



<p>Step 1 – Assessor name (include here)</p>	<p>Operation activity – Working safely during coronavirus (COVID-19) - Other people’s homes - for NHG staff working in, visiting or delivering to other people's homes during the Coronavirus pandemic</p>	<p>Date of Assessment May 2020</p>
<p>Directorates Assets, Building Safety, Commercial, Development & Housing</p>		

<p>Section 1. Thinking about risk - Objective: NHG to carry out a COVID-19 risk assessment.</p>			
<p>Step 2 - What is the hazard?</p>	<p>Step 3 - What is already being done to mitigate the hazard?</p>	<p>Step 4 - What further actions are necessary?</p>	<p>Step 5- Detail/ agreed course of action (by who & date of further review/completion)</p>
<p>1.1 Thinking about managing risk Objective - To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority Applicable to NHG staff and home occupiers/visitors</p>	<p>When working in other people’s homes NHG have</p> <ol style="list-style-type: none"> 1. Increased the frequency of handwashing and surface cleaning. 2. Made every reasonable effort to enable working from home as a first option. Where working from home is not possible, NHG will make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible). 3. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, NHG have considered whether that activity needs to continue for the 	<p>NHG will continue to monitor the latest guidance and consider how it can be applied to service delivery.</p> <p>This includes relaying the guidance accordingly and the continued message to staff when working in other people’s homes:</p> <ol style="list-style-type: none"> 1. No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield - unless it is to remedy a direct risk to the safety of the household. 2. When working in a household where somebody is clinically vulnerable, but 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • NHG Coronavirus information is available to staff on Milo (updated as necessary) • Cascaded information and key messages discussed with service/team at team meeting – H&S/Coronavirus included as an agenda item • Risk assessment for access by all staff is held within Directorate or team shared H&S file • NHG Emergency repairs guidance available



	<p>business to operate, and if so NHG will have taken all the mitigating actions possible to reduce the risk of transmission between their staff.</p> <p>4. Further mitigating actions that NHG are undertaking include:</p> <ul style="list-style-type: none"> • increasing the frequency of hand washing and surface cleaning • keeping the activity time involved as short as possible • using screens & barriers such as once on site utilising existing windows & doors to separate people from each other • using back-to-back or side-to-side working (rather than face-to-face) whenever possible • reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others) <p>5. Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then NHG will assess whether the activity can safely go ahead.</p> <p>6. In producing this assessment NHG have given regard to whether the people doing the work are especially vulnerable to COVID-19.</p>	<p>has not been asked to shield, for example, the home of someone over 70, prior arrangements should be made to avoid any face-to-face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.</p> <p>3. Staying updated with the latest guidance and considering how it can be applied to your work. This can include:</p> <ul style="list-style-type: none"> • Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose. • Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue, or your sleeve (not your hands) if you don’t have a tissue and throw the tissue in a bin immediately, then wash your hands. • Cleaning regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people. • Communicating with households prior to any visit to discuss how the 	<ul style="list-style-type: none"> • NHG repairs script for guidance regarding annual compliance visits • Direct risk to safety repairs visits identified during the emergency/repair reporting process and communication with households and relayed to staff prior to attendance – further site-specific risk assessment to be undertaken. • On arrival at another person’s home staff members are to undertake dynamic risk assessment to maintain social distance as far as possible <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
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		<p>work will be carried out to minimise risk for all parties.</p> <ul style="list-style-type: none"> • Maintaining social distance as far as possible <p>Updated guidance is to be regularly communicated to staff by</p> <ul style="list-style-type: none"> • Publishing through the coronavirus section within Milo • Directors/Business leaders cascading information and key messages • Managers highlighting and discussing information and key messages at team meetings 	
<p>1.2 Sharing your risk assessment</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>NHG has followed the UK.GOV guidance in producing COVID-19 risk assessment for working in other people’s homes and has shared this by:</p> <ul style="list-style-type: none"> • Making the assessments accessible to staff through Milo • Making them fully accessible for others by publishing the results on the NHG website • NHG also display staying-covid-19-secure notice within its main offices and workplaces. 	<p>NHG departments may also consider displaying the staying-covid-19-secure notice in smaller formats such as cards or stickers in work vehicles</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • NHG COVID-19 secure notice is displayed alongside the H&S “what you should know” poster on noticeboards within NHG offices. • NHG COVID-19 secure notice displayed on estate/residential blocks using resident noticeboards • NHG COVID-19 to be displayed on fleet & pool vehicles <p>NHG applicable directorates – Assets, Building Safety,</p>



