

Risk Assessment

Summary

Reference: RA003189/5

Sign-off Status: Approved

Date Created: 20/08/2021	Confidential? No
Assessment Title: Repairs Assistants with key handover duties.	
Assessment Outline: Outlining hazards and controls for repairs assistants visiting properties to undertake key handover duties.	
Area Responsible (for management of risks)	
Directorate: Homes & Neighbourhoods	Location of Risks On-Site
Department: Asset Management	
Team: All Teams	
Site: All sites	
Area: ALL Areas	
Dept/Area: ALL Depts/Areas	
Further Location Information: Various sites across Plymouth and the outlying areas.	
RISK_HE_FORMA_COUNTRYLABEL: RISK_HE_FORMA_COUNTRY_HEADER UNITED KINGDOM	
Assessment Start Date: 20/08/2021	Review or End Date: 20/08/2022
Relevant Attachments:	
Description of attachments:	
Location of non-electronic documents:	
Assessor(s): Christison, Barrie Hunt, Jacqui	
Line Manager: Barbara Bottomley	
Reason fo Review	
Type:	
Reason:	
Signed Off: Barbara Bottomley (27/08/2021 10:43)	

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)

CATEGORY
Employees
Contractors
Members of the Public
Visitors
Disabled Persons
Inexperienced Workers/Trainees
Women of Child-bearing Age
Young Persons

Who Made By	Date/Time Received	Comments
Hunt, Jacqui	20/08/2021	EMT direction - As lifestyles and the lifting of restrictions has now progressed significantly, remove the 72 hour waiting period from the RA ensuring we are focussing on good hygiene and mask wearing

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1. Repairs Assistants undertaking key handover duties.

Description of Activity:

Repairs Assistants undertaking key handover duties. Visiting housing stock to take possession of keys when a tenant vacates the property, topping up meters using card or key, replacing lock

Hazard 1. Driving at Work

Potential road traffic collision

Existing Control Measures

Staff to be issued with PCH driving handbook. Staff members to be instructed not to use mobile phones or devices whilst driving. Fleet vehicles to be kept tidy. Smoking is not permitted in fleet vehicles. This includes E-cigarettes.
Personal car users will be required to bring in relevant documentation ie drivers licence, MOT and insurance certificate.

With Existing Controls:

Low

Further Control Measures

Hazard 2. Lone Working

Violence and aggression directed towards staff. Underlying medical conditions increasing risk when lone working.

Existing Control Measures

All lone working to be undertaken in accordance with Repairs and Regen Lone working procedure (RA000731)
Visit to be reviewed before attending the premises for any Risk alert codes. Operatives to visit in pairs if the code indicates this as a requirement. If unsure contact supervisor for advice.
Staff to attend personal safety and breakaway training.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 3. Needlestick/Sharps injury

Potential transmission of blood borne diseases i.e. Hepatitis B, C or HIV.

Existing Control Measures

Staff members to be familiar with code of practice 3.

Staff to check premises for the presence of needles. If needles are confirmed, the clearance team is to be notified to clear the premises. Signage should be placed to warn of the warning of needles on premises. If there are needles obstructing access to the premises then the staff member should not enter the premises.

With Existing Controls:

Low

Further Control Measures

Hazard 4. Property condition including infestations, animal waste products and other hazardous materials

Staff visiting properties being affected by infestations or animal waste products.

Existing Control Measures

Employees to be familiar with and adhere to Code of practice 22. If the property is considered too dirty or messy than employee should withdraw and wait for clean up to be undertaken.

If fleas are confirmed then key handover staff to withdraw from the property until a clean up has been undertaken. Flea spray should be utilised on clothing and van. If heavily infested, when possible, remove clothing and place in a plastic bag which can be sprayed with pesticide also.

Operative to take into account Asbestos presence and condition on premises. If there are any damaged materials or unidentifiable dusts/materials that suspected to contain Asbestos. Do not touch or attempt to remove. Contact Supervisor for advice.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 5. Contact with Biological Hazards

Staff may come into contact to blood borne virus through blood, vomit and other bodily fluids whilst on premises.
See Hazard 8 for specific requirements relating to Covid-19.

Existing Control Measures

Staff to be familiar with Code of Practice 12.

If there are bodily fluids obstructing access to, or in the area in which key handover staff need to work, then they should leave the premises and arrange for a clean up to be undertaken.
Suitable PPE should be worn if needed, which can include gloves, masks and coveralls.
Staff can be offered the opportunity to receive immunisation for Hepatitis A and B, which can be arranged through the HR dept.

With Existing Controls:

Low

Further Control Measures

Hazard 6. Slips, trips and housekeeping

Personal injury resulting from slips, trips or falls

Existing Control Measures

All employees are issued with suitable protective footwear with non slip soles. Keep to access paths and steps at all times. Do not deviate onto grassed areas or short cuts.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 7. COSHH

Exposure to substance that can effect the health of the person using them.

Existing Control Measures

COSHH assessments to be completed for all substances issued and used by key handover staff. Operatives to wear the correct PPE when identified within the Coshh assessment. Operatives to wash hands thoroughly should they come into contact with harmful substances.

Key handover staff to wear gloves when handling oil or lubricants when changing locks.

With Existing Controls:

Low

Further Control Measures

Hazard 8. Undertaking works in untenanted, Void properties during the Covid-19 outbreak.

Operatives contracting or transmitting Covid-19.

Existing Control Measures

Key Handover Officer will attend and reset password and change the lock, or engage a carpenter to do so.

If the property is deemed unhygienic or in a state of disrepair, a Pre-Clean or Covid Clean will be determined (by the Key Handover Officer).

Be aware of 'high touch point' areas, such as intercoms, door handles, lift buttons, handrails, bin handles etc.

Practice high standards of personal hygiene and employ hand washing practice before, during and after leaving premises/communal areas.

Where possible ensure the premises is well ventilated by leaving internal door open.

Maintain your distance, wherever reasonably practicable, from other staff members, tenants and members of the public.

Should you be approached by a tenant or member of the public, move away and politely ask them to maintain their distance should you need to

Maintain high personal hygiene standards. Hand washing to be completed regularly using the provided hand washing kits or facilities in the property if they are hygienically safe to do so.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Wash hands with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, entering or leaving residents homes, when you blow your nose, sneeze or cough, eat, handle food, drink or smoke.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands, if no tissue available cough into the crook of your elbow.

Information on procedures and control measures to be adhered to during the Covid-19 outbreak can be found in the following-

RA003419-Pandemic (i.e. Covid-19) Corporate Risk Assessment
RA003340-COVID-19 Working in Void Properties
CVPR008-Void Properties - process flow

Actions

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Actions associated with this Risk Assessment

*** No Actions have been recorded***