

Risk Assessment Form

Number:

Issue No: 1

Issue Date:
20.05.2020

**Authorised : D
Morrell**

Task/Activity:	Corona Virus/ COVID19	Depot/Dept:	Sales and Lettings Viewings	Ref No:	RA.29
Date Conducted & By Who:	Angela Grime 26.05.2020	Review Date:	26.11.2020	Date Reviewed:	
Information	<p>The COVID-19 virus affects different people in different ways. COVID-19 is a respiratory disease and most infected people will develop mild to moderate symptoms and recover without requiring special treatment. People who have underlying medical conditions, problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer and older people have a higher risk of developing severe disease and death.</p> <p>Common symptoms include:</p> <ul style="list-style-type: none"> • fever • tiredness • dry cough • a loss of, or change in, your normal sense of taste or smell (anosmia) <p>Other symptoms include:</p> <ul style="list-style-type: none"> • shortness of breath • aches and pains • sore throat • and very few people will report diarrhoea, nausea or a runny nose 				

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E - Employees	1 No Injury, property damage	1 Very Unlikely	Severity X Probability = 1 to 5	Low	Y – acceptable risk, work can start
C - Contractors	2 Minor Injury	2 Unlikely			
V - Visitors	3 +7 Day Absence	3 Likely	Severity X Probability = 6 to 14	Med	Y or N – may need further consideration
P - Public	4 Specified Injury	4 Very Likely			
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People with mild symptoms who are otherwise healthy should self-isolate and contact their medical provider or a COVID-19 information line for advice on testing and referral.

People with fever, cough or difficulty breathing should call their doctor and seek medical attention.

Coronavirus is classified as an airborne high consequence infection disease in the UK. The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

Currently, there are no specific vaccines or treatments for COVID-19.

1 Hazard (something with the potential to cause harm, how will it be realised and what is the potential injury?)	2 At Risk	Risk			6 Control Measures	Risk		
		3 Severity	4 Probability	5 Risk		7 Severity	8 Probability	9 Risk

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<p>Transfer of disease from being in close proximity to others infected</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> washing your hands with soap and water often, using an alcohol-based rub frequently and not touching your face. covering your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. putting used tissues in the bin straight away. avoiding close contact with people who are unwell. remaining more than two metres away from anyone who doesn't live in your household wherever possible. self-isolating if you are symptomatic. following 14-day household quarantine rules if someone you live with becomes symptomatic. understanding when and how to use PPE. Where practicable employees are to work remotely. Following government advice on social distancing including permitted contact with others, exercise and essential journeys and activities If someone becomes unwell in the workplace with a new, continuous cough or a high temperature, they should be sent home Any employee displaying symptoms of either a high temperature, a new continuous cough or other symptoms detailed above should self-isolate at home. If you live alone stay at home for 7 days. <ul style="list-style-type: none"> Do not go to a GP surgery, pharmacy or hospital. You do not need to contact 111 unless you feel you cannot cope with your symptoms, your condition gets worse or if you do not get better after 7 days. For a medical emergency dial 999 	5	1	5
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- Stay at least 2m away from other people in your home whenever possible
- Employees should not be encouraged to return to work during this time however remote working may be possible
- If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill. Anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period
- You should remain at home until 7 days after the onset of your symptoms. After 7 days, if you feel better and no longer have a high temperature, you can return to your normal routine. If you have not had any signs of improvement and have not already sought medical advice, contact NHS 111 online. If you have no internet access, call NHS 111
- Office and buildings are closed to members of the public
- Contractors or others who are required to access work areas are to confirm they are not symptomatic, or live with anyone who is symptomatic
- Office etiquette guidance is in place
- Targeted and enhanced cleaning regimes are in place
- Once symptomatic, all surfaces that the person has come into contact with must be cleaned including;

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					<ul style="list-style-type: none"> ○ all surfaces and objects which are visibly contaminated with body fluids ○ all potentially contaminated high-contact areas such as toilets, door handles, telephones 			
<p>Failure to apply guidance on the use of PPE</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<p>Details of PPE required for the task/activity/job role is detailed in the supplementary guidance notes HSGUID.29 Sales and Lettings Viewings. For the purpose of this Risk Assessment PPE (COVID-19) refers to the following equipment:</p> <ul style="list-style-type: none"> • Face masks – ear-loop, non- surgical • Disposable gloves • Hand sanitiser • Disposable coverall <p>The World Health Organisation provide specific face mask guidance for both health care and non-health care settings. The following information includes the updated guidance from WHO published on the 5th June 2020 in relation to the circumstances when face masks should be worn. The WHO website provides further detail of how to make a home-made mask, fitting/wearing the mask, when the mask should be worn and how it should be washed or discarded.</p>	5	1	5

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From 15th June 2020 it is mandatory to wear a face covering in England whilst travelling on public transport.

