| **Operation or Activity** | Protection of customers and colleagues of Broadacres Housing Association (BHA) whilst carrying out BHA’s work activities during COVID-19 pandemicRisk 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 requestDaily 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 contractorsExposure 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 customersFailure 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 servicesExposure 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 agenciesExposure 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 agenciesExposure 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 contractorsCross 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 contractorsRisk 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 contractorsCross 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 contractorsExposure 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 | ColleaguesCross 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** | ColleaguesLow 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** | CustomersLow 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 customersChange 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 customersExposure 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** |
|  |
|  |
| **Assessment completed by** | A Rodgers Health & Safety Manager | **Signature** | **A Rodgers** |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |