

## Coronavirus Risk Assessment Office Environment - CRC REDDITCH, CLIVE ROAD

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
<b>Virus Transmission</b>	Employees who hold meetings with others or work with colleagues may be infected with the virus. Contractors	Telephone conferences only	<ul style="list-style-type: none"> <li>Employees will not engage with Service Users that show symptoms of the virus or been confirm as having the virus.</li> </ul>	OMs	Ongoing	Yes
			<ul style="list-style-type: none"> <li>Induction and guidance to be carried out prior to staff attending the Redditch office.</li> </ul>	Managers	Ongoing	Yes
		Phones used to contact colleagues rather than going to their desks for a face to face discussion.	<ul style="list-style-type: none"> <li>Line Managers to monitor employees' compliance to internal and Government Guidelines regarding COVID-19.</li> </ul>	OMs	Ongoing	Yes
			<ul style="list-style-type: none"> <li>Any member of staff that tests positive for Covid must inform their manager and Karen Simmonds immediately. They must isolate for 10 days.</li> <li>Any member of staff that is symptomatic and has had a test, must isolate for 10 days.</li> <li>All staff to refer to guidance issued on 23/9/20 entitled "Latest Government Announcements."</li> </ul>	Line Managers /Staff	Ongoing	Yes
			<ul style="list-style-type: none"> <li>20 second hand washing posters in place in toilet and kitchen areas.</li> <li>Maximum 1 person to use the kitchen at any one time.</li> </ul>	JL	19/10/20	Yes
		2m distancing when taking cigarette break	<ul style="list-style-type: none"> <li>Shared smoking area to the rear of the building, 2m social distancing to be adhered to.</li> </ul>	All staff	Ongoing	Yes

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		Anti-bacterial cleaning agents supplied for cleaning workstations and other equipment.		JL	19/10/20	Yes
			<ul style="list-style-type: none"> <li>Use elbows to push doors open. Use sleeve/tissue when pulling doors open.</li> </ul>	All staff	Ongoing	Yes
	All staff	<p>Reduce the number of people in the workplace at any one time.</p> <p>The smaller interview rooms will not be suitable for one-to-one meetings with service users as there is insufficient space/ventilation</p> <p>Signage displayed on individual monitors which are not to be used.</p>	<p><b>REDDITCH OFFICE:</b></p> <p><u>Office 1</u> – Maximum number of staff at any one time – 2.  <u>Office 2</u> – Maximum number of staff at any one time – 1.  <u>Office 3</u> – Single use office.  <u>Office 4</u> – Maximum number of staff at any one time – 3.  <u>Office 5</u> – Maximum number of staff at any one time – 1.  <u>Interview Rooms</u> – one OM + 1SU in each of the 3 available COVID compliant interview rooms.  <u>Programmes Delivery Room</u> – 2m social distancing to be implemented for programmes delivery with a ratio of 3 SUs – 2 tutors.</p> <ul style="list-style-type: none"> <li>Notices are displayed on office doors informing numbers of staff allowed.</li> <li>Rota in place with specific staff on each working day.</li> <li>If other staff who are not rota'd to come into the office wish to attend, permission is to be sought by their Line Manager. Office SPOC, Jane Lewis, to manage staff not rota'd to attend.</li> <li>No lone working – adhere to the CRC Lone Working Policy</li> </ul> <p><b>INTERVIEW / MEETING ROOMS</b></p> <ul style="list-style-type: none"> <li>Display notices on each of the interview / meeting room doors showing how many people can use each room.</li> <li>Interview desks will be cleaned by the OM after the supervision session.</li> </ul>	<p>All staff</p> <p>Progs</p> <p>NPS</p> <p>Managers Managers</p> <p>All Staff</p> <p>NPS</p> <p>OMs</p>	<p>19/10/20</p> <p>12/4/21</p> <p>19/10/20</p> <p>Ongoing Ongoing</p> <p>At all times</p> <p>19/10/20</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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	Cleaners	Cleaning is taking place out of staff working hours to protect cleaners and employees.	<ul style="list-style-type: none"> <li>Cleaning reinstated in advance of staff working in office.</li> <li>Office cleaning: discussion with NPS re cleaners to ensure areas of priority are identified, eg door handles, door plates, kitchen, areas of heavy traffic.</li> <li>Cleaners asked to wear face masks whilst on CRC premises (discretionary from 12.04.21)</li> </ul>	NPS/JL	01/10/20	Yes
				Sodexo	12/4/21	Yes
	First Aiders and Buddies	First Aiders on site.	<ul style="list-style-type: none"> <li>In an emergency e.g. an accident or fire, people do not have to stay 2m apart, if it were to be unsafe.</li> <li>People involved in the provision of assistance to others, would pay particular attention to sanitisation measures immediately afterwards, including washing hands.</li> <li>Further Covid guidance/advice has been issued to all First Aiders, following a change in Government Guidance.</li> </ul>	First Aiders	Ongoing	Yes
				RM	18/11/20	Yes
	Contractors	<ul style="list-style-type: none"> <li>Contractors only at site by prior appointment</li> <li>Statutory/planned maintenance in place and managed by NPS.</li> <li>All alarm testing in place and managed by NPS.</li> </ul>	<ul style="list-style-type: none"> <li>CRC contractors attending site kept to a minimum, eg one at a time.</li> <li>CRC contractor to be met on site by designated staff member and given sight of the COVID Compliance Contractors' Information Sheet.</li> <li>Reception to sign the contractor in/out of the premises.</li> <li>Designated person to escort the contractor off the premises when work completed.</li> </ul>	JL	Ongoing	Yes
				JL	Ongoing	Yes
				Reception JL	Ongoing Ongoing	Yes Yes
			<ul style="list-style-type: none"> <li>Floor markings to inform 2m social distancing in all areas.</li> <li>Staff will be given a site induction to explain COVID-19 related office arrangements.</li> <li>Staff to store coats and bags by their own desk space.</li> </ul>	NPS	19/10/20	Yes
				JL	19/10/20	Yes
				All	Ongoing	Yes
			<ul style="list-style-type: none"> <li>Copier will be housed in reception. Notices displayed that inform staff to spend minimum time at printer and adhere to 2m social distancing</li> </ul>	IT	19/10/20	Yes

