

Risk assessment:	Working in safe and secure offices			Sites:	Hostel offices		
Ref:	RA/Covid19/03	Risk assessment date:	21/06/2020	Date of last review:	N/A - new	Next review due:	Ongoing
People involved or affected by the Activity:							
Team members	✓	Visitors / Customers	✓	Public		Others (please specify)	
Assessment carried out by:	Claire McDonald Kierson Benfield Amanda Bentley & Sheamala Sam-Chandrasingh		This risk assessment is produced in accordance with the requirements of The Management of Health and Safety at Work Regulations 1999 (MHSWR). The risk assessment control measures must be implemented to ensure the safety of all team members involved with or customers / people affected by the activity. The control measures put in place for this risk assessment must be communicated to all team members involved with the activity.				

Context of risk assessment:

Squared continues to operate its services within the context of the Government guidelines relating to Coronavirus (Covid-19), recognising that working together with our customers and the wider community we can help to control the spread of the virus if we stay alert: stay at home as much as possible; work from home if we can; limit contact with other people; maintain social distancing guidelines; and wash hands regularly.

As the Covid-19 lockdown restrictions are gradually reduced, the Government have implemented guidelines to support employers to ensure their employees (team members) are able to work from offices or other onsite locations in a safe manner. This risk assessment provides details of the control measures implemented or planned to enable Squared team members to work safely from our **Hostel offices**, on their own, with other team members, visitors and customers. However, Squared continues to encourage those employees who are able to work from home to continue to do so, wherever possible, ensuring that the provision of operational services are not impacted.

Hostel offices are located at:

Betty McKean 1 – 12 Brantwood Road, Luton, LU1 1JJ
 Betty McKean 2 - 1a Durbar Road. Luton, LU4 8BA
 Pathways - 4 Alma Link, Luton LU1 1EL
 85 Westhill Project - 85 London Rd, Luton LU1 3UG
 65 Westhill Project – 65 London Road, Luton, LU1
 106 Tennyson Road, Luton LU1 3RP

Hostels facilities include toilet for staff use only (other than BM1 which is shared with residents); each Hostel office has a refrigerator, water machine, and kettle for team member use. Other kitchen facilities are shared with hostel residents. The office premises are secure and accessible 24 hours a day/7 days a week.

Squared has 48 team members working in the hostel service provision. Team members working in hostels, cleaning and gardening and maintenance teams are the main 'Squared visitors' of the hostel sites.

Definitions:

The definition of hazard and risk in this context is:

- Activity/hazard = anything with the potential to cause harm.
- Risk = what can happen to the person.

Risk Ranking System:

The risk ranking system has been used to help determine priorities for further action within the context of Covid-19. It is based on the likelihood of contamination occurring from an activity/hazard and the seriousness of the outcome, considering the number of people infected and measures already in place to control hazards and reduce the risk by public health.

- Severity = how severe the consequence if the activity/hazard results in adverse effects. Severity is scored on a scale of 1 to 6 (where 6 is the most severe)
- Likelihood = how likely the chances are of the activity/hazard causing injury after the controls have been put in place/ Likelihood is scored on a scale of 1 to 6 (where 6 is the most likely)
- Risk Ranking Number (R.R.N.) = Likelihood x Severity (takes into consideration the control measures already in place to reduce risk)

R.R.N 5 or less = insignificant risk, no further action required

R.R.N between 6 and 12 = moderate risk, further control measures may be needed

R.R.N greater than 12 = inadequate controls, urgent remedial action required

Likelihood	Score	Severity/Outcome	Score
Highly improbable	1	Negligible injuries	1
Remotely possible	2	Minor injuries/ailment	2
Occasional	3	Major injuries	3
Fairly frequent	4	Fatal injuries/health issue	4
Frequent or regular	5	Multiple fatalities	5
Almost certain	6	Catastrophic fatalities	6

Hazard Ref:	Activity/ hazard:	Risk:	Who might be harmed / at risk?	What are you already doing to control the risks?	Likelihood:	Severity:	RRN (L X S):	What further action do you need to take to control the risks?	Responsible by:	When is the action needed by?	Has the risk been reduced as low as reasonably practicable, with the controls put in place? Y or N
1	Lack of effective leadership activity in managing the impact of Covid-19 on Squared's office environments and service provision	Team members returning to work in office with no precautionary measures in place to help reduce spread of Covid-19 – leading to exposure to the virus: contamination of team members/ customers/visitors and further spread of Covid-19 virus – ultimately impacting directly on community and Squared's service provision	Team members Visitors Customers (potential impact on wider community)	Strategic Team monitor Government and Public Health updates daily and review business continuity plans regularly, ensuring all reasonable steps and precautions are taken so that Squared can adapt quickly and effectively to the changing Covid-19 circumstances Update reports provided to Board of Management Operational Management Team regularly monitor, review and update department business continuity plans and risk assessments directly related to Covid-19 Implementation of "Covid-19 Safe - Work Ready Action Plan for Secure Workplaces" Existing Infectious Diseases/infection Control Policy and Procedure in place Strategic Team Briefings issued to team members as and when necessary	1	4	4	Review the Infectious Diseases/infection Control Policy and Procedure to ensure measures for Covid-19 covered	H&S – Sureteam + People Excellence	06.07.2020	Y

