

CAWS Public Covid-19 Risk Assessment – 11th April 2022

This is a live document which will be updated as guidance changes, learning and the needs of our people, clients, funders and partners.

The strategy is based on the organisational approach and overall risk assessment.

Purpose

To set out the measures needed to mitigate the risk of COVID-19 so staff and volunteers can support clients safely.

Roles and Responsibilities

It is everyone's responsibility to follow the rules of social distancing and maintaining hygiene rules to prevent the spread of COVID-19. Advice Supervisors, Project staff and Managers will be responsible for ensuring clients understand the expectations on them, interviewing spaces are compliant and staff and volunteers supporting clients follow the agreed processes.

Summary changes

From August 2021 the Government changes do not require us to socially distance in the premises and some staff will not have to isolate if they are a close contact of a person with Covid-19 depending on their vaccine status. Due to rules changes alongside covid spikes and hotspots we will refer to live information on the government websites rather than list exhaustive lists here. It is important to note that the government vaccination programme alongside Lateral flow testing has impacted on rates, risks and guidance therefore is a mitigation to the risks.

During November 2021 a new Covid variant has been detected and some additional compulsory measures are being introduced by Government in England, including face masks in shops. Whilst our offices are not considered shops we apply a similar approach and will continue to require the public to wear face coverings.

Since February 2022, people are no longer required to isolate fully with vaccinated able to reduce their isolation period and subject to lateral flow testing.

From 4th April 2022 the Government changed the isolation rules and people are no longer required to self-isolate and tests are no longer free. Where someone tests positive this will be managed at a local level with the manager considering office responsibilities and home working options, vulnerable colleagues and the public.

Approach

We will follow the Government rules and guidance, taking an individual approach to locations and work agile to identify the most up to date data, insight, guidance and practice. We will take a cautious approach and follow local rules within individual premises where we are located.

The Government approach is to take measures to live with Covid-19. We will adopt the those set of principles:

- a. Living with COVID-19: reducing restrictions while encouraging safer behaviours through, in common with longstanding ways of managing most other respiratory illnesses;
- b. Protecting people most vulnerable to COVID-19: through mainstreaming covid-19 individual risk assessments into existing risk assessments for staff and volunteers who were previously classed as “extremely clinically vulnerable”;
- c. Maintaining resilience: ongoing surveillance, contingency planning and the ability to reintroduce key capabilities such as social distancing.

Where we provide services in health or social care settings we will follow the provider rules and take advice on protecting highly vulnerable clients. Covid-19 will be incorporated into outreach and centre risk assessments and where co-locating we will follow the guidance in place.

Organisation Risk Assessment

| | COVID-19 Hazard to Business | RISK | MITIGATING ACTION | FURTHER ACTION |
|--|--|-------------|--------------------------|-----------------------|
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|---|--|--|--|--|
| 1 | <p>Infection prevention</p> <p>Risk of spreading COVID-19 in the premises with staff, volunteers and visitors catching it and spreading</p> | <p>People entering the premises have COVID-19 and risk contaminating the building or spreading the virus</p> | <ul style="list-style-type: none"> • Clients are asked and reminded if they believe they are Covid positive, not to come into our offices. • Clear signage at entrance reminding people if they have symptoms not to come in and advised during appointment set ups. | <p>Monitor guidance and review signage is in place.</p> |
| 2 | | <p>Surfaces are contaminated with COVID19 droplets and risk of contracting virus</p> | <ul style="list-style-type: none"> • Increase hygiene products on the premises • Regular reminder of procedures by staff • Surfaces to be kept clear and clean • Keyboard covers and headphone sets in place, clients can use speaker phone • Professional cleaning in place • Clear desk policy | <ul style="list-style-type: none"> • Hand sanitizer encouraged and available at entrances and throughout premises • Retain clear signage reminding “catch it, bin it” and guidance on how to wash hands, removing unnecessary posters. • Desks cleaned between appointments, cleaning products available on the desks. • Monitored for quality and quantity of cleaning. <p>Clear desk policy reminders and enforced</p> |

