

STANDARD OPERATIONAL PROCEDURES: HS01 RISK ASSESSMENT

Risk Assessments must be carried out by a competent person and **reviewed every 12 months - as a minimum or sooner** if required by procedural, premises, statutory or other relevant changes, and where Risk Assessments may no longer be valid or up to date (e.g. following an accident in the workplace or if there are any significant changes to job roles, working environments, or hazards (such as new work equipment or work activities)).

Site:	Organisational Risk Assessment - All Depaul UK Offices, Hubs and Accommodation Services	Assessment Activity:	COVID-19 'Back to better' (Returning to work Safely/ Working Safely)	Date completed:	02/07/2020 V1.0 06/10/2020 V2.0
Assessment Number:	2.0	Assessor:	Sam King, Quality Assurance Business Partner	Review Date:	05/11/2020 (or as required)

Description of the task/ activity/ environment assessed:	Re-opening Depaul UK Offices and Hubs following UK Government guidance 'Working safely during coronavirus (COVID-19)' published on 11 May 2020. Returning Accommodation Services to maximum safe capacity following UK Government guidance https://www.gov.uk/government/collections/coronavirus-covid-19-social-care-guidance published on 15 April 2020.
People at Risk:	Employees, students, volunteers, trainees, clients, locum/agency workers, visitors.
Frequency of the Task/ Activities undertaken:	Office working environment for staff and 'hubs' that deliver non-residential support and prevention services to clients. Usually Depaul UK offices and hubs will operate Monday to Friday between the hours

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	of 8am – 6pm. Accommodation Services that deliver housing related support, including dispersed accommodation, staffed accommodation with an office on site and unstaffed accommodation.
History of Previous Incidents:	None identified.

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RISK ASSESSMENT SCORING MATRIX (See Depaul UK Risk Management Policy)

Hazard Effect Rating:

(A) Likelihood (1-5) x (B) Impact (1-5) = Risk Rating (C) C is known as an 'Inherent Risk'.

After putting in control measures or actions to reduce the Risk/ Hazards identified - you have in effect reduced the Likelihood, so can reduce the Inherent Risk (C) in column (D). Column (D) then gives you your Residual Risk Score. The residual risk score should always be lower than the Inherent Risk score

Example

Likelihood = 2 x	Impact = 1	= (This gives you a score of 2x1=2 Now ADD your Impact score again score (2+1 = 3) '3' is your INHERANT RISK SCORE	Your Inherent risk score is 3. After inserting your controls and Actions – this will reduce the 'likelihood' of the hazard occurring. So you can reduce the score of your original 'likelihood'. Column D now represents your new reduced likelihood score.
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Identify		Assess Exposure			Evaluate and Plan	
Hazard	Hazard Effect (Risk)	A Likelihood	B Impact	C Inherent	Minimise Risk By (Controls or Actions)	D Residual
Non-compliance with Government and/ or Regulatory Requirements regarding COVID-19.	In the fast changing landscape of COVID-19 and guidance and instruction being updated often daily there is a risk of failure to meet duties as organisation and employer, risk of compliance breach, risk to reputation, risk to health and safety of staff, volunteers, clients and contractors.	3	3	12	<ul style="list-style-type: none"> Identify 'Trusted Sources' of information and implement regular monitoring of the online updates of these websites. To include UK Government Website, NHS, Health and Safety Executive. Follow and implement the UK Government Guidance 'Working Safely during coronavirus (COVID-19) for offices and contact centres' published on 11 May 2020. 	9

