

RISK ASSESSMENT FORM

DIRECTORATE AND SECTION	Members and Civic Services	WORK ACTIVITY AND/OR ENVIRONMENT Back office environment dealing with telephone, digital enquiries and line management tasks Dealing with visitors in non-public areas of the Council House
LOCATION	Council House	
ASSESSMENT DATE	25/08/2020	
NAME OF ASSESSOR/S	Jody Shelton	

List significant hazards – anything that could cause harm	What harm could occur and who might be affected?	What measures are already in place to protect people?	What harm could still occur and how likely is this?	What more needs to be done? List extra measures needed, the person responsible for action and the timescales
<p>Spread of COVID 19 Coronavirus</p> <p>Dealing with customers, visitors and colleagues who come into the Council House to:</p> <p>a) Visitors attending a meeting</p> <p>b) Colleagues providing a support services to CLT, Councillors and the Mayor</p>	<p>High</p> <p>Illness – All levels resulting in death</p> <p>Colleagues and anyone else who physically comes into contact with individuals providing the service</p>	<p>Any colleagues with COVID-19 symptoms must not come to work – must self-isolate and arrange for a test. If test result negative return to work when feeling well enough to do so. A link to the test portal is available on iDerby</p> <p>If any member of your household has COVID-19 symptoms or is confirmed positive you must stay away from the workplace for 10 days. Testing is available for adults and children who are symptomatic and living in the same household as a DCC key worker. If test result negative staff can return to work.</p> <p>If contacted by NHS Test & Trace, follow the advice given.</p> <p>All colleagues are trained and are maintaining good Personal hygiene by:</p> <ul style="list-style-type: none"> • Washing hands upon arrival at & leaving work (min 20 seconds) • Washing hands before eating and drinking and putting on/removing face coverings • Washing hands after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so • Avoiding touching their face <p>Information campaign focuses on handwashing</p> <p>All colleagues adhere to the 2m social distancing spacing when positioning themselves in the Democratic Service area:</p> <p>2 colleagues in Corporate EA's area</p>	Medium	<p>Management Team and / or Team Leaders to carry out daily checks to ensure the team adhere to:</p> <ul style="list-style-type: none"> • Hand washing hygiene guidance • Desks and surfaces have been wiped down • Anti-viral Wipes available • Individual Keyboards being used <p>Additional picture signage to be put up showing social distancing in Members Area (FM)</p> <p>Visitors will be asked to present at the Staff</p>

		1 colleagues in Members EA's area 2 colleagues in Mayoral area		Entrance to reduce footfall into the public area of the Council House
Providing face to face services to customers as the Unlocking process begins.	High Illness – All levels resulting in death Members and Civic Services Colleagues and anyone else who physically comes into contact with individuals providing the service	To prepare them for Unlocking the following is planned: <ul style="list-style-type: none"> • All visitors by appointment only • Letter/email advising them of new covid arrangement to be sent prior to arrival • Councillors to inform Members Services should they intend to work from site, booking process • Room capacities to be adhered to. 	Medium	Floor markers to be planned and fixed by FM in Members area Way in and Way to be the staff entrance
Working in the back-office environment and coming into close proximity to other colleagues Spread of COVID 19 Coronavirus	High Illness – All levels resulting in death Members and Civic Services colleagues and anyone else who physically comes into contact with individuals	All staff maintaining good Personal hygiene – see above guidance. Colleagues are sitting at alternate desks to ensure there is a 2m space between each workstation – Social Distancing . Staff to wipe down desks prior to use with wipes or disinfectant provided by FM. Colleagues to follow any guidance provided by FM e.g. one-way routes into and out of toilets, stick to the taped zones in the breakout areas	Medium	Daily management checks by Team Leaders required to maintain high standards of personal and group hygiene: <ul style="list-style-type: none"> • Correct desk layout still in position and tape still down in 3 places • Desks and surfaces have been wiped down • Anti-viral Wipes available

	providing the service			
Enhanced risk to BAME and other vulnerable groups (pregnant women, shielding) dealing with face to face contact	Medium	<p>Above controls provide managed risk. Face to face staff identifying as BAME offered an enhanced risk assessment</p> <p>Individual risk assessment offered to other potentially vulnerable staff</p>	Low	<p>Controls detailed above strictly maintained</p> <p>Any actions from enhanced RA will be implemented/adjusted</p>
<p>Colleagues feeling anxious, stressed or facing bereavement</p> <p>Calls/customers facing personal crisis, death and own anxiety</p> <p>Colleagues feeling anxious about self and family Bereavement</p> <p>Social networks reduced due to restrictions</p> <p>Lack of support network and usual outlets to</p>	High	<p>Regular updates and enhanced support with Management Team</p> <p>Access to MHFA</p> <p>Access to EAP</p>	Medium	<p>Enhanced Well Being support by Management Team and MHFAs</p> <p>Consider different ways of providing the required support (eg. smaller “bubbles”) to add resilience with the introduction of the NHS Test & Trace process and minimise the impact should they have to self-isolate</p>

deal with stressful situations				
Using Face coverings	Low	<p>Colleagues may choose to wear face coverings during their normal duties but these are not provided by DCC</p> <p>Visitors may wear face covering in the building if they wish.</p> <p>2 metre social distancing in place to reduce risk and remove the need for face coverings</p> <p>Colleagues without face coverings will be available for visitors who need to lip read. 2 m social distancing will be maintained.</p>	Low	For visitors who need to lip read and cannot maintain 2 m social distancing may be provided clear face coverings are available from the PPE hub.

Risk assessment action plan				
Actions required	By who	By when	Date completed	Comments
Daily management checks required to maintain high standards of personal and group hygiene and regular communications with colleagues relating to the latest COVID-19 guidance and changes to arrangements	Members and Civic Services Management and Team Leaders	Daily		

Date reviewed		Next review date	On-going – dependant on government/DCC guidance