			<p>Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
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Continue below to section 2



Section 2. Who should go to work – Objective: - That everyone should work from home, unless they cannot work from home.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>2. Objective: That everyone should work from home, unless they cannot work from home.</p> <p>NHG recognises that it is often not possible to deliver some in-home services by staff working from home.</p> <p>Applicable to NHG staff</p>	<ol style="list-style-type: none"> 1. NHG in the first instance are finding digital or remote alternatives to physical, in-home work where possible such as video or phone consultations. 2. NHG are discussing working environment and practices with householders and clients in advance to confirm how the work will be carried out, if a physical visit is needed. 3. NHG and its agencies keep in touch with workers, who they might usually meet with face-to-face, on their working arrangements including their welfare, mental and physical health and personal security. 	<p>NHG managers are to continually review arrangements for staff identified who are undertaking physical visits or have specific health & safety or personal circumstances that require consideration for onsite attendance.</p> <p>Updated guidance regarding welfare, mental and physical health and personal security is to be regularly communicated to staff by</p> <ul style="list-style-type: none"> • Publishing through the coronavirus section within Milo • Directors/Business leaders cascading information and key messages • NHG managers highlighting and discussing wellbeing, welfare, mental and physical health and personal security information and other key messages at team meetings • NHG managers are to discuss individuals’ wellbeing and address concerns at 1-2-1 meetings. • Within 1-2-1 meetings with staff NHG managers are to discuss equipment and 	<p>Agreed action completed as below:</p> <ul style="list-style-type: none"> - • Information regarding welfare etc. available for staff on Milo • Regular team meetings diarised • Monthly 1-2-1 meetings diarised • Review of staff that may need to visit or work in other people’s homes & their suitability undertaken (during appraisal). • Individual risk assessment may be undertaken for those identified to work in the community who are deemed to be at specific risk <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant</p>



		<p>access to work systems to ensure working at home can be undertaken safely and effectively as an alternative to visiting sites.</p>	<p>change in operation or UK.GOV/Public Health England guidance.</p>
<p>2.1 Protecting people who are at higher risk Objective - To protect clinically vulnerable and clinically extremely vulnerable individuals. Applicable to NHG staff</p>	<p>Clinically extremely vulnerable individuals Refers to people who have specific underlying health conditions that make them extremely vulnerable to severe illness if they contract COVID-19. Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. Who is ‘clinically extremely vulnerable’?</p> <p>NHG have strongly advised clinically extremely vulnerable employees not to work outside the home.</p> <p>Clinically vulnerable people Refers to people who may be at increased risk from COVID-19, including those aged 70 or over and those with some underlying health conditions. Who is ‘clinically vulnerable’?</p> <p>Clinically vulnerable individuals, who are at high risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from</p>	<p>NHG managers are to undertake an individual risk assessment for all Clinically extremely vulnerable staff members within their team – These individuals are not to undertake NHG work outside of their home</p> <p>NHG managers are to undertake an individual risk assessment for all Clinically vulnerable staff members within their team</p> <ul style="list-style-type: none"> • If the staff member is clinically vulnerable (but not an extremely clinically vulnerable) individual and cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. • If they must spend time within 2m of others, managers must carefully assess whether this involves an acceptable level of risk. • As for any workplace risk you must consider specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Clinically extremely vulnerable staff identified – individual risk assessments completed (are not allowed to work away from home until change in government advice). • Clinically vulnerable staff identified – individual risk assessments completed (specific considerations and controls recorded) <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



