

Birmingham Mind

COVID -19 | General Risk Assessment

Company / Assessment details:

Company Name:	Birmingham Mind	
Description of activities undertaken:	Risk pertinent to Office Use and Service Delivery	
Address of premises:	Overview of Birmingham Mind including specific RA for individual offices and services	
Description of premises:	Various as per individual RA	
Risk Assessment Number:	01	
Version:	01	
Date of Assessment:	June 2020	
Review Schedule:	Next review on 1 September 2020 or whenever government guidance is updated or amended	
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Date checked:	30 June 2020	
Authorised / accepted by:	Senior Management Team	

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1. Risk matrix and risk level evaluation rational

Probability of a harmful occurrence – Probability is based on information known about the hazard and on hazard-related occurrences experienced in similar circumstances.

Severity of a harmful occurrence – The severity level does not consider probability; severity is an estimate of the loss that would follow the envisaged event.

Probability (expected frequency)	
1 - Not likely	Probability is assessed as not likely if a harmful occurrence resulting from exposure is possible but improbable. The assessor assumes that it will not occur, but the occurrence is not impossible based on activities.
2 - Seldom	Probability is assessed as seldom where a harmful occurrence is expected to happen infrequently. The event is viewed as a remotely possible and may occur at some time. Usually, several things must go wrong at once for the harmful event to happen based on activities.
3 - Occasional	Probability is assessed as occasional if a harmful occurrence is expected to happen sporadically or immediately because of exposure – the event is neither common nor uncommon based on activities.
4 - Likely	Probability is assessed as likely if a harmful occurrence is expected to happen several or numerous times. – the event commonly happens based on activities.
5 - Frequent	Probability is assessed as frequent if a harmful occurrence is known to happen continuously, regularly or inevitably based on activities.

Severity (expected consequences)	
1 - Negligible	Severity is estimated as negligible if the consequences of an event, if it occurs, are expected to include, minimal injury, illness, (cuts and bruises) loss or damage; no operational degradation or reduction in future capability.
2 - Minor	Severity is estimated as minor if the consequences of an event, if it occurs, are expected to include, minor injury, illness, (3 days off work) loss or damage; slight operational degradation; or reduction in future capability.
3 – Significant	Severity is estimated as significant if the consequences of an event, if it occurs, are expected to include, significant injury, illness, (7 days+ off work) loss or damage; significant operational degradation; or reduction in future capability.
4 - Severe	Severity is estimated as severe if the consequences of an event, if it occurs, are expected to include severe injury, illness, (long term) loss or damage; severe operational degradation; or reduction in future capability.
5 - Critical	A severity level is estimated as critical when consequence of an event, if it occurs, are expected to include death, unacceptable loss or damage; immediate operational failure; or loss of future capabilities

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Risk level Matrix – Probability of a harmful event x Severity of a harmful event = Risk Level explanation

Risk Matrix		Severity (expected consequences)				
		1 – Negligible	2 - Minor	3 – Significant	4 – Severe	5 – Critical
Probability (expected frequency)	1 – Not Likely	1 = Low	2 = Low	3 = Tolerable	4 = Tolerable	5 = Tolerable
	2 - Seldom	2 = Low	4 = Tolerable	6 = Tolerable	8 = Increased	10 = Increased
	3 - Occasional	3 = Tolerable	6 = Tolerable	9 = Increased	12 = Increased	15 = High
	4 – Likely	4 = Tolerable	8 = Increased	12 = Increased	16 = High	20 = High
	5 – Frequent	5 = Tolerable	10 = Increased	15 = High	20 = high	25 = High

2. Residual risk rational and control measures

Residual Risk – Residual risk is the risk that remains after controls are applied. Dependent on the level risk the following actions should be considered;

Low Risk (1-2)	Tolerable Risk (3-6)	Increased Risk (8-12)	High Risk (15-25)
Acceptable activity or policy, Additional consideration: No further actions required	Acceptable activity or policy, with controls and suitable supervision Additional consideration: Efforts should be made to reduce the risk further, but the cost of prevention should be carefully measured and limited. Risk reduction measures should normally be implemented within 3 to 6 days	Acceptable activity or policy, with stringent controls and high levels of supervision Additional consideration: Efforts must be made to reduce the risk further, but the cost of prevention should be carefully measured and limited. Risk reduction measures should normally be implemented within 1 to 3 days	Unacceptable activity or policy. Additional considerations: No work is to be undertaken unless the risk level is reduced. If immediate actions to reduce the risk are not apparent, stop work and seek advice from competent specialists as a matter of urgency.

