

Money Advice Plus Risk Assessment form		Likelihood		Impact	
Activity / Situation – i.e. pregnancy, driving, outreach work- please describe	Covid 19 staff working in the Hove office	Almost impossible	1	Insignificant (minor injury no time off)	
		Unlikely	2	Minor (non-permanent injury up to 3 days off)	
Workplace –where does this activity take place	Hove office	Possible	3	Moderate injury causing more than 3 days off)	
		Likely	4	Major (death or serious injury	
Date of original assessment	14.5.20	Almost certain	5	Catastrophic (multiple deaths)	
Original Assessor	Margaret Carey	Risk rating likelihood X impact			
Staff involved	H&SSG	Low 1-3	Moderate 4-7	Significant 8-14	High 15-25
Date of review	Needs to be reviewed before CA/ESCU return to their offices				

Context: This risk assessment was originally carried out by Margaret Cary CE following HSE guidance https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=working-safely-4&utm_content=digest-13-may-20

The organisation provides an advice casework and money management service to members of the public.

Money Advice Plus leases an office and an archive room on the first floor of Hove Town Hall. It shares 12 interview rooms, 4 meeting rooms, waiting area, kitchen, men, women's and accessible toilets, with 2 other organisations, Brighton and Hove Citizens Advice and ESCU, all on the same floor. The waiting area is accessed from a main entrance door on the ground floor of Tisbury Road via stairs or a lift. The office, meeting rooms, server room and archive room are accessed from a locked corridor, from the waiting area, The interview rooms are accessed from the main waiting area but 4 can also be accessed from the locked corridor.

Members of the public come to the office daily during office hours 9.30-4 Monday to Friday. On the first floor members of the public are only allowed in the waiting area, interview rooms and accessible toilet. Known visitors, trustees and contractors also come to the offices. External meetings are also attended by most staff. Work is carried out on the premises and off the premises for example at clients' houses, in hospitals and in day centres.

The offices are cleaned on a weekday evening by an external cleaning company contracted by the landlord, who is responsible for this aspect of health and safety. The office can be accessed 24 hours a day, 365 days a year by a code to open the main entrance door. Tenants on the ground and 2nd floor also share the code to the main office door. Access into the area shared by the 3 organisations is by use of a code, as is access to the locked corridor and office. The office is staffed from 8-5 Mon-Fri and staff may work outside of these hours by arrangement. On occasions, contractors may work at the weekend.

Government regulations must be followed and this risk assessment will be updated as necessary.

Description of Hazard	Consequence of hazard	Persons Affected	Control measures in place now	Risk rating		
				L	I	R
COVID19	Ill health and potential death of staff, their family members, clients,	Permanent: 39 members of staff 5 volunteers Temporary: cleaners,	<p>Managers keep up to date with and follow official guidance as a minimum</p> <p>Fortnightly manager meeting makes sure all managers are up to date with same guidance. MC and JG update inbetween if necessary</p> <p>Staff working from home (recommended by gov): as many staff as are able are now set up to work from home. Some staff need to be present in the office, as cash is kept here, the phone system is best answered centrally and the post needs to be dealt with. Some staff need to work from the office due to their own wellbeing or home situation.</p> <p>Hove office measured, and can accommodate 8 desks with a 2m space between. 3 rooms have been set up for an additional 3 people so there is a maximum of 11 desk spaces. This rises to 12 for ½ to 1hr in the morning when the visiting worker prepares for the day)</p> <p>Air conditioning – HSE advice that the risk of transmitting is extremely low. BHCC have advised <i>Concerns with air con and Covid are no different to any other time and any other perception that viruses are spread via air con</i> RE Money Advice Plus - air con.msg</p> <p>Managers are aware of current guidance for employers and the duty of care to members of staff and will use the following criteria to decide which staff work in the office:</p> <ol style="list-style-type: none"> 1. Essential work that cannot be carried out from home. 2. Not physically possible to work from home ie unable to use IT, space, home circumstances 3. Wellbeing of the individual ie mental health. 	3	4	12

