

Name and Job Title of person completing Risk Assessment: Anamaria Vrkic – Head of Learning & Leisure Service

Date of Assessment: 06.03.2020

Who, where and what is being assessed: Outbreak of Coronavirus (COVID – 19)

Date for review: 02.06.2020

No.	Hazard	Associated Risks	Who is at risk	Control Measures in Place	Likelihood Rating	Consequence Rating	Current Rating	Monitoring and further action required to control risk	Date Complete by whom
1	Outbreak of coronavirus	-Flu like symptoms, difficulty breathing -Hospitalisation -Isolation -Spread of infection -Serious health consequences resulting in life threatening conditions	Service Users Staff External Staff members Building occupants Volunteers	<p>Staff have been sent information including signs and symptoms of the virus. Regular updates are also sent by HR team and L&L senior management including most recent addition of new coronavirus symptoms, loss of taste/smell.</p> <p>Staff and SU`s who are displaying coronavirus symptoms are advised to isolate for 7 days – this information is entered onto L&L tracker.</p> <p>Staff and SU`s whose family members are displaying symptoms are advised to isolate for 14 days.</p> <p>All essential workers in England and members of their households who are showing symptoms of coronavirus will now be able to get tested. For a list of essential workers, please see https://www.gov.uk/guidance/coron</p>	4	4	8	<p>Check government updates regularly and continue updating staff and service users.</p> <p>All front-line works to be tested fortnightly. This information is then entered onto the tracker for monitoring purposes.</p>	HR team and AV. On-going.

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				<p>avirus-covid-19-getting-tested#essential-workers</p> <p>It's imperative that Centre 404 is able to ensure that all appropriate testing is undertaken in order to ensure that infection tracing can be carried out when necessary, and to ensure that all available staff who can work, do work.</p> <p>We therefore will need to require all staff to get tested on one or more than one occasion, who are displaying symptoms and we recommend that staff who are non-symptomatic to get tested.</p> <p>Testing can be booked via:</p> <p>https://self-referral.test-for-coronavirus.service.gov.uk/</p> <p>or</p> <p>http://www.northcentrallondonccg.nhs.uk/covid-19-frontline-staff-testing/</p> <p>There are a number of different testing options. If a staff or a member of their household doesn't</p>					

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				<p>have a car then staff member is able to ask for a home testing kit.</p> <p>As there is a huge demand for these tests, in order to secure a booking, please book a space earlier in the day, for example before 08:00am.</p> <p>Those staff members who are able to drive, are encouraged to access drive-through testing facilities in order to save resources for home testing kits for those unable to drive.</p> <p>The test involves taking a swab of the nose and the back of the throat, which can be done by the person themselves (self-administered) or by someone else (assisted).</p> <p>Full information about testing can be found on the link below which includes videos of different test process:</p> <p>https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#the-testing-process</p> <p>Easy read information document about coronavirus has been read through with SU's during their support session. Further information</p>					

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				<p>was sent out such as video social stories and easy read information.</p> <p>SW were sent info about effective handwashing and asked to incorporate into their sessions. All SU`s and Staff are actively supported and reminded to wash their hands effectively.</p> <p>Staff are encouraged to speak to line management if there are any concerns.</p> <p>Regular check ins are currently concluded with staff and service users.</p> <p>Most office staff have been asked to work from home.</p>					
2	Closure of service: Finding and Matching	<p>-Staff work remotely on 1:1 basis and the service will be able to continue running. However some risks may include:</p> <p>-Staff unable to receive line management support</p> <p>- shift cancellations</p> <p>- Office staff not having access to the server /</p>	Service users Staff	<p>Information has been sent to all staff working in the service. Regular updates are sent on Fridays.</p> <p>Office team is in regular communication with both staff and service users while working from home.</p> <p>Some SU`s require support with recognising symptoms and seeking medical health support- staff can</p>	2	4	8	Continue with regular updates and check in`s.	Line managers – On going

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		information that is necessary to work remotely		<p>guide them remotely by phone or email to ensure they contact 111 and receive appropriate support.</p> <p>All staff have been asked to read easy read information about the virus with service users during their support sessions.</p> <p>Office staff working from home have access to VPN and work mobile phones.</p> <p>Petty cash will be available for staff to collect once weekly – they will be given notice and SW visits will be scheduled to avoid too many workers visiting at the same time. Anti-bacterial wipes and gloves are available for handling of moneys.</p> <p>Staff working from home are reminded to download documents they work on, onto their computer to avoid server overload. At the end of the working day, staff are asked to transfer all documents back onto the server and delete from laptops.</p> <p>SU`s continue to be supported through Outreach as 1:1 when deemed appropriate. Some SU`s that are self-isolating are offered</p>					