2	<p>Attending office to work/visit or attend meeting:</p> <p>Touching objects: door handles, handrails, desks, chairs, delivery boxes, other general hard services, that could be contaminated.</p>	<p>Exposure to virus leading to contamination of team members/ customers/visitors and further spread of Covid-19 virus</p> <p>Contamination leading to need for team members to self-isolate, resulting in short staffing, impacting on Squared's service provision</p>	<p>Team members</p> <p>Visitors</p> <p>Customers</p> <p>(potential impact on wider community)</p>	<p>Strategic Team Briefings issued to team members</p> <p>No external visitors permitted at present other than partners of residents at BM2: external professionals such as health visitors/ emergency services are an exception by prior arrangement</p> <p>Hygiene – Team members and customers are encouraged to wash hands with hot water and soap more often than usual: 20 seconds minimum + encourage others to wash hands regularly too</p> <p>Everyone must ensure that all wounds on exposed skin are suitably covered</p> <p>Hand Sanitiser is available as detailed in the "Covid-19 Safe - Work Ready Action Plan for Secure Workplaces"</p> <p>Team members and customers are encouraged to try to avoid touching their eyes, nose and mouth with unwashed hands</p> <p>Personal Protective Equipment (PPE) – team members must wear the PPE they normally require to carry out their</p>	2	4	8	<p>Visitor questionnaire to be developed within GDPR guidelines</p> <p>Regular monitoring of team members' adherence to hygiene measures</p>	<p>PEX</p> <p>Ops Mngt</p>	30.06.2020	Y
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				<p>work. However with regards to Covid-19; face masks, visors and disposable gloves and aprons are provided in the offices. Team members and customers are encouraged to use PPE for any close contact meetings, however these meetings are discouraged</p> <p>Thermometer temperature checks - upon entering a site, visitors are asked permission for their temperature to be taken with a non-contact infrared thermometer. Checks available to team members and residents at any time, but mainly if experiencing symptoms. If temperature considered high, individual is sent home and advised to follow government guidelines and reporting procedures.</p> <p>Cleaning - the hostel offices and public areas are cleaned 2 times per week by Squared's Cleaning service</p> <p>As detailed in the "Covid-19 Safe - Work Ready Action Plan for Secure workplaces" all hostel team members must clean and disinfect regularly touched objects and surfaces using the</p>							
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				<p>cleaning products provided to reduce the risk of passing the infection on to others</p> <p>Team members working on night shifts sanitise door handles, railings, hostel communal areas and office surfaces</p> <p>Team members are encouraged not to print out papers for customers to sign unless licence agreements or benefit applications</p> <p>Team members are encouraged to arrange for non-contact deliveries for goods purchased e.g. via a pick-up and drop-off point</p> <p>Team members who are living with a clinically extremely vulnerable person are advised to only attend the offices if stringent social distancing can be adhered to. This will be evaluated, and risk assessed on an individual case by case</p> <p>If someone living in a team member's or customer's household is showing signs of Covid-19 symptoms, they are instructed not to attend the office and follow the government guidance</p>							
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				<i>Additional control measures for team members in the Cleaning service working in offices are in place and detailed in separate CGS Risk Assessment</i>							
3	<p>Attending office to work/visit or attend meeting – in close proximity to others</p> <p>Breathing in/inhaling airborne germs</p>	<p>Exposure to virus leading to contamination of team members/ customers/visitors and further spread of Covid-19 virus</p> <p>Contamination leading to need for team members to self-isolate, resulting in short staffing, impacting on Squared's service provision</p>	<p>Team members</p> <p>Visitors</p> <p>Customers</p> <p>(potential impact on wider community)</p>	<p>Strategic Team Briefings issued to team members</p> <p>No external visitors permitted at present other than partners of residents in BM2: external professionals such as health visitors/ emergency services are an exception by prior arrangement</p> <p>Curfew times for customers in place: 9pm across all hostels – under regular review</p> <p>The "Covid-19 Safe - Work Ready Action Plan for Secure Workplaces" provides details of how Squared is managing the office environment to reduce risks of spreading Covid-19 including implementing measures to control the number of people in offices (2 team members + 1 customer), meeting rooms, public areas, kitchens and restroom/other office facilities at any one time; a desk booking system is implemented online for team members</p>	2	4	8	<p>Visitor questionnaire to be developed within GDPR guidelines</p> <p>Regular monitoring of team members' adherence to social distancing measures</p>	<p>PEX</p> <p>Line Mngt</p>	30.06.2020	Y

