



Risk Assessment – Covid19 Lea Bridge

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	RR		L	S	RR		
To be read in conjunction with the Paradigm risk assessment, available on our website												
Essential visits to the office												
1	Staff authorised to work within the office area Visiting contractors	Contact with persons with NO Symptoms Close contact with others Contact with infected surfaces Aerosol transmission	<ul style="list-style-type: none"> All Staff Residents Contractors 	<ul style="list-style-type: none"> Staff to follow government guidance and not to attend office if showing any symptoms (or a member of their household is) or is self-isolating or shielding. Avoiding all close contact where possible in line with government guidance Maintain 2m social distancing at all times Regularly wash hands with soap and water Minimise office working by rotation and where possible staff should work from home Escalation process in place for emergencies where attendance in the residential area is essential (refer to Emergencies section below) Default position for all work activity is delivered via video or telephone where possible to minimise social contact with residents. Groups of residents requested to disperse if noticed outside of office areas. All contractors reminded of guidance on arrival and RAMS requested and reviewed prior to arrival by H&S team. Install markings on floor (2m) on main traffic routes/entrances/exits to office space and internal rooms Install markings on floor (2m from desks) to designate transit route between rear 	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	



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				<p>entrance/office exit used by principal contractor CLC.</p> <ul style="list-style-type: none"> Any staff visitors to the site are strictly by <u>appointment only</u> – Contact Michelle Mullings. 							
2	Staff who are home working	<p>Poor working environment</p> <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"> Remote working staff 	<ul style="list-style-type: none"> Laptops and associated equipment provided to staff Encouraged to take regular breaks Maintain regular communications with team and colleagues Avoid distractions whilst working 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 available Utilising Microsoft Teams and telephone to maintain contact Wash hands regularly Raise any issues or concerns with line manager. 	1	3	3				
Authorised Working – Lea Bridge Office Areas											
3	Staff working within the office area	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> Staff 	<ul style="list-style-type: none"> Maximum of 2 staff to return on a rota basis, to ensure social distancing within the office area and minimise spread. Maintenance officer attending jobs as required Wellbeing support offered via mental health first aiders and employee assistance programme. Manager to maintain regular contact with team. One person to work at a separate set of desks at least 2m away from the next person. 	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 Staff to wear face coverings when not at their desk and when in any prolonged interaction with others 	1	3	3



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				<ul style="list-style-type: none"> · One member of staff may use spare interview room. · Staff to use individual rubbish bins, tie and seal bag before leaving the office for removal by cleaning staff. · Appropriate desk and other office equipment cleaning products to be provided on each desk within the office. · Maintain 2m distance between staff wherever possible. · No visitors to office area. · Any staff visits to be made by appointment only · Staff to confirm no symptoms before attending and if symptoms develop to self-isolate and inform line manager asap. · Cleaning regime in place to keep surfaces and touch points cleaned regularly. · Clear communication is required to ensure 2m distancing where possible. · Avoid direct face to face contact where possible. 				e.g. talking to other colleagues whilst at your desk			
4	Use of Staff Toilets	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · Staff 	<ul style="list-style-type: none"> · Toilet and handwashing facilities are within one contained area. · Alcohol based/Dettol wipes/spray provided and signage advising wipe down of surfaces/touch points after use · Wash hands after use with soap/water where possible. 	1	3	3				
5	Use of Reception Area including: <ul style="list-style-type: none"> - Dealing with visitors, staff and contractors - Answering telephones - Collection of post - Staff Sharing equipment 	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · Staff · Security 	<ul style="list-style-type: none"> · Glass screen between reception counter and reception area · Ventilate where possible · Alcohol based/Dettol wipes/spray for touch points/telephone/Keypads/Door release etc · Disposable gloves available for handing out keys etc 	1	3	3				