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					<ul style="list-style-type: none"> • Follow and implement the UK Government Guidance for 'Supported Living' in Depaul UK Services. https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living • Conduct a risk assessment and develop an Action Plan of safe re-opening of Depaul UK offices and hubs, and Depaul UK Services as they return to working at full capacity. • Regular communications to be given to staff from limited and consistent sources, following the organisational communications plan. • Local Team/ Department and Service Risk Assessments to be conducted by Managers to address specific or localised business activities that are outside the scope of this Risk Assessment, to be kept under review and involve staff in the development. • Phased re-opening of Offices and Hubs to test Risk Assessments 	
Spread of COVID-19 in Depaul UK Offices, Hubs and	People can catch the virus from others who	4	4	20	<u>Information, instruction, guidance and training</u> To be layered and disseminated to all users	12

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<p>Accommodation Services.</p>	<p>are infected in the following ways:</p> <ul style="list-style-type: none"> • virus moves from person-to-person in droplets from the nose or mouth. spread when a person with the virus coughs or exhales • the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc • people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth. 			<p>of Depaul UK Offices, Hubs and Accommodation Services.</p> <ul style="list-style-type: none"> • Develop, publish and make accessible organisational Covid-19 Protocols, Policies and Procedures, to provide guidance and instruction to staff and volunteers to help keep them safe. • As appropriate, circulate and disseminate Government and Public Health key messages and guidance to staff, volunteers and clients. • Display posters and notices in Depaul UK Offices, Hubs and Accommodation Services to provide additional guidance and reminders to people using the space about how to promote safe behaviours. <p><u>Handwashing facilities</u> and regimes to be promoted and increased:</p> <ul style="list-style-type: none"> • Handwashing facilities to be provided in as many communal spaces as possible providing people with access to wash their hands in warm, soapy water for at least 20 seconds. • Liquid hand soap and disposable paper towels to be provided where possible. • ‘Best Practice’ handwashing posters to be
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					<p>displayed in the area of all handwashing stations.</p> <ul style="list-style-type: none"> • Alcohol rub, to the standard identified in the Depaul UK Protocols, to be provided where soap and water is unavailable. <p><u>Social Distancing</u> measures must be implemented in Depaul UK Offices, Hubs and Accommodation Services:</p> <ul style="list-style-type: none"> • All staff and volunteers to maintain a minimum of 2 metres distance from each other and from clients, in workspaces and when travelling to/ from work and taking breaks. • Physical contact should be avoided - no hugging, handshaking or touching. • Adaptations made to the physical environment to support social distancing : <ul style="list-style-type: none"> • ‘Testing’ for each Office, Hub and Accommodation Service by key Depaul UK staff to identify suitable adaptations. • Mark out communal spaces and corridors, using tape to indicate 2 metre distances to help people keep safe.
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- Remove furniture from waiting areas and work areas that does not support social distancing.
- One-way systems to be implemented where possible, using signage and markers to indicate the flow of people.
- One person at a time to use stairs.
- Identify 'Higher Risk Areas' in local Risk Assessments and address adaptations.
- Staffing levels and access to be implemented and monitored.

Cleaning regimes to be enhanced in Depaul UK Offices, hubs and accommodation services. Provide additional cleaning materials, equipment and PPE to support staff and where appropriate clients and visitors to conduct cleaning activities.

- Cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, bannisters, light switches, reception areas using appropriate cleaning products and methods.
- Additional cleaning equipment and PPE to be purchased and sited in all work areas.

<p>Higher risk areas of Depaul UK Offices, Hubs and Accommodation Services where people are more likely to gather and increase the risk of spread.</p>	<p>Areas such as toilets, small corridors and stairs, handwashing stations, food and drink preparation areas, may mean that people may not be able to implement Social Distancing.</p> <p>Increased risk of people coughing and touching door handles, taps and toilet flush handles.</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination.</p>	3	3	12	<ul style="list-style-type: none"> • Access to high traffic areas such as corridors, stairs, toilets and restrooms limited to one person at any one time to ensure social distancing. • Prioritise disabled use where necessary, e.g. disabled toilet use, use of lifts, etc. • Stagger breaks and rest times to reduce demand on toilets and high traffic areas. • Implement safe queueing systems using markers and signage where possible. • Managers and all staff to re-inforce good hygiene practices and monitor this in the work place i.e. hand washing, enhanced cleaning regimes, tissues used when coughing or sneezing and safe disposal. • Implement enhanced cleaning regimes, staff to be given specific responsibilities where necessary. • Enhanced monitoring of supply of cleaning and hygiene equipment to be implemented. • Increased checking of higher risk areas, such as toilet cleaning records. 	9
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				<ul style="list-style-type: none"> • Cleaning equipment and additional hand washing equipment to be provided in higher risk areas. <p><u>Hygiene measures</u> to be promoted and enforced:</p> <ul style="list-style-type: none"> • Protocols to re-inforce personal responsibility to comply with and support measures to reduce risk of COVID-19. • Staff, client and visitors to be given instruction to wipe down and clean areas after use. • Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it). • Put used tissues in the bin straight away. • Managers to model and promote behaviours that support, and challenge behaviours that do not support good hygiene. • All hand washing facilities to provide single use paper towels and remove any shared cloth reusable towels.
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<p>Staff and Volunteers working in Offices, Hubs and Accommodation Services increasing the risk of spread.</p>	<p>The amount of people in Depaul UK Offices, Hubs and Accommodation Services environments may make it difficult or impossible to work safely and practice social distancing.</p> <p>Workspaces, workstations and equipment may need to be used by multiple persons increasing the risk of spread.</p>	<p>4</p>	<p>3</p>	<p>16</p>	<ul style="list-style-type: none"> • Identify essential business activities that will need to take place in Depaul UK Offices, Hubs and Accommodation Services, and those teams or departments that are needed to deliver them. • Work from home to continue for those teams, departments and roles that have been reviewed and identified as this being possible and appropriate. • HR to lead on workforce assessment to identify staff that are extremely vulnerable and their support needs. • HR to lead on workforce assessment to identify individual circumstances based upon Protected Characteristic/ EDI disclosures. • Maximum occupancy limits for offices and work areas to be identified and introduced. • Usage of, and access to, Depaul UK Offices, Hubs and Accommodation Services to be restricted and clear instruction given to staff and clients about use and who is permitted to attend. • Rotas and schedules of people and/ or teams that are permitted to use Depaul UK Offices, Hubs and Accommodation Services to be developed and 	<p>12</p>
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				<p>implemented.</p> <ul style="list-style-type: none"> • Staggered start/ finish and break times to be implemented to reduce risk of staff congregating at entrances and exits. • Hand washing/ sanitiser to be situated at all entrances and exits. Staff and clients to wash hands every time they enter or leave a Depaul UK Office, Hub or Accommodation Service. • Provide additional waste removal facilities and more frequent rubbish collection. • Staff to bring all food and drink with them to work, no food or drink to be shared. • Close kitchen areas in Offices and Hubs where possible, including removing or stopping use of microwaves, kettles etc. and review cleaning/ access arrangements for shared kitchen facilities in Accommodation Services. • If lockers are provided limit use, one person in locker area at any time. Shared lockers to be allocated to individuals that identify they need to use one - for example showering purposes when cycling to work. • Staff to limit bringing personal items into Depaul UK Offices, Hubs and
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				<p>Accommodation Services to only essential items.</p> <ul style="list-style-type: none"> • Staff instructed to follow all Government guidance when travelling to and from work, and when taking any breaks. <p><u>Workstations and Work processes</u> to be reviewed and made as safe as possible:</p> <ul style="list-style-type: none"> • Workstations and desks to be arranged with a minimum separation between them, where necessary consider fitting screens. • Reducing the need for staff to move around within the workplace: <ul style="list-style-type: none"> • Group teams or activities as necessary. • Hot desking to not be practiced. Individuals will be allocated desks. • • Restrict and close rooms as necessary. • Make equipment, including PPE and cleaning equipment that may be required available in the work area people are using. • Work environments to be adequately ventilated, instruction and guidance to be given to staff to ensure that they have suitable layers of clothing to keep warm for
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					<p>example where this involves opening windows.</p> <ul style="list-style-type: none"> • Staff to wipe down and clean communal surfaces and equipment after use e.g. photocopier, light switches, telephones. • Staff to be issued equipment for individual use wherever possible, e.g. stationery, telephones etc. • Printing of paper to be minimised to only essential printing to reduce movement, and surfaces touched. 	
Travel to and from Depaul UK Offices, Hubs and Accommodation Services	<p>Travel to and from work may lead to greater risk of virus transmission.</p> <p>Public transport may be restricted in order to achieve social distancing on trains, buses, etc</p> <p>Access to buildings may create a virus transmission risk if staff all seek entrance at once or are using single points of entry.</p> <p>Risks may be increased</p>	3	3	12	<ul style="list-style-type: none"> • Staggered start/ finish and break times to be implemented to reduce risk of staff congregating at entrances and exits. • Hand washing/ sanitiser to be situated at all entrances and exits. • Enable flexible/staggered working arrangements so that staff can avoid travelling at peak times or all arriving or leaving at the same time as much as possible. • Ask staff not to share cars. • Support staff to walk or cycle to work wherever possible, e.g. review safe bike 	9

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	for disabled staff who may have reduced options for access.				<p>storage, showers, lockers, etc. and nominate a responsible person to monitor availability/ use.</p> <ul style="list-style-type: none"> • Encourage staff not to use public transport if at all possible – where they do use public transport they should conform with all requirements, • Non-essential travel for work purposes should be minimised. 	
Visitors to Depaul UK Offices, Hubs and Accommodation Services.	Increases risk of spread. Makes it difficult to maintain service delivery due to constraints on space and confidentiality.	3	3	12	<ul style="list-style-type: none"> • Only those staff identified and permitted to be in Depaul UK Offices, Hubs and Accommodation Services will be given access to buildings. • Unplanned visitors will not be permitted to access to Depaul UK Offices, Hubs and Accommodation Service (with exception to instances where there may be a planned and assessed 'drop-in' service.) • All deliveries received must be 'contactless' and a designated drop off/ collection point be identified where this can be done safely. • Review visitor monitoring arrangements and remove unnecessary contact e.g. visitors signing in with the same pen. 	9

					<ul style="list-style-type: none"> • Staff that host visitors to be responsible for meeting and greeting and briefing visitors on hygiene and infection control procedures. • Teams and Departments that share Depaul UK Offices and Hubs to liaise with one another and co-ordinate any visitors to reduce numbers to the absolute minimum at any one time. 	
Deliveries and Post to Offices, Hubs and Accommodation Services.	<p>Increase risk of spread.</p> <p>People handling goods from outside, possibility of virus remaining on surfaces for 72 hours.</p>	3	3	12	<ul style="list-style-type: none"> • Deliveries and Post must be limited to only essential items. Staff must not receive personal deliveries or post at work. • All deliveries received must be 'contactless' and a designated drop off/ collection point be identified where this can be done safely. Consider installation of a secure post box or locker as appropriate. • Local procedures to be developed to identify persons responsible for post collection and handling. • All incoming deliveries and goods to be cleaned. • Handwashing must be implemented following all handling of deliveries and post. • Upon receiving mail, quarantine the mail 	9

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					for as long as possible – no more than 72 hours – before opening	
Meetings and Group Work	<p>Increase the risk of spread.</p> <p>Make it difficult to maintain social distancing.</p>	3	3	12	<ul style="list-style-type: none"> • Identify meetings and group work that may be essential and cancel non-essential meetings and group work. • Essential meetings must be held in well ventilated rooms with appropriate social distancing in place – limit numbers to essential attendees only and use phone/video conferencing, etc • Replacing face-to face meetings wherever possible with video conferencing, phone conferencing, etc in line with Depaul UK instruction on use. • Hold meetings outdoors where possible and confidentiality can be maintained. • Providing suitable hand sanitiser and cleaning equipment in meeting spaces, staff must wipe down all touched surfaces after use. 	9
Essential Depaul UK Prevention and Accommodation Services.	Some Depaul UK services are delivered from Offices and Hubs. These are essential services provided to	4	3	15	<ul style="list-style-type: none"> • Limit client in person meetings as much as possible. 	12

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<p>vulnerable people, and people that are at risk of homelessness and other safeguarding concerns.</p> <p>Accommodation Services are returning to previous working and operational capacity.</p> <p>Staff delivering these services will need to do so in person, this is likely to involve working with clients face to face.</p> <p>Social Distancing may not be possible due to sensitivity of delivering these services.</p>			<ul style="list-style-type: none"> • Where client meetings must be done in person set a time limit and keep the contact as short as possible, whilst still meeting the need of the client. • Mark out social distancing in spaces where client meetings will take place and ventilate spaces where possible. • Increasing the frequency of hand washing and surface cleaning by providing equipment in the space where meetings take place. • Consider using screens or barriers to separate people from each other where multiple clients may be seen in one space. • Use back-to-back or side-to-side working (rather than face-to-face) whenever possible. • Reduce the number of people each person has contact with by using 'fixed teams or partnering' where possible (so each person works with only a few others). • Review and identify higher risk activities and make adaptations where possible, for example to the way room checks are conducted.
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<p>People becoming unwell whilst at a Depaul UK Office, Hub or Accommodation Service</p>	<p>High risk of transmission.</p>	<p>3</p>	<p>3</p>	<p>12</p>	<ul style="list-style-type: none"> • If a member of staff or clients/ visitor becomes unwell whilst at a Depaul UK Office or Hub with coronavirus symptoms (a new, continuous cough or a high temperature) they should put on a surgical face mask, be sent home and advised to follow government advice to self-isolate. • Following a symptomatic person being in a Depaul UK Office or Hub the UK Government Guidance must be followed https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings and in Accommodation Services https://www.gov.uk/government/collections/coronavirus-covid-19-social-care-guidance and the following actions should be taken: <ul style="list-style-type: none"> - All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as toilets. - Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated 	<p>9</p>
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					<p>with body fluids, can be cleaned thoroughly as normal.</p> <ul style="list-style-type: none"> - Staff conducting cleaning should use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine, and must wear appropriate PPE. - Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste. 	
Working from Home	<p>Staff that have been identified that are able to work from home need to be adequately supported to do their job safely.</p> <p>Risks to confidentiality and data handling practices.</p> <p>Risk to individual well-being, risks of isolation.</p> <p>Homeworking should be adopted within the</p>	3	3	12	<ul style="list-style-type: none"> • Managers should monitor the wellbeing of people who are working from home and put in place measures to support their mental and physical health and personal security. • Managers to maintain and monitor the working from home arrangements for their staff teams to ensure that they have the correct support and resource to do their job. 	9

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	organisation as the preferred method of work wherever possible and only staff who need to be on-site should attend workplace premises				<ul style="list-style-type: none"> IT support to be provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data, for example, remote access to work systems. Arrangements should help homeworkers to stay connected to the rest of the workforce as appropriate e.g. remote Team Meetings to be scheduled via video conferencing, regular check in calls from Managers to ensure well-being of workers. Depaul UK's Mental Health and Well-being Managers to develop and implement opportunities and resources to support home workers to manage their mental health and well-being. 	
Personal Protective Equipment (PPE)	<p>PPE when used incorrectly can create a false sense of protection, lead to poor infection control, and potentially increase risk of spread.</p> <p>There is no standard recognised approach to PPE use for non-health care settings.</p>	4	3	15	<ul style="list-style-type: none"> PPE guidance to be published to all staff and based upon Trusted Sources. Use of PPE to be informed by Local Risk Assessment of work environments and activities. Staff to read and watch training videos on using PPE where identified. System for procurement of PPE and responsible persons to be identified. 	12

