


Risk Assessment – Covid-19 Doorstep Enforcement

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|---|--|--|---|---|
| Work Area: All | Task assessed: Doorstep Enforcement during Covid-19 | | Scoring system | |
| Assessor/s: Debbie Mayneord & JOB | Date of Original Assessment: 08.07.20 | Date of Previous Review: 18.12.20 | Severity ('S') scored between 1 - 5 dependant on severity Likelihood ('L') scored between 1 - 5 dependant on likelihood Risk factor = severity x likelihood. Scored between 1 – 25 16 – 25 = high ('H'), 4 – 15 = medium ('M'), 1 – 3 = low ('L') Overall risk rating = if all risk factors identified are low overall risk rating is "low". If any risk ratings identified are medium and/or high overall risk rating is "high/medium" | |
| Overall risk rating (high/medium/low): MED | Date of This Review: 19.12.20 | Date Next Review Due: Ongoing | | |
| Person's Affected: A - Staff B - Visitors C - Public | | | Likelihood ('L') 1. = Extremely unlikely 2. = Unlikely 3. = Likely 4. = Very Likely 5. = Certain | Severity ('S') 1. = Minor Injury with no time lost 2. = Injury with up to three days lost 3. = Reportable injury with over seven days lost 4. = Major injury/long term absence 5. = Death |

| Hazard | Persons Potentially Affected  | 'L' | 'S' | Risk Factor | | | Controls Required | Risk Rating after Control | Risk Factor |
|--------------------------------|---|-----|-----|-------------|-----|-----|--|---------------------------|-------------|
| | | | | 'L' | 'M' | 'H' | | | |
| Spread of Covid-19 Coronavirus | A B & C | 4 | 5 | | | 20 | Recognise the Symptoms <ul style="list-style-type: none"> A high temperature – this means that you are hot to touch on your chest or back (you do not need to measure your temperature). A new, continuous cough – this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24 hours. (If you usually have a cough it may be worse than usual). Loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal. | 15 | MED |



Rating Key

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4-15 = Medium Risk
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| | | | | | | | <ul style="list-style-type: none"> All Staff provided with B&S Covid-19 Safe Working Procedures (SWP's) which fully explains the symptoms and what action they need to take. All Staff instructed not to come to work if they display symptoms or are required to self-isolate. Anyone who is symptomatic must stay at home and self-isolate as soon as possible. They should order a test via the NHS Test and Trace website. If an EA tests positive for Covid-19 they should follow the advice provided by NHS Test and Trace. If anyone falls ill during the day with Covid-19 symptoms they are told to alert a colleague / supervisor and go home immediately. Anyone in the office displaying symptoms of Covid-19 will be asked to go home and self-isolate in accordance with government advice. If an EA tests positive for Covid-19 and is asked to share details of their close, recent contacts and places they have visited with NHS Test and Trace they should do so. If they have been in close contact with an individual through the course of their work as an EA they should share that individual's contact details with the Test and Trace service if they have them, but should not tell the service the circumstances into which they came into contact with the individual. EA / B&S will assist NHS Test and Trace with any requests for location and visit address data. First Aiders on site provided with training / guidance / SWP's regarding how to treat a casualty safely during the Covid-19 pandemic. | | |




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| | | | | | | | <ul style="list-style-type: none"> If a trained First Aider is not available then the Supervisor / Manager who is covering the office / department would become the Appointed Person, which would mean that in the event of an accident / first aid incident they would become responsible for offering basic first aid provision i.e.: plasters / ice packs or immediately calling the emergency services if it was anything more than that. Thermometer's, to check your temperature, are available in the on-site First Aid kits, to be used by First Aiders. <p>https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/</p> <p>https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</p> <p>Hygiene / Hand Washing</p> <ul style="list-style-type: none"> All Staff reminded to always follow good hygiene measures – wash hands for 20 seconds with soap and water. All Staff told to practise regular handwashing or sanitising of hands after each visit and after contact with any member of the public, before donning PPE and after removing PPE. All Staff told to follow Government advice on best practice to minimise the risks of infection including avoiding touching your face, eyes & mouth. All Staff told to cough or sneeze into the crook of their elbow or a paper tissue which should then be placed into the bin / bin liner to reduce the risk to others of water droplets expelled from your mouth. | | |

