

Coronavirus Risk Assessment Office Environment - ELGAR 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
Virus Transmission	Employees who hold meetings with others or work with colleagues may be infected with the virus.	Face to face meetings	<ul style="list-style-type: none"> Employees will not engage with Service Users that show symptoms of the virus or been confirm as having the virus. Induction and guidance to be carried out prior to staff attending the Worcester office. 	OMs	Ongoing	Yes
	Contractors			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"> Line Managers to monitor employees' compliance to internal and Government Guidelines regarding COVID-19 . 	OMs	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." 	Line Managers / Staff	Ongoing	Yes
		20 second hand washing posters in place in all toilet areas and staff rooms/kitchens.		JL	20/05/20	Yes

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		2m distancing when taking cigarette break	<ul style="list-style-type: none"> Poster displayed at smoking areas. 	JL	20/05/20	Yes
		Anti-bacterial cleaning agents supplied for cleaning workstations and other equipment.		JL	23/03/20	Yes
			<ul style="list-style-type: none"> Use elbows to push doors open. Use sleeve/tissue when pulling doors open. 	All staff	Ongoing	Yes
			<ul style="list-style-type: none"> Staff to avoid using lifts unless absolutely necessary. Wash hands after use. 	All staff	Ongoing	Yes
	All staff	Reduce the number of people in the workplace at any one time.	<p>ELGAR HOUSE OFFICE AREAS</p> <p>Ground Floor: 4 single occupancy rooms (numbers 1/2/3/4) which are not suitable for 1-1 interviews but are available for staff to use before or after they meet with SUs – leave doors ajar if needed (reception corridor area)</p> <p>Floor 1: 3 single occupancy offices</p> <p>Floor 2 office area: 15 available desks + 2 Manager desks + 1 single occupancy room. Staff rota in place for each working day. Desk plan displayed alongside rota on flip chart stand.</p> <p>Floor 3 office area: Rota in place with specific staff specified on each working day + single occupancy offices.</p> <ul style="list-style-type: none"> ** *** 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 to be identified to manage staff not rota'd to attend. Elgar House has 4 interview rooms ground floor, numbers 5/6/7/8 which are suitable for 1-1 offender manager meetings and programmes delivery. None of the above can be used out of hours unless a Receptionist or 2nd tutor is on site. 	All staff	04/09/20	Yes
				Line Manager	Ongoing	Yes
				All Staff	Ongoing	Yes

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			<ul style="list-style-type: none"> • Avon Programmes Room – 4-1 appointments only. Out of hours 2 tutors in attendance. • Stour Programmes Room – 4-1 appointments only. Out of hours 2 tutors in attendance. • Partnership Room – 6-1 appointments only. Out of hours 2 tutors in attendance. • 2m social distancing for all programmes delivery. • Signage displayed on individual monitors which are not to be used. • No lone working – adhere to the CRC Lone Working Policy 	<p>Progs Staff</p> <p>JL</p> <p>All staff</p>	<p>Ongoing (updated 12/04/21)</p> <p>04/09/20</p> <p>At all times</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>
		<ul style="list-style-type: none"> • Office cleaning: daily discussion with cleaners to ensure areas of priority are being identified, eg door handles, door plates, kitchens, areas of heavy traffic. • Cleaning staff times of attendance have been adjusted to protect cleaners and employees 	Cleaners asked to wear masks whilst on CRC premises – this is discretionary from 12/04/21.	JL	12/04/21	Yes
	First Aiders	First Aiders on site	<ul style="list-style-type: none"> • In an emergency, eg an accident or fire, people do not have to stay 2m apart if it would 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 sanitation measures immediately afterwards, including washing hands. • Further Covid guidance/advice has been issued to all First Aiders, following a change in Government Guidance. 			
	Contractors	<ul style="list-style-type: none"> • Contractors only at site by prior appointment 	<ul style="list-style-type: none"> • Statutory planned maintenance will be recommenced with any essential work that may have lapsed completed before site re-opens. • Contractors attending site kept to a minimum number, eg one at a time. • Contractors will be met on site by designated staff member and given the Contractors COVID Compliance Sheet. • Reception/JL to sign the contractor both in and out of the premises. • Designated person to stay on site with Contractor whilst working on site. • All alarm testing to be recommenced. 	JL	Ongoing	Yes
				JL	Ongoing	Yes
				JL	Ongoing	Yes
				JL	Ongoing	Yes
				JL	Ongoing	Yes
				Concierge	01/06/20	Yes
			<ul style="list-style-type: none"> • Lockers will be offered to staff as extra storage for personal belongings. 	JL	22/05/20	Yes
			<ul style="list-style-type: none"> • Mark 2nd and 3rd floor landing doors with IN and OUT signage to assist with social distancing. 	JL	22/05/20	Yes
		Floor markings in place to inform 2m social distancing of staff, in office and Interview Room areas on all floors. Floor markings in place to inform 2m social distancing of staff in Programmes Rooms.	<ul style="list-style-type: none"> • Staff will be given a site induction to explain COVID-19 related office arrangements. 	JL	7/1/21	Yes
				JL	Ongoing	Yes