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			<ul style="list-style-type: none"> <li>• Hand sanitisers will be provided in all areas.</li> <li>• Sanitizer and paper towel will be provided in all areas.</li> </ul>	NPS	Ongoing	Yes
			<ul style="list-style-type: none"> <li>• Discussion with NPS to ensure consistency across shared receptions and staircases.</li> </ul>	NPS/JL	19/10/20	Yes
		Guidance for CRC staff displayed refer precautions to take when they wear their face mask/ covering	Fluid Resistant Surgical Facemasks have been made available for all staff to use on a discretionary basis in CRC areas. However, in areas where 2m social distancing cannot be maintained, facemasks should be worn by both the Service User and the Staff Member	All staff	12/04/21 Updated 26/04/21	Yes
	Staff Service Users	<p>Screens in reception separating staff and visitors.</p> <p>Perspex screens are fitted to desks in interview rooms</p> <p>Sanitising station provided for reception area and corridor for both SU and staff member prior to going into an interview room.</p>	<ul style="list-style-type: none"> <li>• Transporting a service user to and from an interview room should only be done when both the SU and the OM have washed/sanitised hands.</li> <li>• Sanitising stations are available in interview rooms for SU to use upon leaving the room. OM to ask SU to do this at the end of the interview.</li> </ul>	All staff  NPS	Ongoing  19/10/20 and ongoing	Yes  Yes
			<ul style="list-style-type: none"> <li>• All CRC staff will sign in on the ground floor corridor near the sanitising station.</li> </ul>	NPS	19/10/20	Yes
			<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> floor kitchen: notices displayed on kitchen doors instructing one person at a time.</li> </ul>	NPS/JL  All staff	19/10/20  19/10/20	Yes  Yes

