

# Protective Services risk assessment – Coronavirus (COVID-19)

Council employees visiting Businesses

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<b>Owner</b>	<i>Business Manager PS</i>	<b>details</b>	<i>n/a</i>

<b>Date</b>	<i>17/03/2020</i>	<b>Version number</b>	<i>1.0</i>	<b>Document status</b>	<i>Complete</i>
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<b>Governance Committee</b>	<i>Business Continuity Group - Silver</i>	<b>Date approved</b>	<i>18.03.2020</i>
<b>Review date</b>	<i>As required</i>		

<b>Strategic Alignment</b>	<i>n/a</i>
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<b>Consultation process</b>	<i>Business Continuity Group – Silver</i>	
<b>Stakeholders</b>		
	<i>All council services</i>	
<b>Distribution</b>	<i>All council services</i>	

### Change record

<b>Date</b>	<i>15/6/2020</i>	<b>Author</b>	<i>Mark Findlay</i>
<b>Change made</b>	<i>Version 2 Updated to reflect additional duties recommencing</i>		

<b>Date</b>	<i>06/1/2021</i>	<b>Author</b>	<i>Mark Findlay</i>
<b>Change made</b>	<i>Verison 3 Updated to reflect additional guidance around shielding employees and re-emphasise all existing control measures</i>		

## **Guidance notes on completion**

### **Delete these notes once you have completed your assessment**

1. This is a generic risk assessment. Statements contained within are for illustrative purposes only and must be amended as appropriate to reflect the particular circumstances of the work activity being carried out.
2. This risk assessment must be amended by a competent person. A competent person has the combination of training, skills, experience and knowledge, and the ability to apply them, to perform a task safely.
3. To make the generic risk assessment specific, the risk assessor must reflect the reality of the circumstances of the work activity being assessed.
4. The assessor should identify which, if any, controls listed in the “Current controls” column are already in place. They should also identify any additional controls they already have in place. Only risk control measures currently in place and operating as planned should be listed in this column.
5. The assessor should estimate the risk with all of the identified current risk control measures in place. The assessor should apply the risk matrix, considering the likelihood of exposure to the identified hazard, and the likely consequences of exposure. The risk is determined by multiplying the likelihood by the consequence:  
$$\text{Risk} = \text{Likelihood} \times \text{Consequence}$$
6. The risk assessor should then consider whether more could reasonably be done to further reduce risk. This may be implementing some of the controls listed in the “Current controls” column, or it may be implementing other controls that have been identified. These additional controls should be listed in the “Further controls required” column. It may be that no further actions can reasonably be implemented. In this case the risk assessment is complete.
7. Where further controls can reasonably be implemented, the assessor should consider the residual risk if all identified further controls are implemented. The assessor should consider whether the further controls act to reduce the likelihood of exposure to the hazard, the likely consequences of exposure to the hazard, or both. The residual risk is calculated in the same way.
8. An action plan template for these further controls is provided. This should be completed detailing action required, the person(s) responsible for carrying out the action and the timescale for completion. The action plan should be monitored on a regular basis and updated with dates actions are completed.

## Risk Assessment

Assessors Name: Mark Findlay	Date/Time of Assessment 26/3/20
Review Date: 28/2/2021	
RA Reference:	
Location of activity: <b>Visits to sites, domestic dwellings, businesses and kennel facilities during COVID-19 Pandemic by EPOs, AWO's EHOs &amp; Pest Control</b>	

**Evaluating risk**

Likelihood

	1 Remote	2 Unlikely	3 Possible	4 Likely	5 Certain
1 Trivial	1	2	3	4	5
2 Minor	2	4	6	8	10
3 Lost time	3	6	9	12	15
4 Major	4	8	12	16	20
5 Fatal	5	10	15	20	25

Severity

Activity Details Council employee visiting sites, domestic premises, business premises and kennel facilities
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Hazard	Who could be harmed	Current Controls	Risk Rating L x S=R	Further Controls Required	Residual Risk
Exposure to coronavirus	Council employee/ Duty Holder/Duty Holder Employee/Contact of Duty Holder or their employee	<ul style="list-style-type: none"> <li>Service will now undertake visits in line with our operational plan and in line with the SSOW.</li> <li>Officers should not as a matter of course conduct indoor visits to assess complaints.</li> <li>Where indoor access to a property is required to assess a complaint then the matter should be discussed with a manager first for prior approval.</li> </ul>	15	Noise assessments will be measured in the garden of properties and not indoors	10