- Wear a mask if you are taking care of a person with suspected COVID-19 infection.
- Wear a mask if you are coughing or sneezing.
- In areas with community transmission, people aged 60 years or over or those with underlying conditions should wear a medical mask in situations where physical distancing is not possible.
- In areas with community transmission, WHO advises governments should encourage the general public to wear masks where there is widespread transmission and physical distancing is difficult, such as on public transport, in shops or in other confined or crowded environments.
- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water
- If you wear a mask, then you must know how to use it and dispose of it properly Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.

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- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

PPE (COVID-19) and waste disposal

- PPE and cleaning materials used and **no** contact with suspected coronavirus case. Used items can be discarded in line with normal waste disposal arrangements.
- PPE and cleaning materials used and contact with suspected coronavirus case:
 - PPE and waste items should be put in plastic rubbish bag and tied.
 - The plastic bag should then be placed in a second bag and tied.
 - The bag should be put in a suitable and secure place and marked for storage and retained for 72 hours.
 - After 72 hours (or if the resident has a negative test result during that time) the waste can be discarded in line with normal waste disposal arrangements.

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<p>Poor hygiene practices leading to transfer of viral infection.</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> • Employees are asked to wash hands more frequently than usual with soap and hot water for around 20 seconds particularly after coughing, sneezing and blowing your nose, or after being in public areas where people are doing so • Alcohol based hand rubs can also be used if convenient however hot water and soap are preferable • Employees are to practice good hygiene e.g. follow NHS 'catch it, kill it, bin it' guidelines • Used tissues should be disposed of immediately • Clean and disinfect regularly touched objects and surfaces using regular cleaning products • Hot water and cleaning products (not a bar of soap as it will harbour contamination) to be available at all times. • Disposable hand towels are to be available at all times • Operatives to wash thoroughly on a regular basis and prior eating, drinking and smoking. • Maintain social distancing- maintain at least 2 meters between yourself and anyone who is coughing or sneezing • Avoid touching eyes, mouth and nose • Stay informed and follow the advice given by the UK government • Wash hands before leaving home and when arrived on site. 	5	1	5
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<p>People who are at increased risk of severe illness from coronavirus COVID-19)</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<p>People who are at increased risk include:</p> <ul style="list-style-type: none"> aged 70 or older (regardless of medical conditions) under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds): <ul style="list-style-type: none"> chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis chronic heart disease, such as heart failure chronic kidney disease chronic liver disease, such as hepatitis chronic neurological conditions, such as Parkinson’s disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy diabetes problems with your spleen – for example, sickle cell disease or if you have had your spleen removed a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy being seriously overweight (a body mass index (BMI) of 40 or above) those who are pregnant <p>Clinically extremely vulnerable:</p> <ul style="list-style-type: none"> Solid organ transplant recipients. People with specific cancers: 	5	1	5
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- people with cancer who are undergoing active chemotherapy
- people with lung cancer who are undergoing radical radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- people having immunotherapy or other continuing antibody treatments for cancer
- people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
- People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.

Control measures:

- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19).

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					<ul style="list-style-type: none"> Communicate with customers, residents, service users and others prior to the visit or appointment to ensure all recommended measures are in place Where applicable UDCs added to Orchard housing management system indicates status of the tenant/household Individual risk assessments completed for employees who are categorised as being at increased risk prior to entering the workplace/returning to work Employees categorised as extremely vulnerable are unable to access the workplace at this time and, if appropriate, arrangements to work from home should be made where possible Work from home, where possible Avoid gatherings with friends and family. Follow government guidance on social distancing and wider contacts. Keep in touch using remote technology 			
Lone Working	E	5	3	15	<p>The following instructions in relation to lone working must be applied to all property visits, in addition to any further control measures identified relevant to each individual property visit risk assessment and in personal lone working risk assessments.</p> <ul style="list-style-type: none"> The visit schedule must be shared with your line manager and details entered into Outlook calendar. Carry both work and personal mobile phones. Phones to be fully charged. 	5	1	5

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- The trackphone personal safety device must be used on all property visits. A system health check has been completed and all information is up to date, a refresher briefing on the use of the device is available from the H&S Team.
- If you are visiting a property in an area you are not familiar with, prior to the visit:
 - liaise with a colleague who has local knowledge
 - determine the property type e.g. house, flat (direct access), flat (communal access)
 - check parking availability
 - confirm the location – to be checked using Google street view
 - familiarise yourself with routes to and from the vehicle to the property
 - in the event that the property to be visited is a flat in a communal block, where possible identify the location of that flat within the block and the nearest exits
- Park in close proximity to the property but not directly outside
- Upon arrival at the property complete a dynamic risk assessment, particularly when entering a communal block. Do not enter a communal area if you are concerned that lockdown rules are being broken and/or the presence of others increases the risk of completing the visit.

