

Risk Assessment – Covid19 Pandemic

Risk Assessment Contents	
<p>Office Based Roles</p> <ol style="list-style-type: none"> 1. Non-essential visits 2. Home working <p>Glory Park Head Office</p> <ol style="list-style-type: none"> 3. Authorised Visits to Glory Park Office <p>Schemes</p> <ol style="list-style-type: none"> 4. Lea Bridge and The Foyer <p>Field Based Roles (Authorised Visits)</p> <ol style="list-style-type: none"> 5. Contact with Residents 6. Accessing internal areas to visit a resident who does not have COVID Symptoms 7. Inspecting communal areas where social distancing is difficult and there is potential for close contact 8. Completing repairs (including pre work inspections) within all communal areas where social distancing is difficult AND there is potential for close contact 9. Attending a property to conduct an authorised visit (inc repairs) 10. Completing authorised repairs where there is more than one technician required e.g. voids and high priority internal works 11. Complete planned maintenance e.g. kitchens and bathrooms 12. Working on electrical installations and hot working 13. Static electricity 	<p>Specific Activities</p> <ol style="list-style-type: none"> 14. Paradigm staff visiting live construction sites 15. Contractors completing defect visits to new build properties 16. Viewings and completions 17. Escalated Emergencies 18. Outbreaks 19. Driving at Work 20. Face coverings 21. Communal Spaces 22. External Meetings 23. Use of White Hill Offices (NOT COVID Secure) 24. Use of Asheridge Road Offices (COVID Secure) 25. Evictions 26. Process for keys being returned from customers 27. Resident Quality Inspections 28. Clinically Extremely Vulnerable and Clinically Vulnerable Staff



Risk Assessment – Covid19 Pandemic

Risk assessment											
	Activity	Hazard	Who might be harmed and how?	Existing controls	Risk rating with existing controls			Further controls	Risk rating with further controls		
					L	S	R		L	S	R
<p>The purpose of this risk assessment is to assess all significant risks relating to PHG work activity and considering all staff, residents, contractors, visitors and members of the public. As part of the assessment consideration has also been given to higher risk individuals in line with scientific evidence and government guidance and in relation to the work activities who may:</p> <ul style="list-style-type: none"> • Have a disability and might require reasonable adjustments to be made • Be older males • Have a high body mass index (BMI) • Have any notified underlying health conditions such as diabetes, aged over 70, has a chronic condition or has a weakened immune system • Someone who has been asked to shield within a local tier or national lockdown area or is identified as clinically extremely vulnerable • Someone who is from a Black, Asian or minority ethnic (BAME) background <p>The controls outlined in the below risk assessment are designed to ensure the health, safety and welfare of ALL staff, residents, contractors, visitors and members of the public and minimise the potential for transmission risk and aims as a minimum to meet all government guidance, and where it exceeds guidance this is in relation to other duties placed on Paradigm as set out in our H&S Policy.</p> <p>Note: We are currently in national lockdown with Stay at Home messaging in place - https://www.gov.uk/guidance/national-lockdown-stay-at-home</p> <p>Tier System – Please note that the government are operating Tiers 1 to 4 across England when not in national lockdown which is reviewed fortnightly. Following these reviews by government the risk assessment will be reviewed and any changes incorporated into this assessment.</p>											



Risk Assessment – Covid19 Pandemic

Office Based Roles										
1	Non-Essential Visits with Staff or Residents	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> All Staff Residents Members of the Public 	<ul style="list-style-type: none"> Avoid all non-essential visits in line with Government advice e.g. avoid social contact and stay at home where work can be completed at home to prevent spread. Avoiding all close contact where possible in line with social distancing guidance. Staff home working wherever possible. Managers maintain regular contact with teams. Escalation process in place for situations where attendance is essential (refer to Escalated Emergencies section below) Activity noted to be delivered via other means e.g. video/telephone where possible. Any incidents where social distancing is not followed, or walkaway policy is implemented report to H&S Team as an H&S incident. Strictly no attendance at White Hill offices – the office has been closed since March 23rd, 2020. If essential access is required, authorisation is required from a senior manager and FM/H&S teams notified. The situation will be assessed, and advice given prior to attendance. Access will be co-ordinated by FM. 	1	3	3			
2	Home Working	Poor working environment	<ul style="list-style-type: none"> Remote working staff 	<ul style="list-style-type: none"> Laptops and associated equipment provided to staff. Encouraged to take regular breaks. 	1	3	3			



Risk Assessment – Covid19 Pandemic

		<p>Use of work equipment for extended periods of time</p> <p>Staff being isolated / poor mental health</p> <p>Exposure to COVID19</p>		<ul style="list-style-type: none"> · Maintain regular communications with team and colleagues. · Avoid distractions whilst working where possible. · Ensure there is suitable lighting, ventilation and heating whilst working · Ensure seating is adequate. Guidance is available on PING. · Access mental health first aider list on PING if required. · Employee Assistance Programme (EAP) available. · Utilising 'Microsoft Teams' and telephone to maintain contact. · Wash hands regularly. · Raise any issues or concerns with line manager. · Where the issues relates to the user's workstation please complete the COVID Home Working Assessment and discuss with your line manager. Advice from H&S Team is available. 							
Glory Park Head Office											
3	Authorised Visits to Glory Park Office	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> · Staff 	<p>Please refer to separate Glory Park risk assessment. Key controls are noted below.</p> <ul style="list-style-type: none"> · Staff not to attend office for any reason without agreement with your Head of Service. Any attendance must be planned in advance and by strict appointment only. · Staff before attending their planned appointment must complete the H&S Covid-19 health assessment – a link 	2	3	6	<p>Leadership group to review current staff attendance to Glory Park Offices, minimising attendance where possible in line with Stay at Home instructions</p>	1	3	3



