

| 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 update 14/8/20, 21/9/20, 6/10/20 | Almost certain | 5 | Catastrophic (multiple deaths) | |
| Original Assessor | Margaret Carey | Risk rating likelihood X impact | | | |
| Staff involved | Health & Safety Sub Group | 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 | | |
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| | | | | L | I | R |
| COVID19 | Ill health and potential death of staff, their family members, clients, | Permanent: 40 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>Manager familiarisesthemselves 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, as cash is kept here, the phone system is best answered centrally and the post needs to be deal 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 additional staff Large meeting room 3, medium meeting room 2, small meeting room 1, so there is a maximum of 14 desk spaces. This rises to 15 for ½ to 1hr in the morning when the visiting worker prepares for the day.</p> <p>The following measures are followed to allow for 2m distancing with a higher numbers of staff on the premises</p> <p>A one way system is followed to stop people passing in corridors</p> <p>Only staff in the main office make drink in the office. Staff in rooms make drinks in the kitchen</p> <p>1 out 1 in when using both toilets. The accessible loo must also be used.</p> <p>Don't form a queue in the corridor, if necessary wait on the landing</p> <p>The morning meeting is held in the main reception area which is large enough for all staff to stand 2m apart.</p> | 3 | 4 | 12 |

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| | | <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>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 circumstances3. Wellbeing of the individual ie mental health. <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>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> | | | |
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| | | <p>Manager or Duty Supervisor leads daily meetings in the office and reminds everyone of guidelines</p> <p>No volunteers coming in</p> <p>Whilst ESCU and CA are working from home and not open to the public MAP staff 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. Workers are asked to wash their hands when they enter the office. Wipes are provided and are available throughout office, kitchen and toilets. Paper hand towels and air dryer are provided.</p> <p>The office door and doors of rooms where people are working are propped open to lessen the frequency of staff touching common surfaces. Other doors marked fire door are not propped open except for the main office, rooms where people are working and toilets. Doors to cupboards frequently used are kept open</p> <p>The senior member of staff in the office ensures that hourly, staff wipe down all the commonly touched items including kettle, milk handle etc. A list of the places to wipe is pinned on the noticeboard.</p> <p>No clients are allowed into the Advice Hub. Any who turn up are directed to the telephone, or dealt with from behind the door. They are asked to stand back if documents/cash need to be handed over</p> <p>All client work is undertaken by non face2face channels.</p> <p>Managers and duty supervisors familiarise themselves with symptoms ..\..\..\Reception\PANDEMIC PROCEDURES\Check</p> | | | |
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| | | <p>coronavirus symptoms.docx and follow guidance if anyone in the office shows symptoms</p> <p>..\..\..\..\Reception\PANDEMIC PROCEDURES\COVID19 in the workplace instructions.docx</p> <p>All external meetings to be held digitally or by phone</p> <p>All training cancelled unless it can be done online</p> <p>All internal meetings to be held using Microsoft Teams or phone conference</p> <p>Client cash collections converted to home visits, bank transfer or prepaid card – leaving the absolute minimum of cash collections</p> <p>Client cash deliveries delivered to central point ie sheltered housing scheme office. If delivered at home, put cash through door or enter the home following guidance</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)</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes</p> <p>Visiting workers are 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> | | | |
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| Detrimental affect on well being | Physical and mental ill health | Permanent: 40 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 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> <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> <p>A Whatsapp group for Hove staff to support each other has been set up</p> <p>Managers ensure staff are supported with increased numbers of client deaths</p> | 3 | 3 | 9 |
| 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.</p> <p>Do not open the door unless you recognise one of our clients,</p> | | | |

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| | | | <p>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> <p>Managers to reiterate security problems around cleaners leaving doors open/letting people in with BHCC Premises Team if they arise</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> | | | |
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| Recommended further control measures | Management action plan and implementation date (s) | | | |
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| | Action | By whom | Deadline | Done |
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