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| 3 | | Risk of inhaling droplets and people becoming ill with COVID-19 | <ul style="list-style-type: none"> • Social distancing not required but avoid less than 2 metres where can • People can choose to wear face coverings (masks/visors) encouraged to do so when speaking with the public and plastic shields at reception and other locations as agreed between individuals • Increased ventilation with windows opened to reduce risk of droplets in atmosphere , between appointments, at the start, middle and end of the day • Use room appropriate to the length of interview and number of users , including use of alternative rooms if more appropriate | <p>Retain stocks of disposable masks and visors for public, staff and volunteers, NB health and disabilities issues as well as religious or cultural considerations.</p> <p>Continue to open windows for ventilation and HEPA in place where there are no windows.</p> |
| 4 | To reduce the risk of contamination and spread of virus | Keep distances where possible | <ul style="list-style-type: none"> • 2 metre distancing to be observed if possible but non longer required • Disposable masks available • Open windows to increase ventilation • Staff or volunteers who test positive to speak with line manager to identify if they can work at home or if need to come into the office measures to limit contact including individual office space | <ul style="list-style-type: none"> • As above |
| 5 | Social distancing – | Layout of the building not conducive to Social distancing rules | <ul style="list-style-type: none"> • Increase floor space and system to avoid contact | <ul style="list-style-type: none"> • Ensure office space doesn't clutter |

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| | | | | <ul style="list-style-type: none"> Appointment use to better control numbers into the building and crowded space |
| 6 | Reduce risk of infection | Insufficient cleaning supplies | <ul style="list-style-type: none"> Soap/sanitizers available , disposable tissues with ordering system via Business Support | Supervisors and other key staff to monitor levels and place order before running out |
| 7 | Social distancing reduce the risk of spreading the virus between households | Public attendance | Use appointments and staggered attendance to reduce attendance (improving customer journey) | Monitor |
| 8 | | Staff may not enforce required process | <ul style="list-style-type: none"> Expectations made clear and support provided | Escalate to managers and consider with existing policies on managing conflict with clients |
| 10 | Lack of update | Confusion, failure to follow guidance, risk of infection | <ul style="list-style-type: none"> CAWS misses a vital update to Government guidance on Covid 19 leading to people being exposed to unnecessary risk | Health and Safety lead to keep up to date on Government publications and updates and inform SMT of significant changes and wider staff and volunteers. |

| Specific issues to Crawley | Mitigation | Status |
|---|---|--|
| Lift and staircase could mean closed space people will make contact | Choice , back to back on staircase | Completed - removed as no longer necessary |
| Small duty rooms and layout of seating close | Choice of using screens between seating, windows to ventilate | Completed - removed as no longer necessary |

| Specific issues to Horsham | Mitigation | Status |
|--|---|--|
| Reception has 2 seat so cannot provide 5 day cover without some hot desking. | Receptionists to agree if they want to sit alone or be paired | Completed and no longer necessary HEPA in place |

| Specific issues to Haywards Heath | Mitigation | Status |
|--|--|---|
| Small reception area | Door can be closed and advice provided through shielded hatch. Hub space available for conversations . Desks to be returned but ensure space to move. | In place HEPA for non ventilated areas |

| Specific issues to Worthing | Mitigation | Status |
|--|---|--|
| No buzzer to the reception area so clients cannot ask for help without risk of congregation in the area or notify advisor they have arrived. | Arrange for telephone/text confirmation to come into appointment. | In place |
| Reception has fixed chairs which risks not social distancing | Encourage seats apart but no longer need to enforce | Restrictions removed |
| Small rooms with no window | Can continue to use rooms flexibly and swap advisors to use interview rooms | Explore pod privacy in reception and restrictions no longer required for interviews HEPA units in place |

| Specific issues to Shoreham | Mitigation | Status |
|--|--|-----------------|
| Open area to the reception could encourage people to congregate and drop in | Council staff are supporting front door | In place |

| Review dates with changes | Change |
|----------------------------------|---|
| March 2020 | Completed |
| June 2020 | Actions updated for public entrances |
| September 2020 | Actions updated for individual centres |
| January 2021 | Vaccination added |
| June 2021 | Individual centres - shoreham |
| August 2021 | Social distancing and close contacts to bring in line with government rules |
| October /Nov 2021 | Reinforce close contact rules and ventilation |
| February 2022 | Self isolation change - 5 days positive |
| April 2022 | Isolation rules removed, social distancing lifted but continue to monitor |