	<p>home, either in their current role or in an alternative role.</p> <p>NHG staff that may live in a household where one or more individuals are clinically vulnerable or clinically extremely vulnerable, need to adhere to strict hygiene and social distancing guidelines inside and outside their home. Guidance for households with grandparents, parents and children living together where someone is at increased risk or has symptoms of coronavirus (COVID-19) infection</p>	<ul style="list-style-type: none"> Particular attention should also be paid to people who live with clinically extremely vulnerable individuals 	
<p>2.2 People who need to self-isolate Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of coronavirus as well as those who live in a household with someone who has symptoms.</p>	<p>NHG enables staff to work from home while self-isolating if appropriate.</p> <p>See current guidance for people who have symptoms and those who live with others who have symptoms.</p>	<p>NHG managers are to maintain regular contact with self-isolating staff members as identified within the NHG sickness procedures.</p> <p>NHG managers are to promote the availability of and means to obtain COVID-19 testing. (Arrangements as detailed on Milo).</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> Where staff members are self-isolating these are identified through the daily COVID-19 staff status dashboard. Availability and means of testing detailed on Milo – Outlined to staff during team meeting Regular telephone/video conversations with staff <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p>



<p>Applicable to NHG staff and home occupiers/visitors</p>			<p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>2.3 Equality in the workplace Objective: To treat everyone in your workplace equally</p> <p>In applying this guidance, NHG should be mindful of the needs of different groups of workers or individuals.</p> <p>It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.</p> <p>NHG also has responsibilities towards disabled workers and those who are new or expectant mothers.</p> <p>Applicable to NHG staff</p>	<ol style="list-style-type: none"> 1. NHG understands and considers the circumstances of those with different protected characteristics. 2. NHG involves and communicates appropriately with staff whose protected characteristics might either expose them to a different degree of risk or might make any steps within this assessment inappropriate or challenging for them. 3. NHG considers the need to put in place any measures or adjustments to take account of its duties under the equality’s legislation. 4. NHG makes reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers. 5. NHG makes sure that the steps it takes do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments. 	<p>NHG managers are to discuss equality in the workplace arrangements and address concerns at 1-2-1 meetings.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Equality in the workplace detailed/discussed within 1-2-1 meetings. • Virtual toolbox talks <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



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Continue below to section 3



Section 3. Social distancing at work – Objective: To maintain 2m social distancing wherever possible, including arriving at and departing from work, while in work, and when travelling between sites.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>3.1 Coming to and leaving work</p> <p>Objective: To maintain social distancing wherever possible, including on arrival and departure and to ensure handwashing upon arrival.</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>NHG maintains social distancing throughout all its staff’s activities wherever possible.</p> <p>Where the social distancing guidelines cannot be followed in full in relation to a particular activity such as coming and leaving work NHG has considered whether that activity needs to continue for NHG to operate, and, if so, have taken all the mitigating actions possible to reduce the risk of transmission.</p>	<p>Further mitigating actions for NHG managers to consider (wherever possible) include:</p> <ol style="list-style-type: none"> 1. Further increasing the frequency of hand washing and surface cleaning 2. Keeping the activity time involved as short as possible 3. Consider travelling to sites alone using your own transport, where insurance allows. 4. If workers have no option but to travel together, for example delivery teams, the following should be encouraged: <ul style="list-style-type: none"> • Journeys should be with the same individuals and limited in the number of people travelling per vehicle. • Maintaining good ventilation, for example keeping windows open and passengers facing away from one another to reduce risk of transmission. • Vehicles regularly cleaned using gloves and standard cleaning products, with emphasis on handles 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Social distancing at work and hygiene principles – availability and use of hand sanitiser outlined & discussed at team meeting. • Fixed teams, partnering & reduction of contacts arrangements completed. • Working time for visiting sites extended to allow for staggering of arrival and departure • Guidance issued regarding use of corporate vehicle. • Means of transport • NOTE – Work related travel fully covered in Section 7 <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p>