Suitability of controls – The Suitability of the control measure(s) can be assessed by applying the following;

Control measures – Control measures are to be considered and implied in order of priority. The hierarchy of controls table below shows these priorities;

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Hierarchy of controls	
1st Elimination	Redesign the job or eliminate materials or substances so that the hazard is removed or eliminated.
2nd Substitution	Replace the materials, substances or process with a less hazardous one
3rd Engineering controls	Use work equipment or other measures. For example, to prevent falls where you cannot avoid working at height, install or use additional machinery to control risks from dust or fumes or separate the hazard from operators by methods such as enclosing or guarding dangerous items of machinery or equipment. Give priority to measures which protect collectively over individual measures.
4th Administrative controls	These are all about identifying and implementing the procedures you need to work safely. For example: reducing the time workers are exposed to hazards (e.g. by job rotation); prohibiting use of mobile phones in hazardous areas; increasing safety signage and performing risk assessments.
5th Personal protective equipment (PPE)	Only after all the previous measures have been tried and found ineffective in controlling risks to a reasonably practicable level, must personal protective equipment (PPE) be used. For example, where you cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall (should one occur)

Suitability of controls	
Feasibility	The organisation has the capability to implement the controls
Acceptability	The benefit gained by implementing the controls justifies the cost in resources and time. This assessment of acceptance is largely subjective. Experience, company guidance and other external restrictions can influence the outcome.
Suitability	The control(s) removes the hazard(s) or mitigates the residual risk to an acceptable level (to be determined by a responsible individual).
Supported	Adequate personal, equipment, supplies and facilities are available to implement the proposed controls.
Explicitness	The controls clearly specify who, what, where and when, why and how each control will be used.
Standards	Guidance and procedures for implementing the controls are clear, practicable and specific.
Training	The knowledge and skills of the workforce are adequate to implement the controls.
Leadership	Management is ready, willing, and able to implement the controls
The individual	Individual members of the workforce are sufficiently self-disciplined and capable of implementing the control.

3. Definitions and terms

Definitions	Who may be harmed
<p>Definition of COVID-19; <i>'Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.</i></p> <p><i>Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illnesses.</i></p> <p>Source; World Health Organisation https://www.who.int/health-topics/coronavirus#tab=tab_1</p> <p>Definition of hazard; <i>'A hazard is the potential for a substance, activity or process to cause harm</i></p> <p>Definition of harm; <i>'Harm is the infection or ill health of people, or operational, or reputational loss because of an event'.</i></p> <p>See opposite for whom may be harmed.</p> <p>Definition of risk; <i>'Risk is the probability of a substance, activity or process to cause harm and the severity or consequences of that harm. This is referred to as the Risk Level'.</i></p> <p>Definition of Controls or Control measure; <i>'Controls are methods used for reducing the risk to 'as low as reasonably practicable'.</i></p> <p>Definition of significant risks; <i>Those risks which arise more often and/or those with more serious consequences</i></p>	<p>Based on activities, those that may be harmed have been identified as follows;</p> <ul style="list-style-type: none">▪ Directly affected<ul style="list-style-type: none">○ All on site or;<ul style="list-style-type: none">▪ Staff (including contractors)/Volunteers▪ Visitors▪ Public▪ Indirectly affected<ul style="list-style-type: none">○ Public – those not present at the business premises but in contact with staff <p>Special Groups</p> <p>Special Groups are defined as a group of persons who may require an additional risk assessment due to being more at risk than other groups</p> <p>Examples of special groups may include:</p> <ul style="list-style-type: none">▪ Older workers▪ Black, Asian and minority ethnic people▪ Shift workers▪ New and expectant mothers▪ First Responders (Emergency Services)▪ Those are otherwise clinically vulnerable

