

Risk Assessment Title:	COVID-19 (Tenancy Property sign-up)	Locations:	SLH homes throughout the South Liverpool area	Date:	21st May 2020
Team:	Neighbourhood Services Team (Lettings Team)	Manager: H&S Manager:	Cathy Bennett Danny McDonagh CMIOSH	Risk Assessment Number:	C19 - 004

NB: This Risk Assessment is based on design hazard analysis, further assessment may be required as necessary. This assessment must be supported by a Dynamic Risk Assessment (DRA) carried out on-site before and during the work activity being carried out. The Manager is responsible for ensuring all safety measures are implemented and for monitoring the safety controls put in place. The Health & Safety Manager will audit the site(s) and advice of safety matters and improvements periodically.

Task/ Activity
<p>Certain members of the Neighbourhood Services team will sign-up prospective tenants at the Parklands office. Using work procedures that have been changed or adjusted to comply with Covid19 guidelines and safety for our tenants and staff.</p> <p>The work activity and the location of the office are familiar to all staff members.</p> <p>The sign-up should not continue if the staff member feels unsafe or if government guidelines or SLH procedures are not being followed.</p>
Supporting Documents (Policies, procedures, assessments)
<ul style="list-style-type: none"> • Government Guidance (this risk assessment will also consider government updates and adjust accordingly) • Neighbourhood Services Team COVID-19 Sign-up Procedures • Existing Risk Assessments and Safe Systems of Work • Allocations and Tenure Policy and Procedure • SLH - Health, Safety & Wellbeing Policy • IOSH: Covid-19 Risk Assessment Guidance • https://liverpool.gov.uk/covidcases

Hazard (Something with the potential to cause harm, how will it be realised and what is the potential injury?)	At Risk (who might be harmed)	Risk			Control Measures	Additional Control Measures	Risk after control measures implemented		
		4 Severity	5 Probability	6 Risk			8 Severity	9 Probability	10 Risk
<p><u>Coronavirus (COVID 19)</u> <u>High Risk</u></p> <p>Presence of viruses and bacterial in the workplace and properties.</p> <p>Viruses and bacteria entering the body via ingestion, injection, direct contact with contaminated surfaces, mucosal membranes (mouth/nose/eyes).</p> <p>The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing.</p> <p>The virus can be transferred to the hands and from there to surfaces.</p> <p>It can survive on surfaces for a period after transfer (depending on such things as the surface</p>	SLH tenants (V) SLH colleagues (E)	5	4	20	<ul style="list-style-type: none"> Workplace adapted to comply with social distancing and provide safe area for tenants and staff. NMO to complete majority of sign-up information over the telephone prior to tenants receiving the keys to limit time spent with tenant in office. NMO to attend office 30 minutes before sign up to prepare documentation. Advise AMEY (security) that you are onsite. Tenant to be advised to attend their office appointment wearing a mask. They will not be allowed inside office unless wearing a mask. We will provide if the tenant attends appointment without a mask. 	<ul style="list-style-type: none"> Briefing on the dangers of the virus, occupational hygiene, use of PPE, emergency procedures and open discussion to be given to all staff work can commence. Daily morning briefings (by video call) to outline work to be completed that day and assess any potential issues that might occur. Review of procedure after first week of implementation. Any issues highlighted by staff and risk assessment amended in line with recommendations. Staff not to complete sign-ups if they live with someone who has received a shielding letter. EMT and Line Manager to provide updates on Government guidance when applicable. Personal hand sanitisation bottles to be 	5	2	10

type, its moisture content and temperature).

If it is passed from one person to another, you may suffer from flu like symptoms, or breathing difficulties that may need hospitalisation. While many survive infection, some may die from the disease.

- Tenant to be provided with their own pen and to take pen with them.
 - Wherever possible one person to attend appointment with a maximum of two people allowed in the office.
 - No children allowed to attend the sign-up
 - Parklands Office open only by appointment.
 - At sign-up another member of staff to be in office to give security assurance at this present time.
 - Benefit claim to be completed by Welfare Officer over the telephone, not in office.
 - Staff to wear PPE provided during the sign-up (along with lone worker device and ID badge) and use hand sanitising gel or wash hands following appointments.
 - Single use PPE should be disposed of so that it cannot be reused and double bagged and disposed of to avoid cross contamination.
- issued and carried by staff at all times.
 - A COVID-19 questionnaire to be completed at each stage of contact with the tenant. If tenant or household member has symptoms then sign up can be re-arranged until it is safe.
 - Plastic wallets to be used to store tenants' documents and disposed of after use.
 - All documents to be disposed of in confidential waste bin.
 - Tenant to provide photo at viewing.

At Risk (column 2)	Severity (column 4 and 8)		Probability (column 5 and 9)		Risk Rating (column 6 and 10)		
E - Employees	1	No Injury, property damage	1	Very Unlikely	Severity X Probability = 1 to 5	Low	Acceptable Risk
C - Contractors	2	Minor Injury	2	Unlikely			
V - Visitors	3	+3 Day Absence	3	Likely	Severity X Probability = 6 to 14	Med	Requires Continuous Review (Proceed with Caution)
P - Public	4	Major Injury	4	Very Likely			
A - All	5	Death	5	Virtually Certain	Severity X Probability = 15 to 25	High	High Risk – (Stop Work)


Additional Comments (Actions identified by personnel on site, to make the task safer)

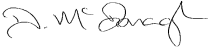
Staff members to be given this risk assessment to review and return comment before being issued as a live document.

It was read through by the H&S Manager at a briefing on 21.05 2020 and staff were asked if they clearly understand its contents and the actions they need to take to complete their tasks safely. All agreed the assessment was understood.





The Health & Safety Manager is a Mental Health First Aider and will be available for staff to speak to at any time if needed and provide assistance to access external agencies if necessary.

This risk assessment continues to be reviewed monthly and staff members informed of any changes – it may also change according to government updates, in this instance operatives will be informed of any changes immediately. The risk assessment should be read in addition to existing risk assessments in place for the team

Authorised by The Responsible Manager	Name (Print):	Signed:	Assessment Date:	Review Date:
	Chris Halliday		21.05.20	02/11/20

Agreed by The Health & Safety Manager	Name (Print):	Signed:	Dated :	
	Danny McDonagh		21.05.20	02/11/20

Review History

Date of Review	Significant changes	Completed By	Reviewed By
01.06.2020	No changes	Chris Halliday	
19.06.2020	No changes	Chris Halliday	
10.09.2020	Tenants attending must be advised to wear a mask and cannot enter office without one; we will provide if tenant attends without a mask.	Chris Halliday	
07.10.2020	No changes	Chris Halliday	
02.11.2020	No changes were made	Chris Halliday	