		<p>CE ensures that anyone who contracts the infection in the course of work is reported under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) (For example: If there is reasonable evidence that someone diagnosed with COVID-19 was likely exposed because of their work you must report this as an exposure to a biological agent using the case of disease report. An example of a work-related exposure to coronavirus would be a health care professional who is diagnosed with COVID-19 after treating patients with COVID-19.)</p> <p>Manager or Duty Supervisor leads daily meetings in the office and reminds everyone of guidelines</p> <p>No volunteers coming in</p> <p>Travel into work: staff are encouraged to walk, cycle or drive. Face coverings have been made available for those who are working in the office. These will not protect the individual wearing it, rather help prevent the individual passing on any infection they may have. With agreement, staff may change their work hours to avoid busy times.</p> <p>Staff must wear face coverings on public transport according to current regulations</p> <p>Whilst ESCU and CA are working from home and not open to the public MAP staff are more freely able to use the whole space of HTH advice hub</p> <p>Staff are reminded to wash their hands for 20 seconds regularly with soap and water, and to use hand sanitiser frequently. Hand sanitiser is provided. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>First thing each morning each worker cleans all their work station. Alcohol wipes are provided by BHCC and are available throughout office, kitchen and toilets.</p>			
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			<p>Assessor makes sure the individual knows how and when to use PPE when carrying out risk assessment (COVID19 General work place safety risk assessment) https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes</p> <p>Visiting workers provided with gloves and hand sanitiser and face coverings to use as they feel appropriate</p> <p>Staff advised to use gloves or hand gel sanitiser when handling incoming post and money</p> <p>Staff must wear face coverings on public transport</p> <p>All contractual work except cleaning and emergency work has been cancelled in Hove by the landlord (BHCC)</p>			
Detrimental affect on well being	Physical and mental ill health	Permanent: 39 members of staff 5 volunteers	<p>Managers ensure staff who are in vulnerable groups work from home</p> <p>Managers take into account individuals' needs and ability to work from home when deciding those who come to the office</p> <p>Line managers keep in regular contact with staff, (and volunteers who are 'laid off') working from home or working alone in the office. (Taking into account there may be difficulites working as efficiently from home as in the office ie lack of quiet space, managing home schooling)</p> <p>Line managers regularly ask staff what they need to enable comfortable working from home and if necessary rotate with staff working in the office</p> <p>Managers set up maximum number of interview rooms, meeting rooms with work stations</p> <p>Line managers ensure staff know of changes to procedures, where to find them and how to use them and how to use IT</p>	3	3	9

			<p>Managers ensure a Daily Update is provided to all staff, at home and in the office</p> <p>All staff working from home complete an agreement, risk assessment and DSE self assessment</p> <p>set up Whatsapp group for Hove staff to support each other</p>			
Reduction in security and safety	Physical and mental harm	Permanent: up to 11 members of staff, new recruits	<p>Managers ensure there are enough people in the office to manage core business and any security issues.</p> <p>Reception closed. Door to shared area closed at all times. Door bell with sign is outside the door to attract attention. Do not open the door unless you recognise one of our clients, otherwise talk through door.</p> <p>Managers ensure all staff working in the office take into account Hove Town Hall security may be unreliable and to contact police if there is no answer</p> <p>Door to secure corridor is kept closed. Doors from interview rooms into secure corridor are kept locked</p> <p>Case workers take into account risk of financial abuse when making alternative arrangements for collecting/delivering cash</p> <p>DBS document checks can be done by video call or at the least scanned documents (originals to be seen eventually)</p>			

Recommended further control measures	Management action plan and implementation date (s)			
	Action	By whom	Deadline	Done
Individual risk assessments to consider if any staff member coming into the office is especially vulnerable to covid 19	To do for all members of staff who currently come to the office and if introducing people before they come to the office	Line manager	Current staff by end of May 20	
Paper towels for hand drying in kitchen and toilets		JG	22/5/20	

<p>Make sure all staff are supported with increased numbers of client deaths</p> <p>Plan for increased levels of sickness ie 20% - induct staff working from home in new in-office procedures</p> <p>Plan for medium/long term: easing of restrictions: screening around reception, working with ESCU and CA, policy and procedure for face to face meeting with clients and others, cash deliveries, outreach desks, organisational meetings, numbers in the office and working from home, vulnerable staff and volunteers</p> <p>Problems with new cleaners - leaving main door open - letting unknown person in - cleaning the office before it has been secured at the end of the day</p>	<p>Ask BHCC for extra rolls and dispenser or packets of paper towels Managers to be alert to this and to other bereavements to support staff as best as possible.</p> <p>Money handling is primary focus and would have to redeploy staff from advice. Focus on essential work then income</p> <p>Start looking into acrylic screens for reception, interview rooms and office Discussions between CEs of MAP, B&H CA and ESCU. Invite BHCC as appropriate Discuss at fortnightly manager meeting Call additional H&SSG meetings</p> <p>Managers to reiterate problems with BHCC Premises Team if they arise</p>	<p>All managers</p> <p>MC</p> <p>JG</p> <p>MC</p> <p>MC TM</p> <p>All managers</p>	<p>From immediate effect</p> <p>When need arises</p> <p>5/6/20</p> <p>As needed</p> <p>As needed (next 16/6/20)</p> <p>Ongoing</p>	
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