

R I S K A S S E S S M E N T



TITLE: COVID-19: VAN SERVICES

DATE OF ASSESSMENT: 16 / 05 / 2020

ASSESSMENT CARRIED OUT BY: Gareth Pierce

DEPARTMENT/LOCATION: Trading

MANAGER'S NAME: Luen Thompson

HAZARD:	CONSEQUENCES:	RISK LEVEL:	WHO MIGHT BE HARMED:	CONTROL MEASURES (INCLUDING TRAINING GIVEN):	FURTHER ACTION:	RESIDUAL RISK:
Spread of COVID-19 Coronavirus	<ul style="list-style-type: none"> • Death • Serious illness • Short term absence resulting in reduction in workforce capacity • Increase in anxiety / decline in mental health and general wellbeing 	16	<ul style="list-style-type: none"> • Staff • Volunteers 	<p>Social distancing (objective is to maintain the required 2m social distance between staff, volunteers and customers)</p> <ul style="list-style-type: none"> • Vehicles will be single crewed initially to ensure that social distancing can be maintained. • If double manning is required for any reason, consistent pairings will be used with van crews. • Collections & deliveries will be limited to door step only so that social distancing can be adhered to. • A staff / volunteer rota will be created to ensure that we do not have too many people in a warehouse / donation centre at the same time. • Face to face meetings can only be held if absolutely necessary and there is enough room in the designated meeting space to house people safely <p>Hygiene and infection control</p> <ul style="list-style-type: none"> ▪ Vehicles will be allocated to drivers in order to minimise cross – contamination between multiple vehicles and drivers. 		6

- Each vehicle will hold a stock of PPE and sanitisation products.
- Drivers should sanitise their hands between each delivery / collection.
- Drivers should thoroughly wash their hands when they visit their base location.
- Additional cleaning regimes in place to deep clean high use areas of each vehicle i.e. door handles, gear stick, hand brake, steering wheel.
- Stock will be taken straight to the donation centre or warehouse once collected.
- Stock will be quarantined for 72 hours post arrival before being handled.
- The warehouse and donation centre will have clearly defined and marked areas in order to ensure that quarantined stock remains separate until 72 hours has passed.

Protecting people at higher risk

- Staff and volunteers who are “at risk” either due to their age or because of a medical condition, are advised to continue to follow the advice given by the government and / or their own health professional regardless of workspaces reopening.
- Staff and volunteers who are currently shielding due to their own condition or that of a family member are advised that they must continue to follow the advice given by the government and / or their own health professional regardless of workspaces reopening

People who need to self-isolate

- Employees are regularly reminded that if they develop symptoms of coronavirus (COVID-19) (a new, continuous cough and/or a high temperature) they should be sent home and stay at home for 7 days from onset of symptoms.
- If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home, working from home if that is possible and follow the usual absence management reporting procedure

Mental wellbeing

- Staff are reminded of who to contact should they need support
- Managers are to be provided with a 'toolkit' for supporting their teams wellbeing
- Increased frequency of resilience sessions.

Providing and explaining available guidance

- All staff will be issued with relevant procedures and regularly updated on any changes, this guidance will be cascaded down to volunteers at each location.
- Specific focus on guidance for staff returning to work following a period of absence / furlough
- All staff briefings will reinforce messages and provide updates
- Appropriate signage will be displayed within vehicles which will inform volunteers and staff of the measures in place.

- Social media posts will enforce messages to donors.
- Line managers to re-inforce the messages given during return to work and one to one meetings.

RISK MATRIX

Risk assessment is a careful examination of anything in your workplace that could cause people to suffer injury or ill health in the workplace, or for The Forget Me Not Children's Hospice to suffer negative impact. Assessing risks allows you to identify and prioritise the action you take to control them. Please fill in the "risk level" by putting an *in the risk matrix below, as to where you believe the risk level is, using the probability & impact scoring below as guidance.

EXAMPLE:

An incident where the likelihood of reoccurrence is 3 and the potential impact of the incident is a 4, results in a risk rating of 12.

LIKELIHOOD:

Likelihood this will happen again (vertical axis).

- 1 = **Very unlikely** - There is a **1 in a million** chance of the hazardous event happening
- 2 = **Unlikely** - There is a **1 in 100,000** chance
- 3 = **Fairly likely** - There is a **1 in 10,000** chance
- 4 = **Likely** - There is a **1 in 1,000** chance
- 5 = **Very likely** - There is a **1 in 100** chance

IMPACT:

What is the impact of the incident if it were to happen again (horizontal axis).

- 1 = Insignificant
- 2 = Minor
- 3 = Moderate
- 4 = Major
- 5 = Catastrophic

		RISK MATRIX				
		5	10	15	20	25
Likelihood this will happen again	VL	5	10	15	20	25
	L	4	8	12	16	20
	FL	3	6	9	12	15
	UL	2	4	6	8	10
	VUL	1	2	3	4	5
		Ins	Mn	Md	Mj	C
		Impact				

You don't have to carry out the risk assessment yourself – if you're not confident, get help from someone who is appropriately qualified or trained and knows about what they're assessing. But remember, you're responsible for seeing that's its adequately done and followed up.

It's always a good idea to involve others in the risk assessment process – particularly if you are assessing someone else's job / responsibility. They might notice things that aren't immediately obvious to you. By involving other people, you're also helping them to think about what could go wrong and how to avoid problems.

When assessing risk, remember to think about things other than the immediate task, for example the environment, the ability of those that may undertake the task being assessed, why the task is necessary and the location of the task being assessed. Also remember that impact can be defined in terms other than personal harm, for example reputational risk or risk to Forget Me Not Children's Hospice property.

ANYTHING SCORING ABOVE A 12 NEEDS TO BE ESCALATED TO THE DIRECTOR OF CARE OR C.E.O. FOR FINAL SIGN OFF