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				<p>telephone and video support as an alternative.</p> <p>Additional support is being considered for support with shopping, pharmacy etc.</p> <p>See office closure section 5 for more control measures relating to office closure.</p> <p>See section 1 for more control measures relating to testing</p>					
3	Closure of service: Day Opportunities	<p>-SU's not able to receive support</p> <p>-SU's distress due to confusion and lack of understanding</p> <p>-Family carers losing respite time and not having adequate support measures in place</p>	<p>Service Users</p> <p>Staff</p> <p>Family carers</p>	<p>In the event of the service closure, staff can work directly at the home of service users and offer community outreach support to SU's not directly affected by coronavirus.</p> <p>This has now been offered to all service users as an option.</p> <p>Day Service continues to run as an Outreach service.</p> <p>Accessible information was sent to all workers in form of pictorial documents, video social story and Makaton to go over with SU's to maximise their understanding and lessen their anxieties.</p> <p>Brickworks and Camden centre are still accessible as a base.</p>	2	4	8	All SU's to be supported to regularly wash their hands, especially when arriving to the centre, handling food etc.	<p>Shift leaders</p> <p>Line managers</p> <p>– On-going</p>

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				<p>Staff and service users are regularly reminded and supported to wash their hands effectively.</p> <p>Instead of public transport, when possible, taxis have been in use.</p> <p>See office closure section 5 for more control measures relating to office closure.</p> <p>See section 1 for more control measures relating to testing</p>					
4	Closure of service: CYP and Adult clubs	<p>-SU's not able to receive support</p> <p>-SU's distress due to confusion and lack of understanding</p> <p>-Family carers losing respite time and not having adequate support measures in place</p> <p>- Families having to arrange for additional child care and unable to work.</p>	Service Users staff	<p>CYP and Adult clubs are now closed as well as any group activities.</p> <p>For those that receive Outreach support, staff can work directly at the home of service users and offer community outreach support to SU's not directly affected by coronavirus.</p> <p>Regular contact with schools and playgrounds to ensure any concerns are shared as soon as they occur.</p> <p>Regular check ins are done over the phone to ensure family carers receive emotional support and C404 is able to identify any</p>	2	4	8	<p>Regular check in's with families and CYP</p> <p>Looking at alternative means of support</p> <p>Regular contact with short breaks commissioners</p>	Senior management CYP Coordinator – On going

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				<p>areas of concern – as appropriate additional support would be considered for people in need of shopping, medicine and any essential support. Website has been updated with home resources, which also include weekly interactive challenges. 50 CYP in Islington were also able to receive play packages.</p>					
5	Closure of service: Office	Office staff unable to work resulting in: Staff not being able to access petty cash Staff not being able to attend trainings	L&L Service	<p>Office staff can work from home– if not directly affected by coronavirus but in a need of isolation. This would be assessed on individual basis.</p> <p>Office staff have access to their emails, charity log and server. All office staff are able to work from home.</p> <p>Regular check ins are done by TH and AV and video team catch up`s are in place.</p> <p>We currently have on-call service operating 7am-10am & 6pm-11pm including 7am-11pm during weekends. On-call service hours can be extended if assessed as needed. In addition HoS is available to assist with</p>	2	4	8		

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				<p>any advice, information and support.</p> <p>Staff are now able to Complete online training. Contracted SW`s will be able to do their shifts at different Projects as necessary i.e. Housing, F&M</p> <p>Access to petty cash is only required by F&M and Day Opportunities – this will be arranged with coordinators and SW`s will be able to collect when available.</p> <p>Additional money has been cashed for emergencies. TH and AV will have access and will be able to allocate as needed.</p> <p>Office layout has been reviewed and modified to ensure safe social distance when sitting on desks. Staff should wear face masks when leaving their desk.</p> <p>To maintain social distancing all office use bookings have to be made through AV.</p>					

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				<p>Where possible, good ventilation should be maintained in the office with windows opened.</p> <p>Signs about social distancing, hand washing and wearing of facemasks have been put up on door as a reminder for all.</p> <p>Staff should wash hands before entering the office with soap and water, and in absence of this, with hand sanitiser.</p> <p>Staff should be wearing a facemask when they enter the office and until they have set down on a desk.</p> <p>Staff should wear a facemask when moving around office or passing colleagues which could potentially reduce social distancing.</p> <p>Each office will provide facemasks and hand sanitiser facility to staff.</p> <p>Before starting work and using the equipment, staff should clean down desk, key board, mouse, phone, and any other items such as chair arms with antibacterial wipes, which will be provided in each office.</p>					

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				<p>Once a member staff has finished using the desk and equipment, they must wipe the equipment again and wash hands.</p> <p>Staff must follow the good hand hygiene principles and wash hands more frequently with soap and water throughout the day and for at least 20 seconds.</p> <p>At start and end of day the first person must disinfect the main contact points by wiping door handles, light switches and any other main contact points, such as printer etc. with antibacterial wipes. Similarly, the last person leaving the office must also disinfect the main contact points same as above. Both staff member must wash their hands after disinfecting.</p> <p>If you are working at the main Office in the United House Building, it is also advisable to use antibacterial wipes to open all external doors as the building is a shared office and we cannot control who will touching those contact points.</p> <p>Staff must follow any other guidance or policies set out by C404.</p>					