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| | | | | | | | <p>Visiting the Office</p> <ul style="list-style-type: none"> All Staff must adhere to the 15-minute slots allocated to all EA's who need to attend the offices. Everyone to maintain a 2 metre distance when moving around the offices / site, if this is not possible a face covering must be worn Everyone must observe / follow the social distancing measures within the workplace at all times. All Staff must adhere to specific workstation layouts set by the Company. Everyone must observe / follow any one-way systems in place at all times. Everyone must observe / follow rules regarding toilets / communal areas. Everyone must always adhere to specific instructions with regards to access to / exit from the building. Anyone not adhering to social distancing rules may be asked to leave. Nobody is to enter occupied individual offices / managers / supervisors' offices unless invited to do so and must always maintain clear social distancing. All Staff must always be aware of other people around them when collecting work / printing and keep a safe distance at all times. Everyone must observe social distancing measures when exiting the building and walking across car park / accessing vehicles. In the event of a fire drill / emergency evacuation everyone must observe social distancing measures where it is safe / practical to do so. If someone becomes unwell at work with suspected Covid-19 / symptoms they are to go home immediately if able to, if not they must alert someone straight away so a First Aider can be called. All staff are encouraged to inform a supervisor / manager / H&S Officer if they become aware that someone is not adhering to the companies SWP's / Risk Assessments. | | |


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| | | | | | | | <ul style="list-style-type: none"> Everyone must avoid extended face to face conversations. EA's are encouraged to wear face masks / coverings whilst moving around the offices / site, especially in the communal areas. Wipes are provided for the shared equipment and must be used. EA's told to wear gloves when in the offices / handling paperwork. <p>Travel / Commute to Work / Driving</p> <ul style="list-style-type: none"> All Staff provided with B&S Covid-19 Safe Working Procedures (SWP's) which fully explains the guidelines regarding Driving / Using a Company Vehicle. All Staff advised to avoid public transport where possible when travelling to and from work. If using public transport, all staff told they must always follow government advice. All Staff advised to limit travel where possible to reduce potential exposure. All Staff are required to adhere to government advice with regards to travel / returning home from foreign countries. All Staff advised that where possible they should always drive by themselves. All Staff told to avoid any unnecessary third-party access to the vehicle. All Staff told to travel with the same people regularly and for minimum 2-week periods to reduce the risk of infection / contamination of colleagues. Good ventilation particularly by keeping the car windows open and facing away from fellow passengers may help to reduce the risk of transmission. All Staff instructed to frequently wipe down regularly used areas in the interior of the vehicle such as steering wheel, indicators, lights, mirrors etc, and frequently used exterior areas such as keys and door handles. As a minimum this should be the start and end of day plus after every entry into a property once the call has been completed and all paperwork filed. This will coincide with using hand sanitising gel accordingly. | | |




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| | | | | | | | <ul style="list-style-type: none"> Where shared use of the vehicle is unavoidable ensure all parties observe safe hygiene practices including wearing a face mask (supplied) whilst in the vehicle together. EA's must wear gloves / face covering when refuelling. <p>Visiting Properties</p> <ul style="list-style-type: none"> EA's told to not enter / makes threats to enter domestic properties until such time as formal guidance to do so has been issued. EA's told to wear a face covering / new gloves for every visit whether it is a domestic or a commercial property. Face Coverings / gloves must be put on when EA leaves vehicle to attend the call and not removed until you have left the property. EA's told to use BWV (Body Worn Video) on all calls where someone is met. EA's told that entry into commercial premises is to be in accordance with social distancing / hygiene measures relevant to the property in question. EA's told to use sanitiser at commercial properties even if they have just sanitised at their vehicle – to ensure visual reassurance. EA's responsible for checking the areas / post codes within their routes regarding the levels of risk in each area. EA's provided with links to the government website. On arrival at a property the EA should undertake a dynamic risk assessment. They should remain alert to risk throughout the visit and should withdraw if they identify a risk to their own or another's safety. | | |




