

Workplace COVID-19 risk assessment

Office name	Office location	Risk assessed:
Citizens Advice Taunton	St Mary's House	Transmisison of Covid-19
Assessment completed by	Date completed	
Jon Shoesmith Andrew Plumbly (Line 15)	18/11/2020 Updated 18/3/21	

Question	Suggested controls	Are you able to fulfil the controls satisfactorily?	Comments / detail	Notes
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General controls

Support and guidance for colleagues	<ul style="list-style-type: none"> - Briefing document for staff and volunteers outlining new rules and/or processes put in place to make office space Covid secure - Displaying of Government issued posters on social distancing and handwashing 	Yes	<p>Each person is asked to read a guidance document on procedures, ask questions and sign it before going back to the office.</p> <p>Posters will be refreshed.</p>	<p><i>Covid secure poster - https://assets.publishing.service.gov.uk/media/5eb97021d3bf715d43765cbf/staying-covid-19-secure.pdf</i></p> <p><i>How to wash your hands, NHS guidance - https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</i></p>
Adequate hand washing facilities	<ul style="list-style-type: none"> Hand washing facilities with soap and water in place Hand washing guidance displayed in D9 places Disposable paper towels for drying of hands Gel sanitisers in any areas where washing facilities are not readily available (reception desks, entrance/exit) 	Yes	<p>All toilets have paper towels and hand driers available.</p> <p>Guidance is displayed.</p> <p>Gel sanitisers at each entrance point and near photocopiers.</p>	
Social distancing at every point in the office space	<ul style="list-style-type: none"> Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by public health Taking steps to review work schedules including start and finish times/shifts patterns, working from home etc to reduce the number of workers on site at any one time. Redesigning processes to ensure social distancing in place Conference calls to be used instead of face-to-face meetings Ensuring sufficient rest breaks for staff Implement shift patterns to reduce the number of people in the office at any one time 	Yes	<p>A minimum number of staff will be present each day with 2m distancing available. One exception is crossing behind reception to access Supervisor Office where 1M+ must be observed with mask wearing. People must take care not to cross on stairs.</p> <p>One person in the lift at a time unless in a support bubble.</p>	<p><i>Video conferencing tools (client related) - https://docs.google.com/document/d/1juIRqMFjct3p7U7hTQ5wlc8edjIE2Uzt6-8PJrBM6j0/edit#heading=h.n4pox7igdy0z</i></p> <p><i>Video conferencing tools (non-client related) - https://docs.google.com/document/d/1R6gkdBMJhgaldhuk6P9oSrWRzdDhgG69D0h4174nes/edit</i></p>
Minimising the number of unnecessary visits to offices	<ul style="list-style-type: none"> Encouraging interviews/meetings via remote connection/working where this is an option Limiting the number of visitors in the office at any one time Limiting visitor times to a specific time window and restricting access to required visitors only 	Yes	<p>Face to face appointments reserved for the most vulnerable or complex needs.</p> <p>All visitors to be booked in advance.</p>	