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	Availability of PPE for necessary infection control and usual business activities is likely to be affected by Covid-19.				<ul style="list-style-type: none"> Staff personal accountability to be made clear via internal communications regarding compliance with Government Measures e.g. purchasing face coverings to travel on Public Transport where required as part of their commute. 	
Confidentiality and Data Protection	Due to new ways of working i.e. Social Distancing, working in larger rooms, it may be difficult to maintain confidentiality.	3	3	12	<ul style="list-style-type: none"> Limit the number of people using a space to a manageable number. Where possible only see one client at a time in a space and test spaces for privacy. Consider use of screens for spaces where more than one client may be seen at a time. Hold private and confidential phone calls in spaces where only authorised persons are present, and identify private work spaces. 	9
Local Restrictions	Risk of enforcement action if failure to comply.	3	3	12	Office/ Hub and Service Managers will be responsible for monitoring Local Restrictions, communicating information about these to staff, volunteers and clients, and making/ considering necessary adjustments in Local Risk Assessments to ensure compliance.	9

<p>Outbreaks of Covid-19</p>	<p>Failure to comply with reporting requirements.</p> <p>Risk of impact to service delivery, business continuity if potential outbreaks are not managed.</p>	<p>3</p>	<p>3</p>	<p>12</p>	<p>Protocol implemented for the reporting of potential or confirmed cases of Covid-19 for staff, volunteers and clients.</p> <p>Single point of contact to be identified for each Office/ Hub and Service that will be responsible for reporting to Public Health England local Health Protection Teams when more than one case of Covid-19 is associated with the Office/ Hub or Service.</p>	<p>9</p>
<p>Maintaining Records of Staff, Clients and Visitors</p>	<p>Risk of not being able to support 'Track and Trace' and slow spread of transmission is adequate records aren't kept.</p>	<p>3</p>	<p>3</p>	<p>12</p>	<p>All Offices/ Hubs and Services will maintain records of all staff, clients and visitors and keep these records securely and confidentially for 21 days and provide data to NHS Test and Trace if requested. Details held must include:</p> <ul style="list-style-type: none"> - Name - Contact details e.g. phone number/ email address - Shift start/ end times and dates/ times and dates on the premises. 	<p>9</p>

Final Assessment Comments: Note: Individual Hazards with an Inherent **Score of 20** or above must be immediately reported to the relevant Area Director and Executive Director.

Signed: Sam King, Quality Assurance Business Partner 06 October 2020

Manager Counter Sign: Maria Emerson-Smith, Head of Corporate Governance, Business Planning and Quality Assurance 06 October 2020

Final sign off: Mike Thiedke, CEO, 07 October 2020

RESPOND: ACTION PLAN

Action Required	By Whom	When	Completion Review/ Service or Premises Manager Sign-Off
Consult with employees and document their feedback here.	Executive Director of People and Organisational Development (Kate Summers)	W/c 6 July 2020	<p><u>Sherborne House (Head Office)</u> Sherborne House Staff Consultation Letter sent via email 7 July 2020.</p> <p>Sherborne House Consultation held 9 July 2020.</p> <p>Consultation feedback follow up email sent by KS 15 July 2020.</p> <p><u>North East Regional Office (NERO)</u> NERO Staff Consultation Letter sent via email 4 August 2020.</p> <p>NERO Consultation held 6 August 2020.</p> <p>Consultation feedback follow up email sent by SK 07 August 2020.</p>
Review of newly issued updated guidance required to identify direct implications for Depaul UK services, and to document decision to follow specific guidance. There are currently three guidance documents that could be applied to Depaul UK service, these are; Guidance for Supported Living, Guidance for Service for People Experiencing Rough Sleeping and Domiciliary Care Guidance.	Director of Housing and Support (Alan D'Arcy)	9 October 2020	

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