

Coronavirus Risk Assessment Office Environment – Hereford Office (Office open CRC Monday/ Weds pm)

What are the hazards?	Who might be harmed & how?	What are you doing about it?	Do you need to do anything else to manage the risk?	Action by who?	Action by when?	Completed Yes/No
Virus Transmission	Employees who hold meetings with others or work with colleagues may be infected with the virus.	Telephone conferences only for most cases, increasing face-to-face reporting as per WWMCRC EDM requirements.	<ul style="list-style-type: none"> Employees will not engage with service users that show symptoms of the virus or have been confirmed as having the virus. COVID Induction/guidance to be carried out prior to any staff returning to the Hereford Office. 	OMs	Ongoing	Yes
	Contractors.			DJ	Ongoing.	Yes
		Phones used to contact colleagues rather than going to their desks for a face to face discussions.	<ul style="list-style-type: none"> Line Managers to monitor employees' compliance to internal and Government Guidelines regarding COVID-19. 	DJ	Ongoing	Yes
			<ul style="list-style-type: none"> Any member of staff that tests positive for Covid must inform their manager and Karen Simmonds immediately. They must isolate for 10 days. Any member of staff that is symptomatic and has had a test, must isolate for 10 days. All staff to refer to guidance issued on 23/9/20 titled "Latest Government Announcements." 	Senior/ Line Managers/Staff	Ongoing	Yes
		Reduction of the number of people in the workplace at any one time.	Staff duty and back up rota in place with maximum number of 9 CRC staff on each working day: Maximum Numbers: Open plan CRC first floor office: 6 members of staff Room 1: 1 OM and 1 SU Room 2: 1 OM and 1 SU	DJ	24.08.20	Yes

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			<p>Room 3: 1 OM and 1 SU Room 7: 1 OM and 1 SU Room 8: 3 SUs + 1 Tutor, maximum 4 Room 9: 2 members of staff Reception (staff area): 2 persons maximum Reception (waiting area): 2 persons maximum CRC Managers office: 2 members of staff First floor Kitchen: 1 member of staff Top floor staff kitchen: 2 members of staff</p> <p>No Partner agencies (including YSS, counsellors, Police)</p> <ul style="list-style-type: none"> • Rotas emailed and available on shared drive to inform exactly who should be in on any one day. • If other staff who are not rot'd to come into the office wish to attend, permission is to be sought by their Line Manager. Line Manager to manage staff who are not rota'd to attend. • No lone working – adhere to the CRC Lone Working Policy • Using remote working to avoid in-person meetings (such as IOM / team meetings) where possible 	<p>DJ</p> <p>DJ</p> <p>All staff</p> <p>All staff</p>	<p>24.08.20 and ongoing.</p> <p>At all times. At all times</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
		Ensuring social distancing measures in place and limiting contact with others	<ul style="list-style-type: none"> • Any member of staff who develops symptoms of Covid-19, are to be sent home following Government guidance. • Use elbows to push open doors. Use sleeve/tissue when pulling doors open. • Staff to avoid using lift, unless absolutely necessary- 1 persons max. Wash hands after use. 	<p>Senior/ Line Managers</p> <p>All staff</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>

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			<ul style="list-style-type: none"> • Cigarette breaks- 2m social distancing to be followed at all times. • CRC Staff to store coats and bags by their own desk space. • Floor markings put in place to inform 2m social distancing of CRC staff on first floor by copier. • Printers only used by one person at any given time sign in place by copier detailing instructions. • Screens in Reception and interview rooms separating staff and visitors. • All CRC staff will sign in on a table, sited on the ground floor, located by the rear staff entrance to avoid unnecessary attendance in reception. • Reduction in the number of computers and workstations in use. Signage displayed on monitors not to be used. • Adherence to one way system in CRC office • Ensuring staff not 'crossing over' on the stairs. • Staff not sharing desks over the course of a day. Reception to close over lunchtime to avoid the need to other staff covering. • Staff using own crockery / cutlery. 	<p>All staff</p> <p>All staff</p> <p>AG</p> <p>AG</p> <p>All staff</p> <p>All staff</p> <p>AG</p> <p>All staff</p> <p>All staff</p> <p>All staff/ Receptionist</p> <p>All staff</p>	<p>Ongoing</p> <p>Ongoing</p> <p>23.06.20</p> <p>23.06.20</p> <p>Fixed and current</p> <p>24.08.20 and ongoing.</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>24.08.20</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
		Ensuring all areas are adequately cleaned	<ul style="list-style-type: none"> • Anti-bacterial cleaning spray and wipes supplied for cleaning CRC workstations and other equipment. Staff to regularly monitor stock and replenish from SS/AWG (NPS) as required. 	All staff	09.11.20 and ongoing.	Yes

