home guidance has been communicated to managers to ensure isolation procedures are followed.

COVID Secure Risk Assessment:	Site: All Hallows Court	Date of Assessment: 30/09/2020	Author: Kevin Barnes	Date of review: 29/12/2020
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Risk Location & the hazard (Exposure to Covid-19 virus or risk arising from building use or change in working practice at a specific location)	Who might be at Risk? Staff, Visitor, Cllr., Contractor, Customer	Control Measures in Place act to remove the activity or situation, or if this isn't possible, control the risk Things you are already doing to reduce the risk (see checklist for guidance)	What Further Action is Necessary? Any additional control measures or equipment that you need	Action by Who? Who is responsible for the further action?	Action by When? When the action will be done by
Communal Areas of the Sheltered Schemes	Visitors, Tenants, Staff, Contractors, tradesmen and HEARS staff	General Guidance, Letters and Posters Encouraging hand washing and social distancing. Throughout the scheme the 2-metre social distancing should be observed as much as is feasibly possible. Tenants do recognise that this is for their safety and encouraged to maintain the maximum distance when possible.			
Opening of the Sheltered Scheme Kitchens	Visitors, Tenants, Staff	Currently Closed – Not being Used.			
Sheltered Scheme Showers and Bathrooms		Not Applicable			

Opening of Sheltered Scheme Hobbies Rooms	Visitors, Tenants, Staff	Not Applicable			
Opening of the Sheltered Scheme Lounges	Visitors, Tenants, Staff	Currently Closed – Not being Used.			
Use of Sheltered Office	Staff, Tenants	<p>Sign placed on Office door asking tenants to pull a cord or telephone if they wish to speak to the Scheme Manager.</p> <p>The Office is large enough for social distancing to be observed with the tenants to be held at office door and spoken to.</p> <p>Enough PPE should be available within the office to use.(Single use gloves, Type IIR face masks, Single use Aprons and Shoe protection)</p> <p>Continue current social distancing arrangements.</p> <p>Consider the current layout of the furniture to be moved to place a barrier between the tenants and the scheme Manager</p>			
Guest Room	Staff, Tenants, Visitors	Not Applicable			
Ventilation	Staff, Tenants, Visitors	<p>If the weather permits the windows should be opened to allow free flow of air through corridors and rooms.</p> <p>Fans can be used to help with the flow of air.</p>			
Lifts		Not Applicable at this Scheme			

Staff Toilets	Staff	<p>There is only one communal toilet at the scheme. Toilet Cleaned daily, Toilet should be wiped down with surface wipes when used. Signs to be placed in all Toilets "Lid to be down before flushing"</p>			
Opening of Sheltered Scheme Laundry Rooms	Tenants, Staff	<p>These rooms have been used during the lockdown period. Only one tenant to enter the room at any one-time, Social distancing observed. Tenants to take notice of when their washing is ready and return at that time. No congregating in the Laundry. These rooms have been open during the lockdown period. Tenants are aware of the current recommendation of only one tenant in the room at any one time. This has worked effectively and should continue. Consider the introduction of signage: Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items. Do not shake dirty laundry, this minimises the possibility of dispersing virus through the air. Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above. Cleaning / disinfection protocols in place</p>			

Restarting of Foot clinics at the schemes.	Tenants, Foot Care Staff	Currently only Podiatrist and Chiropodists have visited tenants with this being an essential service.	<p>During the lockdown qualified Podiatrist and Chiropodists were essential workers and have been entering the Schemes.</p> <p>Many tenants do not require that level of help and have foot care staff attend to help with their feet.</p> <p>Will need to review the Pedicurist Risk Assessment this should include: Tenant asked Covid Symptoms questions prior to appointment to ensure they are Covid Free (see below).</p> <p>This should be reinstated, with the possibility of this work being completed in the current hairdressing room rather than visiting several flats for one day.</p> <p>Keep a log of when the foot care worker attends, the tenants they are in contact with to help the Governments Test and Trace, local outbreak system.</p> <p>Posters will be placed up reminding Tenants of the Social Distancing and Hygiene Requirements.</p> <p>Foot care staff to produce satisfactory Covid-Secure 'Close Contact Services' risk assessment prior to reinstatement.</p>	Scheme Managers, Team Leaders and Sheltered Housing Manager	Awaiting Further Guidance
Use of the Hairdressing Rooms at the Sheltered Housing Schemes	Tenants, Hairdressers	Currently Closed	<p>The use of the Hairdressing Room would contain the possible risk of cross contamination to one room rather than the hairdresser visiting multiple flats at a scheme.</p> <p>Hairdressers will be briefed on what is required when working at a scheme and the possible consequences of not following the guidance provided.</p> <p>The consequences could result is the stopping of the service if the guidance is not being followed.</p> <p>Keep a log of when the Hairdresser attends, the tenants they are in contact</p>	Scheme Managers, Team Leaders and Sheltered Housing Manager	Awaiting Further Guidance