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| | | | | | | | <ul style="list-style-type: none"> When meeting someone the EA should immediately introduce themselves, explain the need to maintain social distancing and ask if anyone in the household is symptomatic, self-isolating or shielding. If this is the case, or the EA observes visible signs of Covid-19 such as persistent cough or someone in the household obviously unwell, the EA should terminate the visit, withdraw safely, and record the reason for doing so. All EA's provided with Covid-19 EA SWP which must be adhered to at all times. All EA's told to keep visits as concise and as focussed as possible to reduce contact time. All EA's should make reasonable effort to maintain social distancing (2m, or 1m with appropriate risk mitigation where 2m is not viable) as far as possible. If an individual deliberately attempts to breach social distancing or otherwise endangers their own or the agent's safety, the agent should terminate the visit and withdraw safely. EA's should keep a record of such behaviour and should consider reporting to the police if appropriate. The social distancing approach will be the responsibility of the EA who will move away where necessary to ensure distance is maintained, including leaving the premises if necessary. EA's to avoid unduly raising their voices, this is because of the potential for increased risk of transmission. When visiting flats, EA's are to only use lifts if they are the only occupant. EA's must knock the door using a less frequently used area of the door, for example the top left-hand corner. After knocking, they are told to stand back from the property and maintain a safe distance. All EA's are to avoid face to face contact where possible and are told to resolve case by telephone. EA's told to stand slightly to one side to avoid the risk of being exposed to respiratory droplets. When TCOG / removing goods EA's must wear gloves provided. | | |


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| | | | | | | | <ul style="list-style-type: none"> Where face to face contact is unavoidable, EA's are told to maintain a safe distance at all times. Taking Control of Goods should only be on items outside a domestic property. When entering commercial properties EA's are to adhere to any social distancing / hygiene measures in place at the property at all times and maintain a safe distance between them and others. When debtors / third parties are met EA's are to ask, "I need to check whether you or any or your household is currently shielding, infected with or displaying symptoms of Coronavirus". If a member of the public informs an EA that they or a household member has contracted the virus, or they are coughing or obviously unless the EA is told to abort the call and leave a letter. EA's must follow government advice regarding the use of face coverings – EA's provided with the link to government website. EA's are told to complete all paperwork, including questionnaires themselves. Any paperwork (e.g. CGA) requiring a signature from the debtor or third party must be completed in full before obtaining a signature, and then left in a safe and isolated place to allow the signature to be obtained without breaching social distancing measures. EA's are told not to let debtors hold paperwork, share stationary, such as pens, with anyone else. The top copy of any paperwork signed by the debtor or third party should be left with them to reduce the risk of contaminated paperwork. Use a corner away from the side the signee may have be leaning towards when signing. EA's to advise debtors / third parties not to handle any paperwork left for signing. | | |




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| | | | | | | | <ul style="list-style-type: none"> EA's are to only use self-sealing envelope supplied by the company. They are not to lick envelopes to seal closed. When EA's return to the vehicles they are told to remove gloves then face mask. Dispose of the gloves safely in the bin liner (supplied) and sanitise hands using the sanitising gel (supplied). EA's are to ensure regular cleaning of their Body Worn Video device throughout the day, in particular the recording on/off switch. Prior to fitting an immobilisation device EA's are told to ensure it has been sprayed with disinfectant spray (supplied). In addition to current vehicle immobilisation procedures, EA's are to ensure disposable gloves are worn when fitting / removing immobilisation devices and dispose of the gloves after each occasion in the bin liner (supplied). During the fitting and removing of an immobilisation device EA's are to ensure they maintain safe distancing measures. Once removed EA's are to spray immobilisation device with disinfectant spray before removing gloves. <p>Wearing of PPE</p> <ul style="list-style-type: none"> EA's are to use PPE where indicated by the Company and follow the company's guidelines regarding this. EA's told that once gloves applied, they should avoid touching their face / eyes etc until gloves and mask have been removed and they have sanitised / washed their hands. EA's told to dispose of PPE waste safely in the designated bin liner's / bins. All EA's provided with gloves / masks which must be worn as directed. Employees handling post / parcels provided with gloves which must be worn. | | |




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| | | | | | | | <p>Other ways of reducing the risk of exposure / transmission of the virus</p> <ul style="list-style-type: none"> • All staff must always adhere to government guidance regarding Covid-19 • Everyone is expected to adhere to government advice / social distancing when not at work. • All Staff told to ensure they and any other household / family members are Covid-19 symptom free before starting work. • Trainees & trainers will work together for minimum 2-week periods to reduce the risk of infection / contamination of colleagues. • All Staff advised to change out of work clothes upon returning home and wash their hands & face immediately afterwards. • All Staff advised to keep work clothes / shoes separate from other clothing wherever possible. • Company to ensure that vulnerable employees (pregnant, pre-existing health conditions, lower immunity) are individually assessed. • When leaving the offices at the end of the day all staff are to take all personal items i.e.: bags and coats with them. • B&S is closely monitoring the pandemic and reviewing its contingency plans / procedures accordingly and will communicate any changes. • All Staff to be alert and report any suspected cases of near misses / concerns to their manager or the H&S Officer. • All staff are encouraged to inform a supervisor / manager / H&S Officer if they become aware that someone is not adhering to the companies SWP's / Risk Assessments. • All Near Misses are to be reported to the H&S Officer. | | |