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			<ul style="list-style-type: none"> • AG meeting with NPS to ensure cleaners are prioritising areas of heavy use e.g. door handles, door plates, kitchens and toilets etc. • Facilities Management cleaning is taking place every working day outside of staff working hours, to protect cleaners and employees. • Hand sanitiser and anti-bacterial products will be provided in all interview rooms being used and in public areas. CRC OMs are to sanitise the desk, chairs etc after each and every interview to ensure that other staff can use the room that day. 	AG	23.06.20	Yes
				NPS	23.06.20	Yes
				NPS/OMs	23.06.20	Yes
		Ensuring staff adherence to hygiene standards. 20-second hand washing posters in place in all CRC toilet areas and kitchens.	<ul style="list-style-type: none"> • If any staff need to come into the building out of hours to pick up work items, hands must be washed/ sanitised before and after entering/ leaving the building. This must be agreed in advance by the Line Manager. 	All Staff	13.07.20 and ongoing.	Yes
		Ensuring all areas adequately ventilated	<ul style="list-style-type: none"> • Receptionist will open all interview room windows before office opening. Staff to open required windows in CRC first floor offices. • Receptionist to prop open door into NPS room behind reception and open windows. • Staff will open interview room windows prior to interview, close during the interview and open again when leaving the room. 	CRC receptionist / All staff	21.09.20 and ongoing	Yes
				All staff	09.11.20 and ongoing	Yes
Face to face supervision of service users	Employees who hold face to face	Government guidance signage on entrance doors and in waiting rooms.	<ul style="list-style-type: none"> • A Service User Risk Assessment will be undertaken for all service users undertaking face to face interviews/ attending interventions, completed by their offender manager. 	OMs	30.11.20	Yes

