**Service Delivery Covid-19 Risk Assessment**

This risk assessment template form can be used to record COVID-19 risks if you do not record them within your existing risk assessments.

It is important this assessment and the action and control measures are consulted with employees and their representatives.

**Please record and highlight your additional risk control measures / adaptations you have made for your individual service.**

When considering how to manage the risk to your service from Coronavirus then the following hierarchy of controls must be applied (working top down):

* **Elimination**

The task or activity is not carried out

* **Reduction**

Reduce the transmission risk by hygiene measures, for example frequent hand washing

* **Isolation**

Physically isolate staff/visitors from each other e.g. installation of protective screens/barriers

* **Control**

Control numbers of staff returning to buildings and contact with each other through fixed teams and social distancing measures

* **Personal Protective Equipment (PPE)**

Use of PPE to be considered when controls above are not possible

**Important note**:

This risk assessment must be read and worked through in conjunction with the following link on current [**Government guidelines**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19) applicable to each settings and other relevant guidance.

Review and tailor the contents of this generic risk assessment to reflect the Covid risks from your service’s activities, deleting anything that is not applicable. Any actions that are not yet in place should be moved from the ‘Controls in place’ column to the “Further actions’ column.

Record any other **significant** findings and actions required to reduce risk further where existing controls are insufficient, assigning these actions to an appropriate manager or member of staff.

**Service Delivery Covid-19 Risk Assessment**

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| **Service Activity** | Family Support |
| **Name of Directorate & Team** | Family Support and Complex Families  Early Intervention and Prevention |
| **Head of Service Name** | Becca Dove |
| **Name of assessor** |  |
| **Date of assessment** | 22 June 2020 |