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			<ul style="list-style-type: none"> <li>Staff will use their own set of crockery/cutlery to keep at their desk. There will be no items kept in the kitchen for general use.</li> </ul>		and ongoing	
			<ul style="list-style-type: none"> <li>Staircases/corridors – Floor/wall signage showing one-way flow on staircases for entering/leaving the building</li> </ul>	NPS	19/10/20	Yes
		Toilets are single use cubicles (2 <sup>nd</sup> floor)	<ul style="list-style-type: none"> <li>Signage to be provided for use in toilet areas. Ensure soap/sanitiser/paper towels are available.</li> </ul>	NPS	19/10/20	Yes
<b>Equality and Diversity</b>	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, eg disabled Staff, BAME have been considered.	<ul style="list-style-type: none"> <li>COVID Clinically Vulnerable staff and service users. Review risk assessment on receipt of 1<sup>st</sup> vaccination and subsequent three-week period elapsed. Reinstated to office rota and Service Users reinstructed</li> </ul>	Managers	12/4/21	Yes
			<ul style="list-style-type: none"> <li>COVID Extremely Clinically Vulnerable (ECV) Staff or residing with or part of support bubble for ECV continued option to work from home. Review of risk assessment on receipt of 2<sup>nd</sup> vaccination and subsequent three-week period elapsed. Reinstated to office rota and Service Users reinstructed. (Subject to review in response to Government guidance)</li> </ul>	Managers	12/04/21	Yes
			<ul style="list-style-type: none"> <li>Staff to complete the COVID questionnaire on Cascade and ensure we are kept informed of any changes.</li> </ul>	Staff	Ongoing	Yes
			<ul style="list-style-type: none"> <li>An individual risk assessment will be carried out on staff, based on Protected Characteristics prior to their return to work.</li> <li>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.</li> </ul>	Managers	Ongoing	Yes
<b>Virus Transmission during</b>	Employees who are required to	Instruction issued by the company is that if business travel	<ul style="list-style-type: none"> <li>Line Manager will check that the vehicle of the employee being used on company business is an approved vehicle register on the Grey Fleet database.</li> </ul>	Staff + Line	19/10/20	

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<b>business travel</b>	use public transport to attend company business may be infected with the virus	cannot be avoided for those essential areas of the business then only private vehicles are to be used.		Manager oversight		
<b>Home Working and wellbeing</b>	<p>Employees who work from home may become isolated and feel excluded from day to day activities.</p> <p>Employees who work from home may not have purpose designed office arrangements.</p>	<ul style="list-style-type: none"> <li>• Guidance issued by HMPPS on Care Mitigation is made available to employees working at home.</li> <li>• Employees' Assistance Programme/Medicash available to employees who feel they need professional interaction</li> <li>• Employees who self-isolate or are instructed by a medical professional to self-isolate are to notify the HSE who keeps a log and periodically contacts employee, and to</li> </ul>	<ul style="list-style-type: none"> <li>• 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 completed, then return to home working where applicable.</li> <li>• Line managers to make regular contact with all employees, whether they are at home or in the office.</li> <li>• Managers to have discussions with staff regarding any reasonable adjustments that need to be made at home or in the office.</li> </ul>	<p>Home Workers</p> <p>Line Managers 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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		<p>also notify Karen Simmonds.</p> <ul style="list-style-type: none"> <li>• Staff to work from home wherever possible.</li> <li>• Equipment provided for staff to work at home safely and effectively.</li> <li>• Completion of a DSE e-learning module</li> <li>• Completion of a home working self-assessment form.</li> <li>• Advice is available from the company Head of H&amp;S as well as the company Head of Health and Wellbeing.</li> </ul>				
<b>Advice and Guidance</b>	Employees may need to be supplied with on-going advice and Guidance	<ul style="list-style-type: none"> <li>• Keep Safe document has been provided to all staff.</li> <li>• HMPPS advice and guidance documents</li> </ul>	<ul style="list-style-type: none"> <li>• Coronavirus Office Risk Assessment will be provided to all staff on their return to work.</li> <li>• Coronavirus Office Risk Assessment to be published on the website.</li> </ul>	JL IT	19/10/20 19/10/20	Yes Yes