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	meetings with service users		<ul style="list-style-type: none"> • Eligible service users (as per EDM) will be sent an appointment date/time to see their allocated OM (unless on leave or agreed with SPO). If they travel on public transport they are required to wear a face covering. If SUs do not own a face covering one will be sent to them by the OM/ Progs Tutor. • SUs will be sent H & S/Covid guidance to follow whist on the premises. • SUs will be admitted to the office one at a time and directed to interview room by receptionist. • Service users who are part of a group will be instructed to attend at staggered times, 5 minutes apart, and will be collected by Programmes Tutors as they arrive, to avoid groups waiting in the reception area. • Face to face contact not to exceed 30 minutes. • Arrangements made to stagger all prison release appointments to avoid more than one SU attending the CRC office. • If service users arrive unexpectedly or late, they can use the buzzer located outside the external doors to announce themselves to the Receptionist. The Receptionist will contact the Duty Officer who will come down and attend to the service user adhering to the 2m social distancing advice. • Upon arrival and departure service users will be directed to use hand sanitisers, or directed to cloakroom facility for hand washing prior to their appointment. • During the working week OMs will telephone SUs attending the following day prior to their appointment to ask if they are well, not just if they 	<p>RM/OMs/Senior Managers/Staff</p> <p>OMs</p> <p>Reception</p> <p>Progs Tutors</p> <p>OMs</p> <p>OMs</p> <p>Reception</p> <p>Reception/Duty Officer.</p> <p>Reception/OMs.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>24.08.20 and ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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			<p>are showing any of the recognised symptoms of COVID-19, and if in doubt they will be told not to attend their appointment. Receptionist will also ask each attendee whether they have COVID symptoms, sending away anybody who expresses that they do.</p> <ul style="list-style-type: none"> • Only interview rooms with ventilation will be used, and a sign on the doors will inform whether they are in use or not and the maximum room capacities. • There will a one way system in place and CRC OMs are asked to follow this process and to use their pre-booked interview room to see SUs. • Appointments should be held at 2 meters distance at all times • If a SU needs to make a call during the appointment the OM should make the call on either the landline or mobile phone and put it onto speaker to avoid multiple people touching handsets. • There will be a sanitising station in each interview room. OMs/Tutors are required to clean down interview rooms after each SU, so that the room can then be used by a colleague. • SUs are not to be asked to sign for receipt of travel fares. The OM is to take responsibility for taking copies as evidence, signing documentation on behalf of service users and distributing travel expenses as per travel policy. • SU's who attend a face to face appointment and are required to attend subsequent face to face appointments will be asked to sign their next appointment card which is a legal record of 	<p>NPS/OMs/Tutors</p> <p>OMs/Tutors</p> <p>OMs/Tutors</p> <p>OMs/Tutors</p> <p>OMs/Tutors</p> <p>OMs/Tutors</p> <p>OMs/Tutors</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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			<p>instruction and is required for any subsequent enforcement action. They will be offered a pen to use for their signature (boxes of pens in each interview room), and the OM will then wipe the pen as part of the cleaning process at the end of the appointment.</p> <ul style="list-style-type: none"> • No physical contact – handshaking – with SU. • OMs/Programmes Tutors to wash their hands after each offender supervision/programme delivery. • Any visitor accompanying a service user will be told to wait outside. • Floor to be taped showing 2m social distances between seats and OMs/tutors. • Panic Alarm to be used by all staff if required (9-5 only) • No Refreshments to be offered. Service Users asked to bring their own, if required. • SU Toilet/hand wash breaks – one person at a time. • SU Cigarette breaks – 2 allowed at one time offsite-adhering to 2m socially distance rule. • All Programmes Staff must have received and read a copy of this COVID Hereford Risk Assessment and Induction PowerPoint presentation, prior to working out of Hereford Office. <p><u>Out of hours H&S Controls (from 5pm)</u></p> <ul style="list-style-type: none"> • 2 tutors per session. • Use of Skyguard. • Use of mobile phone to alert emergency services following an accident/incident. 	<p>OMS/Tutors OMS/Tutors</p> <p>OMS/Tutors</p> <p>NPS</p> <p>OMs</p> <p>OMs</p> <p>All OMs</p> <p>Progs Staff</p> <p>Progs Tutors</p>	<p>Ongoing Ongoing</p> <p>Ongoing</p> <p>24.08.20</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing Ongoing</p> <p>31.08.20</p> <p>Ongoing</p>	<p>Yes Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes Yes</p> <p>Yes</p> <p>Yes</p>
	First Aiders	First Aiders on site.	<ul style="list-style-type: none"> • In an emergency e.g. an accident or fire, people do not have to stay 2m apart, if it were to be unsafe. 	First Aiders	Ongoing.	Yes

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			<ul style="list-style-type: none"> • People involved in the provision of assistance to others would pay particular attention to sanitisation measures immediately afterwards, including washing hands. • Further Covid guidance/advice has been issued to all First Aiders, following a change in Government Guidance. 			
	Contractors	<p>Contractors only at site by prior appointment.</p> <p>Statutory/ planned maintenance in place and managed by NPS. All Alarm Testing in place and managed by NPS.</p>	<ul style="list-style-type: none"> • CRC Contractors attending site kept to minimum e.g. 1 at a time. • CRC Contractor to be met on site by designated staff member and given sight of the COVID Compliance Contractors Information Sheet. • Reception to sign the contractor in/out of the premises. • Designated person to escort the contractor off the premises when work completed. 	<p>DJ/AG</p> <p>DJ/AG</p> <p>NPS / CRC Receptionist</p> <p>DJ/AG</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
			<ul style="list-style-type: none"> • Discussion with other tenants to ensure consistency across site and shared areas. 	AG	23.06.20 and ongoing.	Yes
		<p>Guidance for CRC staff displayed refer precautions to take if they choose to wear their own face mask/ covering (poster in First floor/UPW CRC office.)</p>	<ul style="list-style-type: none"> • Fluid Resistant Surgical Facemasks have been made available for all staff to use, should they choose. Staff to refer to “Face Mask Guidance” sent out to all staff on 2/11/20 for guidance of the issue, usage and disposal of facemasks. 	Staff	02.11.20 and ongoing	Yes
		<p>Toilets only accommodate one person at any given time.</p>	<ul style="list-style-type: none"> • First Floor Kitchen: Notice displayed outside kitchens “Only one person in first floor kitchen and two persons in second floor kitchen at any given time.” There is a one way system to be put in place in public areas including staircases. CRC staff are asked to comply with this control measure. 	NPS	24.08.20	Yes

