

## Workplace COVID-19 risk assessment

<b>Office name</b>	<b>Office location</b>	<b>Risk assessed:</b>
Citizens Advice Taunton	St Mary's House	Transmision of Covid-19
<b>Assessment completed by</b>	<b>Date completed</b>	
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
----------	--------------------	---	-------------------	-------

### General controls

Support and guidance for colleagues	<ul style="list-style-type: none"> <li>- Briefing document for staff and volunteers outlining new rules and/or processes put in place to make office space Covid secure</li> <li>- Displaying of Government issued posters on social distancing and handwashing</li> </ul>	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 - <a href="https://assets.publishing.service.gov.uk/media/5eb97021d3bf715d43765cbf/staying-covid-19-secure.pdf">https://assets.publishing.service.gov.uk/media/5eb97021d3bf715d43765cbf/staying-covid-19-secure.pdf</a></i></p> <p><i>How to wash your hands, NHS guidance - <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></i></p>
Adequate hand washing facilities	<ul style="list-style-type: none"> <li>Hand washing facilities with soap and water in place</li> <li>Hand washing guidance displayed in D9 places</li> <li>Disposable paper towels for drying of hands</li> <li>Gel sanitisers in any areas where washing facilities are not readily available (reception desks, entrance/exit)</li> </ul>	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"> <li>Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by public health</li> <li>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.</li> <li>Redesigning processes to ensure social distancing in place</li> <li>Conference calls to be used instead of face-to-face meetings</li> <li>Ensuring sufficient rest breaks for staff</li> <li>Implement shift patterns to reduce the number of people in the office at any one time</li> </ul>	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) - <a href="https://docs.google.com/document/d/1juIRqMFjct3p7U7hTQ5wlc8e-djtE2Uzt6-8PJrBM6j0/edit#heading=h.n4pox7igdy0z">https://docs.google.com/document/d/1juIRqMFjct3p7U7hTQ5wlc8e-djtE2Uzt6-8PJrBM6j0/edit#heading=h.n4pox7igdy0z</a></i></p> <p><i>Video conferencing tools (non-client related) - <a href="https://docs.google.com/document/d/1R6gkdBMJhgaludhuk6P9oSrWRzdDhgG69D0h4174nes/edit">https://docs.google.com/document/d/1R6gkdBMJhgaludhuk6P9oSrWRzdDhgG69D0h4174nes/edit</a></i></p>
Minimising the number of unnecessary visits to offices	<ul style="list-style-type: none"> <li>Encouraging interviews/meetings via remote connection/working where this is an option</li> <li>Limiting the number of visitors in the office at any one time</li> <li>Limiting visitor times to a specific time window and restricting access to required visitors only</li> </ul>	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"> <li>Carry out deep clean of the workplace before colleagues return to work</li> <li>Check whether ventilation systems need servicing or adjusting</li> <li>Open windows and doors frequently to encourage ventilation, where possible</li> </ul>	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"> <li>Frequent cleaning of work areas and equipment between uses, using your usual cleaning products</li> <li>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</li> <li>Clearing workplaces and removing waste and belongings from the work area at the end of a shift/day</li> <li>Limiting or restricting use of high-touch items and equipment (for example; printers or whiteboards)</li> <li>Provision of disposable sanitiser wipes for regular cleaning of surfaces</li> </ul>	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><a href="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">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</a></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"> <li>- 75% reduction after 2 hours</li> <li>- 79% reduction after 6 hours</li> <li>- 98% reduction after 20 hours</li> </ul> <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"> <li>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</li> <li>Providing support to colleagues who would usually get public transport and would need to use a vehicle for parking</li> </ul>	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	<ul style="list-style-type: none"> <li>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</li> </ul>	Yes	<p>Arrival and departure times will be advised on an individual basis.</p>	

### Reception/waiting area

Social distancing in your reception/waiting area	<ul style="list-style-type: none"> <li>Limiting the number of people in the reception/waiting room to ensure ability to social distance</li> <li>Using screens to create a physical barrier between people</li> <li>Physically moving chairs so they are 2m apart</li> <li>Marking areas using floor paint or tape to help people keep a 2m distance</li> </ul>	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"> <li>Cleaning at the end of each use if equipment is shared between people or between shift changeovers</li> <li>Identify objects and surfaces that are touched regularly and decide how frequently you clean them</li> <li>Provide hand sanitiser for people if they are unable to wash their hands.</li> </ul>	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"> <li>If no, consider if it is appropriate to use this interview room at all for meeting clients. Explore alternative options including;</li> <li>- 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.</li> </ul>	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>	
--------------------------------------	---	-----	---	--

### General work areas (including kitchens)

Social distancing at desks	<ul style="list-style-type: none"> <li>Physically arrange work areas to keep people 2m apart</li> <li>Mark areas using floor paint or tape to help people keep a 2m distance</li> <li>Provide signage to remind people to keep a 2m distance</li> <li>Avoid people working face-to-face, for example, working side-by-side</li> </ul>	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>	
----------------------------	---	-----	--	--

### Decision Outcome

Safe to Return?	Yes
-----------------	-----