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> will be issued to you when the appointment is confirmed. No “Walk-ups” allowed; this includes IT walk ups without a pre-planned appointment. All IT queries MUST be raised via the Service desk. Minimise contact where possible using online/video/phone. All appointments booked with a 15-minute gap to avoid congestion. Staff to wash hands with soap/water or use sanitiser if facilities not available before attending the planned appointment. Maintain 2m distance between staff wherever possible. Wear a face covering when not at your desk or when you are having any prolonged interactions with others, ensuring you still maintain 2m social distancing requirements. Cleaning regime in place to ensure surfaces and touch points are cleaned regularly. 									
Lea Bridge House and The Foyer													
4	All Activities	Carrying out all site-based activities	· All Staff	<p>Please refer to local specific risk assessment for controls for each of these schemes.</p> <ul style="list-style-type: none"> Specific risk assessments agreed with site management and H&S team. Steps taken in a phased approach and only where activity is authorised by operations. 	2	3	6	<ul style="list-style-type: none"> Minimised staff attendance on site, rota in place and contingency plans in place. Security on site when staff are not 24/7 	1	3	3		



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> Any exceptions are escalated to H&S team for discussion, agreement of controls and review. Risk assessments published on PING. 									
Field Based Roles E.g. Technicians, Officers, Surveyors, Inspectors, Supervisors/Managers etc.													
5	Contact with Residents	<p>Contact with residents that have symptoms (new continuous cough or fever or anosmia - a loss or changed sense of normal smell or taste) or are self-isolating</p> <p>Close contact with others Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> All Staff 	<ul style="list-style-type: none"> Avoid where possible (where those are self-isolating) unless there is a direct risk to safety or legal compliance. Checks in place to ask residents if they, or anyone in their household, have symptoms or are self-isolating, when making appointment, prior to the appointment and on the doorstep. 	4	3	12	<ul style="list-style-type: none"> Staff to follow escalated emergencies section of this risk assessment and escalate to their line manager. 	2	3	6		
6	Authorised visits to Paradigm properties where it is confirmed that the household has no symptoms and is not self-isolating (new continuous cough or fever or anosmia - a loss or changed sense of normal smell or taste)	<p>Accessing internal communal areas to visit a resident AND where close contact is minimal and exposure is less than 15 minutes</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> All Staff Residents Members of the Public 	<ul style="list-style-type: none"> Managers to authorise visits where they are required, and confirmation has been received the household and resident is symptom free. Avoid face to face contact wherever possible. Minimise the amount of time spent on the visit and in communal areas. Maintain safe distance e.g. 2m away where possible. Walkaway policy in place for staff where personal safety is affected. If walkaway policy is followed, ensure the area is safe and report to your line manager and H&S team. 	2	3	6	<ul style="list-style-type: none"> Head of Service confirmation is required for any proposed authorised visits to ensure that they are essential and can be conducted safely 	1	3	3		



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> Any incidents are reported to H&S team where walkaway policy used. Utilise lone working device where required. Wash hands regularly with soap and water, use sanitiser where soap/water not available. PPE provided where it is required for the task being completed. Use a Type 2R Surgical Mask before entering the building and for any prolonged interactions with others. Don't touch face/nose/mouth and wash hands before/after visits where possible. Where washing hands is not immediately possible use hand sanitiser. Face coverings must be worn in all communal areas. If visiting Lea Bridge and The Foyer, please refer to the specific risk assessment. PPE must be worn in all communal areas. 							
7		<p>Inspecting internal communal areas where social distancing is difficult AND there is potential for close contact</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p>	<ul style="list-style-type: none"> All Staff (except technicians – see below) Residents Members of the Public 	<ul style="list-style-type: none"> Avoid face to face contact wherever possible. Minimise the amount of time spent on the visit and in communal areas. Maintain safe distance e.g. 2m away where possible. Walkaway policy in place for staff where personal safety is affected. If walkaway policy is followed, ensure the area is safe and report to your line manager and H&S team. Any incidents are reported to H&S team where walkaway policy used. 	2	3	6	<ul style="list-style-type: none"> Plan work to minimise exposure risks to staff and residents. Consideration is given to the number and duration of visits Where multiple visits to different blocks/properties occur, PPE must be bagged and changed 	1	3	3



Risk Assessment – Covid19 Pandemic

		Aerosol/Droplet transmission		<ul style="list-style-type: none">Utilise lone working device where required.Wash hands regularly with soap and water, use sanitiser where soap/water not available.PPE provided where it is required for the task being completed.Use a Type 2R Surgical Mask, Sanitiser, bags to dispose of waste, alcohol-based wipes.Use bags to dispose of waste and alcohol-based wipes to wipe surfaces.Consider the use of tape to mark a visual marker 2m if the work area is stationary or the use of an “A” frame with signage to warn others to maintain 2m distancing.Consider additional signage to be placed on any access doors leading to the work area to alert residents or others.Where inspections require more than member of staff, visits should be planned to use fixed teams to attend the same properties where possible to minimise spread.Where more than one member of staff is required to attend site, they should travel to the site separately, where possible.If visiting Lea Bridge and The Foyer, please refer to the specific risk assessment. PPE must be worn in all communal areas.			at the end of each visit. <ul style="list-style-type: none">All disposable PPE is bagged, and new PPE worn for next visit.			
--	--	------------------------------	--	---	--	--	--	--	--	--