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			<ul style="list-style-type: none"> Printers moved to adhere to social distancing of staff, or floor markings around printers where it is not possible to move them. Printer on 2nd floor by tea point has been put out of action to assist with social distancing. 	IT	15/05/20	Yes
				JL	20/05/20	Yes
			<ul style="list-style-type: none"> Hand sanitisers will be provided in meeting rooms. Sanitising stations throughout the floors at appropriate points. 	JL	15/05/20	Yes
				JL	30/06/20	Yes
			<ul style="list-style-type: none"> Discussion with landlord and other tenants to ensure consistency across shared receptions and staircases. 	JL to email Landlord FM	21/5/20 information received from Landlord.	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.)	Fluid Resistant Surgical Facemasks have been made available for all staff to use on a discretionary basis.	All staff	12/04/21	Yes
			<ul style="list-style-type: none"> Screens in reception separating staff and visitors. 		Fixed and current	Yes
			<ul style="list-style-type: none"> Individual offices will be used wherever possible accommodating one member of staff. 	Open to all staff	Ongoing	Yes
		Meeting rooms: only 1 person per meeting room, or if absolutely necessary a		All staff	Ongoing	Yes

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		<p>maximum of 3 people in a large meeting room, so long as 2m rule can be applied.</p> <p>Kitchens: 2 staff at any one time in large kitchen; Floor 2 tea point: one staff member at any one time.</p> <p>Toilets: Notice displayed outside toilet areas 'Only one person at a time'.</p>				
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, eg disabled Staff, BAME have been considered.	<ul style="list-style-type: none"> • COVID Clinically Vulnerable staff and service users. Review risk assessment on receipt of 1st vaccination and subsequent three-week period elapsed. Reinstated to office rota and Service Users reinstructed • 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 2nd vaccination and subsequent three-week period elapsed. Reinstated to office rota and Service Users reinstructed. (Subject to review in response to Government guidance) • Staff to complete the COVID questionnaire on Cascade and ensure we are kept informed of any changes. • New or Expectant Mothers can work on site provided an Individual COVID Risk Assessment and a CRC 	Managers	12/04/21	Yes
				Managers	12/04/21	Yes
				Staff	Ongoing	Yes
				Managers	Ongoing	Yes