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4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.1 Procedure</p> <p>The lack of clear and agreed procedures leading to confusion and inconsistency that may lead to exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff and Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Suitable procedures agreed for the management of risks relating to COVID-19 and activities on site Procedures to be agreed with relevant services operating on site Procedure created using guidance from the UK Government and Public Health England as well as existing legislation Weekly Strategic planning meetings of Senior Managers 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); Procedures to be reviewed in line with risk assessment</p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.2 Risk assessments</p> <p>Failure to conduct appropriate risk assessments leading to confusion and inconstancy that may lead to exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> All service managers to complete Health and Wellbeing Check-ins with staff at which they will also review and familiarise themselves with both service and building risk assessments Risk assessments to be completed by service managers for those identified as being in vulnerable groups and more likely to be adversely affected by Covid-19 All staff risk assessments to be reviewed by the HR Department and referrals made to independent medical advisor where appropriate. Each Birmingham Mind Office to have its own individual Risk Assessment Each Birmingham Mind Service to have its own individual Risk Assessment Risk assessment uses guidance from the UK Government and Public Health England as well as existing H&S legislation Risk assessments to be reviewed by service managers on a regular basis. Document control procedures in place to ensure Risk Assessments are reviewed at a senior level 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required);</p> <p><i>Once office specific Risk assessments issued to be reviewed every two weeks until the situation stabilises.</i></p> <p><i>All members of staff will be asked to contribute to any review of risk assessment</i></p> <p>Further Information;</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.3 Statutory inspections</p> <p>Statutory inspections not completed due to close down of business and access to competent and qualified contractors and suppliers leading to equipment failure causing serious injuries</p>	<ul style="list-style-type: none"> <i>Staff/Volunteers</i> 	<ul style="list-style-type: none"> <i>All statutory inspection dates to be checked by Operations Managers for each office environment and those out of date identified</i> <i>Competent and qualified persons/companies to be engaged prior to return to work or equipment being used</i> <i>If inspections cannot be completed prior to return to work, then equipment must be taken out of use and separate risk assessment undertaken for the specific item</i> 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required);</p> <p>Further Information;</p> <p><i>Inspections to consider:</i></p> <ul style="list-style-type: none"> <i>Fire alarm</i> <i>Emergency lighting</i> <i>Fire doors</i> <i>Fire extinguishers</i> <i>Electrical Inspections</i> <i>Work equipment</i> <i>Legionella</i> <i>Void Inspections</i> <i>Gas Servicing</i> <i>TMV Servicing</i>



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.4 Communication</p> <p>Lack of communication with staff and visitors leading to stress, anxiety, confusion, and failure to follow control measures identified</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Discussions with employees as part of the risk assessment process to identify concerns All control measures and information to be given to employees prior to agreeing a return to work date in form of information sheet and risk assessment for individual offices. Management to invite comments and discussion with employees as part of Health and Wellbeing Check In Communication to be continuous throughout the phased return to work explaining changes and reasons. To be included in all Team Meetings with staff for the foreseeable future. Any identified concerns or questions employees have can also be forwarded directly to the Director of Human Resources – Nicky Underwood Specific Covid-19 email set up to ensure swift response to any high risk areas Staff Bulletins sent out weekly to staff to reinforce key messages about Covid-19 Regular emails about Covid-19 to be circulated to keep staff up to date with any changes Weekly SMT meetings and monthly Managers meetings held and information disseminated 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required); Continual review with employees through supervisions and team meetings.</p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</p>
Low Risk 1 - 2		Tolerable Risk 3 - 6			Increased Risk 8 - 12	High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.5 Car Parking</p> <p>Failure to leave adequate space between vehicles increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Staff encouraged to walk or cycle to work wherever possible Suitable numbers of car parking spaces available where possible Where possible spaces left between parked cars Employees all briefed to maintain social distancing when entering and exiting vehicles No visitors permitted on site Site visit by Staff is rota'd/arranged Majority of Staff working from home where possible Rota created for accessing every building Visits to offices limited by time and nature of visit 	1 - Not Likely	2 - Minor	2 = Low	<p>Additional Controls (if required); No further controls required</p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.6 Travel to work</p> <p>Employees using public transport increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Individual Office RAs to include elements related to preparation for work and travel to work Staff encouraged to walk or cycle to work wherever possible Where staff need to use public transport consideration will be given to changing shift times to avoid peak times and all those who use public transport to be provided with washable face coverings. Staff advised to avoid overly crowded buses and trains, where necessary they should stay in touch with their manager to advise of change of arrival time Business related travel restricted and must be approved by management Staff rota'd to office. No drop ins. Majority of staff working from home where possible Washable masks available for staff 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required); Staff should not car share if not from the same household.</p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.7 Social distancing – communal areas</p> <p>Failure to observe social distancing guidance increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> All social distancing procedures put in place to reflect the UK Government guidance Social distancing procedures explained to all staff prior to arrival onto site Only rota'd staff members to come into offices One way systems to be implemented where possible Suitable signage placed around the site as a reminder to social distance from others All those working on site briefed to challenge examples of poor social distancing or report concerns immediately to management Capacity of office set for the kitchen and break areas. Only specific number of chairs have been left in/unusable chairs have been taped off/workspaces signed as not in use. No service user or supplier meetings permitted on site until further notice. All meetings to be completed by Zoom/Teams where-ever possible PPE supplied where social distancing is difficult (residential) Visits to offices limited to essential need and time 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required);</p> <p>Management briefed to lead by example in relation to social distancing</p> <p>Disciplinary action taken for those who do not adhere to guidelines</p> <p>Further Information;</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.8 Social distancing – individual workstations</p> <p>Failure to observe social distancing guidance increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Staff teams attending are composed of same staff where possible to reduce transmission across the whole workforce Clear demarcation on the floor for work areas and walking routes to allow for movement around the work areas. Workstations set up so people do not work facing each other Office layout has been reviewed to allow for suitable workspace. Screens to be put in place between desks where necessary [should not be required due to above] No hot desking permitted Face to face contact to be limited as much as possible. All social distancing to be monitored by managers and relevant staff members PPE to be worn for tasks where social distancing cannot be observed, if they are essential to the operation Staff to remain in their own work areas where possible unless they need access to the kitchen or toilets. Time in office limited to essential need Rota for staff visits created 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required);</p> <p>Management briefed to lead by example in relation to social distancing</p> <p>Disciplinary action to be taken where necessary</p> <p>Where sharing of workstations is unavoidable measures to be put in place to ensure cleaning between users</p> <p>Further Information;</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

