

Task: Working in Occupied Properties
(PART B)

Issue: 05

Procedure No: COVID-19 RA002

Work Activity: This Risk Assessment is intended to be used on all maintenance work in people's homes when the property is occupied, as one example, Ipswich Borough Council's Housing Repairs Service

Date of Risk Assessment: 12 Feb 2021

Next Review Date: 31 March 2021

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 government policy changes. Keep monitoring the [government response page](#) for the latest details.

Guidance on face coverings

The need for wearing face coverings will be mandatory for all employees in all settings where operatives are entering homes including when completing the initial dynamic doorstep risk assessment. For the avoidance of doubt, this includes communal areas. Respiratory Protective Equipment (RPE) should also be worn with site specific tasks which will be determined by your risk assessment.

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.

Task	Risk	Who might be harmed?	Reasonably Practicable Control Measures identified.	What further action is necessary?	Action by who?	Action by when?
Interaction with tenants	Risk of transmission of Coronavirus	Tenants, Employees and Sub-Contractors	<p>1st point of contact screening through the Customer Service Centre (CSC) / Back office to follow approved script and ask tenants if themselves or anyone else residing within the property is currently self-isolating, where an individual is being shielded and/or are in a vulnerable group.</p> <p>The collating of this information will include those; aged 70 or older (regardless of medical conditions) under 70 with an underlying health issue or on medical grounds:</p> <p>(chronic long-term) respiratory diseases, such as; asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis</p> <p>chronic heart disease, such as heart failure,</p> <p>chronic kidney disease</p> <p>chronic liver disease, such as hepatitis</p> <p>chronic neurological conditions, such as Parkinson's disease,</p> <p>motor neuron disease, multiple sclerosis (MS),</p> <p>a learning disability or cerebral palsy</p> <p>diabetes problems with your spleen – for example, sickle cell disease or if you have had your spleen removed a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy being seriously overweight (a body mass index (BMI) of 40 or above) and those who are pregnant</p> <p>Customer Service Centre</p> <p>(CSC) / Back office to determine whether the repair is essential (an emergency that poses a</p>	Continuous monitoring of submitted Dynamic Doorstep RA's	BSU / Managers	Open action and before all new jobs commence

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			<p>safety risk), if non-essential then the repair may be 'parked' until such time the repair can be carried out safely without putting the tenant or employee at risk of infection.</p> <p>No work should be carried out in any household which is self-isolating because one or more family members have symptoms or where an individual is being shielded unless it is to remedy a direct risk to the safety of the household.</p> <p>2nd point screening will be completed through employee who is required to complete a Dynamic Doorstep RA (PART A) before entering the property and the employee must always maintain two metres distance and as a minimum requirement, a FRSM (Type IIR) Fluid surgical face covering must always be worn.</p> <p>Note to Trade Operative/Surveyor: No work/Inspection should be carried out in any household where residents are self-isolating or where an individual is being shielded, unless it is to remedy a direct risk.</p> <p>Always void any potential face-face interaction with the tenant, good practice should be either back to back or side by side communication.</p> <p>www.gov.uk/covid-19</p>			

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Personal Hygiene & Wellbeing	Risk of transmission of Coronavirus	Employees/Sub-Contractors	<p>Employees are required to ensure that their own personal hygiene is always maintained to a high standard, this is to include washing of hands thoroughly with soap and water for a minimum of 20 seconds and/or sanitiser before entering and on completion of every 'property visit'.</p> <p>Best practice hand wash.pdf</p> <p>To minimise the spread of germs, the employee is to keep away from the tenant, catch cough/sneezes in tissue, remove tissue from site with waste and wash hands thoroughly afterwards</p> <p>Staff member who have been tested Covid-19 positive must contact the HR Hotline on 07920 296013 as soon as possible and follow the advice given.</p> <p>Staff members showing symptoms of Covid-19 should inform their Line Manager immediately and the Corporate process will be followed.</p> <p>Recognised Symptoms;</p> <ul style="list-style-type: none"> • A high temperature • A new, continuous cough • A loss or change to your sense of taste or smell 			
Mental Health Concerns	Health and Wellbeing	Employees	IBC Employees have access to the Councils Lifeworks support system. For confidential advice and support contact 0800 169 1920	Updates via Staff News and Agenda item at Team Meetings	Employees	Open Action

