

# Coronavirus Risk Assessment Office Environment - Whitechapel House

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.	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> <li>COVID Induction/guidance to be carried out prior to any staff returning to the Whitechapel Office.</li> </ul>	OMs	Ongoing	Yes
	Contractors.  Partnerships.			Managers	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"> <li>Line Managers to monitor employees' compliance to internal and Government Guidelines regarding COVID-19.</li> </ul>	Managers	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 titled "Latest Government Announcements."</li> </ul>	Line Managers/Staff	Ongoing	Yes
		20-second hand washing posters in place in all toilet areas staff rooms and kitchens.		AG	26.05.20	Yes
			<ul style="list-style-type: none"> <li>Cigarette breaks taken off site. Staff to adhere to 2m social distancing rule.</li> </ul>	All	Ongoing	Yes

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		Anti-bacterial cleaning spray and wipes supplied for cleaning workstations /interview rooms and other equipment.		AG	26.05.20	Yes
			<ul style="list-style-type: none"> <li>Use elbows to push open doors. Use sleeve/tissue when pulling doors open.</li> </ul>	All Staff	Ongoing	Yes
			<ul style="list-style-type: none"> <li>Staff to avoid using lift, unless absolutely necessary. Wash hands after use.</li> </ul>	All Staff	Ongoing	Yes
	All staff	<p>Reduction of the number of people in the workplace at any one time.</p> <p>Signage displayed on monitors not to be used.</p>	<p><b>WHITECHAPEL HOUSE</b></p> <p><b>Ground Floor:</b> 3 Interview Rooms suitable for 2 maximum, plus 2 meeting rooms (Ironbridge and IT Suite) suitable for 3 persons maximum, will be used for interviewing with suitable ventilation. Wrekin Room can be used by Managers and is suitable in size for 3 people. Rooms which are not suitable will have specific signage 'Out of Use.'</p> <p>Café Office suitable 2 persons used for working only, by Ixion.</p> <p><b>Programmes Rooms (2m+ Social Distancing.)</b></p> <p>Darwin Meeting room is set up to accommodate 1:2 Programmes.</p> <p>Severn meeting room is set up to accommodate 2:4 Programmes.</p> <p>Vocational Room is to be set up to accommodate 2:6 programmes</p> <p>All rooms have good ventilation</p> <p><b>Floor 1 CRC office area:</b> Staff rota to be in place with maximum number of 13 CRC FF /1</p>	<p>DV to communicate to staff.</p> <p>AG</p> <p>Managers</p>	<p>13.07.20</p> <p>14.04.21</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>

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			<p>Receptionist GF 1 Ixion GF/ 3 YSS staff specified on each working day.</p> <ul style="list-style-type: none"> <li>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. Office SPOC identified to manage staff not rota'd to attend.</li> <li>No lone working – adhere to the CRC Lone Working Policy.</li> </ul>	<p>Managers</p> <p>All staff</p>	<p>Ongoing</p> <p>At all times</p>	<p>Yes</p> <p>Yes</p>
	Cleaners	<p>Office cleaning communicated/discussed with cleaners to ensure areas of priority are being identified eg door handles, door plates, kitchens and areas of heavy traffic.)</p> <p>Office cleaning is before staff start work, protecting employees.</p>	<ul style="list-style-type: none"> <li>Cleaners asked to wear face masks whilst on CRC premises (discretionary from 12.04.21)</li> </ul>	<p>AG</p> <p>AG</p>	<p>Ongoing</p> <p>12.04.21</p>	<p>Yes</p> <p>Yes</p>
	First Aiders	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> </ul>	First Aiders	Ongoing	Yes

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			<ul style="list-style-type: none"> <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>			
	Contractors	Contractors only at site by prior appointment.	<ul style="list-style-type: none"> <li>• Statutory/ planned maintenance to be re-commenced with essential works being completed before site re-opens.</li> <li>• Contractors attending site kept to minimum e.g. 1 at a time.</li> <li>• Contractor to be met on site by designated staff member and given a COVID Compliance Contractors Information Sheet.</li> <li>• AG to sign the contractor in/out of the premises.</li> <li>• Designated person to escort the contractor off the premises when work completed.</li> <li>• All Alarm Testing to be recommenced.</li> </ul>	AG	Ongoing	Yes
				AG	Ongoing	Yes
				AG	Ongoing	Yes
				AG	Ongoing	Yes
				AG	Ongoing	Yes
				AG	26.05.20	Yes
		Staff to store coats and bags by their own desk space.		All	Ongoing	Yes
		Floor markings in place to inform 2m social distancing of staff, in office and Interview Room areas on both floors. Floor markings in		DV/AG	06.01.21	Yes

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		place to inform 2m+ social distancing of staff in Programmes Rooms.				
		FF Printer only used by one person at any given time. Flipchart in place by copier detailing instructions. GF Printer for Reception use.		AG	26.05.20	Yes
			<ul style="list-style-type: none"> <li>Weekly discussions with other tenants to ensure consistency across site and shared areas.</li> </ul>	AG	Ongoing	Yes
		Guidance for CRC staff displayed refer precautions to take when they wear their face mask/ covering (Doffing and Donning Posters in first floor office and Reception.)	<ul style="list-style-type: none"> <li>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.</li> </ul>	All Staff	12.04.21 and ongoing	Yes
			<ul style="list-style-type: none"> <li>Screens in reception separating staff and visitors.</li> </ul>		Fixed and current.	Yes
			<ul style="list-style-type: none"> <li>Individual office to be used wherever possible accommodating one member of staff.</li> </ul>	Open to all Staff.	Ongoing	Yes
		Kitchen: Notice displayed outside kitchen "Only three people at any given time."		AG	26.05.20	Yes