		<p>and other areas where passengers may touch surfaces.</p> <ul style="list-style-type: none"> • Where possible, employers or agencies should match workers to households local to them to minimise transportation. • Wash hands on arrival and maintain social distancing when entering the home. 	<p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.2 Moving around when working in a home Objective: To maintain social distancing wherever possible while performing work in the home. Applicable to NHG staff and home occupiers/visitors</p>	<p>NHG have identified the following controls where possible to ensure those moving around when working in a home can do so safely:</p> <ol style="list-style-type: none"> 1. Discussing with households ahead of a visit to ask that a 2m distance is kept from those working, if possible. 2. Asking that households leave all internal doors open to minimise contact with door handles. 3. Identifying busy areas across the household where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas. 4. Bringing your own food and drink to households and having breaks outside where possible. 5. Limiting the number of workers within a confined space to maintain social distancing. 	<p>NHG managers are to plan to use the 7 points to ensure arrangements are developed to ensure those moving around when working in a home can do so safely</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Managers are to signpost staff to the NHG procedural & guidance information regarding working in other people’s homes on Milo • Resident information regarding the above published on NHG website & distributed. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



	<ol style="list-style-type: none"> 6. Using a fixed pairing system if people must work in proximity, for example, during two-person assembly or maintenance. 7. Allocating the same workers to a household where jobs are repetitive. Employers and agencies should introduce fixed pairing to have the same individuals allocated to a household where jobs are repetitive in nature. 		
<p>3.3 Appointments in the home Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>NHG have identified the following controls to maintain social distancing and reduce transmission between individuals when they are at meetings in other people’s homes:</p> <ol style="list-style-type: none"> 1. Using remote working tools to avoid in-person appointments. 2. Only necessary participants should attend appointments and should maintain 2m separation where possible. 3. Avoiding transmission during appointments, for example, from sharing pens and other objects. 4. Holding meetings outdoors or in well-ventilated rooms whenever possible. 	<p>NHG managers are to consider the 4 points below to ensure arrangements are developed for meetings within other people’s homes are undertaken safely.</p>	<p>Agreed action completed as below:-</p> <p>NHG managers are to relay the following to staff members at team meetings</p> <ul style="list-style-type: none"> • Remote options to avoid meetings in other people’s homes where possible are the preferred option. • Meet in person but without entering property where possible (i.e. discussion on doorstep, through window etc.) • Minimum required attendees only. • Social distancing to be maintained where possible. • Equipment must not be shared to avoid transmission risk



			<p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.4 Accidents, security and other incidents Objective: To prioritise safety during incidents.</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>In an emergency, for example, an accident, fire, or break-in, people do not have to stay 2m apart if it would be unsafe.</p> <p>People involved in the provision of assistance to others should pay attention to sanitation measures immediately afterwards, including washing hands.</p>	<p>Prior to staff undertaking a site meeting or visiting another person’s home NHG managers are to update emergency arrangements to ensure safety can be maintained, this is to include the provision of hand sanitation.</p>	<p>Agreed action completed as below:</p> <ul style="list-style-type: none"> - • Fire arrangements (hot works procedure) reviewed as applicable • First aid arrangement reviewed • Accident/Incident/Near miss & Hazard reporting arrangement (within AssessNET) highlighted to staff – detailed within Milo and discussed at team meetings <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or</p>



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Continue below to section 4



Section 4. Interacting with householders – Objective: To make sure people understand what they need to do to maintain safety.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>4.1 <u>Providing and explaining available guidance</u> Objective: To make sure people understand what they need to do to maintain safety.</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>NHG have identified the following controls to ensure those who interact with householders understand what they need to do to maintain safety.</p> <ol style="list-style-type: none"> 1. Providing workers with specific information about how to operate safely in people’s homes. 2. Communicating with households prior to arrival, and on arrival, to ensure the household understands the social distancing and hygiene measures that should be followed once work has commenced. 	<p>Prior to an NHG staff member interacting with householders NHG managers are to produce service specific social distancing guidance considering the 2 points to minimise unnecessary visits.</p> <p>This guidance is to be relayed to ensure the site-specific guidance is understood.</p>	<p>Agreed action completed as below:</p> <ul style="list-style-type: none"> - • Service specific social distancing and hygiene guidance discussed with all staff – information displayed and provided • Display/provision of NHG COVID-19 secure notice • Planned maintenance/repair response contractors’ risk assessments and method statements provided to NHG and confirmed that they include appropriate social distance and hygiene arrangements. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or</p>