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| **What are the hazards?** | Infection from the Coronavirus disease (Covid-19) | | | | |
| **Who may be harmed and how?** | * The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes * The virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc. * People can catch the virus from others who are infected by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth. * Anyone can be affected - staff, contractors, visitors, members of the public etc. | | | | |
| **Hazard Areas** | **Controls in place** | **Further Actions** | **By whom?** | **By when?** | **Date Completed** |
| **Tasks within the office** | **Homeworking**  Staff from non-critical services to continue working at home  **Controlled return to the building**  Only critical services as agreed by CMT can return to the building.  **Covid-Secure Building**  Corporate buildings made fully covid-secure by following the 5 steps to working safely. This includes:   * fitting protective screens in all reception areas and public meeting rooms; * restricting the numbers of people allowed to work in our buildings to ensure effective social distancing; * Installing hand sanitiser points in reception areas and providing hand sanitiser and desk wipes in offices * Installing signage reminding people to social distance and take all necessary steps to keep themselves safe. * Introducing additional cleaning including regular cleaning during the day of frequent touch points such as doors * Redesigning the layout of offices to enable social distancing.   Covid risk assessment in place detailing all of the practical measures we have put in place to make each building Covid-secure and assessments published on our [COVID-19 Risk-Assessment page](https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/COVID-19-Risk-Assessments-.aspx).  Building user guide available informing staff of the changes made to our buildings and how to use them differently.  **Meetings & Appointments**  Meetings and appointments held over the phone or using online tools such as Skype or Teams where possible.  Reduced capacity of meeting rooms across our buildings to ensure that social distancing can be maintained  Supervisions may take place face-to-face or side-by-side at 5PS if social distancing and individual risk assessments permit. Supervisions can only take place between staff in the same bubble (see section ‘managing transmission risk’ below)  All other meetings (TAFs, group supervisions and team meetings) will remain remote until further notice and further relaxation of national social distancing measures | Individual risk assessments to be undertaken for staff identified as being increased vulnerability to COVID-19.  Personal Emergency Evacuation Plan (PEEP) to be updated for any staff returning to work who requires assistance evacuating the building. The PEEP should be updated prior to their return to the workplace. For support with this [Contact your Safety Advisor](https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/Contact-your-Safety-Advisor.aspx).  Check whether building has been made Covid-secure. Contact your Property Manager if unsure  Ensure all staff returning to our building are made aware of this building user guide and the new safe working procedures.  Managers to ensure all meetings continue to be held via Skype or Teams.  Ensure specified meeting room capacity are not exceeded.  Ensure meeting rooms with protective screens in place are used if a face to face meeting is required.  All staff to be informed that all other meetings remain remote until further notice | Line Manager  Line Manager  Head of Service  Head of Service  Line Manager  Head of Service & Service Managers | 3 July  24 July  3 July  17 July  Ongoing  Ongoing reviewed 1st of each month | 3 July  3 July |
| **Tasks out in the community** | **Travel**  Staff advised to avoid public transport if possible and use existing or new [walking and cycling routes](https://tfl.gov.uk/travel-information/improvements-and-projects/streetspace-for-london).  Staff wanting to drive will be asked to [apply for a parking permit](https://lbcamden.sharepoint.com/sites/intranet/communications/Pages/parking-a-work-vehicle-in-camden.aspx).  If using public transport staff advised to avoid travelling in the busiest times between 05:45-08:15 and 16:00-17:30. See more on TfL travel advice at <https://tfl.gov.uk/campaign/coronavirus-covid->  **Social Distancing**  All staff undertaking home visits will do two risk assessments prior to undertaking a home visit or face-to-face visit:   1. A personal risk assessment to consider and mitigate risks for the individual based on their unique circumstances 2. A risk assessment of the family home they are due to visit to assess whether social distancing measures can be adequately achieved and whether there are any COVID symptoms in the home / anyone self isolating or shielding.   This will take place before every home visit, recognising that risk is fluid and changeable.  Once both risk assessments have been completed, either the home visit will be undertaken using the Camden and Islington PH guidance for home visits (which includes instruction on when to use PPE) and Govt guidance on working in homes, or an alternative to a home visit – for example a visit in an open space, identification of an alternative venue for the visit or virtual visit – will be planned instead. This will be dependent on the outcome of the two risk assessments.  In the event of COVID symptoms in the home, or self-isolating family members, a virtual visit will be done instead of a face-to-face visit.  