				<p>Team members must adhere to strict Social Distancing measures as detailed in the "Covid-19 Safe - Work Ready Action Plan for Secure Workplaces" and encourage visitors and customers to follow the same.</p> <p>Avoid large gatherings in office: strongly discouraged.</p> <p>Personal Protective Equipment (PPE) – face masks, visors and disposable gloves and aprons are provided in the offices. Team members and customers are encouraged to use PPE for any close contact meetings, however these meetings are discouraged</p> <p>Where possible, team members are strongly encouraged to make use of using the IT equipment, smart phones and software available e.g. MS TEAMS or WHATS APP to hold meetings with colleagues / ZOOM, SKYPE or WHATS APP for meetings with colleagues, customers and business contacts.</p> <p>If it is essential that when team members meet with colleagues, customers</p>							
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				<p>and business contacts face to face, they refrain from handshaking and touching contact, and stringently adhere to the social distancing guidelines.</p> <p>Disposable tissues are provided (disposable kitchen towel / toilet roll if disposable tissues are not available). Team members, visitors and customers are encouraged to catch coughs and sneezes and bin the tissues immediately, then wash hands (as above)</p> <p>Thermometer temperature checks - upon entering a site, visitors are asked permission for their temperature to be taken with a non-contact infrared thermometer. Checks available to team members and residents at any time, but mainly if experiencing symptoms. If temperature considered high, individual is sent home and advised to follow government guidelines and reporting procedures.</p> <p>Team members living with a clinically extremely vulnerable person have been advised to only attend the offices if stringent social distancing</p>							
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				<p>can be adhered to. This will be evaluated, and risk assessed on an individual case by case</p> <p>If someone living in a team member's household is showing signs of Covid-19 symptoms, they are instructed not to attend the office/or work and follow the government guidance</p> <p>Team members, visitors and customers are encouraged to try to avoid contact with people who are unwell</p>							
4	Attending office to work/visit or attend meeting when feeling unwell with possible or confirmed Covid-19 symptoms	<p>Contamination of other team members/ customers/visitors and further spread of Covid-19 virus</p> <p>Contamination leading to need for team members to self-isolate, resulting in short staffing, impacting on Squared's service provision</p>	<p>Team members</p> <p>Visitors</p> <p>Customers</p> <p>(potential impact on wider community)</p>	<p>Strategic Team Briefings issued to team members</p> <p>No external visitors permitted at present: external professionals such as health visitors/ emergency services are an exception by prior arrangement</p> <p>Team members, visitors and customers should not attend Squared offices if feeling unwell with possible or confirmed Covid-19 symptoms</p> <p>Team members, visitors or customers falling unwell whilst in offices should follow Government guidelines: immediately move</p>	2	4	8	No further action required	N/A	N/A	Y

				<p>themselves and belongings to a ventilated area/separate room and call NHS 111 on their own mobile/phone (if possible), and arrange transport home</p> <p>Team members, visitors or customers in close contact with individual with possible or confirmed symptoms to isolate themselves and household in line with Government guidelines, currently 14 days</p> <p>Team members experiencing symptoms of the virus will be advised to/referred for Covid-19 testing. Squared has secure access to the Government's secure referral testing portal</p>							
5	<p>Team members anxious regarding working in office environments</p> <p>(including those team members who have been shielding or are classed as vulnerable)</p>	<p>Impact on mental wellbeing of team members: increase in sickness absence; short staffing, impacting on Squared's service provision</p>	<p>Team members (potential impact on customer service)</p>	<p>Agile working encouraged across Squared – appropriate technology provided</p> <p>Home working encouraged to those team members whose job role enables them to work remotely, wherever possible</p> <p>Team members who are clinically vulnerable (as per Govt/PH guidelines) are supported to work at</p>	3	4	12	<p>Individual Risk Assessments to be undertaken on all clinically vulnerable team members who are returning from shielding or are classed as vulnerable or those that take on a role which does not allow for social distancing</p>	Line Manager	Upon individuals return to work	<p>N (however if individual risk assessments carried out this would be Y)</p>

				<p>home where possible and where this is not possible are offered the safest possible on-site roles</p> <p>Implementation of Covid-19 Safe - Work Ready Action Plan for Secure Offices</p> <p>Implementation of Covid-19 related guidelines: posters, signage, briefings</p> <p>Implementation of Workplace Wellbeing toolkits</p> <p>Regular team meetings and 121s with managers</p> <p>Employee Consultation Survey undertaken with team members</p> <p>Access to People Excellence Team (HR support)</p> <p>Access to Squared Cognitive Behavioural Therapist</p> <p>Access to confidential 24/7 EAP helpline and self help tools</p> <p>Access to Mindfulness and Resilience virtual workshops</p> <p>Access to Squared Workplace by Facebook</p>						
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				for team members to share and support one another E-learning, webinars and informative weblinks shared							
6	Travel to and from (and between) the offices to work/visit on public transport	Exposure to virus leading to contamination of team members/customers/visitors and further spread of Covid-19 virus Contamination leading to need for team members to self-isolate, resulting in short staffing, impacting on Squared's service provision.	Team members Visitors Customers (potential impact on wider community)	No external visitors permitted at present: external professionals such as health visitors/emergency services are an exception by prior arrangement Team members, visitors and customers should adhere to Government guidelines regarding travel to and from the office Limit all travel to a minimum where possible Face coverings must be used on public transport Wherever possible team members should travel to site alone using their own transport If possible, maintain social distancing between yourself and anyone else when travelling Frequently wash hands and/or use hand sanitiser Avoid touching eyes, nose or mouth	2	4	8	No further action required	N/A	N/A	Y