

# Risk Assessment

## Summary

Reference: RA003791/3

Sign-off Status: Approved

|   |                                       |
|---|---------------------------------------|
| <b>Date Created:</b> 02/09/2021   | <b>Confidential?</b> No               |
| <b>Assessment Title:</b> Pandemic (i.e. Covid-19) Risk Assessment for Plumer House/Office/Contact Centre  |                                       |
| <b>Assessment Outline:</b> Control measures to be put in place to reduce the risk of transmission during a pandemic to staff members, tenants, vulnerable persons and members of the public. Applies to Offices (e.g Plumer House) and Contact Centres to prevent the contraction of and exposure to the pandemic (e.g. COVID-19) |                                       |
| <b>Area Responsible (for management of risks)</b>   | <b>Location of Risks</b> On-Site      |
| <b>Directorate:</b> All directorates  | <b>Site:</b> Plumer House             |
| <b>Department:</b> All Departments  | <b>Area:</b> All areas                |
| <b>Team:</b> All Teams  | <b>Dept/Area:</b> ALL Depts/Areas     |
| <b>Further Location Information:</b> Offices (e.g Plumer House) and Contact Centres   |                                       |
| <b>RISK_HE_FORMA_COUNTRYLABEL:</b> RISK_HE_FORMA_COUNTRY_HEADER<br>UNITED KINGDOM   |                                       |
| <b>Assessment Start Date:</b> 02/09/2021  | <b>Review or End Date:</b> 02/09/2022 |
| <b>Relevant Attachments:</b>  |                                       |
| <b>Description of attachments:</b>  |                                       |
| <b>Location of non-electronic documents:</b>  |                                       |
| <b>Assessor(s):</b> Hunt, Jacqui  |                                       |
| <b>Line Manager:</b> Tara Brain<br>Jacqui Hunt  |                                       |
| <b>Reason fo Review</b>   |                                       |
| <b>Type:</b><br>Periodic Review   |                                       |
| <b>Reason:</b><br>Face coverings changed to optional  |                                       |
| <b>Signed Off:</b> Tara Brain (09/09/2021 11:52)<br>Jacqui Hunt (09/09/2021 11:53)  |                                       |

| 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 | 02/09/2021         | Aligned to Bounce Back Step 3 (from 6th Sept) - • Temperature checking will remain in place, and reception will use a handheld for visitors • Sanitiser stations to remain in place • Face Coverings: optional for staff when in the building and/or walking around • Social Distancing: no need to social distance however staff need to be respectful of others and social distance if asked to • Ventilation: only way to ventilate is through the windows, however guidance should be to keep windows open where we can, be |

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respectful of others and the heating can be turned on to help keep the warmth

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## 1. Pandemic controls for working from Offices (eg Plumer House) and Contact Centre.

### Description of Activity:

This covers working from Offices (eg Plumer House) and the Contact Centre, including offices in the sheltered housing schemes, offices at the Beacon, Space Centre etc.

The activities include providing a safe means of access and egress, use of facilities within the building such as lifts, breakout areas, first aid room, kitchens and toilets whilst considering the potential of contracting COVID-19.

Consideration is also given to visiting contractors and other service providers.

### Hazard 1. General - personnel considerations

Potential transmission (to/from) during a pandemic (such as Covid-19)

#### Existing Control Measures

There will be a gradual/phased return to the office workplace, in accordance with the Bounce Back plan.

People at higher-risk of infection from the pandemic, including Clinically Extremely Vulnerable people follow the same guidance as everyone else (unless specific government guidance is issued) and the control measures in this risk assessment (such as good hygiene, cleaning and ventilation) are strictly applied.

Anyone at higher-risk that has particular concerns should discuss these with their line manager, and a personal risk assessment may be conducted to record any additional precautions advised by their clinicians.

Individuals who are advised to stay at home must not physically come to work, such as:

- individuals who have symptoms of infection from the pandemic,
- those who live in a household with someone who has symptoms, or
- are required to self-isolate as part of Track and Trace.

Report to your Supervisor/Line Manager when self-isolating, to record and facilitate tracking & tracing.