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Employee contacted by NHS Test and Trace <i>Providing colleague contact details, GDPR implication</i>	Potential of spread of Coronavirus.	Employees	If an employee is contacted by NHS Test and Trace and asked to provide contact details for people they have been in contact with, they should call the HR hotline 07920 296013 who will advise further on this.			
Interaction with tenants (Arrival at the property) <i>(No work is to be undertaken if the tenant is isolating or where an individual is being shielded unless it's a direct safety risk)</i>	Risk of transmission of Coronavirus <i>Direct safety risk of tasks (Emergency & Essential work Only) include;</i> Total loss of electric power Partial loss of electric power Unsafe power or lighting socket or electrical fitting Total loss of water supply Partial loss of water supply	Tenants, Employees and Sub-Contractors	<p>Wear provided PPE including face covering (please refer to table at the end of this document)</p> <p>Employee arrives at the property address is to take the following steps:</p> <p>If attending emergency work with symptomatic occupier. The employee should ensure that necessary PPE is available before approaching the property.</p> <p>Once the call to the tenant is made and/or door is knocked, the Tenant opens the door to allow access, the employee must always stand back and maintain two metres distance and as a minimum requirement, a FRSM (Type IIR) Fluid surgical face covering must be worn.</p> <p>The employee must complete the Dynamic Doorstep RA (PART A) with the tenant on their handheld device.</p>	Continuous monitoring of submitted Dynamic Doorstep RA's	Trade Employee / Contractors	Open action and before all new jobs commence

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	<p><i>Total or partial loss of gas supply</i></p> <p><i>Heating or hot water not working.</i></p> <p><i>Blocked/leaking foul drain, soil stack or toilet</i></p> <p><i>Toilet not flushing (if there is only one toilet in the property)</i></p> <p><i>Blocked sink, bath or basin</i></p> <p><i>Tap cannot be turned</i></p> <p><i>Leak from a water pipe, tank or cistern</i></p> <p><i>Leaking roof</i></p> <p><i>Insecure external window, door or lock</i></p> <p><i>Loose or detached banister or handrail</i></p> <p><i>Rotten timber flooring or stair tread</i></p> <p><i>And any other work instruction</i></p>		<p>The employee should inform the tenant of the works involved and that they must maintain separation distance by remaining in another room within the property (whilst the repair or task is being completed) and this includes all and any 'other' residents that maybe residing within the property (e.g. over 70, those with underlying health conditions, children etc).</p> <p>The employee and tenant/occupiers must maintain separation throughout the duration of the property visit/works.</p> <p>An employee should not carry out a task in a property unless they can keep the occupier(s) out of the room in which they are doing the repair.</p> <p>Employees should discuss with the tenant on the doorstep a planned route within the property and the employee must always maintain two metres and as a minimum requirement, a FRSM (Type IIR) Fluid surgical face covering must always be worn.</p> <p>All internal doors leading to the repair should be left open to the trades person to allow easy access and to prevent the need of touching any ironmongery etc.</p> <p>The employee once working should use something like a heavy toolbox, wedged against the door to prevent anyone else in the property (i.e. the tenant) inadvertently entering the room whilst they are carrying out the task.</p>			

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			<p>In addition, a “no entry” sign should be temporarily fixed to the outer side of the door</p> <p>Before a task is started, the employee should clean the working area using provided detergent/sanitiser or detergent + bleach solution.</p> <p>A window should be opened in the working area to allow the free movement of air whilst works are being carried out</p> <p>If working in a confined space and/or working near work colleagues, eye protection must be worn.</p> <p>Face coverings of a minimum requirement of a (FRSM (Type IIR) fluid resistant surgical face covering) must always be worn</p> <p>Always avoid any potential face to face interaction with fellow employees, good practice should be either back to back or side by side.</p> <p>Fixed teams will be implemented to reduce the amount of contact within the workforce.</p> <p>Works tools are not to be shared amongst the workforce.</p> <p>Any interaction to gain access or exit the property or to set up the separation requirements, then it is imperative that the employee must always maintain two metres distance and as a minimum requirement, a</p>			

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			<p>FRSM (Type IIR) Fluid surgical face covering must always be worn.</p> <p>If this is not possible, then the works will need to be suspended until such time the safe distance allowance can be achieved.</p> <p>Employees must not accept any hot or cold drinks and/or food from the tenant at any time.</p> <p>On completion of job task and prior to exiting the property, the employee is required to clean his work tools/equipment and working area and to advise occupier on cleaning regime / disinfection (combined detergent/sanitiser or detergent + bleach solution).</p> <p>Once the task is completed, the employee should call through to the tenant (call out in the property) to tell them they have completed and leave the property whilst maintaining social distancing rules.</p> <p>Employees on exiting the property are required to place used PPE into provided waste bags for disposal at Gipping House (in the allocated waste bin) which will be classed as contaminated waste and will be required to be 'double-bagged' for disposal.</p> <p>Any Contractors working on behalf of M&C, would be asked to provide suitable and relevant Risk Assessments that require approval before commencing works on site.</p>			