All staff will be issued with a washable facemask that includes a plastic insert to support improved work with children prior to their return to face-to-face visits and use of 5PS. Staff will be reminded that the use of facemasks is not the same as medical-grade PPE, but supports general national approaches to reducing infection spread.  Families will be advised of social distancing measures and requirements before the visit (this will take place during the COVID home risk assessment contact).  All workers will be issued with:   * the Camden and Islington PH home visiting guidance * The government guidance on working in homes <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes#homes-3-3>   And specific webinars will be held for all staff on these two documents to ensure they have the information and knowledge to keep as safe as possible during visits  Managers will hold regular refresher sessions for staff on the two sets of guidance listed above, at least once a fortnight to ensure they are followed and any issues are fed back to Camden and Islington Public health  **Managing Transmission Risks**  The whole service (covering 5 teams) will be split into Bubble A and Bubble B. Each bubble will contain members from each of the 5 teams. This is to help prevent infection spread, particularly to mitigate whole staff teams potentially becoming infected, and to support track and trace should a staff member fall ill.  Bubble A and Bubble B will work in rotation. Each bubble will have one week in and around Camden and at 5PS (Camden week), and one week working remotely (Remote week). These will be staggered so that only one bubble is in 5PS at any one time. This will support track and trace, and reduce the number of people in 5PS from the service each week. It would also support staffs ability to self-isolate should this become required (e.g. every other week they will be working 100% remotely).  Staff will not be required to be physically in 5PS during their Camden week. They will be asked to only use 5PS as a ‘basecamp’ to use in support of their home visits. For example to use 5PS in between visits as a place to wash their hands, use the toilet, heat up food etc.  Where possible, and to further support reduced use of 5PS as a basecamp, a list of other toilet/washing/eating places across Camden will be obtained from the Frontline Presence Team and provided to staff  Staff will be allocated specific desks on a specific floor at 5PS (7th floor as at 6 July 2020), and clear instruction on building protocols (e.g. use of lifts, moving between floors etc)  Staff in both bubbles will be encouraged to cluster their home visits on a 60:40 basis. This means even in their Camden week, they will be encouraged to do all their home visits, as far as is practicable during 2 days, and work from home the remaining 3 days. This is to minimise use of public transport. However, it has the counter-effect of potential infection spread if a worker goes from home to home to do their visits.  We will mitigate this to some extent by risk assessing every visit, and employing use of PPE where required under the Public Health Home Visiting Guidance, and observing Govt guidance on working in homes, and by encouraging face-to-face visits in alternative venues or outdoors as much as possible  Staff will stagger their start and finish times during their Camden weeks to prevent travel during peak hours.  No families will be seen at 5PS. If families are seen at an alternative Camden building (for example library) the protocols for the safe use of that building will be adhered to and planned with the worker in advance  Workers will also be encouraged to undertake home visits with families in other alternative venues (except in cases where visiting in the home is essential for example in cases where home conditions need to be observed). Management is developing a list of these venues to support a gradual return to face-to-face work.  Lone working procedures will be reviewed and, where necessary, updated to ensure workers are clear on how to respond to any COVID-related risks they encounter during a visit, and to ensure check-in procedures reflect current working arrangements.  **Personal Protective Equipment (PPE)**  Record information on any PPE provided to staff here  As some doorstep visits have been taking place throughout COVID, PPE has been made available to staff throughout. This has included facemask, gloves and hand sanitiser. PPE has only been provided where deemed necessary under the Camden and Islington PH guidance for home visits. This will continue and/or where an individual risk assessment deems PPE to be necessary to enable the worker to undertake their duties (dependent on scoring and individual vulnerabilities). Please note this has been the PPE provided by Camden and not medical-quality PPE.  *Please note that staff should* ***only use PPE if the risk assessment indicates it is needed*** *as there are currently limited supplies of PPE so it is essential that supplies are used appropriately. Detailed guidance on when PPE is needed and what PPE to use, can be found* [here.](https://lbcamden.sharepoint.com/sites/intranet/communications/Pages/guidance-on-use-of-personal-protective-equipment-%28PPE%29-for-frontline-staff.aspx) | Face covering must be worn when using public transport so managers to must ensure staff are aware of the [Guidance on face coverings](https://lbcamden.sharepoint.com/sites/intranet/communications/Pages/guidance-on-face-coverings-and-masks.aspx) including how to make one.  