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		Toilets: Notice displayed outside toilet areas "Only one person at a time."		AG	26.05.20	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, e.g. 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	12.04.21	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>An individual risk assessment will be carried out on staff, based on Protected Characteristics prior to their return to work.</li> </ul>	Staff	Ongoing	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> <li>New or Expectant Mothers can work on site providing an Individuals COVID Risk Assessment and a CRC New/Expectant Mothers Risk Assessment, complying with Government Covid Guidelines is completed.</li> </ul>	Staff	Ongoing	Yes
				Managers	Ongoing	Yes

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<p><b>Virus Transmission during business travel</b></p>	<p>Employees who are required to use public transport to attend company business may be infected with the virus</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>Line Manager to check that vehicle of the Employee being used on company business is an approved vehicle register on the Grey Fleet database.</li> </ul>	<p>Staff + Line Manager oversight.</p>	<p>Ongoing</p>	<p>Yes.</p>
<p><b>Home Working and wellbeing</b></p>	<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>	<p>Guidance issued by HMPPS on Care Mitigation is made 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>Staff to work from home where-ever possible</p>	<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 refer any reasonable adjustments that need to be made either at home/ in the office.</li> </ul>	<p>Home Workers</p> <p>Line Managers</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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		<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 H&amp;S as well as the company Head of Health and Wellbeing.</p>				
<b>Advice and Guidance</b>	<p>Employees may need to be supplied with on-going advice and Guidance</p>	<p>Keep Safe document has been provided to all staff.</p> <p>HMPPS advice and guidance documents regarding COVID-19 have been provided to all staff.</p> <p>Promotion of Government guidance.</p> <p>PeoplePlus/CRC internal communications on COVID-19</p>	<ul style="list-style-type: none"> <li>• Coronavirus Office Risk Assessment will be provided to all staff/partners.</li> <li>• Coronavirus Office Risk Assessment will be published on the website.</li> <li>• STARS/Ixion/YSS to provide their Risk Assessment and Recovery Plan (STARS has provided/YSS/IXION on-boarding onto CRC.)</li> </ul>	<p>DV</p> <p>DV</p> <p>Stars/Ixion/YSS</p>	<p>April 2020</p> <p>April 2020</p> <p>26.05.20</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>



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<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>CRC monitoring Covid Infection Rates per area daily.</li> <li>Regular liaison with Trade Unions at Regional Level (including Weekly National Union Steer.)</li> </ul> <p>Government guidance signage on entrance doors and in waiting room.</p> <p>All rooms have good ventilation.</p> <p>All rooms have CCTV facility</p>	<ul style="list-style-type: none"> <li>If daily local Covid Infection Rates rise above the 700:100,000 threshold, face to face meeting/ 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/Programmes Tutor.</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 to avoid more than one SU attending the CRC office</li> </ul>	Staff/SUs	04.02.21	Yes
				Staff	22.02.21	Yes
				OMs	30.11.20 and ongoing	Yes
				RM/OM/Senior Managers/Staff	Ongoing	Yes
				OMs	Ongoing	Yes
				Reception/OMs	Ongoing	Yes
				OMs	Ongoing	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 or 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/programmes rooms with ventilation will be used, and a sign on the doors will inform whether they are in use or not.</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 SU.</li> <li>• OMs to wash their hands before and after each offender supervision.</li> </ul>	OMs Receptionist OMs OMs OMs OMs OMs OMs	Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing	Yes Yes Yes Yes Yes Yes Yes Yes
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			<ul style="list-style-type: none"> <li>• Interview desks will be cleaned by the OM after the supervision session.</li> <li>• Any visitor accompanying a service user will be told to wait outside.</li> <li>• Toilet/hand wash breaks one person at a time.</li> <li>• Cigarette breaks – 2 allowed at one time off site – adhering to 2m socially distance rule.</li> <li>• No refreshments to be offered – SUs asked to bring their own. Water machines out of use.</li> </ul> <p><u>Out of hours H&amp;S Controls (from 5pm)</u></p> <ul style="list-style-type: none"> <li>• 2 tutors per session.</li> <li>• Use of Skyguard.</li> <li>• Use of mobile phone to alert emergency services following an accident/incident.</li> </ul> <p>All staff must have received and read a copy of COVID Whitechapel Risk Assessment and Induction Pack prior to working out of the site.</p>	OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				OMs	Ongoing	Yes
				Progs Tutors	Ongoing	Yes
				All Managers	Ongoing	Yes
Location:		WHITECHAPEL HOUSE				
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:		George Branch				

# Coronavirus Risk Assessment Office Environment - Whitechapel House

Head of Health, Safety & Environment:	Richard Johns
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Version 1 AG 16/07/20

Version 2 - 21/07/20

Version 3- 06/08/20

Version 4- 21/08/20

Version 5—03/09/20

Version 6—09/10/20

Version 7—06/11/20

Version 8—13/11/20

Version 9—11/12/20

Version 10—11/01/21

Version 11—09/03/21

Version 12—31/03/21

Version 13—15/04/21

Version 14—25/04/21

Version 15—14/05/21