Risk Assessment – Covid19 Pandemic

8		<p>Completing repairs (including pre-work inspections) within all communal areas where social distancing is difficult AND there is potential for close contact</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> Technicians Contractors Residents Members of the Public 	<ul style="list-style-type: none"> Dynamic assessment to be undertaken by the technician to determine whether social distancing is easy to maintain or not and monitored. Avoid direct face to face contact wherever possible. Minimise the amount of time spent on the visit and in communal areas. Maintain safe distance e.g. 2m away where possible. Walkaway policy in place for staff where personal safety is affected. If walkaway policy is followed, ensure the area is safe and report to your line manager and H&S team. Any incidents are reported to H&S team where walkaway policy used. Utilise lone working device where required. Wash hands regularly before/after each job with soap and water. If soap/water not available use sanitiser. Provide bags to dispose of waste and alcohol-based wipes to wipe surfaces. Specific PPE provided where it is required for the task being completed. Use an FFP2 disposable mask when indoors Provide sanitiser, bags to dispose of waste and alcohol-based wipes. Consider the use of tape to mark a visual marker of 2m if the work area is stationary or the use of an “A” frame with signage to warn others to maintain 2m distancing. Consider additional signage to be placed on any access doors/gates 	3	3	9	<ul style="list-style-type: none"> Plan work to minimise exposure risks to staff and residents. Consideration is given to the number and duration of visits e.g. complete external/communal works rather than low priority jobs. Transmission risk is greater in indoor spaces. Reduce service delivery to essential repair work only e.g. emergencies/urgent/essential work and reduce exposure whilst completing repairs that keep residents safe All disposable PPE is bagged, and new PPE worn before next visit. Wipe all tools/equipment used between visits and dispose of wipes safely 	1	3	3
---	--	---	--	--	---	---	---	--	---	---	---



Risk Assessment – Covid19 Pandemic

				<p>leading to the work to area alert residents or others.</p> <ul style="list-style-type: none"> Any site visits by lead technicians or managers to be conducted outside maintaining 2m social distancing where possible. Use video technology where possible. If visiting Lea Bridge and The Foyer, please refer to the specific risk assessment. Face-coverings must be worn in all communal areas. 							
9		<p>Attending a property to conduct an authorised visit (inc. repairs)</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p> <p>Completing communal maintenance/project work e.g. lift replacements/FRA actions and emergency replacement boilers</p>	<ul style="list-style-type: none"> All Staff (inc. technicians) Residents Contractors 	<ul style="list-style-type: none"> Avoid direct face to face contact wherever possible. Minimise the amount of time spent on the visit. Checks in place to ask residents if they have symptoms when making appointment, prior to attending and at the doorstep. Maintain safe distance e.g. 2m away where possible. Ensure the property is ventilated e.g. open windows at least 15 minutes prior to visit where possible. Where an inspection or a repair is being undertaken, the resident should move to a separate room whilst the work is being undertaken, where possible. Where a face to face meeting is required, avoid direct face to face contact where possible. Maintain 2m social distancing and ensure the room is ventilated, wear a mask or recommended face covering. Any site visits by other staff to be conducted outside maintaining 2m 	3	3	9	<p>For technicians</p> <ul style="list-style-type: none"> Reduce service delivery to essential repair work only e.g. emergencies/urgent/essential work and reduce exposure whilst completing repairs that keep residents safe Face coverings to be worn when there is any prolonged interaction with others e.g. talking to a resident or colleague, whilst still maintaining social distancing. All disposable PPE is bagged, and new PPE worn before next visit. Wipe all tools/equipment used between visits and 	1	3	3



Risk Assessment – Covid19 Pandemic

				<p>social distancing where possible. Use video technology where possible.</p> <ul style="list-style-type: none">· Walkaway policy in place for staff where personal safety is affected. If walkaway policy is followed, ensure the area is safe and report to your line manager and H&S team.· Any incidents are reported to H&S team where walkaway policy used.· Utilise lone working device where required.· Wash hands regularly before/after each visit with soap and water or use sanitiser provided until hands can be washed with soap/water.· Provide bags to dispose of waste and alcohol-based wipes to wipe surfaces.· Specific PPE is also provided where it is required for the task being completed.· A face covering must be worn prior to entering any block or individual property and technicians must only remove whilst in the work area with all the other controls in place such as ventilation, resident in a separate room. The face covering should be re-worn before moving away from the work area or when having any prolonged interaction with others. Where visits are being conducted with residents, face coverings must be worn at all times.· Don't touch face/nose/mouth and wash hands before/after visits where possible.· Where a repair is being undertaken notify resident of work areas and which surfaces are touched/soiled.			<p>dispose of wipes safely.</p> <p>For other field-based staff:</p> <ul style="list-style-type: none">· Head of Service confirmation is required for any proposed authorised visits that are essential.· All disposable PPE is bagged, and new PPE worn before next visit to any other properties/residents <p>For contractors:</p> <p>Following controls to be implemented:</p> <ul style="list-style-type: none">· COVID Stations where required.· Contractor RAs are checked.· Signage in place.· Maximum of 4 persons when completing work.			
--	--	--	--	---	--	--	---	--	--	--