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			<ul style="list-style-type: none"> CRC staff will be allocated their own set of cutlery to keep in their desk (All cutlery will be removed from public areas.) 	NPS	24.08.20	Yes
Equality and Diversity	Some staff may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection	Review of staff circumstances undertaken and equality considerations and protected characteristics as defined under the Equality Act 2010, e.g. Disabled staff, BAME have been considered.	<ul style="list-style-type: none"> All staff that are categorised as Clinically Extremely Vulnerable must work from home. Staff who are deemed Clinically Vulnerable, or aged 60 plus must complete a Covid Individual Risk Assessment. The staff member should be encouraged to work from home but if they elect to work within the office, then this should be covered within their Individual Risk Assessment. 	Managers	06.11.20	Yes
			<ul style="list-style-type: none"> Staff to complete the COVID questionnaire on Cascade and ensure we are kept informed of any changes. 	Staff	Ongoing.	Yes
			<ul style="list-style-type: none"> New or Expectant Mothers can work on site providing an individual's COVID Risk Assessment and a CRC New/Expectant Mothers Risk Assessment complying with Government Covid guidelines is completed. 	Managers	Ongoing	Yes
Virus Transmission during business travel	Employees who are required to use public transport to attend company business may be infected with the virus	Instruction issued by the company is that if business travel cannot be avoided for those essential areas of the business then only private vehicles are to be used.	<ul style="list-style-type: none"> Line Manager to check that vehicle of the employee being used on company business is an approved vehicle register on the Grey Fleet database. 	Staff + Line Manager oversight.	Ongoing	Yes.
Home Working and wellbeing	Employees who work from home may become	Guidance issued by HMPPS on Care Mitigation is made	<ul style="list-style-type: none"> Home workers to remain at home unless they have face to face appointments planned. They are to stay in the building until their appointment(s) are 	Home Workers	Ongoing	Yes

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	<p>isolated and feel excluded from day to day activities.</p> <p>Employees who work from home may not have purpose designed office arrangements.</p>	<p>available to employees working at home.</p> <p>Employees' Assistance Programme/Medicash available to employees who feel they need professional interaction</p> <p>Employees who self-isolate or are instructed by a medical professional to self-isolate are required to notify the HSE who keeps a log and periodically contacts employee, and to also notify Karen Simmonds.</p> <p>Equipment provided for staff to work at home safely and effectively.</p> <p>Completion of a DSE e-learning module.</p> <p>Completion of a home working self-assessment form.</p> <p>Advice is available from the company Head of</p>	<p>completed, then return to home working where applicable.</p> <ul style="list-style-type: none"> • Line managers to make regular contact with all employees, whether they are at home or in the office. • Director of Justice weekly communications are emailed or sent out to all staff. • Managers to have discussions with staff refer any reasonable adjustments that need to be made either at home/ in the office. 	<p>Line Managers</p> <p>DV</p> <p>Line Managers</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>
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		H&S as well as the company Head of Health and Wellbeing.				
Advice and Guidance	Employees may need to be supplied with on-going advice and Guidance	Keep Safe document has been provided to all staff. HMPPS advice and guidance documents regarding COVID-19 have been provided to all staff. Promotion of Government guidance. PeoplePlus/CRC internal communications on COVID-19	<ul style="list-style-type: none"> • Coronavirus Office Risk Assessment will be provided to all Staff. • Coronavirus Office Risk Assessment will be published on the website. • NPS to provide their updated Risk Assessment and Opening Checklist. • NPS to confirm Hereford Building is safe to use following recent Water Testing. 	DV	April 2020	Yes
				DV	April 2020	Yes
				DJ	20.08.20	Yes
				DV	13.07.20	Yes
				NPS	20.08.20	Yes
				NPS	24.08.20	Yes
Location:		Hereford CRC Office				
Assessment completed by:		Amanda Gittins				
Position in organisation of Assessor:		Resource Manager				
Date of Assessment:		16/07/20				
Review Date:		Reviewed weekly				
Senior Manager responsible for monitoring risk:		Glen Baynton				
Head of Health, Safety & Environment:		Richard Johns				

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Version 5-- 16.07.20

Version 6 – 21.07.20

Version 7- 07.08.20

Version 8- 21.08.20

Version 9—03.09.20

Version 10—22.09.20

Version 11—23.09.20

Version 12—09.10.20

Version 13-- 16.11.20