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Continue below to section 5



Section 5. Cleaning the work area - Objective: To keep work areas in a home clean and prevent transmission by touching contaminated surfaces.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>5.1 Keeping the work area clean</p> <p>Objective: To keep work areas in a home clean and prevent transmission by touching contaminated surfaces.</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>NHG have identified the following controls to ensure sites are clean and transmission is prevented by:</p> <ol style="list-style-type: none"> 1. Frequent cleaning of objects and surfaces that are touched regularly, using your usual cleaning products. 2. Arranging methods of safely disposing waste with the householder. 3. Removing all waste and belongings from the work area at the end of a shift and at the end of a job. 4. If you are cleaning after a known or suspected case of coronavirus then you should refer to the specific guidance. 	<p>NHG managers are to ensure that arrangements are produced to keep the workplace clean as detailed in the 4 points</p>	<p>Agreed action completed as below: -</p> <ul style="list-style-type: none"> • Increased frequency and identification/inclusion of specific surface cleaning to be discussed by manager at team meetings. • Availability & provision of usual cleaning products for those visiting/working in other people’s homes to enable transmission prevention. • Contractors have provided a method statement for cleaning following a known or suspected COVID-19 situation – this has been checked against the specific guidance. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



<p>5.2 Hygiene Objective: To help everyone keep good hygiene through the working day.</p> <p>Applicable to NHG staff</p>	<p>NHG have identified the following controls to ensure good hygiene can be maintained:</p> <ol style="list-style-type: none"> 1. Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose. 2. Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue or your sleeve, not your hands. Throw the tissue in a bin immediately, then wash your hands. 3. Cleaning regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people. 4. If handwashing facilities are not accessible, you should carry hand sanitiser. 	<p>NHG managers are to ensure that arrangements are produced & maintained to help everyone keep good hygiene as detailed in the 4 points.</p>	<p>Agreed action completed as below:</p> <ul style="list-style-type: none"> • Specific guidance on social distancing and hygiene (potential use of resident’s handwashing facilities and toilets) is to be explained to residents on or before arrival. • Hand sanitiser provision for staff to be outlined to staff members (Availability & means of replenishing stock as necessary) <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>5.3 Handling goods, merchandise and other materials Objective: To reduce transmission through contact with objects that come into or are removed from the home.</p>	<p>NHG have identified the following controls to ensure good hygiene can be maintained:</p> <ol style="list-style-type: none"> 1. Ensuring social distancing and hygiene measures are followed when supplies or tools are needed to be delivered to a home, for example building supplies. 	<p>NHG managers are to ensure that arrangements are produced & maintained to help everyone keep good hygiene as detailed in the 3 points.</p>	<p>Agreed action completed as below: -</p> <ul style="list-style-type: none"> • Specific local arrangements on social distancing and hygiene to reduce transmission when ordering, picking up and transportation of materials/plant/equipment/trade waste relayed to staff as required.



