

### Covid-19 Risk Assessment

As part of our health and safety responsibilities we are required to identify COVID-19 related risks in our workplaces, and put in place measures to mitigate those risks. This is an ongoing process and our arrangements are kept under constant review to ensure that they continually reflect changing circumstances and current Government advice.

We work with our staff, volunteers and other organisations we share offices with, to ensure an open and consistent approach on risk assessment and risk management. The table below gives an overview of our assessment of risks across the organisation and details the safety measures in place. We constantly monitor the arrangements in all our buildings to ensure that they continue to meet the standards required - in doing this, we adopt a structured approach, using a local assessment tool.

Across Citizens Advice in West Sussex (North, South, East) (CAWS) we have a range of workplaces with differing requirements and this provides a flexible framework for managers to effectively assess the risks and manage the safety measures for individual buildings, working with colleagues and local teams. The tool helps to ensure that potential risks are constantly monitored, that swift action can be taken where necessary, and that anything significant that can't be resolved quickly at local level is promptly escalated. We keep this tool updated to reflect any changes in guidance, and any feedback from external stakeholders and trade unions. We are currently updating the tool to reflect the latest Government guidance issued this week.

If you are worried about anything or feel that something is not in place that should be, please ask to speak to the court manager, or contact [busres@westsussexcab.org.uk](mailto:busres@westsussexcab.org.uk)

## Organisation risk assessment

Business Hazard Area associated with Covid-19	Who is at risk of the hazard	Remedial action to reduce hazardous risk	Further action to reduce hazardous risk	Who needs to carry out the action?	When does the action need to be carried out?
<b>Infection prevention</b>					
<p><b>Contracting and spreading infection through surfaces.</b></p> <ul style="list-style-type: none"> <li>The virus is picked up by touching surfaces contaminated with droplets.</li> </ul>	<p>Staff, volunteers and all users including pregnant women, people with underlying conditions including the extremely clinically vulnerable and clinically vulnerable</p>	<p><b>Reducing risk of spreading</b></p> <ul style="list-style-type: none"> <li>Additional cleaning contractors secured, focus on high traffic areas, staff and volunteers wipe down work stations and after clients.</li> <li>Addressed areas of concern with increased cleaning arrangements.</li> <li>Deep cleans introduced in our work places if we have a confirmed case of coronavirus.</li> <li>Hand sanitizers placed throughout the building, at entrances and key locations, additional soap, paper towels replaced fabric towels.</li> <li>Handwashing and sanitizer posters displayed at prominent locations.</li> <li>Sharing of office equipment reduce with additional headsets and keyboard covers purchased, staff to bring in laptops.</li> <li>Clear desk policy implemented to ensure surfaces are kept clean.</li> <li>Rota in place to reduce shared desks and workspaces.</li> <li>Cleaning products available throughout the workplace and disposable gloves near shared equipment such as photocopiers.</li> <li>Encouragement to report any concerns immediately for investigation and remedial action.</li> </ul>	<p>Regular monitoring and checks taking place. All users reminded on an ongoing basis. Staff and volunteers reminded to keep clear desks and floors.</p>	<p>Managers, Supervisors and business support team</p>	<p>Ongoing</p>
<p><b>Contracting the Coronavirus through person to person contact</b></p>	<p>Staff, volunteers and all users including pregnant women, people</p>	<p><b>Symptom management</b></p> <ul style="list-style-type: none"> <li>People with symptoms not permitted to enter until isolation completed or negative test received</li> <li>If person reports being ill, follow current public health advice.</li> </ul> <p><b>High risk individuals</b></p>	<p>Monitored on an ongoing basis, phased approach to increasing public access and staff and volunteer attendance.</p>	<p>Managers and supervisors, business support</p>	<p>Ongoing</p>

<p><b>Known ways people can catch the virus are:</b></p> <ul style="list-style-type: none"> <li>• Passed from person to person through droplets from the mouth or nose such as coughing or sneezing.</li> </ul>	<p>with underlying conditions including the extremely clinically vulnerable and clinically vulnerable</p>	<ul style="list-style-type: none"> <li>- Risk assessments undertaken to identify people at greater risk with assessment and completed.</li> <li>- Training provided to all staff and volunteers on the symptoms.</li> <li>- Business Support Leads identified to ensure guidance and information is up to date and cascaded.</li> </ul> <p><b>Social Distancing and non-public areas</b></p> <ul style="list-style-type: none"> <li>• Limit the number of people in the workplace with a rota in place and business prioritisation.</li> <li>• Staggering arrival, lunch and departure times.</li> <li>• Staff equipped to work at home where possible to reduce attendance in the office.</li> <li>• Service moved to digital where possible and face to face public appointments limited.</li> <li>• Workspaces decluttered and increased space to move around.</li> <li>• Air conditioning not being used.</li> <li>• Desk plan created to ensure people are not sitting next to each other at distances of less than 2 metres, plastic screens available if there is risk of people passing.</li> <li>• Face coverings if 1 metre cannot be maintained such as if passing in a narrow corridor.</li> <li>• Markings and posters reminding people of social distancing introduced.</li> <li>• Cancelling large events and holding workplace meetings remotely.</li> <li>• Ventilation increased for example opening windows.</li> <li>• Staff able to bring in own face coverings as reassurance, personal visors provided for all staff if seeing the public.</li> <li>• Training received by all staff and volunteers on the risks and actions to take.</li> </ul> <p><b>Social Distancing and Public areas</b></p> <ul style="list-style-type: none"> <li>• 2 metre social distancing implemented, markings in place and chairs in public areas removed.</li> <li>• Plastic screens in place on reception desks, interview rooms and transferrable 2 metre screens.</li> <li>• Public to wear face coverings when coming to the workplaces, disposable masks available if they do not have them (exceptions if there are health considerations)</li> </ul>	<p>Regular checks on a daily basis.</p> <p>Monitor the need for additional screens as public attendance increases and maintaining PPE stock.</p>		
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<b>Wellbeing</b>	<p>Staff and volunteers</p> <p>Other users</p>	<p>Promotion of positive wellbeing of staff and volunteers is critical at this time. This has included:</p> <ul style="list-style-type: none"> <li>• Individual risk assessment including mental health where needed</li> <li>• Access to employee assistance programme for staff</li> <li>• Access to online mental health support for all staff and volunteers</li> <li>• Remote based social groups</li> <li>• Use of the supervision process and welfare contacts</li> <li>• Online learning and increased awareness of mental health</li> <li>• Encouraging staff and volunteers to share their feelings and seek help if they are worried or need support.</li> <li>• Increase communication to reduce loneliness and share tips and supporting social groups such as remote coffee mornings.</li> <li>• Provide information on our website and use of leaflets to help people feel less anxious</li> <li>• Clear signage throughout the workplaces</li> <li>• Reassurance from staff and volunteers</li> </ul>	Monitor and review on a regular basis, regular checks with staff and volunteers on wellbeing.	Senior Management team, HR, managers and supervisors	Ongoing