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> Do not accept refreshments from others. If visiting Lea Bridge and The Foyer, please refer to the specific risk assessment. PPE must be worn in all communal areas. 							
10		<p>Completing authorised repairs where there is more than one technician required e.g. voids and high priority internal works</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> Technicians Contractors 	<ul style="list-style-type: none"> Avoid direct face to face contact wherever possible. Work is organised and planned e.g. Construction phase plans in place and should be checked prior to work starting. Maximum 2 persons per property at any one time. Maintain 2m social distancing wherever possible. Wash hands regularly with soap/water and before eating, smoking or drinking. Avoid sharing tools, where tools need to be shared then agree an appropriate “drop zone” maintaining 2m and wipe down between use. Use fixed teams/cohorts to attend the same properties e.g. postcode allocation or allocated patches where possible to minimise spread. When using fixed teams consider leave/sickness/illness when allocating work to minimise spread. Any site visits by lead technicians or managers to be conducted outside maintaining 2m social distancing where possible. Use video technology where possible. Ventilate the property at least 15 minutes prior to work starting where possible. 	2	3	6	<ul style="list-style-type: none"> Where technicians are working within the same room, in close proximity or need to communicate with each other face coverings must be worn at all times Wipe all tools/equipment used between visits and dispose of wipes safely If visiting more than one property: All disposable PPE is bagged, and new PPE worn before next visit 	1	3	3



Risk Assessment – Covid19 Pandemic

11	<p>Authorised Visits to complete planned maintenance e.g. kitchens and bathrooms, windows/doors</p>	<p>Completing planned works</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> Technicians Contractors Residents 	<ul style="list-style-type: none"> Avoid direct face to face contact <u>wherever possible</u>. Work is organised and planned e.g. Construction phase plans in place and should be checked prior to work starting. Maximum 2 persons per property at any one time. Maintain 2m social distancing wherever possible. Minimise time spent within 2m where it is absolutely necessary. Wash hands regularly with soap/water and before eating, smoking or drinking. Avoid sharing tools. Where tools need to be shared then wipe down between use. Use fixed teams/cohorts to attend the same properties e.g. postcode allocation or allocated patches where possible to minimise spread to staff and residents. When using fixed teams consider leave/sickness/illness when allocating work to minimise spread to staff and residents. Any site visits by lead technicians or managers to be conducted outside maintaining 2m social distancing where possible. Use video technology where possible. Ventilate the property at least 15 minutes prior to work starting where possible and for the duration of the work. and for the duration of the work. Wipe down all surfaces/touch points in work area after completion. 	3	3	9	<ul style="list-style-type: none"> Review the planned programme and consider re-prioritisation of essential works Proposal to suspend kitchen and bathrooms/window and doors/decorating, not deemed essential work activity but kept under review Where technicians are working within the same room, in close proximity or need to communicate with each other face coverings must be worn at all times. <p>Wipe all tools/equipment used between visits and dispose of wipes safely</p>	1	1	1
----	--	---	---	--	---	---	---	--	---	---	---



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> · Social distancing and the size of the work area may impact on delivery times e.g. for smaller areas, two-person working may need to be reduced as much as possible to ensure controls above are effective. · If visiting Lea Bridge and The Foyer, please refer to the specific risk assessment. PPE must be worn in all communal areas. 							
12	Authorised Visit to complete maintenance or to complete a repair to an electrical installation	Possible burns when working e.g. working on electrical installations and hot working	<ul style="list-style-type: none"> · Technicians · Electricians 	<ul style="list-style-type: none"> · There is a low risk where continued use of sanitiser or vapour from its use could interact with a possible ignition from static electricity or stored energy source which could cause burns to the hand. To minimise the risk: <ul style="list-style-type: none"> - Use soap/water to wash hands wherever possible. - Only use sufficient sanitiser to sanitise hands where you can't wash your hands with soap/water. - Ensure there are gaps between when applying hand sanitiser and working where there is potential for contact with sources e.g. electrical circuits or contact whilst hot working. 	1	3	3				
13	Completing any work activity when using hand sanitiser	Possible burns from static electricity	<ul style="list-style-type: none"> · All Staff 	<ul style="list-style-type: none"> · There is a very low risk where continued use of sanitiser or vapour from its use could interact with static electricity and cause burns to the hand. To minimise the risk: <ul style="list-style-type: none"> - Use soap/water to wash hands wherever possible. - Only use sufficient sanitiser to sanitise hands where you can't wash your hands with soap/water. 	1	3	3				



