

Risk assessment:	Working in safe and secure offsite premises			Sites:	Offsite – customer homes, HMO’s, hostels		
Ref:	RA/Covid19/04	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 Michael Moses & Kate Mulvaney		<p>This risk assessment is produced in accordance with the requirements of The Management of Health and Safety at Work Regulations 1999 (MHSWR).</p> <p>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.</p> <p>The control measures put in place for this risk assessment must be communicated to all team members involved with the activity.</p>				

Context of risk assessment:
<p>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.</p> <p>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 on or off site 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 customers home’s, 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.</p> <p>Our offsite locations including customer homes are located across the Luton and central Bedfordshire area. Facilities will include customer bathrooms, kitchens, living areas, sleeping areas.</p> <p>Squared has 36 team members working in offsite locations service provision. Team members working in our homes with support, cleaning and gardening and maintenance teams are the main ‘Squared visitors’ of these sites.</p>

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?
1	Lack of effective leadership activity in managing the impact of Covid-19 on Squared's working environments and service provision	Team members returning to work in customer homes 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	07.06.2020	Y

2	<p>Attending offsite locations to work or attend a customer meeting:</p> <p>Touching objects: door handles, handrails, tables, 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>Visits to customer homes limited to essential cleaning or maintenance work. Customer meetings carried out over telephone or video conferencing wherever possible.</p> <p>Customers and Support staff to notify if occupants are isolating or showing symptoms of the virus. Team members will not attend customers home if there is a suspected outbreak or if occupants are isolating.</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</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>Line Mngt</p>	30.06.2020	Y
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				<p>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 work. However with regards to Covid-19; face masks and disposable gloves and overalls are provided where relevant. Team members and customers are encouraged to use PPE for any close contact meetings, however these meetings are discouraged. Used PPE is then safely bagged and disposed.</p> <p>Cleaning - the team members are advised to sanitise the area of work before starting and once completing the work</p> <p>As detailed in the “Covid-19 Safe - Work Ready Action Plan for Secure Workplaces” all team members must clean and disinfect regularly touched objects and surfaces using the cleaning products provided to reduce the risk of passing the infection on to others</p> <p>Team members are encouraged not to print</p>							
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				<p>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 work in offsite locations 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> <p><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></p>							
3	Attending offsite locations to work or attend a customer	Exposure to virus leading to contamination of team members/	Team members Visitors	Strategic Team Briefings issued to team members	2	4	8	Visitor questionnaire to be developed within GDPR guidelines	PEX	30.06.2020	Y

	<p>meeting – in close proximity to others</p> <p>Breathing in/inhaling airborne germs</p>	<p>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>Customers (potential impact on wider community)</p>	<p>Visits to customer homes limited to essential cleaning or maintenance work. Customer meetings carried out over telephone or video conferencing wherever possible.</p> <p>Customers and Support staff to notify if occupants are isolating or showing symptoms of the virus. Team members will not attend customers home if there is a suspected outbreak or if occupants are isolating.</p> <p>The "Covid-19 Safe - Work Ready Action Plan for Secure Workplaces" provides details of how Squared is managing the work environment to reduce risks of spreading Covid-19 including implementing measures to control spread of the virus such as working in a well ventilated area, asking customers to stay in separate room whilst working.</p> <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 customers to follow the same.</p>				<p>Regular monitoring of team members' adherence to social distancing measures</p>	<p>Line Mngt</p>		
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			<p>Team members advised that if at any point staff feel restrictions have been breached or feel unsafe, they can vacate the premises and advise the customer they will not continue work until social distancing is adhered to.</p> <p>Avoid large gatherings in office: strongly discouraged.</p> <p>Personal Protective Equipment (PPE) – face masks and disposable gloves and overalls are provided where necessary. Team members and customers are encouraged to use PPE for any close contact meetings, however these meetings are discouraged. Used PPE is then safely bagged and disposed.</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</p>							
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				<p>colleagues, customers 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>Team members living with a clinically extremely vulnerable person have been advised to only attend offsite work locations 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 household is showing signs of Covid-19 symptoms, they are instructed not to attend work and follow the government guidance</p> <p>Team members, visitors and customers are</p>							
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				encouraged to try to avoid contact with people who are unwell							
4	Attending offsite work or attend meetings when feeling unwell with possible or confirmed Covid-19 symptoms	Contamination of other 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)	Strategic Team Briefings issued to team members Customers and Support staff to notify if occupants are isolating or showing symptoms of the virus. Team members will not attend customers home if there is a suspected outbreak or if occupants are isolating. Team members and customers should not attend offsite locations if feeling unwell with possible or confirmed Covid-19 symptoms Team members or customers falling unwell whilst working in offsite locations should follow Government guidelines: immediately move themselves and belongings to a ventilated area/separate room and call NHS 111 on their own mobile/phone (if possible), and arrange transport home Team members 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	2	4	8	No further action required	N/A	N/A	Y

				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							
5	Team members anxious regarding working in offsite environments (including those team members who have been shielding or are classed as vulnerable)	Impact on mental wellbeing of team members: increase in sickness absence; short staffing, impacting on Squared's service provision	Team members (potential impact on customer service)	Agile working encouraged across Squared – appropriate technology provided Home working encouraged to those team members whose job role enables them to work remotely, wherever possible Team members who are clinically vulnerable (as per Govt/PH guidelines) are supported to work at home where possible and where this is not possible are offered the safest possible on-site roles Implementation of "Covid-19 Safe - Work Ready Action Plan for Secure Workplaces" Implementation of Covid-19 related guidelines: posters, signage, briefings Implementation of Workplace Wellbeing toolkits	3	3	9	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	Line Manager	Upon individuals return to work	N (however if individ risk assessments carried out this would be Y)

				<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 for team members to share and support one another</p> <p>E-learning, webinars and informative weblinks shared</p>							
6	Travel to and from (and between) the offices to work/visit on public transport	<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</p>	<p>Team members</p> <p>Visitors</p> <p>Customers</p> <p>(potential impact on wider community)</p>	<p>Team members, visitors and customers should adhere to Government guidelines regarding travel to and from the office</p> <p>Limit all travel to a minimum where possible</p> <p>Face coverings must be used on public transport</p>	2	4	8	No further action required	N/A	N/A	Y

		to self-isolate, resulting in short staffing, impacting on Squared's service provision.		<p>Wherever possible team members should travel to site alone using their own transport</p> <p>If possible, maintain social distancing between yourself and anyone else when travelling</p> <p>Frequently wash hands and/or use hand sanitiser</p> <p>Avoid touching eyes, nose or mouth</p>							
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