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		<p>regarding COVID-19 have been provided to all staff.</p> <ul style="list-style-type: none"> <li>• Promotion of Government guidance</li> <li>• PeoplePlus/CRC internal communications on COVID-19</li> </ul>				
<b>Face to face supervision of service users</b>	Employees who hold face to face meetings/programmes delivery with service users	<ul style="list-style-type: none"> <li>• Government guidance signage on entrance doors and in waiting rooms.</li> <li>• CRC monitoring Covid infection rates per area daily.</li> <li>• Regular liaison with Trade Unions at Regional level (including weekly national union steer)</li> <li>• Panic alarms are in each room, as a fixed socket on the wall.</li> </ul>	<ul style="list-style-type: none"> <li>• If daily local Covid infection rates rise above the 700:100,000 threshold, face to face meetings/programmes will be stood down.</li> <li>• If daily local Covid infection rates decline below the 700:100,000 threshold for a period of 5 consecutive days, face to face meetings/programmes can be resumed.</li> <li>• As per Government guidance on 22/2/21 all staff will work in line with Trade Unions at Regional Level (including weekly national union steer) on returning to offices and within dates issued by the Government.</li> <li>• A Service User Risk Assessment will be undertaken for all service users undertaking face to face interviews/ attending interventions, completed by their offender manager.</li> <li>• Service users will be sent an appointment date/time. If they travel on public transport they are required to wear a face covering. If they do not own a face covering, we will issue one to them upon request from their OM.</li> <li>• SU will be sent H&amp;S/COVID Guidance to follow whilst on CRC premises.</li> <li>• Service users will be admitted to the office one at a time.</li> <li>• Arrangements made to stagger all prison release appointments.</li> </ul>	Staff/SUs	4/2/21	Yes
				Staff	22/2/21	Yes
				OMs	30.11.20	Yes
				RM / OMs / Senior Managers / Staff.	Ongoing	Yes
				OMs	Ongoing	Yes
				Rec/OMs Prog Tutors	Ongoing Ongoing	Yes Yes



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			<ul style="list-style-type: none"> <li>• If Service users are late or do not have an appointment they will be turned away.</li> <li>• Service users will be directed to wash/sanitise hands on arrival and departure.</li> <li>• OMs will telephone SUs on the day before the morning of their appointment to ask if they are well, not just if they are showing any of the recognised symptoms of COVID-19, and if in doubt they will be told not to attend their appointment.</li> <li>• Only interview rooms with windows and adequate ventilation will be used, adhering to 2m distancing.</li> <li>• SU's who attend a face to face appointment will be asked to sign their next appointment card which is a legal record of instruction and is required for any subsequent enforcement action. They will be offered a pen to use for their signature, and the OM will then wipe the pen as part of the cleaning process at the end of the appointment.</li> <li>• SUs are not to be asked to sign for receipt of travel fares. A single person on site is to take responsibility for signing in service users and distributing travel expenses.</li> <li>• No physical contact – handshaking – with SUs.</li> <li>• OMs to wash their hands before and after each offender supervision.</li> <li>• Any visitor accompanying a service user will be told to wait outside.</li> </ul> <p><u>Out of hours (programmes delivery)</u></p> <ul style="list-style-type: none"> <li>• Max persons in the available room is 5 (3-1 programmes delivery + an extra tutor)</li> <li>• H&amp;S controls require 2 tutors per session.</li> <li>• Use of Skyguard</li> <li>• Use of mobile phone to alert emergency services following an incident.</li> </ul>	OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				Rec	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
					07/01/21	Yes

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			<ul style="list-style-type: none"> <li>All staff must have received and read a copy of the COVID Redditch Risk Assessment and Returning Staff Induction Pack prior to working out of the Redditch Office.</li> </ul>	Prog Tutors	Ongoing	Yes
				Managers	Ongoing	
Location:			REDDITCH CRC – CLIVE ROAD			
Assessment completed by:			Jane Lewis			
Position in organisation of Assessor:			Resource Manager			
Date of Assessment:			10/09/20			
Review Date:			Reviewed weekly			
Head of Health, Safety & Environment:			Richard Johns			

**Version 1 – 10/09/20**

**Version 2 – 28/09/20**

**Version 3 – 23/11/20**

**Version 4 – 07/01/21**

**Version 5 – 25/2/21**

**Version 6 – 14/4/21**

**Version 7 – 26/4/21**