Risk Assessment – Covid19 Pandemic

14	Construction Sites	<p>PHG staff visiting live construction sites</p> <p>Site Inspections Access/Egress Welfare facilities Snagging/De-snagging Handovers Site Meetings On site working Hygiene/PPE</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> All Staff 	<ul style="list-style-type: none"> Only essential site visits are undertaken by experienced staff and must be agreed with the Principal Contractor in advance. Principal Contractor to follow site operating procedures. Follow on site rules and induction. Face coverings should be worn at all times in any indoor setting. Site induction and any meetings to be undertaken outside where possible ensuring 2m distancing is observed. Use technology where possible. Sites allocated to inspectors and site visits only carried out where necessary. Maintain 2m social distancing wherever possible including when accessing/leaving the site. Wash hands regularly including when attending/leaving site and avoid any surface contact where possible. If welfare facilities are used wash hands after use. Alcohol based sanitiser available when soap/water not available. PPE provided where it is required for the task being completed or where site rules require it. Staff should take own PPE where required. Any PPE provided on-site should be cleaned by user. Minimise time on site wherever possible. Where possible avoid direct face to face contact. Refreshments are not to be accepted; take your own flask or water bottle. Do not use biometric access systems. 	1	3	3				
----	--------------------	---	---	--	---	---	---	--	--	--	--



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> · Avoid sharing paperwork, use electronic means. · Health and Safety Files and O&M manuals are to be presented in electronic format only on site on pen drives (or equivalent) that can be sanitized. · Avoid face to face contact wherever possible. · Minimise the amount of time spent on the visit. · Walkaway policy in place if social distancing is broken by members of public. · Do not visit site out of hours. 						
15		<p>Contractors completing defect visits to new build properties</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> · Residents 	<ul style="list-style-type: none"> · Before defect visits can be undertaken, contractor COVID risk assessments are obtained and checked by the H&S team for sign off and agreement. · In all cases government guidance must be followed including: <ul style="list-style-type: none"> - Social distancing measures. - Wear face coverings - Washing hands regularly. - Ventilation of property. - Checking that symptoms don't exist with the resident or their household, or they are not self-isolating before attendance and again when attending the property. 	1	3	3			
16		<p>Authorised Viewings and Completions</p> <ul style="list-style-type: none"> · Development Sales 	<ul style="list-style-type: none"> · Staff · Customers · Estate Agents 	<p><u>Viewings</u></p> <ul style="list-style-type: none"> · Initial viewings will be virtual, where possible e.g. photos/video etc. 	1	3	3			



Risk Assessment – Covid19 Pandemic

	<ul style="list-style-type: none"> · PSL · General Needs <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>		<ul style="list-style-type: none"> · All physical viewings must be pre-booked. Before an appointment is made, it must be confirmed that the person(s) attending does not have COVID 19 symptoms, are self-isolating or is shielding. · All viewings limited to one viewing per customer and only two persons can attend from the same household. Avoid children attending where possible. · No open house viewings to be undertaken. · Follow 2m social distancing wherever possible. · Before the viewing takes place, confirmation is obtained from the persons attending that they do not have COVID 19 symptoms, are self-isolating or are shielding. · If at any time during the viewing that the persons attending display symptoms or start to display symptoms, the viewing will be stopped, and the customer(s) asked to leave the property. · Ventilate the property by opening doors and windows where possible before the viewing takes place. · Don't touch surfaces where possible. · All surfaces/touch points wiped down before and after each viewing. · All cleaning products along with any used disposable paper towels should be removed from the property and disposed of safely. · Hand washing facilities, disposable paper towels, and a bin or other waste 						
--	---	--	---	--	--	--	--	--	--



Risk Assessment – Covid19 Pandemic

				<p>receptacle are to be provided for use during each viewing.</p> <ul style="list-style-type: none">· All staff/representatives/others must wait outside the property whilst the viewing takes place.· All persons attending the viewing should wash hands or use sanitiser prior to viewing the property.· All persons attending the viewing should wear a mask or recommended face covering.· The keys must be appropriately cleaned before and after use.· Walkaway policy in place if social distancing is not maintained. <p><u>Sign-Ups</u></p> <ul style="list-style-type: none">· Special dispensation can be given, on a case by case basis, for anyone who does not have the ability to access a virtual platform (e.g. lap-top, tablet or mobile etc) to perform the sign-up in person (at a pre identified address) but this must be authorised specifically by a senior manager and the H&S Team, and full social distancing measures should be observed at all times. Please refer to Section 12 for control measures. <p><u>Completions</u></p> <ul style="list-style-type: none">· All completions must be pre-planned. Before an appointment is made, it must be confirmed that the person(s) attending that they do not have COVID symptoms, are self-isolating or shielding.					
--	--	--	--	--	--	--	--	--	--



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> · Ventilate the property by opening doors and windows where possible. · Follow 2m social distancing wherever possible. · Before the completion takes place, confirmation is obtained from the persons attending that they do not have COVID symptoms, are self-isolating or shielding. · Walkaway policy to be exercised in an unsafe situation. · All surfaces wiped down before each completion and recommend customer wipes down after completion visit. · All cleaning products along with any used towels should be removed from the property and disposed of safely. · The keys must be appropriately cleaned and placed on the doorstep or other agreed location. · All persons attending the completion should wear a mask or recommended face covering. 							
Escalated Emergencies											
17	Escalated Emergencies	Contact with households with symptoms (new continuous cough or fever or a loss or changed sense of normal smell or taste (called - anosmia)) or	· Field Based Staff <u>including Technicians</u>	<ul style="list-style-type: none"> · Avoid where possible. · Emergency visits only where escalated and authorised by management and danger to life / compliance issue. · Assessment of risk completed by Senior Manager/Head of Service and H&S team. 	2	3	6				