<p>Applicable to NHG staff and home occupiers/visitors</p>	<ol style="list-style-type: none"> 2. Collecting materials in bulk to reduce the frequency of needing to visit shops to buy or collect materials. 3. Removing waste in bulk if possible. 		<ul style="list-style-type: none"> • Use of vehicles detailed within Vehicle risk assessment completed. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
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Continue below to section 6



Section 6. Personal protective equipment (PPE) and face coverings			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>6.1 Face coverings</p> <p>PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.</p> <p>Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.</p> <p>The steps needed to manage COVID-19 risk in the workplace are detailed in GOV.UK guidance. This includes working from home and staying 2m</p>	<p>NHG staff using public transport for work must wear a face covering. Wearing a face covering is required by law when using public transport but is still optional within the workplace where social distancing is always strongly encouraged.</p> <p>NHG acknowledges the Public Health England guidance that there are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.</p> <p>A face covering can be very simple and may be worn in enclosed spaces where social distancing isn’t possible. It just needs to cover the wearer’s mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers.</p>	<p>Where NHG staff choose to wear face coverings NHG managers are to remind staff to:</p> <ul style="list-style-type: none"> • Face coverings must be worn when using public transport for work. • Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it • When wearing a face covering, avoid touching their face or face covering, as this could contaminate them with germs from your hands • Change their face covering if it becomes damp or if has been touched by others. • To continue to wash their hands regularly • To change and wash their face covering daily • If the material is washable, wash in line with manufacturer’s instructions. If it’s not washable, dispose of it carefully in your usual waste 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • NHG Coronavirus information and use of face coverings is available to staff on Milo (updated as necessary) • Information and key messages regarding the use of PPE as issued to staff available on Milo • Cascaded information and key messages from the above regarding the selection & use of PPE to be discussed with service/teams at team meeting – H&S/Coronavirus to be included as a standard agenda item • All PPE issued is to be compatible with other items of PPE issued and suitable for use according to other team risk assessments for task (specific to trade operatives) <ul style="list-style-type: none"> ○ IE use of dust masks/respirator (FFP2 or FFP3) for operatives when undertaking dust generating or similar tasks



<p>away from each other in the workplace if possible.</p> <p>When managing the risk of COVID-19, additional PPE beyond what is usually worn is not beneficial.</p> <p>This is because COVID-19 is a different type of risk to the risks normally faced in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.</p> <p>The exception is public transport, where face coverings are mandatory or clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE, for example, first responders and immigration enforcement officers. Staff within one of these groups should refer to the advice at:</p>	<p>Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context.</p> <p>Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.</p> <p>It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing.</p> <p>These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.</p>	<ul style="list-style-type: none"> • Practice social distancing wherever possible 	<ul style="list-style-type: none"> ○ NHG agreed position of provision of face coverings for other general staff use to be relayed to staff (i.e. housing officer or similar visiting residents’ properties) in conjunction with work activities. THESE MUST NOT BE THE CLINICAL GRADE TYPE as below) Clinical grade types that should not be issued are: <ul style="list-style-type: none"> ▪ Fluid Resistant (type IIR) Surgical Masks ▪ FFP2 & FFP3 face masks/respirators ▪ N95 respirator • Gloves & aprons can be issued on request. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
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<ul style="list-style-type: none"> • COVID-19: personal protective equipment (PPE) plan • COVID-19: cleaning in non-healthcare settings <p>Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.</p> <p>Unless in a situation where the risk of COVID-19 transmission is very high, risk assessments are to reflect the fact that the role of PPE in providing additional protection is extremely limited.</p> <p>However, if risk assessment does show that PPE is required, then employers must provide</p>	<p>Wearing a face covering is optional in the workplace. If NHG staff choose to wear one, it is important they know how to use face coverings properly and wash their hands before putting them on and taking them off.</p> <p>NHG support their staff in using face coverings safely if they choose to wear one.</p> <p>You can make face-coverings at home. Find guidance on how to wear and make a face-covering on GOV.UK.</p>		
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<p>this PPE free of charge to workers who need it. Any PPE provided must fit properly.</p> <p>Applicable to NHG staff</p>			
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Continue below to section 7