			with to help the Governments Test and Trace, local outbreak system. Hairdressers to produce satisfactory Covid-Secure 'Close Contact Services' risk assessment prior to reinstatement.		
Use of the Hairdressing Rooms at the Sheltered Housing Schemes	Tenants, Hairdressers	Currently Closed	The Control measures out lined within this document will be very difficult to enforce due to the lack of time sheltered staff are on site. Spot checks could be completed. Hairdressers will be briefed on what is required when working at a scheme and the possible consequences of not following the guidance provided. The consequences could result is the stopping of the service if the guidance is not being followed. Hairdressers to produce satisfactory Covid-Secure 'Close Contact Services' risk assessment prior to reinstatement.	Scheme Managers, Team Leaders and Sheltered Housing Manager	Awaiting Further Guidance
Responsible Person for Covid - 19 Contacts	Visitors, Tenants, Staff	Nothing at present	Signs to be erected in the entrances with a contact name for visitors.	Sheltered Housing Manager	31/10/2020
Hand Sanitiser Areas	Visitors, Tenants, Staff	Hand Sanitiser have been fixed to the walls in the entrances, Lounges and Kitchens for staff and tenant use. Regular checks to ensure gel is replenished	.		
Staff Desks	Staff	All surfaces to be wiped/disinfected before and after use. Continue this practice, rarely do more than four staff visit one site per week.			
Coming to / Leaving work	Staff	All staff drive to work in their own cars, so no issues recorded. Staff travel on their own. Continue – If a member of staff needs to use public transport, they need to follow the current guidance	.		

Desk Fans -Work Stations	Staff, Tenants	Fans can be used can to improve the circulation of outside air to prevent pockets of stagnant air in occupied spaces.			
Hand Sanitiser Areas -Work Stations	Visitors, Tenants, Staff	Due to the continued theft of hand sanitiser a decision was made to direct everyone to the nearest sink to wash their hands thoroughly. Hand Sanitiser have been fixed to the walls in the entrances, Lounges and Kitchens.	.		
Staff Desks -Work Stations	Staff	All surfaces to be wiped/disinfected prior to use. Continue this practice, rarely do more than four staff visit one site per week. Workspaces to be cleared at the end of use. Waste to be removed regularly. Personal belongings to be removed from desks. Frequent Cleaning of Objects and Surfaces that are touched regularly such as door handles and keyboards. Clean shared equipment. Telephones, staplers, printers etc. Cleaning wipes should be available at each office so that the cleaning can take place	.		
Moving around buildings	Visitors, Tenants, Staff, Contractors, HEARS Staff	Moving around the buildings have not created any major issues, staff and tenants are aware of social distancing and it has become the norm			

		<p>Continue to observe social distancing and remind those who have trouble remembering. Reminders to follow social distancing advice and wash hands regularly should be given</p> <p>Additional handwashing facilities are beneficial if possible, with soap, water, hand sanitiser and tissues</p> <p>Where it is possible to remain 2 metres apart, installed floor markings to mark the distance, particularly in the most crowded areas (for example, where queues form).</p> <p>Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible</p> <p>Hand Sanitisers Have been install in the main entrances, Lounges and Kitchens.</p>			
Face Masks to be worn in Communal areas	Visitors, Tenants, Staff, Contractors, HEARS Staff	<p>Many of the staff have worn masks throughout the lockdown period, many tenants and visitors have worn masks.</p> <p>This has been encouraged but not enforced.</p> <p>The masks should be worn to reduce the overall spread of droplets and should not be confused with the use of PPE as with wearing them in shops and public transport</p> <p>Signs have been erected at all entrances and around the scheme to reinforce the use of facemasks.</p> <p>Tenants are advised to wear a mask for their own protection when moving around outside their flats.</p> <p>Staff should wear one when dealing with the public coming in, unless behind a screen, or other mitigation.</p>			