Risk Assessment – Covid19 Pandemic

		<p>any member who is self-isolating</p> <p>Agreed contact with residents that are extremely clinically vulnerable e.g. over 70 or under 70 with underlying health conditions</p> <p>Completing emergency repairs where escalated and authorised by management</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>		<ul style="list-style-type: none"> · Add yellow alert on lone working device · Determine if issue can be resolved by phone/video where possible. · Maintain social distancing (2m) apart. · Wash hands with soap and water regularly. · Provision of alcohol-based wipes · Ventilate work area (open windows/doors). · Notify resident of work areas and which surfaces are touched/soiled. · Wipe down all surfaces in work area after completion. · Walkaway policy in place for staff where personal safety is affected. If walkaway policy is followed, ensure the area is safe and report to your line manager and H&S team. · Staff attending are not clinically extremely vulnerable, shielding or do not have someone in their household/support bubble who is. · Resident must relocate to another room whilst work is completed. · Provide reassurance to residents why PPE is being worn – to protect all residents and staff and prevent any spread of infection. · Provide additional PPE: <ul style="list-style-type: none"> - Disposable Nitrile Gloves. - Disposable FFP3/FFP2 Mask. - Class 5/6 coveralls. - FFP3 masks should be face fitted in the first instance however if these are not available, then FFP2 can be used instead. 						
--	--	--	--	---	--	--	--	--	--	--



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> · If available disposable eye protection e.g. glasses/goggles/visor. Where eye protection is provided, existing eye protection (if not disposable) can be washed with soap/water after each use. · Dispose of all PPE after use by double bagging waste (1000-gauge plastic bags/tape). Store for 72 hours then dispose in normal household waste. · Keep waste bags in van/vehicle separate from other waste where possible, use containers where necessary. · Follow any advice provided by H&S team or health protection teams where provided. · If in doubt, politely leave property & utilise walkaway policy, escalate and seek guidance from management. · Maintain emergency escalation log by senior management and report any changes to H&S team or put on shared drive. 						
18	Outbreak / Sickness	<p>Potential for staff to be infected and localised outbreak and/or sickness occurs</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> · Staff · Residents 	<ul style="list-style-type: none"> · Review controls in place if there are any signs that an outbreak is possible, or sickness increases with staff and/or residents. · For workplaces and residential schemes, where there are 5 or more positive work related positive cases within a 10 day period then this is to be escalated to senior management and reported to H&S team for co-ordinated response and reporting to Public Health England (PHE) and/or RIDDOR where required in line with 	2	3	6			



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> outbreak and reporting statutory procedures. Deep clean where required. Follow PHE advice. Review risk assessment. Lea Bridge and The Foyer to follow any local procedures with LA where required. 						
Vehicles										
19	Driving for work	<p>Attending a property or site to conduct an authorised visit (including where two persons are sharing/ travelling in a company vehicle)</p> <p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> All Staff 	<ul style="list-style-type: none"> Avoid sharing vehicles wherever possible. Minimise length of time spent in close contact within the vehicle wherever possible. Ensure the vehicle is ventilated at all times e.g. windows down. Avoid using air conditioning or re-circulation controls on heater controls. Keep the number of people in the vehicle to a minimum and as distanced as possible within the vehicle space. Provide signage within the vehicle where it is necessary/appropriate to provide reminders. Stay in fixed teams/cohorts e.g. same two people together. For longer journeys take regular breaks. Wear a type 2R surgical mask, to provide protection to persons in the vehicle at all times. Same driver and ensure when refuelling use gloves provided on forecourt and use contactless payment- wear face-covering inside kiosk. 	2	3	6			



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> Maintain side by side positioning, avoid direct face to face contact in vehicle. Regularly clean the main contact points using alcohol-based wipes to minimise any potential spread. Ensure regular cleaning of vehicles, in particular when different persons are using the vehicle. Wash hands with soap/water where possible and using hand sanitiser if soap/water not available. Avoid touching face/eyes/mouth. 							
Face Coverings in Public											
20	Public Transport & Retail Premises (Shops) Enclosed public spaces e.g. <ul style="list-style-type: none"> - Shops - Supermarkets - Shopping Centres - Transport hubs - Café takeaways - Hostels (Lea Bridge and The Foyer) - Private hire vehicles and taxis - Customers in hospitality venues, except when seated at a table to eat or drink. 	Using public transport for work purposes. For accessing any retail premises (Shops) in the course of your day-to-day work. Face coverings in people's homes	<ul style="list-style-type: none"> All Staff Field Based Staff Office Based Staff Residents Field Based Staff 	<ul style="list-style-type: none"> A suitable face covering must be used (in line with government guidance) for any member of staff that is required to use public transport either for work purposes or commuting to and from work. All field-based staff are to use the relevant PPE (Type2R/FFP2 masks) they have already been issued with. All staff at Lea Bridge and The Foyer to wear PPE provided when accessing communal areas. Refer to separate risk assessments for Lea Bridge and The Foyer. <p>For work related tasks PHG will provide a Type 2R face mask (available from Facilities Team).</p> <p>For non-work related tasks e.g. going</p>	2	3	6	<ul style="list-style-type: none"> Avoid any work related travel on public transport where possible 	1	3	3