With Existing Controls:

Low

#### Further Control Measures

# Risk Assessment

## Hazard 2. General Environments/Communal Areas

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Prior to entry, temperature screening, must be undertaken (where temperature checking facilities are installed/available).

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

Make use of the hand sanitiser provided throughout the building.

Follow any one-way systems, where implemented and signage and floor markings, where displayed.

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

Display appropriate signage to remind personnel to maintain hygiene standards.

Hand washing to be completed regularly, and when you blow your nose, sneeze or cough, eat, handle food, drink or smoke. Use the hand washing kits provided or facilities in the property if they are hygienically safe to do so. Use hand sanitiser if hand washing facilities are not readily available.

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.

Where required, select gloves appropriate for the task, as a minimum wear disposable nitrile/latex or other water resistant gloves. Used gloves can be disposed of as general waste.

Allocate the same worker to the same property/area e.g. cleaners, etc. where possible.

Work or take breaks outside, where possible.

Clean surfaces, work areas and equipment between

With Existing Controls:

**Low**

### Further Control Measures

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uses, particularly surfaces that people touch regularly, with the wipes provided.

Regular cleaning will be undertaken, depending on their use and personnel throughput e.g. daily in sheltered schemes, 3 times a day (beginning/middle/end of each working day) at Plumer house, etc. Particular attention will be paid to busy areas and for hygiene areas such as WC's and showers/changing rooms.

Clean/sanitise after a known or suspected pandemic case in the workplace.

Waste, including cleaning wipes/cloths, used face coverings or PPE such as gloves, can be disposed of in general waste.

Do not place face coverings or gloves in a recycling bin as they cannot be recycled through conventional recycling facilities.

### Hazard 3. Working in communal areas, shared workspaces

Potential transmission (to/from) during a pandemic (such as Covid-19)

#### Existing Control Measures

Maintain a distance from other staff members, tenants and members of the public wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.

Where others are not respecting your space move away to maintain distance and bring this to your line manager's attention. If at any time the employees safety may be considered as being compromised, by the behaviour of others, employees should (assuming no greater risk is created by doing so) withdraw from the area.

Where possible, do not share passenger lifts, take the stairs.

Maintain your distance when taking breaks, preferably outside.

Limit sharing of vehicles when travelling to and from site visits or when coming into and going home from

With Existing Controls:

Low

#### Further Control Measures

## Risk Assessment

work.

Use a consistent pairing system if people have to travel together,

Separate occupants as much as possible by leaving seats empty, with windows open for ventilation and facing away from each other (not face-to-face).

Wearing face coverings in shared transport is optional.

Temperature screening is to be undertaken prior to sharing work vehicles.

Clean shared vehicles between shifts or on handover.

Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people and cleaned between users.

Visual inspections (of sites, security measures, signage etc.) should be conducted while maintaining distance from others.

Face-to-face meetings and visit participants should maintain distancing where possible.

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## Hazard 4. Working in close proximity to others

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Where a two-person job is to be undertaken, wherever possible, apply consistent work pairings (so each person works with only a few others).

On occasions where two or more people are working together, adopt the following measures:

- Work side by side or facing away from each other
- Wear face coverings and disposable gloves
- Face to face working should be limited to as short a period of time as possible (ideally no more than 15 mins).

When manual handling, assess the route as per good manual handling techniques and identify and agree any rest points where necessary, to reduce staff getting out of breath, heavy breathing and coughing within close proximity of each other.

First Aiders should consider the precautions in the HSE guidance:

- Try to assist at a safe distance from the casualty as much as you can.
- Minimise the time you share a breathing zone.
- Although treating the casualty properly should be your first concern, you can tell them to do things for you if they are capable.
- Remember the 3P model – preserve life, prevent worsening, promote recovery.

People involved in the provision of assistance to others during an emergency situation should pay particular attention to cleaning and personal hygiene measures immediately afterwards, including washing hands.

With Existing Controls:

**Medium**

### Further Control Measures

# Risk Assessment

## Hazard 5. Face Coverings

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Face coverings may be worn by all PCH staff and operatives when entering and moving around shared indoor workplaces, with the following exceptions:

- where face coverings are incompatible with other PPE associated with the work activity (i.e. fogging of glasses/visors restricting vision, or another mask types e.g. RPE, is required for personal protection); and
- where communication with may be compromised.

With Existing Controls:

Low

Further Control Measures

## Hazard 6. Pandemic outbreaks in the workplace

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

If you have symptoms of the pandemic, self-isolate and inform your line manager. (Symptoms of Covid-19 include: high temperature, a new continuous cough, or a loss or change in you sense of smell or taste.)

Identify your close workplace contacts, and inform your line manager, as they may be asked to self-isolate. Managers should not wait for NHS Test and Trace, prompt action will help reduce the risk of a workplace outbreak.

Positive cases in the workplace are to be communicated to the Covid inbox, in order to notify the local authority public health team.

With Existing Controls:

Low

Further Control Measures



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## Hazard 7. Testing and Vaccination

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Lateral Flow Device testing (for those without symptoms) can be obtained from local pharmacies and distribution points, or sent to your home. Staff are encouraged to undertake regular testing as it could help identify more positive cases of COVID-19 in the workplace.

Anyone with COVID-19 symptoms can get a free PCR test. (<https://www.gov.uk/get-coronavirus-test>)

Staff are encouraged to get the vaccination when eligible and contacted by the NHS to do so. If you are unable to/or have not yet received a vaccination and you have concerns about your work activities, please raise this in the first instance with your line manager.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 8. Meeting Disgruntled, Agitated or Nervous Tenants or Leaseholders

Inhalation of respirable or sputum droplets, through inhaling sputum from affected tenants or leaseholders, where droplets are released as tenants or leaseholds become aggressive, agitated or nervous during conversations.

### Existing Control Measures

When meeting with tenants/leaseholder, staff must:

- where possible, maintain your distance at all times.
- Keep appointment sizes (numbers of people) to an absolute minimum.
- Keep the activity time involved as short as possible.
- Remind attendees to maintain their distancing, wherever it is needed.
- If staff feel their safety is being compromised at any time, by the behaviour of others, they should leave the area, if safe to do so, and report to their line manager.
- In instances where reasonable requests have not, or are unlikely to work, staff must assess the situation and use any optional extra PPE provided to them. The use of PPE should be the last line of defence.

With Existing Controls:

**Medium**

### Further Control Measures

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## Hazard 9. Contractors visiting to complete works (projects, PPM and reactive works)

Attendance by contractors, to complete works within the building, may increase exposure to potential contamination of Coronavirus for staff and other building users.

### Existing Control Measures

Share our risk assessment and arrangements currently in place to protect building users.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 10. Ventilation

Potential transmission during a pandemic (such as Covid-19) from poor ventilation

### Existing Control Measures

Where possible ensure premises are well ventilated, e.g. by leaving windows and internal doors open, by mechanical ventilation using fans and ducts, or through a combination of both.

Maximise the fresh air your ventilation system draws in and avoid systems that only recirculate air and do not draw in a supply of fresh air.

Poorly ventilated spaces have been identified as: the Drying Room.  
Ventilation cannot be improved in this area therefore it remains closed.

The Server Room air conditioning is a recirculating system that cannot draw fresh air and remains in service for critical IT systems. It is a restricted access area and is managed in accordance with "CVPR029-Plumer-Access to Server room to maintain critical IT systems".

With Existing Controls:

**Low**

### Further Control Measures

## 2. Meeting rooms and conference suite

### Description of Activity:

The measures identified here are in addition to those detailed above for Offices (eg Plumer House) and Contact Centre.

The meeting rooms, conference suite, Peter Ebsworth Suite and computer access area will be available for internal bookings, for collaborative

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working, meetings and training.

External bookings can re-commence from Sept 2021.

## Hazard 1. General

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

COVID-19 can be spread through social contact.

Meeting room and conference room users should review the layout to promote separating people from each other, by using back-to-back or side-to-side working, instead of face-to-face.

Staff who are hosting meetings/trainings/events that include residents/other visitors are responsible for ensuring attendees are aware of the rules.