		Staff must wear masks when dealing with tenants but should also take social distancing precautions. Visitors should always wear masks when in the Communal areas. Masks should be available in the office if visitors do not possess one of their own.			
Incident procedures -Fire	Staff	We have a stay put policy so all tenants should remain in their flats if the fire alarm is activated. This would leave the corridors sterile and flats would be easily assessable. If tenants had to be evacuated this would be completed by the Fire Service, if staff are required to help with the evacuation PPE would be worn if time allows.	See current guidance.		
Incident procedures -First Aid	Staff	Staff advised that full PPE would be required when entering a flat were the current Covid-19 situation is not known. Dealing with minor first aid issues PPE should be worn.	See current guidance.		
People from outside the scheme attending	Customers, Visitors, Contractors.	Advice is available throughout the scheme, Posters and messages.			
Cleaning / Hygiene	Visitors, Tenants, Staff	General Cleaning of the Schemes has been completed since the start of Lockdown. This has worked extremely well. Disinfection protocols are established for IBC premises in conjunction with Ipserv. All touch points (call buttons, door handles, hand rails etc.) cleaned Daily. Kitchens and Toilets cleaned daily			

Cleaning / Hygiene Disposing of Waste	Visitors, Tenants, Staff	<p>Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):</p> <p>Should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a suitable and secure place and marked for storage for at least 72 hours for any virus to become inactive. Waste should be stored safely. Waste should not be placed in communal waste areas until the waste has been stored for at least 72 hours. If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste following advice from IBC Waste & Cleansing service.</p>	See current guidance		
Cleaning / Hygiene	Visitors, Tenants, Staff	<p>Covid Secure cleaning protocol is being carried out by the Councils Contractor. Staff have access to suitable disinfectant, cleaning wipes for any additional cleaning that may be required.</p>	See Current Guidance.		
Cleaning / Hygiene	Customers, Visitors, Contractors, Staff	<p>Cleaning offices and public spaces where there are suspected or confirmed cases of COVID-19 Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the person has meet must be cleaned including Public areas where a symptomatic individual has passed through and</p>			

		<p>spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.</p> <p>If a person becomes ill in a shared space, these should be cleaned in accordance with IBC COVID-19 cleaning protocols.</p> <p>All waste that has been in contact with the individual, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. Waste may be disposed of as clinical waste or stored securely for 72 hours then disposed of as normal waste.</p>			
Shift patterns / work groups / work travel	Staff	<p>Staff have been encouraged to work from home if this is suitable. Many have taken up the offer and only visit the schemes when necessary. Due to the number of staff working from home the numbers working at the schemes has diminished. With the return of some of the vulnerable staff working from home this should increase the number of staff working at the schemes</p>	.		
Delivery of goods	Staff	<p>The only delivery that takes place is cleaning products, these are normally handled by IPSEV staff, if the sheltered Staff accept the delivery, they have been advised to wipe down with cleaning wipes before handling.</p> <p>Wear gloves when handling the delivery.</p>	See current guidance.		

<p>Tenant Testing Positive for Covid-19</p>	<p>All</p>	<p>Additional vigilance should be taken when tenants are discharged from Hospital. All Patients are tested prior to discharge but on occasions not told the results until they are at home. Tenants should be advised to self-isolate within their flats for 48 hours after leaving the Hospital or until they receive their test results. If the tenant does test positive the Tenant should be advised to stay in flat and self-Isolate for ten days from the date of the positive test. If there are more than one person living in the flat the other resident should self-isolate for ten days from the date of the test. All rubbish from the flat should be double bagged (Bags available on request) and should be kept in the flat, this should only be removed after three days following the end of self-isolation and placed in the normal rubbish. If the tenant feels that the rubbish has become a health hazard, they should contact the Scheme Manager who will arrange for the rubbish to be collected, within current guidance. Contact with the tenant should be maintained to ensure that they have enough support with Shopping and Medicines throughout the self-isolation. If the person tested positive (family or fellow tenants) has been in contact with anyone else, then their contacts they should self-isolate and plan to get medical advice regarding getting a test as soon as possible.</p>			
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		<p>If they do not arrange a test, then the advice should be to self-isolate for ten days from the contact.</p> <p>Tenants should be advised that if they do show any signs of the virus then they should self-isolate immediately and get a test planned.</p> <p>The tenant who has been tested positive; their details should be placed in the front of the communications book to inform other staff members.</p> <p>Cleaning should be increased around the entrance to the flat.</p>			
Multiple (2+) Tenants at one scheme testing Positive for Covid-19.		<p>Rules for individual tenants should remain as above.</p> <p>If there are several tenants within the same scheme with positive tests, then further action should be taken.</p> <p>Working with Public Health Suffolk try to arrange for all tenants at the scheme to be tested on one occasion.</p> <p>When results are received the advice above should be followed.</p> <p>Letters should be distributed informing the tenants of the outbreak and to ensure they take the appropriate precautions.</p> <p>Additional cleaning should be arranged for the communal areas, specially the touch points around the scheme.</p>			

Furthermore, this risk assessment doesn't cover staff/tenant induction back into the building, but this is being agreed with HR/TMT.

Any other comments:

