| **Operation or Activity** | Protection of customers and colleagues of Broadacres Housing Association (BHA) whilst carrying out BHA’s work activities during COVID-19 pandemic  Risk assessment developed in accordance with government guidelines and publications to minimise potential contamination and spread of COVID-19.  Individual operational risk assessments specific to key risk activities have been developed to supplement the control measures referred to within this document and are available on request  Daily COVID-19 task force, including Director and Leadership team members, meetings to review and update BHA’s approach to managing operations during the pandemic | | | **Reference No.** | | HSRA -CV19-WB1 | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Location (Site / Area)** | All locations, sites and properties under the control of Broadacres Housing Association | | | **Assessment type** | | ~~Generic~~ / Specific | |
| **Assessor** | Alison Rodgers – Health & Safety Manager | **Date of assessment** | Aug-2020 | | **Date for review** | | Mar-2020 |

| **Likelihood** | 1. **Very Unlikely –** May occur in exceptional circumstances 2. **Unlikely** – Probably will not occur 3. **Likely** – Probably will occur 4. **Very** **Likely** – Will definitely occur | **Severity** | 1. **Minor** – No injury or damage / First Aid Treatment Only 2. **Moderate** – Hospital Treatment 3. **Serious** – Over 7 days absence / RIDDOR reportable 4. **Major** – Permanent disablement / fatality | **Likelihood** | **4** | **8** | **12** | **16** |  | **High** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **3** | **6** | **9** | **12** |  | **Medium** |
| **2** | **4** | **6** | **8** |  | **Low** |
| **1** | **2** | **3** | **4** |  |  |
| **Severity** | | | |  | |