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6	Financial Impact	Centre 404- if support is cancelled due to a staff member being at the risk of infection and High risk of staff absence through sickness.	Service Users Staff Centre 404	<p>Staff in isolation awaiting results or those of high risk health conditions can work from home. If unable to access server, staff can email important documents. Charity Log can be used as well.</p> <p>Staff across Learning and Leisure can be used across the service. In the event of the closure staff can be allocated to different projects.</p> <p>HoS has been reviewing support and provision with commissioners in all boroughs we work in.</p> <p>Sick pay – workers will now be eligible for SSP from 1st day of absence due to coronavirus.</p> <p>Contracted staff – new government scheme will mean that 80% of the pay will be covered by government. Centre 404 will contribute additional 20%.</p> <p>Bank staff – Universal Credit has now increased by £20 per week and signing up has been made easier and quicker. Bank workers will also be eligible for new government scheme under self-employment.</p>	3	4	12		

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7	Food shortages	Panic buying resulting in lack of available foods and deliveries for Day Opportunities provision and service users that live alone.	Service Users	<p>Day Opportunities have made a food order to last for a few weeks. Bulk order was also made of tinned and dry food to last.</p> <p>Regular deliveries from Marks and Spencer's are still taking place on Mondays. Food is then delivered to those most in need.</p> <p>Minibus can be used for food shopping and deliveries to most vulnerable and families who request support.</p> <p>A special shopping hour for care staff has been implemented at Morrison and Sainsbury's. – all staff are issued ID card and a letter from HR confirming their key worker status.</p>	3	4	12		
8.	PPE	<p>Lack of available PPE, resulting in staff members not receiving adequate protection</p> <p>Risk of cross contamination</p>	Staff Service Users Family carers	In addition to wearing gloves, aprons and usual PPE, staff are encouraged to wear face masks in all L&L provisions. Masks are available in Day Opportunities provisions and at the main office for Outreach workers to collect. Outreach workers are also able to collect gloves, aprons and other PPE deemed necessary for their support session.	2	5	10		

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				<p>If staff are unable to follow 2-meter distance rule during their shift they must wear a mask provided.</p> <p>Staff must not touch their face when wearing a facemask. They should be worn continuously until you take a break from your duties and has to remove the mask to eat or drink. The mask then should be replaced with a new one.</p> <p>Facemasks must not be hanged down on neck or head and once removed from your mouth; it must be disposed of and replaced with a new one.</p> <p>Staff must wash their hands with soap and water for 20 seconds before starting personal care, and immediately after.</p> <p>Staff must follow the 5 good hand washing principles (wash hands before starting a shift, before starting a task, when task is ended, when moving onto a new task, when shift is finished and going away).</p>					

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				<p>Staff should use hand sanitizer to wash hands before coming inside the service or inside a service user home and thereafter use soap and water to wash hands.</p> <p>Staff should not walk around wearing gloves as it increases the risk of infection. Only wear gloves for the duration of a task for which a glove is required and then discard. E.g. personal care.</p> <p>Staff must follow the infection control policy, as should not be wearing any nail extensions. Similarly, nails should be trimmed small.</p> <p>Staff should raise any concerns re PPE immediately with L&L Senior management.</p>					
	Stress and well-being	<p>Detoritation of mental health</p> <p>Loneliness</p>	Staff	<p>Line managers are conducting regular check in`s with front-line workers</p> <p>HoS & senior management are in contact with furloughed and staff currently not working.</p>	3	4	12	<p>Regular checks with staff</p> <p>Resources and communication</p>	AV and line managers

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		Stress induced difficulties resulting in anxiety, depression, high risk of suicide		<p>Email, telephone and video support is available.</p> <p>Appreciation emails and gifts have been sent out to front line workers</p> <p>Resources and helplines for mental health support have been sent out to all staff by Central team and L&L team</p> <p>Staff are encouraged to speak to colleagues and line management about any difficulties they are facing</p> <p>Monthly newsletter is sent out to ensure staff keep informed of changes in the service during pandemic. This includes changes in staffing, alternative support and resources in place.</p> <p>Bank workers that are currently not doing shifts with L&L are encouraged to contact Housing projects for additional work.</p>				to be sent out regularly	

Likelihood Ratings		Consequence Ratings	
1	Improbable	1	Minor
2	Low	2	Low
3	Medium	3	Medium
4	High	4	High
5	Almost Certain	5	Major

Risk Assessment scoring guide: Multiply likelihood rating by consequence rating

Overall Risk Rating		Action to take
1-8	Low	Ensure control measures are identified and monitored regularly
9-15	Medium	Identify any further control measures that can be applied, or any preventative action that could be taken to reasonably reduce likelihood and contact with the hazard. Implement actions and monitor/review regularly
16-25	High	Report High risks to your Head of Service/H&S committee Discuss likelihood and control measures with colleagues/managers and consider whether the activity can be avoided/adapted to reduce risk rating If the activity is essential and risk can't be reduced ensure clear and adequate systems and information/training/equipment is

		provided for staff, that coherent systems are in place to monitor and report on it and that it is regularly reviewed.
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