

H&S Risk Assessment Form

Operation or Activity	COVID-19 – Overarching risk assessment for Beyond Housings work activities to protect customers and colleagues as the transmission rate of COVID-19 reduces.		Reference No.	HSRA229	
	Risk assessment developed in accordance with Government advice and publications to minimise the potential contamination and spread of COVID-19 and maximise control measures in place to maintain a safe environment for customers and colleagues. Supplementary risk assessments are available on request.				
	A suite of individual risk assessments bespoke to key risk areas have also been developed to supplement the controls identified within this document. An established Core Incident Management Team (CIMT) with representation from all areas of the Leadership team, meet regularly to review and update Beyond Housings approach to managing our services during the pandemic.				
Location (Site / Area)	All locations, sites and properties within Beyond Housings control		Assessment type	Specific	
Assessor	Karen Stubbs	Date of assessment	15/10/2021	Date for review	15/01/2022

Likelihood	1. Very Unlikely – May occur in exceptional circumstances	Severity	1. Minor – No injury or damage/first aid treatment only	Likelihood	4	8	12	16	High
	2. Unlikely – Probably will not occur		2. Moderate – Hospital treatment		3	6	9	12	Medium
	3. Likely – Probably will occur		3. Serious – Over 7 days absence/RIDDOR reportable		2	4	6	8	Low
	4. Very Likely – Will definitely occur		4. Major – Permanent disablement/fatality		1	2	3	4	
					Severity				

Hazards identified	Who might be harmed and how	Risk Rating* (before controls)			Control measures	Risk Rating* (after controls)		
		L	S	R		L	S	R
Office, receptions and workplace environments - in normal circumstances there would be many people attending potentially increasing customer and colleague exposure to the COVID-19 virus.	Customers, colleagues, visitors and contractors	3	4	12	<ul style="list-style-type: none"> Reception areas are open with restrictions removed in line with Government guidance Social distancing of 1 metre should continue to be adhered to. Face coverings <u>MUST</u> be worn at all times in the Reception areas. Customer cash payments are suspended until further notice. 	1	3	3

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				High	<ul style="list-style-type: none"> Specific supporting risk assessments and further controls remain in place There is restricted access for colleagues to access offices and technology and digital means have been provided to support colleagues working from home wherever possible Where colleagues cannot work from home due to the role or accesses required, this will be managed to maintain social distance. Each building will have a maximum of 50% occupancy at any time with a desk booking system in place A clear desk policy is in place for both fixed desks and bookable desks. All personal effects must be removed and a clear desk in place when leaving the office Colleagues are requested to take lateral flow tests twice weekly if working in BH buildings or mixing with colleagues or customers, and before visiting the office if working from home As control measures may differ by location, building structure and normal use of the facility - all office and workplace environments including receptions, have individual bespoke risk assessments developed and are reviewed regularly. Supplementary risk assessments are available to interested parties on request Access to welfare facilities including sanitary provision is maintained for essential staff required to attend buildings and will remain closed to the public An increased cleaning regime remains in place for all buildings which require staff attendance to ensure that it is COVID secure. Alcohol gel and sanitiser will be provided at each entrance and exit point of all buildings and colleagues and customers provided with increased communications and awareness of hand hygiene All employees are instructed to wear face coverings when they are moving around the workplace environment. Face coverings may be removed when sat at workstations. If colleagues have specific exemptions then these should be raised with their direct line manager so that reasonable adjustments and alternative arrangements can be identified. 			Low

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Unvaccinated Colleagues - with potential to increase the spread of the virus	Customers, colleagues, visitors and contractors			12	<ul style="list-style-type: none"> Colleagues who choose not to have the vaccine are encouraged to inform their line manager and HR as soon as possible so that any alternative controls can be implemented. Colleagues not vaccinated will be encouraged to carry out regular lateral flow testing and notify their line manager of any results Colleagues have been advised to follow government guidance if they have any signs or symptoms of COVID 19 and not enter the workplace Social distancing must be adhered to at all times and floor markings will be in place Alcohol gel and sanitiser will be provided at entrance and exit points and throughout of all buildings and colleagues must follow the guidelines in the regular use of these All employees are instructed to wear face coverings when they are moving around the workplace environment. Face coverings may be removed when sat at workstations. Regular advice, updates and support will be provided via Workplace 			3
Regulatory governance, statutory compliance and customer safety – The reduction in services to protect customers and colleagues has the potential to impact on regulatory governance, legislative compliance and customer safety if not controlled.	Customers and colleagues	3	4	12	<ul style="list-style-type: none"> The CIMT will continue to monitor advice and publications by the Regulator of Social Housing, Health and Safety Executive and Government to ensure effective governance is maintained Corporate governance arrangements including Board and Committee meetings will continue as scheduled using digital platforms Government guidance on the 16 August 2021 advises that those who are fully vaccinated, with at least 14 days since the second vaccination, will no longer be required to self- isolate following contact with someone testing positive for COVID 19 but will be required to take a PCR test and only isolate for 10 days if the test returns positive. Property compliance regimes are maintained to ensure customer safety and maintain the requirements of the Home Standard. Where access is required to individual properties, risk assessments are developed with specific controls including social distancing and provision of personal protective equipment 	1	3	3

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				12	<ul style="list-style-type: none"> Government Guidance on the 1 April 2021 advised that shielding is no longer a requirement. Vulnerable customers are advised to take precautions and maintain social distancing. Compliance inspections and maintenance will be carried out unless customers are self-isolating due to symptoms of COVID 19. A risk based approach will be adopted and effective records maintained. Work will be rescheduled at the earliest opportunity, supporting customer and colleague safety All emergency repairs and compliance/essential safety checks (essential works) will continue in accordance with emergency response times. 			3
Customer and colleague vulnerabilities – customers and colleagues who may be self-isolating due to symptoms or being at increased risk from the virus	Customers and colleagues	3	4	12	<ul style="list-style-type: none"> Bespoke reasonable adjustments will be applied when customers advise that they are self-isolating and essential services may be re-arranged Colleagues who are required to self-isolate will be supported by line managers and the HR team to identify suitable reasonable adjustments bespoke to the individual. 	1	3	3
Critical services – including service centre and Independent Living Services	Customers, colleagues and external support agencies	3	4	12	<ul style="list-style-type: none"> All emergency and essential services will be maintained at all times Individual risk assessments have been developed where required to maximise social distancing, appropriate personal protective equipment provided and hygiene arrangements to prevent transmission of the virus Contingency and business continuity plans are in place to ensure ongoing provision of the services. 	1	3	3
Higher risk homes – including sheltered housing or assisted living schemes	Customers, colleagues and external support agencies	3	4	12	<ul style="list-style-type: none"> Additional controls have been implemented for higher risk homes including restricting visitors, additional personal protective equipment, increased cleaning regimes and provision of the same staff members wherever possible to support customers and minimise ‘mixing’ of people in these areas Increased monitoring is taking place on these schemes to ensure effective controls are maintained and reviewed. 	1	4	4
Working in occupied properties – with potential to increase the risk of cross contamination and spread of	Customers, colleagues and contractors	3	4	12	<ul style="list-style-type: none"> Individual activity risk assessments have been reviewed taking into account the increased risk of COVID-19 Pre-screening of customers takes place by phone prior to appointments taking place to identify any 	1	3	3

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the virus				9	<p>occupants with COVID-19 symptoms, or in self-isolation</p> <ul style="list-style-type: none"> Colleagues have been advised to follow government guidance if they have any signs or symptoms and will not work in customers' homes Control measures for working in occupied properties includes social distancing, requesting occupants to move into a room where work is not being undertaken increased hygiene arrangements, dynamic risk assessment and additional personal protective equipment. 			3
Working in void properties – with potential to increase the risk of cross contamination and spread of the virus	Colleagues	3	3	9	<ul style="list-style-type: none"> Individual activity risk assessments have been reviewed taking into account the increased risk of COVID-19 Colleagues have been advised to follow government guidance if they have any signs or symptoms and will not attend work during the self-isolation period Control measures for working in void properties includes minimising the number of people in a property at any one time, social distancing, increased hygiene arrangements, dynamic risk assessment and additional personal protective equipment. 	1	3	3
Community and external works – with potential to increase the risk of cross contamination and spread of the virus	Customers, colleagues and the general public	2	3	6	<ul style="list-style-type: none"> External work activities risk assessments such as estates/grounds maintenance have been reviewed and controls such as social distancing, increased hygiene arrangements, dynamic risk assessment and additional personal protective equipment have been detailed Maintaining ongoing estates maintenance improves aesthetics of our communities but also reduces risks to public from slips, trips and falls on long wet grass Ongoing litter picking, removal of fly tipping waste and waste management reduces the risks associated with bacterial and biological contamination and reduces an increase in vermin. 	1	3	3
Planned works programmes – with potential to increase the risk of cross contamination and spread of the virus	Customers, colleagues and contractors	3	3	9	<ul style="list-style-type: none"> Individual planned works programmes will be assessed as part of the company's recovery plans prior to recommencing with Construction Phase plans updated and incorporating additional planned controls and emergency measures if works need to be suspended at short notice 	1	3	3