| **Hazards identified** | **Who might be harmed and how** | | **Risk Rating\***  **(before controls)** | | | **Control measures** | | | **Risk Rating\***  **(after controls)** | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **L** | **S** | **R** | **L** | **S** | **R** |
| **Offices, receptions and workplace environments**  Normal day to day operations would permit many people to attend offices and workplaces, increasing the potential exposure to Covid-19 to both colleagues, contractors and customers | Colleagues, customers, visitors and contractors  Exposure to and spread of virus | | 3 | 4 | **12** | * Offices and workplace environments remain closed to customers and visitors until further notice, alternative arrangements have been identified and communicated for customer support * Restricted access is in place for colleagues attending offices with technology and digital support provide to enable home working where possible * Colleagues unable to work remotely either due to nature of the work or personal circumstances will be authorised to access offices with appropriate Covid-19 controls in place. This access must be authorised by the relevant Head of Service * Welfare facilities for mobile colleagues remain open with strict Covid-19 measures in place * Hand sanitiser provided at each entrance and exit points, increased signage of key control measures * Individual work environment RAs in place specifying relevant control measures * Track and trace QR codes installed at all places of work and premises where public access is granted | | | 1 | 4 | **4** |
| **Regulatory governance, statutory compliance and customer safety**  Reduction in services to protect colleagues and customers increase the risk of non-compliance and lack of safety measures if not controlled | Colleagues and customers  Failure to maintain safe homes and working environments | | 3 | 3 | **9** | * DMT daily meetings monitor advice and guidance provided by relevant regulators and government to ensure governance is maintained * Governance meetings will continue as planned via digital platforms * Property compliance schedules are maintained to ensure customer and colleague safety. Where access to occupied properties is required risk assessments are in place detailing specific control measures including PPE requirements * Where access to a property cannot be gained due to customers isolating/shielding a risk-based approach will be applied with work rescheduled at the earliest opportunity to allow for customer and colleague safety * Emergency repairs and essential works will be carried in line with emergency response times * Routine repairs are controlled by risk assessment with appropriate controls in place. | | | 1 | 3 | **3** |
| **Vulnerable customers and colleagues**  Shielding or self-isolating colleagues and customers at increased risk from the virus | Colleagues, customers and external support services  Exposure to and potential spread of virus | | 3 | 4 | **12** | * Reasonable adjustments, where required, to ensure safe return to work for vulnerable colleagues * Bespoke reasonable adjustments, including assessment of essential services, will be applied to customers advising they are shielding or self-isolating * DMT, HR, Line Managers and Scheme Managers will monitor local incident rates to identify any emerging high-risk areas | | | 1 | 3 | **3** |
| **Critical services**  Including homeless shelter and women’s refuge | Colleagues, customers and external support agencies  Exposure to and potential spread of virus | | 3 | 4 | **12** | * Essential and emergency services are fully operational * Individual scheme risk assessments have been produced detailing; social distancing measures, PPE levels and hygiene arrangements in place to minimise transmission of the virus * Incorporate local authority/external agency control measures within scheme controls * Monitoring of local areas to identify emerging high-risk localities | | | 1 | 3 | **3** |
| **High risk schemes**  Including sheltered housing or assisted living schemes | Colleagues, customers and external support agencies  Exposure to and potential spread of virus | | 3 | 4 | **12** | * Restriction of visitors, additional PPE controls for colleagues and enhanced cleaning regimes * Monitoring of control measures in place * Monitoring of local areas to identify emerging high-risk localities * Weekly testing schedule for colleagues directly connected to work with the schemes * 28 day testing schedule for customers | | | 1 | 3 | **3** |
| **Working in occupied properties** | Colleagues, customers and external contractors  Cross contamination, exposure to and potential spread of virus | | 3 | 4 | **12** | * Task specific risk assessment detailing Covid-19 control measures in place * Customers to be questioned on presence of symptoms prior to appointment being made or entry to property * Colleagues to follow government guidelines if showing signs of symptoms and not attend work * Control measures for working in properties include but not exclusive to; social distancing, increased hygiene measures, additional PPE measures, ventilation of the work area before, during and after works and dynamic risk assessments | | | 1 | 3 | **3** |
| **Development activities** | Colleagues and contractors  Risk of spread of virus | | 3 | 4 | **12** | * Weekly team meetings to monitor advice and guidance provided by relevant regulators and government to ensure governance is maintained * Design/ Project and Site Meetings will continue as planned via digital platforms, face to face meetings to minimised * Access to live building sites is required but has been restricted to only essential visits. Risk assessments are in place both BHA and site-specific issued detailing control measures including PPE requirements, social distancing measures and hygiene arrangements in place to minimise transmission of the virus. Covid-19 site inductions issued * For external contractors working on development properties, task specific risk assessment detailing Covid-19 control measures are in place * For internal colleagues working on development properties task specific risk assessment detailing Covid-19 control measures are in place but we have minimised the number of people in the properties at any one time * Working in occupied properties the control measures apply * Colleagues to follow government guidelines if showing signs of symptoms and not attend work * Work based travel control measures apply | | | 1 | 3 | **3** |
| **Void properties** | Colleagues and external contractors  Cross contamination, exposure to and potential spread of virus | | 3 | 3 | **9** | * Task specific risk assessment detailing Covid-19 control measures in place * Colleagues to follow government guidelines if showing signs of symptoms and not attend work * Control measures for working in properties include but not exclusive to; Minimise the numbers of people in the property at any one-time, social distancing, increased hygiene measures, ventilation of the work area, additional PPE measures and dynamic risk assessments | | | 1 | 3 | **3** |
| **Appointment of contractors** | Colleagues, customers and contractors  Exposure to and potential spread of the virus | | 3 | 3 | **9** | * Contractors to review individual risk assessments prior to commencing work to ensure adequate control measures in place * Appraisal of reviewed risk assessment to be carried out and recorded prior to works commencing | | | 1 | 3 | **3** |
| **Work based travel**  Including commuting, use of fleet vehicles, personal vehicles and public transport | Colleagues  Cross contamination, exposure to and potential spread of virus | | 3 | 3 | **9** | * Colleagues to be encouraged to work from home where possible * Fleet vehicles to be kept clean and tidy, including sanitising of touch points such as steering wheels, gear stick and controls between users * Restricted use of company vehicles to one person, where this is not possible additional risk assessment to be carried out prior to travel * No passengers to be carried in personal vehicles without additional risk assessment carried out prior to travel * Public transport to be avoided, where not possible face covering to be worn and hand sanitser to be used | | | 1 | 2 | **2** |
| **Wellbeing – colleagues** | Colleagues  Low level of mental health due work-related anxieties and isolation | | 2 | 3 | **6** | * Additional support and monitoring to be provided by HR and line managers * Signposting to professional support through external support provider * Maintain communication with colleagues via phone, virtual meetings, Workplace and Bigger Listen | | | 1 | 3 | **3** |
| **Wellbeing – customers** | Customers  Low level of mental health due isolation and anxiety regarding Covid-19 virus | | 2 | 3 | **6** | * Customers to be kept informed of control measures in place and any adjustments to service provision * Additional support and checks including wellbeing and reassurance calls to be carried out for customers identified as increased risk * Safeguarding controls for customers maintained for customers identified as requiring additional support | | | 1 | 3 | **3** |
| **Group meetings**  Including operational meetings and | Colleagues | | 2 | 3 | **6** | * Face to face meetings to minimised and replaced by digital meetings to maintain business continuity * Training to be delivered via digital meeting, e-learning platform and virtual team briefings * Where face to face training cannot be avoided, separate risk assessment to be completed to identify training room, social distancing guidance including minimum and maximum numbers | | | 1 | 2 | **2** |
| **Local lockdowns**  Due to increased rate of infections locally | Colleagues and customers  Change in control measures | | 2 | 3 | **6** | * DMT daily monitoring of government advice, updates and changes * Communication of updates to colleagues * Colleagues to raise awareness of known local issues that may affect their ability to attend work safely * Monthly review of all activity based Covid-19 risk assessments | | | 1 | 3 | **3** |
| **National Covid-19 emergency response**  Due to increased rate of infections nationwide | Colleagues and customers  Exposure to and risk of spread of virus | | 3 | 3 | **9** | * Business continuity plans developed following initial lockdown enforcement * Continuity plans implemented based on evaluation of risk to colleagues and customers * Regular review of internal and external ability to deliver support and maintenance services * Follow government advice in the event of any confirmed COVID-19 cases | | | 1 | 3 | **3** |
| **Additional Comments** | | | | | | | | | | | |
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| **Assessment completed by** | | A Rodgers Health & Safety Manager | | | | | **Signature** | **A Rodgers** | | | |

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| --- | --- | --- | --- |
| **Review date** | **Amendments and/or adjustments made** | **Amended by** | **Next review date** |
| 09-09-2020 | Addition of Development activities risks and controls as provided by JM | A Rodgers | Oct 2020 |
| 14-01-2021 | Additional controls added e.g. track and trace QR codes, testing schedules, ventilation of work areas | A Rodgers | Mar 2021 |