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				<ul style="list-style-type: none"> Alcohol based sanitiser provided 1 Staff member to cover reception at any one time with lunch cover only provided Cover staff to utilise their own laptop and sanitize all touch points/equipment at shift change Reception staff to complete signing in/out paperwork to avoid multiple use of pens/passing of folders/sheets etc. 						
6	Use of Photocopier	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> Staff Security 	<ul style="list-style-type: none"> Alcohol based/Dettol wipes located next to printer with signage to sanitize keypad before use. Staff to minimise visits to printer/photocopier where possible to avoid frequent trips. Printing visits to be consolidated – all work to be saved and completed as one job Don't print unless absolutely necessary and cannot be done by electronic means. 	1	3	3			
7	Use of Staff Kitchen	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> Staff Security 	<ul style="list-style-type: none"> Alcohol based/Dettol wipes/spray to sanitize surfaces. Disposable paper towels for hand drying/drying crockery etc. 1 member of staff to use at a time. No making of drinks for other staff/team members, or food preparation. Staff to bring own packed lunches to avoid food prep. Staff to retain cutlery, crockery etc for personal use and return to their desk once cleaned. No items left in the sink or on the draining board at any time. Items kept in fridge to be kept in sealed/labelled containers. Wash hands before and after use of any shared containers e.g. making a drink. 	1	3	3			



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				<ul style="list-style-type: none"> Staff and security staff only to have access to kitchen. Security staff to follow above controls. 							
8	Collection / receipt of Post	Contact with contaminated post / deliveries	<ul style="list-style-type: none"> Lea Bridge Staff 	<ul style="list-style-type: none"> Maintain safe distancing (2m) Maintain good hygiene standards (wash hands thoroughly after opening post) 	1	3	3				
Essential Work Tasks in Lea Bridge											
9	Essential Visits in Residential Areas within Lea Bridge House	<p>Contact with Persons with NO symptoms (new continuous cough or fever)</p> <p>Contact with infected surfaces or residents phones/property</p> <p>Visiting or patrolling communal/external areas only with no close contact</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> Lea Bridge staff Residents & Contractors 	<ul style="list-style-type: none"> Avoid all face to face meetings where possible. Use technology video/phone calls. If unavoidable use meeting room with glass divide For emergencies - Checks with resident before attendance and on doorstep (maintain 2m distance) and during the visit. Maintain safe distance e.g. 2m away Walkaway policy in place where safety concerns are identified and escalated Wash Hands regularly with soap and water If phones need to be passed between staff / residents they are wiped / cleaned before and after Don't touch face/nose/mouth and wash hands before/after visits and interactions where possible Any situation where resident has symptoms is escalated to senior management Residents are asked if they are unwell / symptomatic at regular intervals Residents encouraged to be open about possible symptoms/condition Only one person to use lift at a time Lift and communal areas (spray) disinfected periodically throughout the day H&S inspections and fire alarm checks undertaken at pre-arranged time to avoid 	2	3	6	Minimise visits in residential areas to essential visits only by reducing duration and number of visits	1	3	3



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				<ul style="list-style-type: none"> unnecessary contact with residents who are aware of time · FFP2 masks to be worn when patrolling building or dealing with residents face-to-face · All contractors to wear a face covering as a minimum whilst in communal areas · PHG technicians to wear PPE issued whilst in communal areas · Duties in the residential part of the building (during office hours and out-of-hours) to be shared equally amongst staff to reduce exposure · Sanitiser stations installed in all lift lobbies. 							
10	Interviews, Viewings and Sign ups	<p>Contact with Persons with NO symptoms within the last ten days (new continuous cough or fever or anosmia) and are NOT isolating</p> <p>Aerosol transmission</p> <p>Contact with infected surfaces</p>	<ul style="list-style-type: none"> · Staff · Potential residents 	<p>For all interviews, viewings and sign ups</p> <ul style="list-style-type: none"> · Conduct interviews to build pool of applicants · Conduct sign ups in blocks of no more than 3, and where possible utilise voids where they are on the same floor. Leave two weeks between each block of signups · Where possible same staff dealing with same resident, avoid multiple staff involvement with the same resident where possible · Encourage at sign up to remind residents of social distancing and effective hand hygiene measures · Sanitiser stations installed in all lift lobbies to encourage good hand hygiene with residents on each floor <p>Applicant Interviews and Viewing</p> <p>Stage 1 – Virtual Interview</p> <ul style="list-style-type: none"> · Conduct a telephone/video interview with the applicant, sharing photos/video of room as part of the interview. If an in-person meeting is required, then go to Stage 2. 	2	3	6	<ul style="list-style-type: none"> · Minimise face to face in person interviews to essential visits only and where authorised by a senior RHOM / Head of Service 	1	3	3