Risk Assessment – Covid19 Pandemic

				shopping for lunch, a suitable face covering should be used (in line with government guidance).								
				<ul style="list-style-type: none"> Refer to sections above (Sections 8-19) relating to control measures for authorised visits. 								
Communal Spaces												
21	Communal Lounges within OPS schemes Communal Play Areas	Close contact with others Contact with infected surfaces Aerosol/Droplet transmission	<ul style="list-style-type: none"> Residents Members of the public 	<ul style="list-style-type: none"> All communal lounges within OPS schemes have been closed until further notice, due to mass gathering and social distancing rules. Estate checks conducted regularly to ensure they remain closed. Reviewed government guidance published on 26 June and installed additional signage at all play areas to warn users of steps to take. This promotes social distancing and effective hand hygiene. Regular checks and inspections are undertaken to ensure the equipment is safe. 	2	3	6	Consider reducing the frequency of inspecting internal communal lounges e.g. number and duration of visits Maintain play area inspections	1	3	3	
External Meetings (meetings with outside stakeholders/partners)												
22	External Meetings, Visits and Inspections External meetings with others (either indoors or outdoors) To visit, inspect, measure, photograph sites, which may include open spaces, vacant or occupied buildings and construction sites	Close contact with others Contact with infected surfaces Aerosol/Droplet transmission	<ul style="list-style-type: none"> Staff Stakeholders Members of the public Suppliers Contractors Developers Consultants Agents Vendors 	<ul style="list-style-type: none"> Avoid in-person meetings where possible, use technology, especially during lockdown periods. Only carry out essential meetings where they are required. Minimise all face-to-face meetings where possible. Use technology. When having off site meetings you should:	2	3	6	Avoid all non-essential visits/meetings/inspections	1	3	3	



Risk Assessment – Covid19 Pandemic

	<p>(Staff visiting live construction sites should also refer to Section 17)</p> <p>Court Hearings</p>		<ul style="list-style-type: none"> · Landowners · LA's 	<ul style="list-style-type: none"> · Always follow 2m social distancing rules. · Limit how many different people you see over a short period of time. · Meet people outdoors where practical. Outdoors is safer than meeting people indoors because fresh air provides better ventilation. · Practise effective hand hygiene · Sanitiser and PPE pack available from FM · Type2R mask to be worn if attending meetings in any indoor spaces where face covering rules apply · Staff to make own way to meetings, avoid car sharing (refer to section 19) and you should avoid public transport where possible. · Where an in-person indoor meeting (non-PHG meetings) is essential, the room should be well ventilated, social distancing is in place and the meetings kept to a minimum. Do not attend if these controls are not in place · No indoor meetings should take place in any Paradigm workplace. · If in doubt seek advice from the H&S Team. · If attending court hearings follow guidance issued by the courts. 							
PHG satellite premises											
23	Use of White Hill Offices	<p>Close contact with others</p> <p>Contact with infected surfaces</p>	<ul style="list-style-type: none"> · All Staff 	<ul style="list-style-type: none"> · Office is closed as it is not a COVID Secure workplace. · ALL visits to these premises must be approved by Senior Management AND the H&S Team. 	1	1	1				



Risk Assessment – Covid19 Pandemic

		Aerosol/Droplet transmission		<ul style="list-style-type: none"> Task/activity risk assessment to be undertaken prior to any visits. No contractor or maintenance/servicing visits without prior approval by the H&S Team. 							
24	<p>Use of Asheridge Road Office</p> <p>Use of Asheridge Road Stores Section</p> <p>New Starter Inductions at Asheridge Road Stores</p>	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> All Staff Technicians 	<p>Office/Stores attendance</p> <ul style="list-style-type: none"> Staff not to attend office/stores for any reason without agreement by a Head of Service of Property. All visits must be essential and minimised during lockdowns and where work cannot be completed at home. Any attendance must be planned in advance, by strict appointment only and subject to the rota. All appointments provided for technicians must be spaced at least 15mins apart. No more than 6 people are to be in the office at any one time. Upstairs office should remain well ventilated while in use. Wear a face covering when not at a desk or when there is any prolonged interaction with others , ensuring you still maintain 2m social distancing requirements. No “hot-desking” or sharing of equipment - authorised persons to use allocated workstations only. 2m social distancing must be maintained where possible. Extra care should be taken around the kitchenette, on the stairs and in and around welfare facilities. No more than one person should use the store person’s office- no face-to- 	3	3	9	<ul style="list-style-type: none"> New intercom system to be installed to help control access to the premises. Only essential authorised staff to attend office and duration should be minimised. Reduce total number of staff in office to maximum of 4. Reduce inductions to one on one basis 	1	3	3



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> · face meetings permitted, use technology. · Hands must be washed/sanitised on a regular basis and prior to entry to the building. · Technicians may use the ground floor toilet if required. No access is allowed upstairs without an appointment. · All staff who are authorised to work in the stores/office, must complete the H&S Covid-19 health assessment before attending the premises. · No “Drop-ins” allowed; this includes to collect materials/equipment from the Stores without a pre-planned agreement from Store persons - except to use ground floor welfare facility. · Any incidents where social distancing is not followed report to H&S Team as an H&S incident. · Cleaning regime (daily) in place including daily sanitisation of handrail and touch points. · Where vehicle maintenance is required, the technician should remain within the van if appropriate or arrange an appointment and be added onto the office attendance rota. · Posters displayed to remind staff about social distancing and wearing face coverings including Hands/Face/Space messaging. · All kitchen cupboards to be taped up to prevent access. · Use own cutlery and mugs. · Don’t make any drinks or prepare food for other colleagues. 					
--	--	--	--	--	--	--	--	--	--



