

Risk Assessment Title:	COVID-19 (Tenancy sign-up)	Locations:	SLH homes throughout the South Liverpool area	Date:	01.04.2021
Team:	Neighbourhood Services Team	Manager: H&S Manager:	Chris Halliday 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>The Neighbourhood Services Team will complete sign-ups with tenants remotely using digital software to complete paperwork and by telephone.</p> <p>The work activity is conducted at present in the colleague's home.</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

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)	2	1	1	<p>Sign-ups are now completed digitally. This eliminates the risk to colleagues coming into contact with tenants as the signing of paperwork is done using docusign. In addition, the sign-up is completed on the telephone.</p> <p>Keys to the property will be left by the Scheme manager inside the flat for the tenant to enter and collect at an agree time.</p> <p>The Scheme Managers will wear PPE when entering the Scheme and not stop to talk to any tenants.</p> <p>In exceptional circumstances and only when a tenant is unable to complete the sign up digitally, we can with the permission of the Line Manager, complete the sign-up, in part, by visiting</p>	Benefit claims and rent payments will be completed over the telephone by other teams. <p>Tenants without a smart phone or laptop will need to use a family/friends phone or laptop/PC to complete the paperwork.</p>	2	1	1

<p>type, its moisture content and temperature).</p> <p>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.</p>					<p>the tenant and providing them with a copy of the tenancy agreement and any other documents that need to be signed.</p> <p>The tenant will sign the documents and hand back to the NMO in a envelope to be taken away and scanned and linked into Orchard. The documents can then be disposed safely.</p> <p>NMO to wear all PPE during visit and maintain social distance at all times.</p> <p>Prior to the handover of documents the NMO can still complete all the other parts of the sign-up over the phone to limit contact to only getting tenancy agreement and other documents signed.</p>				
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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.

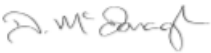
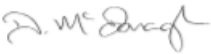
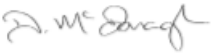
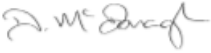
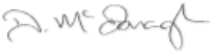
The original risk assessment was read through by the H&S Manager at a briefing on 21.05 2020 and staff will be asked if they clearly understand its contents and the actions they need to take to complete their tasks safely. If agreed they will sign an acknowledgement sheet to confirm this.

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 will be reviewed monthly and made available to customers on our Website and colleagues involved in the sign-up process in meetings. The risk assessment may change according to government updates, in this instance colleagues 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		30.03.2021	01/05/2021
Agreed by The Health & Safety Manager	Name (Print):	Signed:	Dated :	
	Danny McDonagh		01.04.2021	01/05/2021

Review History

Date of Review	Significant changes	Completed By	Reviewed By
19.06.20	No changes	Chris Halliday	
10.09.20	Tenant and another person attending with them must be advised to wear a mask and cannot enter office without one; we will provide if tenant attends without a mask.	Chris Halliday	
27.11.20	Added in that Orbis will meet tenant at the property to remove alarm rather than office. Added that staff will not attend sign-up if test positive for COVID 19 or display any COVID type symptoms.	Chris Halliday	
28.01.21	Digital sign-up process has been introduced to eliminate face to face contact with tenant. Keys are left in flat for tenant to collect	Chris Halliday	
28.02.21	No changes	Chris Halliday	
30.03.21	Added in a change for the NMO to visit a tenant in exceptional circumstances if tenant does not have a way of doing sign-up digitally	Chris Halliday	