**Risk Assessment: Visits to sites, domestic dwellings, businesses and kennel facilities during COVID-19 Pandemic by EPOs, AWO's EHOs & Pest Control**

Hazard	Who could be harmed	Current Controls	Risk Rating L x S=R	Further Controls Required	Residual Risk
		<ul style="list-style-type: none"> <li>• Routine day to day work involving visits with face to face interaction have recommenced after suspension but with additional control measures including social distancing outdoors and limiting face to face discussion by holding discussions over telephone.</li> <li>• Staff are continuing to work remotely at home and only to come into the office base when absolutely necessary for certain tasks that are unavoidable;</li> <li>• Staff instructed that where possible, evidence of complaint can be provided by complainant by photograph via email.</li> <li>• Where staff require to conduct visits where social distancing cannot be maintained staff to phone in advance to explain that there will be no face to face discussion at property or business this can take place after the visit by telephone or outside with social distancing.</li> </ul>		<p>SSOW to be completed to incorporate:</p> <ul style="list-style-type: none"> <li>• Officers can undertake joint visits to addresses where necessary for corroboration for potential enforcement action to be taken or there are concerns about individuals being visited.</li> <li>• Officers are instructed that where joint visits are to be undertaken, officers to travel in separate vehicles.</li> <li>• Officers are instructed to use own vehicle or assigned van and not to use pool cars.</li> <li>• After agreement from a manager to enter a premises officers to check if anyone within the premises has a recent persistent cough, loss of taste or smell and/or raised temperature if any answers are yes, then abort the visit. This information should be recorded on the Civica job record indicating that a COVID check has been made use action code A98 to record check.</li> <li>• Officers have been provided with a means to carry out hand hygiene measures, and responsibility rests with officers to apply sanitiser at appropriate times using their professional judgement and after touching any item that could be contaminated. Where washing</li> </ul>	

Hazard	Who could be harmed	Current Controls	Risk Rating L x S=R	Further Controls Required	Residual Risk
		<ul style="list-style-type: none"> <li>• Where a visit must take place to protect public health and safety, staff advised to wash hands at conclusion of visit, or use hand sanitiser if no hand washing facilities are present, until they are able to wash hands upon return home. When home hands should be washed thoroughly in accordance with COVID 19 guidance.</li> <li>• Additional precautions must be followed with visits where jobs require to be witnessed. Staff must travel in separate vehicles and should use their own vehicles at present to reduce any risk from pool cars.</li> <li>• Pest Control Officer to phone in advance to premises and check if anyone in household suffering from COVID 19 or symptoms including persistent cough, loss of taste or smell and/or raised temperature if any answers are yes, then abort the visit. This information should be recorded on the Civica job record indicating that a COVID check has been</li> </ul>		<p>facilities within the premises are available and can be used, employees should take advantage of these and wash their hands if arrangements are satisfactory.</p> <ul style="list-style-type: none"> <li>• Officers to ensure a distance of 2 metres between officers and duty holders/employees as much as possible.</li> <li>• Officers to be mindful of social distancing throughout their visit</li> <li>• Avoid allowing anyone else to use their pen and if this cannot be avoided, pen should be washed with warm soapy water or cleaned with anti-virus wipe/alcohol wipe or discarded.</li> <li>• Appropriately clean any NLC equipment handled during the visit.</li> <li>• SSOW to incorporate progressing complaints relating to a business' non-compliance with The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020.</li> </ul>	