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			New/Expectant Mothers Risk Assessment, complying with Government Covid Guidelines is completed.			
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 will 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	<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"> Guidance issued by HMPPS on Care Mitigation is made available to employees working at home. Employees' Assistance Programme/Medicash available to employees who feel they need professional interaction Employees who self-isolate or are instructed by a medical professional to self-isolate to 	<ul style="list-style-type: none"> Home workers to remain at home. Line managers to make regular contact with all employees, whether they are at home or in the office. Managers to have discussions with staff regarding any reasonable adjustments that need to be made at home or in the office. 	<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>notify the HSE who keeps a log and periodically contacts employee, and to also notify Karen Simmonds.</p> <ul style="list-style-type: none"> • Staff to work from home wherever possible. • Equipment provided for staff to work at home safely and effectively. • Completion of a DSE e-learning module • Completion of a home working self-assessment form. • Advice is available from the company Head of H&S as well as the company Head of Health and Wellbeing. 				
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Advice and Guidance	Employees may need to be supplied with on-going advice and Guidance	<ul style="list-style-type: none"> • 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 		DV	April 2020	Yes	
					DV	April 2020	Yes
			<ul style="list-style-type: none"> • Coronavirus Office Risk Assessment is provided to all staff who are on site. 	JL	26/05/20	Yes	
			<ul style="list-style-type: none"> • Coronavirus Office Risk Assessment is published on the website. 	DV	01/06/20	Yes	
Face to face supervision of service users	Employees who hold face to face meetings and group delivery with service users	<ul style="list-style-type: none"> • CRC monitoring Covid Infection Rates per area daily. • Regular liaison with Trade Unions at Regional Level (including weekly national union steer) 	<ul style="list-style-type: none"> • If daily local Covid Infection Rates rise above the 700:100,000 threshold, face to face meeting/ programmes will be stood down. • 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. • 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. 	Staff/Sus	4/02/21	Yes	
				Staff	22/02/21	Yes	

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Face to face supervision of service users	Employees who hold face to face meetings and group delivery with service users	Government guidance signage on entrance doors and in waiting rooms. All rooms have good ventilation. All rooms have CCTV facility	<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. • 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. • SU will be sent H&S/COVID Guidance to follow whilst on CRC premises. • Service users will be admitted to the office one at a time. • NPS Security will monitor CCTV during out of hours programmes delivery in the Cafe. • If an evening programme is being delivered, the rear door will be used after 7.30pm. • 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 CRC doors to announce themselves to the Receptionist. The Receptionist will contact the Duty Officer who will come down and manage the unlocking of the doors 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. • OMs will telephone SUs prior to 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. 	OMs	30/11/20	Yes
				RM / OMs / Senior Managers / Staff	Ongoing	Yes
				OMs	Ongoing	Yes
				Rec/ OMs Prog Tutors NPS	Ongoing	Yes
				Progs Tutors	Ongoing	Yes
				OMs	Ongoing	Yes
				Reception	Ongoing	Yes
				Reception & OMs	Ongoing	Yes
				OMs	Ongoing	Yes

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		<ul style="list-style-type: none"> • 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 and maximum room capacities. • 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. • 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. • No physical contact – handshaking – with SU. • OMs to wash their hands after each offender supervision • Toilet/hand wash breaks – one person at a time. • Interview desks will be cleaned by the OM after the supervision session. • Any visitor accompanying a service user will be told to wait outside. • No refreshments to be offered – SUs asked to bring their own. Water machine out of use. <p><u>Out of hours H&S Controls (from 5pm)</u></p> <ul style="list-style-type: none"> • 2 tutors per session • 2m social distancing • Use of Skyguard • Use of mobile phone to alert emergency services following an accident/incident. <p>All staff must have received and read a copy of COVID 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
			OMs	Ongoing	Yes
			OMs	Ongoing	Yes
			OMs	Ongoing	Yes
			Prog Tutors	Ongoing 07/01/21	Yes
			All Managers	Ongoing	Yes

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Location:	ELGAR HOUSE
Assessment completed by:	Jane Lewis
Position in organisation of Assessor:	Resource Manager
Date of Assessment:	20/4/20
Review Date:	Reviewed weekly
Head of Health, Safety & Environment:	Richard Johns

Version 2 – 20/4/20
Version 3 – 22/4/20
Version 4 – 14/5/20
Version 5 – 18/5/20
Version 6 – 21/05/20
Version 7 – 11/06/20
Version 8 – 15/7/20
Version 9 – 21/07/20
Version 10 – 04/09/20
Version 11 – 28/09/20
Version 12 – 23/11/20
Version 13 – 7/01/21
Version 14 – 04/02/21
Version 15 – 25/02/21
Version 16 – 14/04/21