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| | | | | | | | <ul style="list-style-type: none"> All staff told to ensure that any paperwork taken into the house from the vehicle is stored away from all other family members. If scanning paperwork, wipe the scanner after use with a sanitising wipe and wash hands thoroughly before contact with anyone / anything else. All First Aiders have completed the First Aid during Coronavirus online course and are provided with the appropriate PPE. All Covid Incidents are reported / recorded and monitored. <p>Mental Health</p> <ul style="list-style-type: none"> Trained Mental Health First Aiders available. All Supervisors / Managers have completed an online Mental Health Awareness Course. Yammer rolled out to all employees as a way of keeping in touch with each other. Weekly internal comms issued to all employees to keep them updated with what is going on EAP scheme offered to all employees | | |



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Risk Assessment Form Guidance

Q Why carry out Risk Assessments?

A It is a legal responsibility. Health and safety regulations state that a risk assessment must be carried out for every work activity.

Its aim is to improve the workplace and provide a method to identify hazards, assess the risk and put in place measures to reduce these risks.

In simple terms the following definitions will help in understanding what is meant by “hazard” and “risk”:-

Hazard: means anything that can cause harm
Risk: is the potential outcome of the hazard being realised

The above format is to be used for recording the results of risk assessments. To help in completing the form, please use the guidelines below

Risk assessment terminology

Column: Hazards. This should be used to identify a particular hazard associated with the task being assessed, e.g. taking the role of a banksman, one of the hazards associated with this task is that of plant; hence **plant** should be filled in the **hazard** column.

Column: Risks. This should be used to identify the particular risk associated to the task from the identified hazard, e.g. a risk associated with a banksman from plant would be collision; hence **collision** should be filled in the **risk** column.

Column: Persons potentially affected. This column should be used to identify who is at risk from the hazard, such as a Bristow & Sutor employee, contractor, member of the public etc.

Column: Current controls. This should be used to identify all the existing control measures in place, e.g. hi-viz clothing, operative training, company standards, operating procedures, reversing warnings, flashing beacons etc.

Columns: “S” and “LI”. These relate to the severity and likelihood of the risk and hazard coming together and should take into account all the current control measures in place. Please note that the severity is the most probable severity not the most extreme possible outcome or least probable outcome.

If in doubt, consult the person responsible for safety, your immediate supervisor or a manager.

Severity

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Likelihood

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Risk factor. This is obtained by multiplying the numbers arrived at in columns “S” and “LI” and is categorised into three factors: high, medium and low (**Hazard x risk = risk factor**). The number arrived at should be recorded in the appropriate column (1 to 3 = low, 4 to 15 = medium, 16 to 25 = high).

Overall risk rating. This is the overall risk rating for the task being assessed. If all the risk factors identified are low, then the overall risk rating is low. If any of the risk factors identified are high and/or medium the overall risk rating is high/medium.

General. Having completed the assessment and made any necessary recommendations for additional control/s, it is essential that timescales should be set for these actions and individuals made responsible for carrying them out. Remember that the assessment carried out is at that particular time. Part of your considerations should include possible variations in conditions and the controls necessary under those circumstances.

Your assessment may identify that a COSHH (Control of Substances Hazardous to Health) assessment, a PPE assessment, a manual handling assessment or a DSE (Display Screen Equipment) assessment is also required. If so, make sure that these are carried in a short timescale in order to accurately assess the overall risk of the task.

Having completed the assessment, discuss it with the nominated manager, and set a review date, taking into account the need for actions to be carried out. Finally, all relevant employees will need to be inducted on the assessment.

In preparing to do an assessment the following points should be considered:

- Reference to health and safety company standards
 - Reference to relevant other company standards
 - Reference to any relevant health and safety legislation
 - Reference to other information such as operator’s manuals etc
 - What are the current controls?
 - Historical data, such as previous incidents
 - Weather, light etc conditions
 - Inform operators why you are there and involve them
- Ensure that a competent assessor is used



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