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Stage 2 – In-Person Interview (where essential)

- Avoid all in-person meetings where possible. Use technology video/phone calls as per Stage 1. If unavoidable use the interview meeting room with the glass divide.
- Applicants asked to confirm they have no COVID symptoms and have not had any covid symptoms in the last ten days and are not isolating when making the appointment. If symptoms reported then delay interview by 2 weeks.
- Before they are due to attend the appointment, then 24 hours prior to the appointment check the applicant is still symptom free.
- On the day of the appointment check when they arrive in reception that they are symptom free.
- Appointments are to be booked allowing 30 minutes between each appointment and the interview room is to allow thorough cleaning before the next appointment.
- Viewings to be done in the interview room by sharing photos/video of the room and communal areas. No physical viewings to be undertaken unless risk assessed and authorised by a senior manager and the H&S Team.
- If application successful, applicant goes onto waiting list.

Sign ups

- Signing of documents to be done via DocuSign where possible.
- Applicants asked to confirm they have no COVID symptoms and have not had any covid symptoms in the last ten days and are not isolating when making the appointment. If



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				<p>symptoms reported then stop sign up and add back to the waiting list. Record date and await 2 weeks</p> <ul style="list-style-type: none"> · Before they are due to attend the appointment then 24 hours prior to the appointment check the applicant is still symptom free. · On the day of the appointment check when they arrive in reception that they are symptom free. · Pass keys through window via reception · Maintain safe distancing (2m) apart · Wash hands with soap and water regularly. 							
				<p><u>Where remote signups are NOT possible:</u></p> <ul style="list-style-type: none"> · Applicants asked to confirm they have no COVID symptoms and have not had any Covid symptoms in the last ten days and are not isolating when making the appointment. If symptoms reported then stop sign up and add back to the waiting list. Record date and await 2 weeks · Before they are due to attend the appointment then 24 hours prior to the appointment check the applicant is still symptom free. · On the day of the appointment check when they arrive in reception that they are symptom free. · HO will pre-sign and date the documents · Appointments are to be booked allowing 30 minutes between each appointment and the interview room is to allow through cleaning before the next appointment. · Arrangements will be made to meet the resident in the glass partitioned meeting room · Before the meeting the HO will put the pre-signed documents onto the desk on the residents side of the meeting room 	2	3	6	<ul style="list-style-type: none"> · Minimise face to face signups to essential only and where authorised by a senior RHOM / Head of Service 	1	3	3



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				<ul style="list-style-type: none"> Resident will be asked to come into the meeting room and will sign the paperwork then leave the interview room HO will then go around and pick up the paperwork on the residents side with gloves, place into an envelope and store in the office e.g. tray or trays, and label it appropriately (time/date etc) Envelope to be left untouched for at least 3 hours Remove gloves safely and dispose of them into a waste bag, seal and put in bin. Room will be sprayed/wiped down before and after use After 3 hours retrieve envelope and paperwork, dispose of envelope into bin. 																
11	Additional equipment offered to isolating tenants (e.g., kettles/microwaves)	<p>Fire risk due to: Inappropriate use of equipment, overloading of sockets</p> <p>Trip hazard due to trailing cables</p>	<ul style="list-style-type: none"> Lea Bridge Staff Residents 	<ul style="list-style-type: none"> Equipment provided with manufacturers’ instructions All equipment is new (no PAT required) FRA updated to reflect change in equipment provision Residents advised on correct use Any new cases where residents are self-isolating the FRA team and H&S team to be informed. 	1	1	1													
12	Welfare Facilities	<p>Spread of infection</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> Lea Bridge Staff 	<ul style="list-style-type: none"> Staff to be aware of congestion around toilets, sinks and kitchens (maintain social distancing) Staff to wash their own cutlery and crockery 	1	3	3													
Residents																				