Section 7. Workforce management			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>7.1 Team working Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.</p> <p>Applicable to NHG staff</p>	<p>NHG have identified the following controls to reduce the number of contacts workers have:</p> <ol style="list-style-type: none"> 1. Where multiple workers are in a home, creating fixed teams of workers who carry out their duties in those teams, and minimising contact between each team. 2. Identifying areas where people need to hand things to each other (such as shared tools and domestic appliances) and finding ways to remove direct contact, for example, by using drop-off points or transfer zones. 3. Allocating the same worker to the same household each time there is a visit, for example, the same cleaner each time. 	<p>When identified as a control measure NHG managers are to outline & discuss staff/shift groups with team members during team meetings to ensure controls are understood and followed.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Staff/shift groups where possible to be agreed to reduce possible contacts for individual staff members. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>7.2 Work related travel Objective: To avoid unnecessary work-</p>	<p>NHG recognise the need to avoid unnecessary work-related travel and have:</p>	<p>NHG managers are to relay the need to avoid unnecessary work-related travel and the 3 points to staff during team meetings</p>	<p>Agreed action completed as below:-</p>



<p>related travel and keep workers safe when they do need to travel between homes.</p> <p>Applicable to NHG staff</p>	<ol style="list-style-type: none"> 1. Followed the social distancing guidelines outlined in Section 2.1 – ‘Coming to and leaving a home for work’. 2. Where workers need to move between different homes and locations to complete their work, social distancing and hygiene advice should be considered, especially before entering other homes. 3. Ensured that all staff are aware that if they must use public transport, they wear a face covering. 	<p>to ensure controls are understood and followed.</p> <p>Managers of NHG staff members who drive vehicles in connection with their work are to additionally reference the specific guidance with the NHG Vehicles Coronavirus risk assessment template</p> <p>NHG staff are to make reference to https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</p> <p><u>Wearing a face covering</u></p> <ul style="list-style-type: none"> • Wearing a face covering is required by law when using public transport. It is important to use face coverings properly and wash your hands before putting them on and after taking them off. GOV.UK Guidance how-to-wear-and-make-a-cloth-face-covering <p><u>Walking and Cycling</u></p> <ul style="list-style-type: none"> • Consider walking and cycling if you can. • Local cycling schemes can be used. Local council can help plan journey by providing maps showing dedicated paths and routes. TFL journey planner may be used. • Where possible, try to maintain social distancing when you walk or cycle, for 	<ul style="list-style-type: none"> • Unnecessary work-related travel avoidance details are endorsed by NHG & published within Milo. • NHG managers are to signpost staff to make further reference to https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers on considering travel options <ul style="list-style-type: none"> ○ Wearing a face covering ○ Walking and Cycling ○ Public transport ○ Taxis & private hire vehicles ○ Private cars and other vehicles <p>NHG managers are to signpost staff to</p> <ul style="list-style-type: none"> • NHG cycling to work policy • NHG use of taxis and private hire vehicles (Service specific arrangements) • NHG COVID-19 vehicle risk assessment <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
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		<p>example when approaching or passing other pedestrians or waiting at crossings and traffic lights.</p> <ul style="list-style-type: none"> • Where using bikes (private, docked or dock less) wash your hands for at least 20 seconds or sanitise your hands before and after cycling. • Consider making a list of items to take with you. <p><u>Public transport</u></p> <ul style="list-style-type: none"> • Wear a face covering • Plan journey • Consider all other forms of transport before using public transport. • Keep up to date on latest travel advice on your route • Allow enough time - plan by identifying alternative routes in case of unexpected disruption. • If you can, travel at off-peak times. <p><u>Private cars and other vehicles (Refer to NHG generic Risk assessment)</u></p> <ul style="list-style-type: none"> • Plan your journey • If you must travel with people outside your household group, try to share the transport with the same people each time and keep to small groups of people at any one time. 	
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		<ul style="list-style-type: none"> • Consider making a list of items to take with you. • Check that your vehicle is safe and roadworthy if you haven’t used it for several weeks. <p>On your journey</p> <ul style="list-style-type: none"> • If driving, you should anticipate more pedestrians and cyclists than usual, especially at peak times of day. Allow other road users to maintain social distance, where possible. For example, give cyclists space at traffic lights. Public Health England recommends keeping a 2-metre distance from others, where possible. • Limit the time you spend at garages, petrol stations and motorway services. Try to keep your distance from other people and if possible, pay by contactless. Wash your hands for at least 20 seconds or sanitise your hands when arriving and leaving. • Be aware of the surfaces you or others touch. If people from different households use a vehicle (for example through a car share scheme), you should clean it between journeys using gloves and standard cleaning products. Make sure you clean door handles, steering wheel and other areas that people may touch. 	
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		<ul style="list-style-type: none"> • Where people from different households need to use a vehicle at the same time, good ventilation (keeping the car windows open) and facing away from each other may help to reduce the risk of transmission. Where possible, consider seating arrangements to optimise distance between people in the vehicle. <p>If you are near people outside your household, you should:</p> <ul style="list-style-type: none"> •avoid physical contact •try to face away from them •keep the time you spend close to them as short as possible <p>When finishing your journey, we recommend you:</p> <ul style="list-style-type: none"> •follow local guidance •wash your hands for at least 20 seconds or sanitise your hands as soon as possible 	
<p>7.3 Communications and training 7.3.1 Returning to work Objective: To make sure all workers understand coronavirus related safety procedures.</p>	<p>NHG have ensured that communications and training needs are met through:</p> <p><u>Returning to work</u></p> <ol style="list-style-type: none"> 1. Providing clear, consistent and regular communication to improve understanding and consistency of ways of 	<p>NHG managers are to communicate & outline the need for training & instruction as detailed in points 1-2 regarding revised arrangements prior to staff returning to working within other people’s homes or a similar location.</p> <p>NHG managers are to communicate & outline the ongoing need for training &</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • NHG Partnership Forum, Health & Safety Leadership Group & Committee have been consulted on the returning to work and ongoing coronavirus management corporate arrangements. • Provision of guidance for staff returning to work and ongoing corporate arrangements