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					<ul style="list-style-type: none"> Follow the guidance in section 2.2 of guidance note HSGUID-29 in relation to social distancing, hand hygiene requirements and the use of PPE. Have available confirmation of your permission to work in the event you are challenged about your presence in the area in relation to the lockdown. A call must be made to your line manager to confirm the visits are complete and you are returning home. Report any safeguarding concerns to the Regenda Safeguarding Hub. 			
<p>Property viewing – pre-viewings – transfer of viral infection</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> Every viewing should be made on an appointment basis only. The following question should be asked to the member of the public viewing the property <i>Are you or a member of your household self-isolating due to the coronavirus?</i> <i>Do you or a member of your household have any symptoms of the coronavirus?</i> In the event of the person answering yes to these questions the viewing should not go ahead and they should be advised to remake an appointment when it is safe to do so. In the event of the answers being no, the appointment can be made but the member of the public should be reminded of social distancing and the format of the visit to ensure this. 	5	1	5

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					<ul style="list-style-type: none"> Staff member should remind themselves of the property's location, entrance and parking on Google street view prior to arriving to ensure they are already familiar with the social distancing requirements of that particular location. 			
<p>Property viewing – viewing – transfer of viral infection</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> Staff member is to arrive at the property prior to the member of the public and check that the property is free from hazards and is safe to view. Where applicable the staff member should wipe down door handles and push plates on the property with anti bac wipes provided. COVID PPE will be supplied to each officer involved in lettings and sales viewings. If PPE is worn points 2.2 and 2.4 of guidance note HSGUID-29 should be followed for the use of face masks. At the appointed time that the member of the public is due the staff member should wait outside the property at a safe social distanced space with the door to the property open in order that the member of the public can enter and view the property on their own. When the viewing is complete the staff member can secure the property (whilst social distancing from the member of the public). If required the staff member can then speak to the member of the public about the property in an outside space observing social distancing. 	5	1	5

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<p>Property viewing- general precautions – transfer of viral infection</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> • If, prior to the visit you are displaying any symptoms of COVID-19, remain at home and contact your line manager. • Wash your hands before leaving home. Avoid touching your nose, mouth and eyes. • Before leaving the vehicle, ensure you have available hand sanitiser and disposable gloves. Your hands should be sanitised after each property visit and before re-entering the vehicle. The use of hand sanitiser is sufficient, but gloves are optional. If gloves are worn, they must be put on before leaving the vehicle, removed before re-entering the vehicle and disposed of in a refuse bag retained in the vehicle. The refuse bag can be disposed of following normal waste disposal arrangements. There is no requirement for the use of a face mask but if you opt to use a face mask follow the directions for use in section 2.4 of guidance note HSGUID-29 • Ensure social distancing is always maintained by remaining 2 metres apart from others. • If whilst walking to and from the property you are approached by a resident or member of the public, remind them of their social distancing responsibilities. • Where possible only travel in the same vehicle as someone who is a member of your household. If it is necessary to share a vehicle with a 	5	1	5
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colleague, the journey must be an essential journey, the journey should be shared with the same individual and with the minimum number of people at any one time. Ensure good ventilation and face away from one another. Colleagues should avoid touching their face at all times and on leaving the vehicle, they should wash their hands with soap and water for 20 seconds or more or use hand sanitiser when hand washing is not possible. The vehicle should be regularly cleaned using gloves and standard cleaning products with particular emphasis on handles and other areas where passengers may touch surfaces.

- When refuelling follow hand hygiene and social distancing requirements. Disposable gloves can also be worn.
- If you come into contact with a resident who says self-isolating due to actual or suspected Coronavirus, monitor your own condition for 7 days and if you develop symptoms, self-isolate immediately and seek medical attention if appropriate to do so.
- During this lockdown phase if you have any concerns the lockdown directive is being breached whilst you are undertaking your duties, remove yourself from building and contact your line manager.

**Additional
Comments**

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Morrell

Authorised by:	Matthew Rothwell	Dated: 19/06/2020
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Prepared by:	Angela Grime
Approved by:	Matthew Rothwell -H&S Director
Last Review date:	19/06/2020

At Risk (column 2)	Severity (column 3 and 7)	Probability (column 4 and 8)	Risk Rating (column 5 and 9)		
E - Employees	1 No Injury, property damage	1 Very Unlikely	Severity X Probability = 1 to 5	Low	Y – acceptable risk, work can start
C - Contractors	2 Minor Injury	2 Unlikely			
V - Visitors	3 +7 Day Absence	3 Likely	Severity X Probability = 6 to 14	Med	Y or N – may need further consideration
P - Public	4 Specified Injury	4 Very Likely			
A - All	5 Death	5 Virtually Certain	Severity X Probability = 15 to 25	High	N – Unacceptable risk Do not start work