Individual risk assessments to be completed for all staff  Ensure COVID home risk assessments continue prior to visits and actions taken as a result of the risk assessment  PPE to be made available to staff identified as needing it through individual risk assessments  If PPE is required then provide information to staff on how to safely put on and remove PPE specific to COVID-19 by circulating the [Guidance on infection prevention and control for COVID-19](https://protect-eu.mimecast.com/s/KBjYCr8DAUnR1y3izGRFp?domain=gov.uk)  All staff to be issued with a washable face mask to use on visits with children  All workers to inform families of social distancing requirements prior to visits  Guidance to be uploaded to FSCF COVID Guidebook  Webinars on working safely in homes to be arranged  Managers to arrange fortnightly refreshers on the two safe home working guidance documents  Bubbles to be implemented cross-service and clearly communicated to staff  Bubble rota to be implemented cross-service and clearly communicated to staff  List to be obtained and distributed to staff  Communicate specified seating to staff and building protocols (when available)  60:40 approach to clustering home visits to be implemented cross-service and clearly communicated to staff  Ensure every face-to-face visit is risk assessed and risks mitigated prior to it taking place  Ensure staff are aware they can stagger start and finish times  Confirm COVID-secure protocols for all alternative venues (when available)  Prepare and distribute list of alternative venues for home visits to workers, including building protocols  Review, update and redistribute lone working procedure  PPE to be issued to workers as required under individual risk assessments and home risk assessments  If PPE is required then provide information to staff on how to safely put on and remove PPE specific to COVID-19 by circulating the [Guidance on infection prevention and control for COVID-19](https://protect-eu.mimecast.com/s/KBjYCr8DAUnR1y3izGRFp?domain=gov.uk) | Line Manager  Line Manager  Worker and Line Manager  Service Manager  Service Manager  Head of Service  All staff  Head of Service  Head of H & S / Head of Service  Service Managers & Team Managers  Head of Service & Service Managers  Head of Service & Service Managers  Head of Service  Service Managers  Head of Service & Service Managers  Team Managers  Team managers & Service Managers  Head of Service  Head of Service & Service Manager  Head of Service  Head of Service & Service Managers  Team Managers & Service Managers | Ongoing  3 July  Ongoing  Ongoing  Ongoing  30 July  Ongoing  3 July  3 Aug  3 Aug  3 Aug  3 Aug  17 July  24 July  10 July  Ongoing  10 July  3 Aug  3 Aug  24 July  3 Aug  3 Aug | 3 July  3 July |
| ***Driving for Work*** | Only designated essential workers should come to work and sharing of vehicles should be avoided as far as possible. (see section 3 for advice on travel)  Workers sharing enclosed spaces such as the cabs of vehicles should always keep the window open for ventilation and be careful to avoid touching their faces.  On leaving the vehicle, wash hands with soap and water for 20 seconds or more or use hand sanitiser if soap and water are not available. | Cleaning regime for vehicle interiors to be cleaned regularly, especially steering wheels, controls, door handles etc. | All workers using personal vehicles for work purposes | ongoing |  |
| ***Staff with COVID-19 symptoms and potentially spreading to staff and others*** | If any staff become unwell with a new continuous cough, change in taste or smell, or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.  Test and trace service will notify anyone who has been within 2 metres a colleague who has tested positive for more than 15 minutes text message. | Manager to ensure staff member self-isolates for least 7 days (14 days if member of household is symptomatic)  Staff notified via Test and Trace service must self-isolate to help stop the spread of Covid-19. | Line Manager | ongoing |  |
| **Stress/anxiety caused by COVID-19** | **Wellbeing Support**  Range of wellbeing support available and promoted to staff  [Covid-19 Wellbeing pages](https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/Mental-wellbeing-during-Covid-19.aspx) | Manager to check on wellbeing of staff regularly, especially those who remain working from home, and remind them of the support available. | Line Manager | ongoing |  |

It is important you discuss your assessment and proposed action with your staff and trade union representatives. A risk assessment is only effective if you and your employees act on it. You must follow through with any actions required and review it on a regular basis – consider a weekly review for the first few weeks.

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| **Risk Assessment Approval Process** | |
| **Before you present the risk assessment to your Directorate Management Team (DMT) for approval have you?** | * **Sought advice from the H&S Team** * **Consulted your staff and the trade unions** * **Amended the risk assessment following consultation**   **If so, you are now ready to present to DMT for discussion and sign off**  **Completed risk assessments should be sent to the Directorate’s Executive Support Lead by close of play on Tuesday for final sign off by DMT at their Thursday meeting as Risk Assessments will be a standing item on all DMT agendas.** |
| **Head of Service Signature** |  |
| **Date of Directorate Management Team (DMT) Approval** |  |
| **Risk Assessment Review Dates**  ***Ensure risk assessment is kept under regular review with a timescale agreed with H&S and the trade unions*** |  |
| **Once the risk assessment has been signed off by your Directorate Management Team (DMT) then please send a copy of the final version to** [**CorporateHealthandSafety@camden.gov.uk**](mailto:CorporateHealthandSafety@camden.gov.uk) **so the Health and Safety Team can log your assessment.** | |