Hazard	Who could be harmed	Current Controls	Risk Rating L x S=R	Further Controls Required	Residual Risk
		<p>made use action code P9C to record check. Officer to abort visiting these premises where positive answers are received and advise customer to call back after period of self-isolation which is 7 days for individuals and 14 days for households.</p> <ul style="list-style-type: none"> <li>• Visits to kennel contractor, Officers to follow any additional measures kennels have put in place and officer's to wash hands after dropping dog off or collecting, if hand washing not possible hand sanitiser should be used and hand washing completed upon returning home.</li> <li>• Steering wheels of vans should be regularly cleaned and sanitised with sanitising wipes.</li> </ul>			
	<p>Council employees with extreme high risk underlying health condition as defined on My NL or are in receipt of Lockdown fit note for adults Jan 2021.</p>	<ul style="list-style-type: none"> <li>• Some pre-existing underlying health conditions may result in a much higher risk as a result of increased consequence. All officers that have lockdown fit note for adults January 2021 to continue to shield until</li> </ul>	5	<ul style="list-style-type: none"> <li>• None</li> </ul>	5

Hazard	Who could be harmed	Current Controls	Risk Rating L x S=R	Further Controls Required	Residual Risk
		<p>further notice and follow government advice on leaving the home. Those who have been advised to shield can work from home until further instruction is received and work may be adjusted so the employee can still remain productive and alternative work has been agreed. If any visits are required for their work, these will be undertaken by another nominated officer. Their line manager will make these arrangements in due course and communicate them.</p> <ul style="list-style-type: none"> <li>The employee requires to provide a copy of the letter detailing the lockdown fit note and this is best</li> </ul>			
Dermatitis	Employees increasing frequency of hand washing or use of alcohol based hand rub	<ul style="list-style-type: none"> <li>None</li> </ul>	6	<ul style="list-style-type: none"> <li>Provide employees with information on the signs of dermatitis (see HSE guidance <a href="https://www.hse.gov.uk/skin/employment/dermatitis.htm">https://www.hse.gov.uk/skin/employment/dermatitis.htm</a>)</li> </ul>	6
Fatigue	Employees – reductions in available personnel may require that employees work patterns change and they are required to work longer hours	<ul style="list-style-type: none"> <li>Line managers will monitor team members' workload, work activities, shift timing and duration. The impact of limited resources is reducing as such residual risk has reduced.</li> <li>With the notable exception of Pest Control which remains higher than other service areas.</li> </ul>	9 9	<ul style="list-style-type: none"> <li>None</li> </ul>	6 9

Risk Assessment: Visits to sites, domestic dwellings, businesses and kennel facilities during COVID-19 Pandemic by EPOs, AWO's EHOs & Pest Control



<b>Hazard</b>	<b>Who could be harmed</b>	<b>Current Controls</b>	<b>Risk Rating L x S=R</b>	<b>Further Controls Required</b>	<b>Residual Risk</b>
Stress, anxiety	Employees. Being tasked to visit an environment with possible exposure to coronavirus may give rise to anxiety. Changes to work – work activity, demands etc – may give rise to stress	<ul style="list-style-type: none"> <li>Line managers will maintain good communications links with their teams throughout the period when measures are in place for coronavirus</li> <li>Updates to council information will be passed on in timely fashion</li> <li>Employees will be encouraged to raise concerns with their line manager</li> <li>The council's stress management arrangements will continue to apply through the period</li> <li>Information on "Time for Talking" employee counselling service to be made available.</li> </ul>	9	<ul style="list-style-type: none"> <li>Regular meetings conducted with employees via WebEx and routine telephone calls with employees.</li> <li>Employees can check My NL for up to date information</li> </ul>	9
Lone Working	Employees	<ul style="list-style-type: none"> <li>Employees to make SEHO aware of any visits where they have concerns and officers to consider attending accompanied with a colleague.</li> <li>Service to test lone working APP being trialled by corporate H&amp;S with view to implementing APP.</li> </ul>	12	<ul style="list-style-type: none"> <li>Introduction of lone working APP</li> </ul>	12

## Summary of Action Required

Action Required	Responsible Person	Timescale for Completion	Date Completed
Introduction of Lone working APP	P. Bannister/ M. Findlay/ A. Lee	31/3/2021	

The contents of this risk assessment are an accurate reflection of the activities being undertaken and appropriate control measures to be implemented or maintained to ensure the activity can be undertaken whilst protecting the health safety and welfare of employees and anyone else who could be affected. The content of the risk assessment will be made known to employees, controls implemented and monitored and a review carried out either annually or when a change to circumstances dictates.

Signed: *Mark Findlay*

Date: 6<sup>th</sup> January 2021