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> Avoid any food prep on site and keep kitchen clean and tidy e.g. no items left in sink or on draining boards. Any items kept in fridge must be in sealed containers and removed at the end of each day. <p>New Starter Inductions (including van inductions)</p> <p>In addition to the above controls; the following are required:</p> <ul style="list-style-type: none"> Conduct inductions in groups of no more than two technicians plus one inductor. Ensure regular cleaning of vehicles, in particular when different persons are using the vehicle. During inductions, encourage/remind technicians of social distancing and effective hand hygiene measures- especially when signing documents/sharing pens. Ensure area is well ventilated throughout and surfaces disinfected after use. Keep the number of people in the vehicle to a minimum and as distanced as possible within the vehicle space. Wear a face covering within any internal areas during the induction, ensuring you are still maintaining 2m social distancing requirements. 																				
25	Evictions	Close contact with others Contact with infected surfaces	· Housing Officers	<ul style="list-style-type: none"> Avoid direct face to face contact wherever possible. No staff to attend evictions if they have or anyone in their household has symptoms (follow absence management policy) 	3	3	9																	



Risk Assessment – Covid19 Pandemic

		Aerosol/Droplet transmission		<ul style="list-style-type: none">· All staff attending evictions are to be briefed on the risk assessment controls before attending.· Minimise the amount of time spent on the visit. Access should be avoided by staff wherever possible· All staff attending have PPE packs issued (available from FM)· Maintain 2m social distancing wherever possible.· Where access is required ensure the room/property is ventilated.· Walkaway policy in place for staff where personal safety is affected. If walkaway policy is followed, ensure the area is safe and report to your line manager and H&S team.· Any incidents are reported to H&S team where walkaway policy used.· Utilise lone working devices.· Sanitise hands before/after and avoid touching surfaces unnecessarily· Provide bags to dispose of waste· Don't touch face/nose/mouth and wash hands before/after visits where possible.· If the resident/occupants state, they are self-isolating or have a positive test result then:<ul style="list-style-type: none">· Abandon eviction and re-arrange eviction proceedings for at least 10 days later.· If eviction has been completed, make any repairs necessary to secure the property and leave for 3 days (72 hours). Technicians to follow normal procedures and housing officers not to							
--	--	------------------------------	--	--	--	--	--	--	--	--	--



Risk Assessment – Covid19 Pandemic

				<p>access the property unless absolutely essential.</p> <ul style="list-style-type: none"> If essential and the bailiff has given the all clear then proceed with caution and use disposable gloves and a Type 2R face mask, hands sanitised before/during the visit and then wash hands as soon as possible afterwards. Any waste should be double bagged and disposed of after 3 days in normal household waste. 							
26	Process for dealing with keys returned from customers e.g. via Evictions or normal notice to quit procedures	<p>Close contact with others</p> <p>Contact with infected surfaces</p>	<ul style="list-style-type: none"> Reception Staff Rent Recovery Officers Housing Officers PSL Staff Technicians Other Staff 	<ul style="list-style-type: none"> All keys returned are wiped/cleaned Confirmation required from customer that the household is symptom free and without any members self-isolating then keys can be released immediately for void processes. If no contact or household is symptomatic, has had a positive test or any member is isolating, keys are quarantined for 3 days before being released for void processes. Workflow published on PING outlining the steps to take for evictions/NTQ. 	1	3	3				
27	Resident Quality Inspections	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	<ul style="list-style-type: none"> Residents RQ Inspectors Staff Members of the public 	<ul style="list-style-type: none"> External/Outdoor inspections only to be carried out No RQI inspections to take place in any Tier 3 or 4 restricted areas. No RQI to attend if they or their household (including any bubble) have symptoms, have tested positive or have been contacted by NHS Test and Trace. No RQI to carry out inspections where they are clinically extremely vulnerable and have received a letter from the NHS. 	3	3	9	<ul style="list-style-type: none"> Suspend activity and any inspections during national lockdowns 	1	1	1



Risk Assessment – Covid19 Pandemic

				<ul style="list-style-type: none"> Where possible the NHS app should be installed on their mobile phone Minimise contact and visits where possible using online/video/phone. Where contact is made with another resident, ensure 2m social distancing and direct face to face contact should be avoided. Wash hands with soap/water or use sanitiser if facilities not available before attending the planned appointment. Maintain 2m distance between staff, residents and members of the public wherever possible. Wear a face covering where possible, especially in any indoor spaces and when using public transport etc, ensuring you still maintain 2m social distancing requirements wherever possible Sanitiser and face coverings will be provided by FM team as required (grab pack) 							
28	Clinically Extremely Vulnerable and Clinically Vulnerable Staff	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol/Droplet transmission</p>	All Staff	<p>Clinically Extremely Vulnerable</p> <ul style="list-style-type: none"> In-line with shielding guidelines all staff who are clinically extremely vulnerable and have received a shielding letter from the NHS must not go to work, stay at home and only leave their home for specific reasons e.g. medical appts etc. <p>Clinically Vulnerable</p> <ul style="list-style-type: none"> Inline with guidance staff who are clinically vulnerable should follow the controls outlined in this risk assessment. If a staff member has an 	1	3	3				



Risk Assessment - Covid19 Pandemic

				underlying medical condition and has any concerns about attending work, they should in the first instance speak with their line manager and / or HR Business Partner							
--	--	--	--	--	--	--	--	--	--	--	--