Cleaning of the workplace

Conducting a deep clean before colleagues return to work	<ul style="list-style-type: none"> Carry out deep clean of the workplace before colleagues return to work Check whether ventilation systems need servicing or adjusting Open windows and doors frequently to encourage ventilation, where possible 	Yes	<p>Deep clean was carried out in October.</p> <p>On floors 1 and 2 there are windows in all rooms except Room 8 which will be taken out of use until the Govt removes COVID controls.</p> <p>On Ground floor there is a lack of opening windows.</p> <p>Government advice suggests that the use of UV-C where improved ventilation is impractical so 72W Sterilon Mono machines will be provided in those rooms.</p> <p>Room 1 has an opening window.</p> <p>AC units should not be used as they recirculate internal air.</p>	
Keep the workplace clean and prevent transmission by touching contaminated surfaces	<ul style="list-style-type: none"> Frequent cleaning of work areas and equipment between uses, using your usual cleaning products Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, telephones and keyboard and making sure there are adequate disposal arrangements Clearing workplaces and removing waste and belongings from the work area at the end of a shift/day Limiting or restricting use of high-touch items and equipment (for example; printers or whiteboards) Provision of disposable sanitiser wipes for regular cleaning of surfaces 	Yes	<p>Everyone asked to wipe down their keyboard/phone/desk etc after use each day, plus cleaning attention at the start of each day.</p> <p>Wipes provided for this purpose.</p> <p>Cleaning currently provided for up to three days a week if people are in the office. More days would lead to further provision.</p>	<p>The Trustees believe there is no risk to users providing lamps are operating as designed.</p> <p>A separate risk assessment for the machine is available.</p> <p>Machines to be switched off at the start and end of each day.</p> <p>Induction will be provided to users .</p> <p>Govt guidance approves use of UV-C where improved ventilation is impracticable.</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/928720/S0789_EMG_Role_of_Ventilation_in_Controlling_SARS-CoV-2_Transmission.pdf</p> <p>A sample unit has been tested by an independent laboratory and shows a reduction in micro-organisms:</p> <ul style="list-style-type: none"> - 75% reduction after 2 hours - 79% reduction after 6 hours - 98% reduction after 20 hours <p>in a room 75% larger than interview rooms 1-4. (Source: Institut Biotechnologii Analysis No: K/308/01/2020 (copy available in request))</p>

Getting into and leaving the office

Keeping the use of public transport to a minimum	<ul style="list-style-type: none"> Identify where people can travel alone in their own transport (or walk, or cycle if it is safe to do so) to maintain social distancing Providing support to colleagues who would usually get public transport and would need to use a vehicle for parking 	Yes	<p>Individual risk assessments being carried out for each individual, which include this topic. Space is currently available for parking as numbers attending the office are so low.</p>	
Staggering start and finish times to reduce contact with others	Staggering arrival and departure times so people can keep to the 2m social distancing rules by not using entry/exit points at the same time	Yes	Arrival and departure times will be advised on an individual basis.	

Reception/waiting area

Social distancing in your reception/waiting area	<ul style="list-style-type: none"> Limiting the number of people in the reception/waiting room to ensure ability to social distance Using screens to create a physical barrier between people Physically moving chairs so they are 2m apart Marking areas using floor paint or tape to help people keep a 2m distance 	Yes	<p>No face to face clients at present.</p> <p>Screens being put in place for future client attendance.</p>	
Cleaning the area regularly	<ul style="list-style-type: none"> Cleaning at the end of each use if equipment is shared between people or between shift changeovers Identify objects and surfaces that are touched regularly and decide how frequently you clean them Provide hand sanitiser for people if they are unable to wash their hands. 	Yes	<p>As above plus cleaning protocol.</p> <p>Cleaner attends early each day to ensure cleaning before arrivals at present.</p> <p>Sanitiser available throughout office.</p>	

Interview rooms

Social distancing in interview rooms	<ul style="list-style-type: none"> If no, consider if it is appropriate to use this interview room at all for meeting clients. Explore alternative options including; - Set up PC within the interview room so that a client can video conference an adviser who might be located in another room, or indeed at home. 	Yes	<p>Walls and screens between client and advisers</p> <p>OR</p> <p>Room to be used as a 'video booth' to discuss with an adviser located in another room or at home.</p>	
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General work areas (including kitchens)

Social distancing at desks	<ul style="list-style-type: none"> Physically arrange work areas to keep people 2m apart Mark areas using floor paint or tape to help people keep a 2m distance Provide signage to remind people to keep a 2m distance Avoid people working face-to-face, for example, working side-by-side 	Yes	<p>Desks are to be allocated on 1st and 2nd floors to ensure at least 2m distancing is maintained.</p> <p>Tape will be installed.</p> <p>Signs will be placed.</p> <p>All desks will be assigned to ensure side by side and distanced working.</p>	
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Decision Outcome

Safe to Return?	Yes
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