<p>7.3.2 <u>Ongoing communications</u> Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.</p> <p>Applicable to NHG staff</p>	<p>working amongst your workers.</p> <ol style="list-style-type: none"> Engaging with workers through existing communication routes and worker representatives to explain and agree any changes in working arrangements. <p><u>Ongoing communications Steps that will usually be needed:</u></p> <ol style="list-style-type: none"> Ongoing engagement with workers, (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments. Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19). Training sessions made available for staff on topics such as how to manage stress during a pandemic 	<p>instruction as detailed regarding the ongoing arrangements for staff working within other people’s homes or a similar location.</p>	<p>are detailed within the Coronavirus section on Milo</p> <ul style="list-style-type: none"> Local arrangements for returning to work consulted and agreed with managers during team meetings prior to starting work. Ongoing local consultation through team meetings when H&S/Coronavirus is included as an agenda item <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
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	<ol style="list-style-type: none"> 4. Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language. 5. Communicating approaches and operational procedures to households to help their adoption before work commences. 6. Remote training available to all staff specific to their job role and surrounding concerns about wellbeing and stress during the pandemic. 		
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Continue below to section 8



Section 8. Deliveries to the home			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p><u>8. Deliveries to the home</u> Objective: To maintain social distancing and avoid surface transmission when goods enter and leave a home.</p> <p>Applicable to NHG staff and home occupiers/visitors</p>	<p>To maintain social distancing and avoid surface transmission when goods enter and leave the site NHG are:</p> <ol style="list-style-type: none"> 1. Minimising contact during deliveries wherever possible. 2. Where possible and safe, having single workers load or unload vehicles. 3. Where possible, using the same pairs of people for loads where more than one is needed. 4. Minimising the contact during delivery, for example, by calling to inform of your arrival rather than ringing the doorbell. 	<p>NHG managers are to ensure that local arrangements are produced & maintained to maintain social distancing and minimise the risk of transmission as detailed in the 4 points.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • NHG revised arrangements for plant/material deliveries and trade waste removal. <p>NHG applicable directorates – Assets, Building Safety, Commercial, Development & Housing – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>