

### Introduction

All employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures to combat the spread and impact of coronavirus. The following organisational risk assessment is based on general guidance from the [Health & Safety Executive](#), in addition to the government's specific publication on [Working Safely During Coronavirus](#) (published 11 May 2020). Originally published in June 2020, this risk assessment has been revised in light of the increased risk posed by the more transmissible C-19 variant, which came to public attention in December 2020.

As a geographically disparate organisation, with over 20 delivery bases across the East of England region, this high-level risk assessment has been used by our local Service Managers to inform more detailed and location-specific Covid-19 recovery plans in each setting.

These plans have been developed collaboratively within teams, in keeping with our organisational values, and to ensure that they remain as effective and locally informed as possible. This process of collaboration has been extended to partner organisations and contractors, where we work in close proximity, for example in prisons.

Local recovery plans are monitored on an ongoing basis and updated as required in accordance with changes in government guidance.

(Mark Proctor, Director of Operations, 6 January 2021)



## Covid-19 - Organisational risk assessment



		<ul style="list-style-type: none"> <li>Homeworking</li> </ul>	<p>in all settings currently in use</p> <p><b>Homeworking</b></p> <ul style="list-style-type: none"> <li>All staff able to work meaningfully from home instructed to do so, until further notice</li> <li>All staff required to 'shield' are doing so from home until further notice, assuming they are able to work and meaningful work is available</li> <li>All services have communicated their homeworking arrangements, office closures and level of service to affected SUs and regular visitors</li> </ul>	<p>kept under review to ensure maintenance of hygiene regime</p> <p><b>Homeworking</b></p> <ul style="list-style-type: none"> <li>Ongoing 'check-ins' with homeworkers, including timely attendance to any issues arising from individuals' work station risk assessments, such as provision/ subsidisation of equipment</li> </ul>	Service Managers	Ongoing	
		<ul style="list-style-type: none"> <li>Social distancing</li> </ul>	<p><b>Social distancing</b></p> <ul style="list-style-type: none"> <li>No face-to-face work is being undertaken, unless in exceptional circumstances where there is a risk this would result in direct harm to a service user – in which case managerial approval is first required</li> </ul>	<p><b>Social distancing</b></p> <ul style="list-style-type: none"> <li>Clearly documented rationale and risk assessments in place for any face-to-face work which is authorised</li> </ul>	Service Managers	Ongoing	

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			<ul style="list-style-type: none"> <li>• Where essential office-based functions need to be maintained, minimal staffing regimes have been established</li> <li>• Essential office-based functions operate within strict social-distancing conditions including: a) minimum 2m separation, b) provision of masks/visors, to be worn at all times when staff are away from their work stations, c) protective screening between work stations d) designated 'one-way' system for movement around office</li> <li>• Offices are not used for direct work with service users</li> <li>• Offices are closed to all visitors, with the exception of emergency services or if urgent maintenance is required</li> <li>• Use of staggered shift patterns for staff to ensure minimum numbers and controlled access to shared facilities/communal areas</li> <li>• Use of video technology for</li> </ul>	<ul style="list-style-type: none"> <li>• Minimal office-based staffing requirements to be kept under review</li> <li>• Vigilance that established social distancing measures are maintained and that staff familiarity with them does not lead to complacency</li> <li>• Mask/visor supplies to be kept under review</li> <li>• If changed circumstances mean that social distancing guidelines can't be safely maintained in any setting, consideration should be given to closing the setting until sufficient controls are in place</li> </ul>	<p>Service Managers</p> <p>Service Managers</p> <p>Service Managers</p> <p>Operations Director</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<ul style="list-style-type: none"> <li>• Containment of symptoms</li> </ul>	<p>meetings</p> <ul style="list-style-type: none"> <li>• Regular rest breaks for staff</li> </ul> <p><b>Containment of symptoms</b></p> <ul style="list-style-type: none"> <li>• Anybody in any of our work settings who becomes unwell with a new, continuous cough or high temperature, or other potential C-19 symptom(s), is sent home and advised to follow the government guidance around self-isolation and to obtain a coronavirus test</li> <li>• Staff appointments for tests and vaccinations are accorded the highest priority</li> <li>• Details of any staff becoming symptomatic are notified to HR, for welfare grounds and to track potential risk of a C-19 outbreak in-service</li> </ul>	<p><b>Containment of symptoms</b></p> <ul style="list-style-type: none"> <li>• Regular communication to this effect to managers</li> <li>• Regular communication to managers of C-19 reporting requirements</li> </ul>	<p>Service Managers</p> <p>SLT briefings</p> <p>Director of People</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
Poor mental health associated with pandemic	<ul style="list-style-type: none"> <li>• Service users</li> <li>• Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Offering remote interventions to SUs</li> </ul>	<p><b>Remote interventions</b></p> <ul style="list-style-type: none"> <li>• Where appropriate, and subject to appropriate risk assessment and safeguarding</li> </ul>	<p><b>Remote interventions</b></p> <ul style="list-style-type: none"> <li>• Guidance to be produced to inform the safe and</li> </ul>	<p>Director of Operations</p>	<p>May 2020</p>	<p>✓</p>

## Covid-19 - Organisational risk assessment



		<ul style="list-style-type: none"> <li>• Signposting SUs to additional support</li> <li>• Employee Assistance Package</li> <li>• Staff access to Mental Health First Aiders</li> </ul>	<p>checks, additional video and telephone support has been offered to SUs, with particular targeting of those deemed to be most isolated and vulnerable to poor mental health</p> <p><b>Signposting</b></p> <ul style="list-style-type: none"> <li>• Services are liaising with other local providers to compile details of complementary dedicated C-19 support services</li> </ul> <p><b>Employee Assistance Package</b></p> <ul style="list-style-type: none"> <li>• All employees, volunteers and their families have access to a comprehensive and confidential EAP</li> </ul> <p><b>Mental Health First Aiders</b></p> <ul style="list-style-type: none"> <li>• Staff who are furloughed, off work with symptoms, or otherwise isolated and anxious are able to access trained MHFA peer support</li> </ul>	<p>effective use of video technology with Service Users</p> <p><b>Signposting</b></p> <ul style="list-style-type: none"> <li>• Relevant, approved signposting resources to be regularly reviewed in line with the Signposting &amp; Referral Policy</li> </ul> <p><b>Employee Assistance Package</b></p> <ul style="list-style-type: none"> <li>• Regular monitoring of EAP take-up, with additional promotion if necessary</li> </ul> <p><b>Mental Health First Aiders</b></p> <ul style="list-style-type: none"> <li>• Regular supervision and de-briefing of MHFAs to ensure they are supported at appropriately</li> </ul>	<p>Service Managers</p> <p>Director of People</p> <p>Director of People</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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		<ul style="list-style-type: none"> <li>Remote supervision, team meetings and social activities</li> </ul>	<p><b>Remote meetings</b></p> <ul style="list-style-type: none"> <li>The organisation has invested in video communications technology to facilitate remote supervision sessions, team meetings, staff conferences and social events (eg, quizzes), and to reduce staff isolation</li> </ul>	<p>targeted at need</p> <p><b>Remote meetings</b></p> <ul style="list-style-type: none"> <li>Collation of staff feedback on the use and effectiveness of video technology and how this can be enhanced</li> <li>Re-focusing of organisational Business Resilience Policy on maintenance of IT infrastructure</li> </ul>	<p>Hosting managers</p> <p>Commercial Director</p>	<p>Ongoing</p> <p>Spring 2021</p>	
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