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Development and construction activities – with potential to increase the risk of cross contamination and spread of the virus	Colleagues and contractors	3	2	6	<ul style="list-style-type: none"> Individual development works are re-assessed by the principal contractor prior to recommencing with construction phase plans/risk assessments/method statements updated and incorporating additional planned controls and emergency measures if works need to be suspended at short notice Social distancing controls are maintained on construction sites and additional personal protective equipment in use. Colleagues from the development team monitor progress and ongoing risk management including any new or emerging risks. 	1	2	2
Appointment of contractors – with potential to increase the risk of cross contamination and spread of the virus	Customers, colleagues and contractors	3	3	9	<ul style="list-style-type: none"> Contractors are reviewing individual risk assessments and controls prior to recommencing works Teams who appoint and control contractors complete a documented appraisal of reviewed risk assessments prior to allowing works to re-commence. 	1	3	3
Transport and travel – including commuting and the use of fleet vehicles, personal vehicles and public transport	Colleagues	3	3	9	<ul style="list-style-type: none"> Transport and travel to be minimised and colleagues encouraged to work from home wherever possible Fleet vehicles to be kept clean and tidy with additional sanitising of ‘touch points’ such as steering wheel, gear selectors and controls carried out between each user Restricted sharing of company/personal vehicles and where it is not reasonably practicable to travel with one person per company vehicle then additional vehicles will be provided or colleagues will be able to use their own vehicles to travel to site. If this is not possible then additional risk assessments to be completed with controls implemented which supports government guidance 	1	2	2
Customer safeguarding – including reporting during COVID-19 pandemic	Customers and Colleagues	3	3	9	<ul style="list-style-type: none"> All existing controls for customer safeguarding including referrals continue to be applied and communication methods maintained. Colleagues continue to support customers with additional vulnerabilities and report concerns to the safeguarding team. Safeguarding reporting mechanisms maintained and colleagues existing knowledge of customers at increased risk used to provide additional support. 	1	3	3

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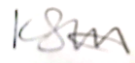
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Colleague wellbeing – increased risk as a result of loneliness and isolation	Colleagues	2	3	6	<ul style="list-style-type: none"> Support and monitoring available from managers and HR team Existing support and professional help available and maintained with existing providers Continued communication with colleagues via personal telephone contact, briefings, workplace platform and Be in Touch articles. 	1	3	3
Emergency response – including out of hours emergency calls and investigations	Customers and colleagues	2	3	6	<ul style="list-style-type: none"> Emergency response arrangements will continue to be provided in accordance with emergency response times. Additional dynamic risk assessments and controls may be undertaken to protect customers and colleagues. 	1	3	3
Further peak or change in national or regional advice – requiring a change in controls	Customers and colleagues	2	3	6	<ul style="list-style-type: none"> CIMT will monitor government advice and updates regularly to monitor any changes CIMT will continue to issue communications and updates to colleagues following briefing meetings Beyond Housing web site will be updated regularly with any increased risks or changes in controls CIMT will monitor risks bespoke to Beyond Housing and will review risk assessments regularly Customer and colleague communication and any concerns raised will be used to redefine and consider risks, controls and assurance needed. 	1	3	3
COVID-19 specific emergency response – due to confirmed cases of infection affecting our customers, colleagues or services provided	Customers and colleagues	3	3	9	<ul style="list-style-type: none"> Department business continuity plans are in place and continue to be monitored and updated, maintaining contingency arrangements Recovery plans have been approved by CIMT based on current government guidelines and the impact of risk to our customers and colleagues Regular reviews of contractor’s availability to provide support and maintaining services Government advice monitored and followed for any confirmed COVID related ill health. 	1	3	3

Additional Comments

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<p>The controls and supplementary documentation supports Beyond Housing in being COVID-19 secure.</p> <p>The assessment will require regular review in accordance with the publication of additional or revised guidance from Government, Regulator of Social Housing and/or other interested parties.</p> <p>Additional monitoring will take place by the Leadership team to ensure controls remain effective.</p> <p>The assessment will also be reviewed in the event of any government changes, increased exposure or ill health identified.</p> <p>Assessment reviewed 5 January 2021. Specific workplace risk assessments have been established and controls implemented.</p> <p>Assessment Reviewed 28 April 2021.</p> <p>Assessment Reviewed 11 May 2021 for the reopening of Reception areas</p> <p>Assessment reviewed 21 June 2021 in line with review date.</p> <p>Assessment reviewed 22 July in line with review date.</p> <p>Assessment reviewed 23 August in line with review date.</p> <p>Assessment reviewed 15 October in line with review date.</p>								
Assessment completed by	Karen Stubbs				Signature			

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