

☰ General Details

Assessor	Nick Blake	Associated with specific area
Assessment Date	16/11/2020	
Assessment Title	Offices and Contact Centres - COVID-19 Risk Assessment	
Assessment Description	NHG offices and contact centres	

☰ Overall Current Risk

Medium





☰ Average Number of Persons Affected

25 Employees



☰ Hazards

Hazard Details	Likelihood	Severity	Risk Rating	Measures Currently in place to prevent risk of injury
Covid-19 Thinking about the risk	Possible	Significant	Medium 	Increased frequency of handwashing and surface cleaning, enhanced cleaning procedures. Staff should work from home as a first option. Where working from home is not possible, NHG has made every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible). Where the social distancing guidelines cannot be followed in full, in relation to a particular

Medium


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				<p>activity, NHG have considered whether that activity needs to continue for the 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>Using screens or barriers to separate people from each other where possible</p> <p>Using back-to-back or side-to-side working (rather than face-to-face) whenever possible</p> <p>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> <p>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>In producing this assessment NHG have given regard to whether the people doing the work are especially clinically vulnerable/clinically extremely vulnerable to COVID-19.</p>
<p> Covid-19 Who should go to work</p> <p>Clinically Extremely Vulnerable staff are to not work outside of their home. Clinically Vulnerable can continue to work outside of their home following Covid secure procedures.</p>	Possible	Significant	<p>Medium </p>	<p>NHG follow the current Government guidance for this group, which may include working from home wherever possible, or may include attending work but with any necessary additional control measures in place.</p> <p>Where Clinically Extremely Vulnerable staff cannot attend work due to Government guidance, or on the advice of their GP/specialist, we will support them to work from home where possible. Where this is not possible, then any pay arrangements specified by the Government will apply, e.g. Sick pay (in line with a staff member's NHG entitlement), or Furlough pay.</p> <p>Where possible and appropriate, we will consider amending duties or finding an alternative role to allow Clinically Extremely Vulnerable staff to work from home. However, this will not always be possible.</p>
<p> Covid-19 Social Distancing</p>	Possible	Significant	<p>Medium </p>	<p>Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.</p> <p>Provision of facilities such as bike racks to help people walk, run, or cycle to work where possible.</p> <p>Limiting or restricting passengers in corporate vehicles.</p> <p>Reducing congestion by having more entry points to the workplace.</p> <p>Provision of storage for workers for clothes and bags.</p> <p>Using markings and introducing one-way flow at entry and exit points.</p> <p>Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points and not using touch-based security devices such as keypads.</p> <p>Providing alternatives to touch-based security devices such as keypad.</p> <p>Defining process alternatives for entry/exit points where appropriate</p> <p>Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas.</p> <p>Reducing job and location rotation.</p> <p>Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.</p>



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				<p>Revised layouts and processes to allow people to work further apart from each other. Marked areas to help staff to keep to a 2m distance. Managed occupancy levels to enable social distancing. Avoided the use of hot desks and spaces and, where not possible, for example, call centres or training facilities, provided cleaning and sanitising workstations between different occupants including shared equipment. Remote working tools to avoid in-person meetings. Only necessary participants attend meetings and should maintain 2m separation throughout. Avoiding transmission during meetings, for example avoiding sharing pens and other objects. Providing hand sanitiser in meeting rooms. Holding meetings outdoors or in well-ventilated rooms whenever possible. For areas where regular meetings take place, using floor signage to help people maintain social distancing. Where applicable, NHG have worked collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases. Staggering break times to reduce pressure on break rooms or canteens. Using safe outside areas for breaks. Creating additional space by using other parts of the workplace or building that have been freed up by remote working. Screens to protect staff in receptions or similar areas. Updated emergency arrangements to ensure safety can be maintained</p>
<p> Covid-19 Managing customers, visitors and contractors</p>	Possible	Significant	<p>Medium </p>	<p>NHG are encouraging visits via remote connection/working where this is an option. Where site visits are required NHG ensure site specific guidance on social distancing and hygiene is explained to visitors on or before arrival. NHG are limiting the number of visitors to its workplaces at any one time. NHG are limiting visitor times to a specific time window and restricting access to required visitors only. NHG maintaining a record of all visitors where this is practical to aid NHS track and trace NHG have revised visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.</p>

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Covid-19 Cleaning the work area	Possible	Significant	Medium 	<p>NHG have checked service & adjustment requirements to ventilation systems to ensure for example that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.</p> <p>NHG have noted that most air conditioning systems do not need adjustment, however where systems serve multiple buildings or it is unsure, advice can be sought from heating ventilation and air conditioning (HVAC) engineers or advisers.</p> <p>NHG have arrangements in place to open windows and doors frequently to encourage ventilation, where possible.</p> <p>NHG has ensured its cleaning contractors are frequently cleaning work areas and equipment between uses using its usual cleaning products/methods.</p> <p>NHG has ensured these arrangements include the frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.</p> <p>NHG will ensure building users clear workspaces and remove waste and belongings from the work area at the end of a shift/usage session.</p> <p>NHG have limited/restricted use of high-touch items and equipment, for example, printers or whiteboards.</p> <p>Should cleaning be required after a known or suspected case of COVID-19 then NHG and its cleaning contractors will follow the specific guidance.</p> <p>Display of signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching the face and to cough or sneeze into a tissue which is binned safely or into your arm if a tissue is not available.</p> <p>Provision of regular reminders and signage to maintain personal hygiene standards.</p> <p>Provision of and access to hand sanitiser in multiple locations in addition to washrooms.</p> <p>Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.</p> <p>Enhanced cleaning in busy areas.</p> <p>Provision of additional waste facilities and more frequent rubbish collection.</p> <p>Provision of hand drying facilities – either paper towels or electrical driers.</p> <p>NHG have restricted non-business deliveries, for example, personal deliveries to workers.</p>
Covid-19 PPE/Face coverings	Possible	Significant	Medium 	<p>Face covering may be worn in enclosed spaces where social distancing isn't possible but are not mandatory in an office.</p> <p>Staff that may come into contact with visitors/customers consider wearing a face covering especially in situations where 2m distance can not be maintained.</p> <p>NHG Staff continue to use PPE that they were previously using to carry out their duties.</p>
Covid-19 Workforce management	Possible	Significant	Medium 	<p>NHG have identified areas where people directly pass things to each other, for example office supplies, and where possible provided ways to remove direct contact, such as using</p>

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				<p>drop-off points or transfer zones.</p> <p>As far as possible NHG staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.</p> <p>Clear, consistent and regular communication to improve understanding and consistency of ways of working.</p> <p>Engaging with workers through existing communication routes and worker representatives (NHG Partnership Forum, Health & Safety Leadership Group & Committee) to explain and agree any changes in working arrangements.</p> <p>Communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.</p>
<p> Covid-19 Inbound and outbound goods</p>	Possible	Significant	<p>Medium </p>	<p>Revised pick-up and drop-off collection points, procedures, signage and markings.</p> <p>Minimised unnecessary contact at entry to site.</p> <p>Considered methods to reduce frequency of deliveries, for example by ordering larger quantities less often.</p> <p>Where possible and safe, have arranged for single workers to load or unload vehicles.</p> <p>Where possible have arranged for using the same pairs of people for loads where more than one is needed.</p> <p>Enabling drivers to access welfare facilities when required, consistent with other guidance</p>