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Site Meetings	Potential spread and cross contamination of Coronavirus	Employees / Contractors / Tenants	<p>All meetings are to be carried out virtually in the first instance.</p> <p>Meetings that are carried out on site, must be carried out externally, i.e. in the tenant's garden where social distancing can be achieved and as a minimum requirement, a FRSMS (Type IIR) Fluid surgical face covering must always be worn.</p> <p>On site meetings should be restricted to as few as people as possible.</p>			
PPE/RPE	Protection of employees against possible contamination of the Coronavirus in households with symptomatic persons present	Employees / Contractors	<p>The employee will be required to wear the required PPE and suitable respiratory protection (The minimum requirement is a FRSMS (Type IIR) fluid resistant surgical face covering) meeting the relevant standards as indicated during property visit within occupied properties where contact with symptomatic persons or their body fluids cannot be avoided;</p> <p>Please refer to table at the end of this document for the required PPE/RPE to be worn dependent on task/scenario being undertaken.</p>			
Cleaning of hard surfaces	Potential to contract virus which may be present on hard surfaces (example worktop, WC cistern, handrail etc)	Employee/ Sub-Contractor	<p>Prior to works commencing, the employee must clean all hard surfaces thoroughly within the vicinity of the working space with provided disinfectant product to protect themselves and others that may be affected by the work activity being carried out.</p> <p>Used cleaning cloths are to be disposed of as contaminated waste and will be required to be 'double-bagged' for disposal.</p>			

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Carrying out the required works <i>Failure to comply with the legal time limit on completion of response repairs as set out under the right to repair scheme for local authority tenants</i>	Potential spread of Coronavirus, Protection of employees and/or Sub- Contractor against possible contamination of the Coronavirus.	Employee/ Sub-Contractor	<p>The appropriate PPE/RPE as identified within this risk assessment must always be worn during the whole process of undertaking of each property visit.</p> <p>Prior to works commencing, the employee / Sub-contractor must clean all hard surfaces thoroughly within the vicinity of the working space with provided disinfectant product to protect themselves and others that may be affected by this work undertaken.</p> <p>In addition to this COVID-19 Risk Assessment, Site specific RAMS should also be referred to when undertaking specified tasks.</p> <p>Employees should always maintain a two-metre distance from the resident and as a minimum requirement, a FRSR (Type IIR) Fluid surgical face covering must always be worn in all settings when working in occupied property/homes including communal areas</p> <p>Tenants will be instructed not to enter the room where the employees are present, and works are being carried out.</p> <p>Consideration should be given to provision of cleaning kits to enable disinfection of work areas prior to work commencing.</p>			
Delivery of materials to site address	Potential cross-contamination of virus	Employees, Sub-Contractors and Tenants	Where applicable, employee to contact stores and materials will be delivered to site by IBC stores staff (bulky items)			

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			<p>A pre-arranged time and suitable location will be agreed prior to delivery and tenant informed of such arrangements.</p> <p>Continuous Monitoring</p>			
Disposal of PPE on completion of 'property visit'	Potential contamination of worn PPE	Employee/Sub-Contractor	Employees on exiting the property are required to dispose of all used PPE which will be classed as contaminated waste and will be required to be 'double-bagged' for disposal.			
Lateral Flow Testing (LFT)	Risk of transmission of Coronavirus (Asymptomatic employees)	Employees, Customers, Contractors and Third Parties	<p>All frontline/customer facing staff to be offered Lateral Flow Testing (LFT) (<i>Please note this is a voluntary scheme and therefore not mandatory</i>).</p> <p>Scheduled testing of the Lateral Flow Tests (LFT) is to be carried out twice a week by those participating in the scheme (set days are every Monday and Thursday).</p> <p>Continuous Monitoring with HR both on the uptake of the scheme and number of positive cases being reported.</p> <p>If employee receives a Negative test result;</p> <ol style="list-style-type: none"> 1. Return to their workplace 2. Employee must provide details of their LFT result to HR within 1 hour of receipt by email at lateralflowtest@ipswich.gov.uk. 			