To reduce face-to-face contact, meeting rooms and the Conference suite have been set up to accommodate simultaneous virtual and in-person meetings.

Attendance information should be retained by the Host/Organiser for at least 21 days, to be used to assist NHS Test and Trace with requests for that data, if needed.

Clean surfaces, work areas and equipment between uses, particularly surfaces that people touch regularly, with the wipes provided.

Regular cleaning will be undertaken at the beginning/middle/end of each working day.

With Existing Controls:

**Low**

### Further Control Measures

## 3. Plumer House Reception

### Description of Activity:

The measures identified here are in addition to those detailed above for Offices (eg Plumer House) and Contact Centre.

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## Hazard 1. Appointment Making, including for attendance at resident training/events/meetings

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Visits to Plumer House from Tenants and those visiting Commercial Tenants will be by appointment only.

Anyone attempting to gain access without an appointment or prior booking will be politely advised of the appointment making process or encouraged to utilise remote contact facilities where practical, such as over the phone, Email, Post, video calls or Social Media.

Commercial Tenants should notify reception staff members as far in advance as possible, of impending visits to Plumer House.

Those attempting to make an appointment should be encouraged to utilise remote contact facilities where practical, such as over the phone, Email, Post, video calls or Social Media.

Where residents are visiting Plumer House to attend meetings/events/training organised by the Communities Team, that team will be responsible for maintaining booking records and liaising with Plumer reception staff.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 2. Visitors arrival on site

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Visitors to the site will report to the main doors at the front of Plumer House, in order to maintain a degree of separation between staff, commercial tenants and the visitors to Plumer.

A member of the reception staff will contact the designated "Host". The visitor is to be greeted at the door. The Host or the Reception member of staff will:

- undertake temperature checks,
- give advice and guidance, as well as
- ensuring that correct procedures are followed by visitors gaining access to the premises, whilst maintaining distance.

With Existing Controls:

**Low**

### Further Control Measures

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The main access doors into the vestibule will be locked to prevent unwanted ingress to the reception area. The Host will unlock the doors to allow those with appointments access.

The host may ask visitors to the premises to wear a face covering but this cannot be insisted upon. If the visitors has no face covering, one can be provided.

A station with a handheld thermometer will be established within the vestibule, along with a sanitising station to allow visitors to sanitise their hands before entering and when leaving.

Visitors to the premises should undergo a temperature check, before being allowed access to the building.

Failure of the temperature check will require the visitor be advised to wait in the vestibule area for five minutes before attempting the temperature check again.

If the second test also fails, the visitor will not be permitted access to Plumer House and another appointment should be made.

Plymouth Community Homes visitors should be guided directly to the meeting room to await the person they have an appointment with.

Commercial tenants visitors should wait in the vestibule area until they can be greeted by the Commercial tenant and taken to their suite.

No visitors to the building should be allowed to wait in the reception area.

Visitor passes - The use of visitor passes has been discontinued for the foreseeable future.

Visitors name and contact details will be recorded when making the appointment or booking, and confirmed they are correct upon arrival. The time of arrival and time visitor leaves will be recorded by the reception staff. These details will be recorded and retained to assist with test and trace should they be required.

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## Hazard 3. Distancing measures

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Social distancing guidance no longer applies however COVID-19 can still be spread through social contact. To reduce the number of people staff come into contact with Visitors should be encouraged to visit the premises alone wherever possible, and if accompanied, those with them should be asked to wait outside or in their vehicle.

In exceptional circumstances where this is not possible, hard chairs are provided in the waiting area (vestibule).

The reception desk has been fitted with a Plexi-Glass shield.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 4. Cleaning

Potential transmission (to/from) during a pandemic (such as Covid-19)

### Existing Control Measures

Clean surfaces, work areas and equipment between uses, particularly surfaces that people touch regularly, with the wipes provided.

Regular cleaning will be undertaken at the beginning/middle/end of each working day.

With Existing Controls:

**Low**

### Further Control Measures



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### Actions

**Reference: RA003791/3**

**Sign-off Status: Approved**

| Actions associated with this Risk Assessment |
|--|
| *** No Actions have been recorded***         |