

<b>Money Advice Plus Risk Assessment form</b>		Likelihood		Impact	
Activity / Situation – i.e. pregnancy, driving, outreach work- please describe	Covid 19 staff working in the Eastbourne 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	Eastbourne 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 amended 8/6/20 update 14/8/20, 21/9/20	Almost certain	5	Catastrophic (multiple deaths)	
Original Assessor	Margaret Carey	<b>Risk rating likelihood X impact</b>			
Staff involved	H&SSG, all staff	Low 1-3	Moderate 4-7	Significant 8-14	High 15-25
Date of review	Needs to be reviewed before any more MAP staff attend, or additional staff from other orgs begin attending				

**Context:** This risk assessment was originally carried out by Margaret Cary Chief Executive 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](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 and casework service to members of the public.

Money Advice Plus leases 1 floor of a 3 storey town centre building. 11 permanent members of staff and at least 1 volunteer work out of the office. Other offices on the ground floor, first floor and third floor are occupied by other organisations and Money Advice Plus has no control over these areas. The office is open 9-5pm Monday to Thursday and 9-4 Friday. Staff may work outside of these hours by arrangement. Members of the public do not come to the offices as the service is by telephone. 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.

The offices are cleaned on a weekend or before opening on Mondays by an external cleaning company and the cleaner follows their health and safety policy and a risk assessment for the building and the cleaning products used has been carried out by the company.

The offices are locked from approx 7pm to 8am Monday to Friday and all weekend. On occasions staff work earlier or later than this and on occasions may work at the weekend. The communal entrance on the ground floor is locked at 5.30pm.

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
COVID 19	Ill health and potential death of staff, their family members	Permanent: 11 members of staff, 1 volunteer Temporary: cleaners	<p>Managers keep up to date with and follow official guidance as a minimum</p> <p>Fortnightly manager meeting ensures all managers are up to date with same guidance. MC and JG update inbetween if necessary</p> <p>Managers and duty supervisors familiarise themselves with symptoms and follow guidance if anyone in the office shows symptoms</p> <p>Staff working from home: as many staff as are able are now set up to work from home. Some staff need to be present in the office, to answer the phone centrally, and deal with the post. Some staff may need to work from the office due to their own wellbeing or home situation.</p> <p>All members of staff who come to the office have a risk assessment in advance.</p> <p>Following gov.uk guidance, a record is kept for at least 21 days of staff and visitors who come to the office</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"> <li>1. Essential work that cannot be carried out from home.</li> <li>2. Not physically possible to work from home ie unable to use IT, space, home circumstances</li> <li>3. Wellbeing of the individual ie mental health.</li> </ol> <p>Managers familiarise themselves with symptoms <a href="..\\..\\..\\..\\Reception\PANDEMIC PROCEDURES\Check coronavirus symptoms.docx">..\\..\\..\\..\\Reception\PANDEMIC PROCEDURES\Check coronavirus symptoms.docx</a> and follow guidance if anyone in the office shows symptoms</p>	3	4	12

<..\..\..\..\Reception\PANDEMIC PROCEDURES\COVID19 in the workplace instructions.docx>

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.)

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.

Staff must wear face coverings on public transport according to current regulations

No volunteers coming in

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/>

All external meetings to be held by telephone or video

All training cancelled unless it can be done online

All internal meetings to be held using Microsoft Teams or phone conference

		<p>Of the other 2 organisations in the building – both are open. Executive Insurance has 5 people coming in and Mana Games 1 or 2. Members of the public only by appointment. Cleaners attend once a week and both organisations are following our request to wipe toilets after each use and bannister frequently.</p> <p>The external door is kept locked, so no members of the public can enter.</p> <p>Only 1 member of staff is needed in the office. The tea making facilities have been moved from the kitchen to our office. All members of staff who come to the office have a risk assessment in advance.</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 and alcohol wipes are provided. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>First thing each morning workers clean their work station. Wipes are provided.</p> <p>PPE (gloves, sanitiser, face coverings) is available for all staff in the office. Assessor makes sure the individual knows how and when to use PPE when carrying out risk assessment (COVID19 General work place safety risk assessment) <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes</a></p> <p>Staff advised to use gloves or hand gel sanitiser when handling incoming post and money</p> <p>All client work is undertaken by non face2face channels.</p> <p>No contractual work except cleaning and emergency work will be arranged</p> <p>Notice up in the office – what to do if someone becomes unwell at work</p>			
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			<p>Managers and duty supervisors familiarise themselves with symptoms and follow guidance if anyone in the office shows symptoms</p> <p>Notice on display – <i>what to do if someone becomes unwell at work</i>. Advice on cleaning if someone has symptoms at work is made easily available.</p> <p>When lone working in the office there are daily checks to make sure the person is well and at the end of the day to make sure they have left work safely. Manager from Eastbourne or Hove carries out checks as appropriate.</p> <p>Frequency of Health and Safety meetings increased to monthly to plan for medium/long term: easing of restrictions: outreach desks, organisational meetings, numbers in the office and working from home, vulnerable staff and volunteers.</p>			
Detrimental affect on well being	Physical and mental ill health	Permanent: 11 members of staff, volunteers, clients	<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 difficulties 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 on operational matters 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>			
Reduction in security and safety	Physical and mental harm	Permanent: 11 members of staff, new recruits	The external door to the building is locked once the post has been delivered. This door can potentially remain unlocked from 8:15 or so until 11:00 am.			

Recommended further control measures	Management action plan and implementation date (s)			
	Action	By whom	Deadline	Done