

COVID-19 Operational Risk Assessment

Function, task or activity	CBH operational tasks
Location:	CBH working environments/locations
Persons considered to be at risk:	Staff, customers and any other persons affected by CBH working activities
Hazard(s) identified:	Communication, COVID-19 virus transmission, staff wellbeing, emergency provision, unauthorised visitors, cleaning, emergency and essential repairs, compliance checks, Housing management, Outreach team, ICT team
Assessors name:	David Barthram
Date of assessment:	02/06/20
Date of review:	03/11/20
Person(s) consulted to create document:	Karen Williams, Kirk Braker, Mark Wicks, Tracey Brushett, Angelique Ryan, Gerardine Murphy

Note: All risks must be reduced to the lowest level that is reasonably practicable. If risks cannot be brought down below a medium residual risk, consult your line manager or the health and safety team.

Hazard (Something with the potential to cause harm)	Hazard rating: High(H) Medium(M) Low (L)	Control measures	Residual Risk Level: High(H) Medium(M) Low (L)	Additional control measures
COVID-19 – Virus transmission	H	<p>COVID-19 general risk assessment process implemented for work related tasks.</p> <p>COVID-19 Individual staff risk assessment process implemented - to assess the residual risk of covid-19 infection to higher risk staff groups or any individual who requires assessment.</p>	M	

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	<p>Notices are displayed in all CBH locations: social distancing, coughs and sneezes etiquette and hand hygiene.</p> <p>Alcohol-based hand sanitiser and soap and water provided in all working locations.</p> <p>Alcohol-based hand sanitiser provided to all remote workers and company vehicles to encourage hand hygiene.</p> <p>Routine environmental cleaning regimes are in place at all locations.</p> <p>Multiple entrances to the buildings avoiding high levels of footfall in the same location.</p> <p>All meetings are now held on a digital platform (Microsoft Teams), or in small groups adhering to social distancing (2 metres)</p> <p>COVID - 19 Testing Procedure, and Prevention & outbreak plan created and implemented.</p> <p>Staff showing symptoms will be sent home immediately and advised to self-isolate. If a member of their household or if they have been in contact with someone showing symptoms, they are advised to isolate for 14 days.</p> <p>NHS Test and Trace process implemented, signing in books and QR codes in place at all required locations.</p> <p>NHS COVID-19 App – all staff have been instructed to download and use the app to check in to our sites or any</p>		
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		<p>other location relating to CBH business using the location QR code.</p> <p>All staff have a supply of personal protective equipment (PPE), which will be used in line with company guidance and risk assessment control measures.</p> <p>The use of Face coverings is mandatory for staff while visiting a tenant's property, CBH building (communal areas) or are face-to-face with anyone in an enclosed space.</p> <p>Minimisation of face-to-face contact with staff and customers where possible.</p> <p>If visiting another site, it is essential to follow guidance on social distancing and always adopt robust hygiene measures on arrival.</p>		
Communication – Government Advice and guidance	H	<p>Guidance and advice are available via the Government websites and are accessed daily.</p> <p>Keep staff updated and informed with current position regarding COVID-19.</p> <p>Regular communications and status reports being shared with staff via email/video link from the corporate management team.</p>	L	
Emergency provision: Fire First aid Security Lone working	H	<p>All site visits are planned by or with line managers and will only be conducted if essential.</p> <p>The business continuity and crisis management plans are reviewed and updated on a regular basis.</p>	M	

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		<p>Emergency procedures in place will continue to be reviewed.</p> <p>Staff will ensure safety checks are conducted in line with company requirements and inform their line manager of any issues or risks.</p> <p>Changes to fire safety and first aid provision in buildings/sites is reviewed on a regular basis.</p> <p>All working roles have been assessed for lone working risks; a lone working device has been provided to staff who require one.</p>		
Cleaning	H	<p>Cleaning contractors continue to come in on a regular basis at multiple CBH locations.</p> <p>Cleaners advised of areas that are being used most often to ensure thorough cleaning is completed.</p> <p>Deep cleaning and sanitisation are conducted in response to a COVID-19 case.</p>	M	
Staff wellbeing	H	<p>The Board communicate key messages to employees to maintain morale.</p> <p>HR team and line managers to communicate on a regular basis with staff in the office and working from home.</p> <p>Support and advice for staff is available on internal communication platform (Yammer).</p> <p>Employee assistance programme (EAP) for advice and support.</p>	M	

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		<p>Workloads and tasks are monitored, with any concerns/issues or support needs addressed by line managers.</p> <p>Staff who are in vulnerable groups themselves or caring for others are encouraged to contact their line manager and HR to discuss their support needs.</p> <p>A staff welfare survey was conducted to obtain feedback around working conditions and COVID-19.</p> <p>Car parking and bike storage is available to staff to reduce the need to travel on public transport.</p> <p>Regular digital meetings in place to communicate with the team to accommodate home working.</p>		
Office locations	H	<p>Gosbecks Road, Greenstead housing offices and Colchester Library are closed to the public.</p> <p>Rowan House office is operational to a limited number of staff with strict control & hygiene measures in place, the office remains closed to the public.</p> <p>Staff are working from home where possible, where this is not possible office locations have been adapted to follow COVID-SECURE guidance.</p> <p>Delivery drivers can access Rowan House ensuring social distancing measures are followed.</p>	M	

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Emergency and essential repairs	H	<p>COVID-19 specific risk assessment undertaken for emergency and routine repairs.</p> <p>Weekly newsletter is sent out to all trade operatives.</p> <p>All trade operatives are provided with PPE, this is used in line with government guidance.</p> <p>Trade operatives are on a rota to ensure rest periods are in place and emergency & essential repairs can be addressed 24/7.</p> <p>All repair calls received by CBC & CBH staff are assessed and addressed on a risk-based process.</p>	M	
Compliance checks	H	<p>CBH continue to ensure compliance safety inspections relating to gas, water, electrical, fire, lifting equipment (passenger lifts) and asbestos are conducted within our housing and corporate stocks, unless the COVID-19 risk is deemed too high.</p>	M	
Housing management	H	<p>A specific COVID-19 risk assessment for individual operational areas listed below has been completed and shared with staff.</p> <p>The following services are currently operational in line with risk assessment control measures:</p> <ul style="list-style-type: none"> • Sheltered Housing • Anti-Social Behaviour Team • Community Caretakers • Lettings Team 	M	
Corporate building stock	H	<p>All corporate buildings remain closed, except for Colchester Cemetery and Crematorium.</p>	M	

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		The Mercury Theatre refurbishment project has continued throughout the lockdown.		
Housing options	H	<p>A specific COVID-19 risk assessment has been completed and shared with the outreach staff team.</p> <p>The outreach team continues to provide support to Colchester and the surrounding communities.</p>	M	
Asset management	H	<p>Compliance checks for sheltered and general needs blocks.</p> <p>Reduced services/works currently being undertaken:</p> <ul style="list-style-type: none"> • Emergencies (PV roof leaks for example) only. • Housing Acquisition works. • Adaptations to facilitate hospital discharges only. • Structural inspections/works (desk top study to be completed first, inspections to be carried out only where these cannot be avoided). • Fire damage rectification works. • Emergency Boiler Replacements. • Asbestos works to support Voids, RTBB, and Emergency Repairs. <p>Specific COVID-19 Risk Assessment for site visits/surveys completed and shared with Asset Management Team.</p>	M	