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13	Educating residents on controls measures in place	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · All Staff · Residents · Visitors · Contractors · Members of the Public 	<ul style="list-style-type: none"> · Signage around the building promoting hand washing and social distancing · Leaflets on reception available to residents · Advice given by HO's during support calls · Individual communication to residents both in writing and verbally regarding social distancing and any policy changes · Provide updated code of conduct to each resident. 	1	3	3				
14	Support bubble for those that are vulnerable and/or isolated Visitors where they are meeting one other household	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · Staff · Residents · Contractors 	<ul style="list-style-type: none"> · No visitors allowed to Lea Bridge except where authorised by a RHOM and where they are attending to support a vulnerable resident. Any visits are kept to a minimum and contact details obtained, for emergencies/in case of outbreak 	1	1	1				
Lea Bridge House – Communal Areas											
15	Front Entrance and Main Reception Lobby	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · Staff · Contractors · Security Staff · Residents · Delivery Personnel · Members of the Public 	<ul style="list-style-type: none"> · Floor signage marking out area round reception · Windows open to allow ventilation · Signage to raise awareness of social distancing · Feet Floor stickers · Posters · Limit on number of people in reception area with "Please wait here" posters on entrance/exit doors · Installation of sanitizer units by front door and lift lobby doors · Signage on entrances to highlight face coverings requirements. 	1	3	3				
16	Lift Lobby and use of lifts	<p>Close contact with others</p>	<ul style="list-style-type: none"> · Staff · Contractors · Security Staff 	<ul style="list-style-type: none"> · Increased signage indicating maximum of 2 people waiting within lift lobby area including wall posters and floor stickers · Clear signage – 1 person only in the lift 	1	3	3				



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		Contact with infected surfaces Aerosol transmission	· Residents	· Hand sanitizer unit placed in the lift lobby · Maintain social distancing							
17	Use of stairwells	Close contact with others Contact with infected surfaces Aerosol transmission	· Staff · Contractors · Security Staff · Residents	· Daily sanitisation of handrail and door touch points · Additional clear signage promoting social distancing · Providing residents with information	1	3	3				
18	Use of Communal Rooms	Close contact with others Contact with infected surfaces Aerosol transmission	· Staff · Residents	Common Room · To remain closed for gatherings	1	1	1				
19	Use of garden	Close contact with others Contact with infected surfaces Aerosol transmission	· Staff · Residents	· For Tier 1 and 2 the garden can be used for visitors, the rule of six applies. · For Tier 3 and 4 the garden cannot be used for any meetings with visitors.	1	3	3	· Close garden to visitors due to lockdown	1	1	1
Inspecting properties and completing repairs											
20	Inspecting or managing properties e.g. safety checks or voids	Close contact with others Contact with infected surfaces Aerosol transmission	· Staff · Contractors	· Flagging process on frameworks for residents displaying symptoms or self-isolating · Where possible video inspection of property carried out by resident · If staff to attend, then follow controls visiting a resident on the PHG C19 Corporate Risk Assessment	2	3	6	· Review the frequency of inspections e.g. the number and duration of visits	1	3	3



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				<ul style="list-style-type: none"> · Visit by appointment only · Resident to remain outside property to allow for social distancing. 								
21	Completing repairs e.g. voids/flats/communals	<p>Close contact with others</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · Staff · Contractors 	<ul style="list-style-type: none"> · Follow PHG C19 Risk assessment for inspecting properties/completing repairs including communal areas · All staff on site to be issued with PHG guidance/risk assessment for contractors visiting site. · Contractors and technicians to sign as part of signing in process that they have read and understood R/A for working on-site and in resident rooms 	3	3	9	<ul style="list-style-type: none"> · Only carry out essential /reprioritised works as per corporate RA 	1	3	3	
Escalated Emergencies e.g. ASB, urgent repairs etc where resident has symptoms												
22	Escalated Emergencies	<p>Contact with Persons with symptoms (new continuous cough or fever or a loss or changed sense of normal smell or taste (called - anosmia))</p> <p>Agreed contact with residents that are shielding</p> <p>Completing emergency repairs where escalated and authorised by management</p> <p>Contact with infected surfaces</p> <p>Aerosol transmission</p>	<ul style="list-style-type: none"> · 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. · Refer to PHG C19 Corporate Risk Assessment for Escalated Emergencies 	2	3	6					