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			<p>If employee receives a Positive test result;</p> <ol style="list-style-type: none"> 1. If the Lateral Flow Test is positive the employee MUST go home immediately. <i>(You are legally obliged to self-isolate following a positive LFT test result).</i> 2. Inform their line manager and email HR of their positive test at lateralflowtest@ipswich.gov.uk. HR will complete a covid19 reporting form. 3. HR will log your Covid related absence on MSS, you will need to self-isolate for at least 10 days. <p>Employees must self-isolate together with their household in line with Government Guidelines for people with symptoms of Coronavirus.</p>			

AUTHORISED BY: Ipswich Borough Councils Tactical Management Team (TMT) leading IBC's response to COVID-19

Task/Scenario	Indicated PPE spec	Guidance	Interpretation
Operative working in house with no reported symptoms.	<p>Personal protective equipment is required above and beyond normal good hygiene practices.</p> <p>FRSM (Type IIR) Fluid surgical face covering.</p> <p>Care workers should follow advice on hand hygiene. General interventions may include increased cleaning activity and keeping</p>	<p>Guidance published on IBC Teams Portal in the PPE Channel – the guidance is in the Files Tab and is the Guidance approved by the TCG (Suffolk Tactical Coordination Group)</p> <p>https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe</p>	<p>Distancing and hygiene measures apply. and as a minimum, a FRSM (Type IIR) Fluid surgical face covering must always be worn. Occupiers should be requested to not enter work room whilst workers present.</p> <p>Consideration should be given to provision of cleaning kits to enable disinfection of work areas prior to work commencing. Keep the property ventilated by opening windows whenever 'safe and appropriate'</p>
Operative working in house with self-isolating persons (Emergency / Threat to Life works only)	<p>If a risk assessment of the setting indicates that a higher level of virus may be present (for example, where unwell individuals have slept such as a hotel room or boarding school dormitory) or there is visible contamination with body fluids, then the need for additional PPE to protect the worker's eyes, mouth and nose might be necessary. The local Public Health England (PHE) Health Protection Team (HPT) can advise on this</p>	<p>https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe</p>	<p>Coverall + Disposable gloves + Face covering (The minimum requirement is a FRSM (Type IIR) fluid resistant surgical face covering) + Eye protection</p> <p>Distancing and hygiene measures apply. Occupiers should be requested to not enter work room whilst workers present.</p> <p>Consideration should be given to provision of cleaning kits to enable disinfection of work areas prior to work commencing. Keep the property ventilated by opening windows whenever 'safe and appropriate'</p>

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Operative working in house with 'shielding' persons	<p>If neither the worker nor the occupier is symptomatic, then no personal protective equipment is required above and beyond normal good hygiene practices.</p> <p>General interventions may include increased cleaning activity and keeping property properly ventilated by opening windows whenever safe and appropriate.</p>	<p>Guidance published on IBC Teams Portal in the PPE Channel – the guidance is in the Files Tab and is the Guidance approved by the TCG (Suffolk Tactical Coordination Group)</p> <p>https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe</p>	<p>Coverall + Disposable gloves + Face covering (The minimum requirement is a FRSM (Type IIR) fluid resistant surgical face covering) + Eye protection</p> <p>Distancing and hygiene measures apply. Occupiers should be requested to not enter work room whilst workers present.</p> <p>Consideration should be given to provision of cleaning kits to enable disinfection of work areas prior to work commencing. Keep the property ventilated by opening windows whenever 'safe and appropriate'</p>
Task with possible exposure to high risk waste/body fluids or carrying out an emergency task (threat to life) within a property where known persons have Coronavirus	<p>If a risk assessment of the setting indicates that a higher level of virus may be present (for example, where unwell individuals have slept such as a hotel room or boarding school dormitory) or there is visible contamination with body fluids, then the need for additional PPE to protect the worker's eyes, mouth and nose might be necessary. The local Public Health England (PHE) Health Protection Team (HPT) can advise on this</p>	<p>https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe</p>	<p>Coverall + Disposable gloves + Face covering (The minimum requirement is a FRSM (Type IIR) fluid resistant surgical face covering) + Eye protection</p> <p>Distancing and hygiene measures apply. Occupiers should be requested to not enter work room whilst workers present.</p> <p>Consideration should be given to provision of cleaning kits to enable disinfection of work areas prior to work commencing. Keep the property ventilated by opening windows whenever 'safe and appropriate'</p>

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