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Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.9 Social distancing – public interactions</p> <p>Failure to observe social distancing guidance with members of the public/visitors increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> All social distancing procedures put in place to reflect the UK Government guidance Suitable signage displayed around site identify walking routes, 2m queuing distances etc Screens in place around reception points Clear communication on the website and other communication channels to inform stakeholders about arrangements If visitors – contact in advance to tell them of suitable measures Only essential service user/other meetings – online platforms utilised where necessary Handwashing and hand sanitiser stations available. Facilities provided for temperature checking Touch points removed where possible i.e. doors propped open, use of automation Reduced capacity on those permitted on site to increase social distancing PPE available to staff Staff encouraged to monitor adherence to rules and have a clear reporting methodology 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); <i>Staff to confirm understanding of social distancing measures and for social distancing to be reinforced regularly during staff meetings and supervisions</i></p> <p>Further Information; https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

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4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.10 Health surveillance</p> <p>People reporting to work with symptoms of COVID-19, including those in the clinically vulnerable categories increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> No visitors permitted onto site All employees to complete a health and wellbeing check in prior to commencing work on site. Managers to discuss with staff symptoms, tracking and identifying those in the vulnerable category Any of those identified as being in the at-risk categories to have a further risk assessment completed by their service manager, to be reviewed by the HR Department Staff briefed on what symptoms to look for and the importance of temperature checking Company sick pay policy in place Those who symptomatic or who tests positive for the virus are not to attend site and should self-isolate at home (7 days) Those living in a home where a member of the household is symptomatic or tests positive for the virus are to self-isolate at home (14 days) 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); <i>Disciplinary policy will be enforced where necessary</i></p> <p>Further Information; https://www.nhs.uk/conditions/coronavirus-covid-19/ https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres </p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

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4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.11 Mental wellbeing</p> <p>Impact on mental health due to personal circumstances relating to COVID-19, additional work pressures or anxiety related conditions</p>	<ul style="list-style-type: none"> <i>Staff/Volunteers</i> 	<ul style="list-style-type: none"> <i>Regular communication in place prior to return to workplace to identify procedures in place</i> <i>Staff encouraged to discuss concerns prior to return to work and once back in the workplace</i> <i>All staff to have a Health and Wellbeing Check In completed by their Line Manager in July 2020</i> <i>Managers to monitor for any changes in behaviour</i> <i>Regular supervisions and team meetings in place to allow people to discuss concerns</i> <i>Managers have expertise on how changes to work arrangements may impact on mental health of staff and recognising symptoms of stress and anxiety and possible ways of managing these situations sensitively</i> <i>HR to provide ongoing support to managers and staff as necessary</i> <i>All concerns raised by staff to be documented and suitable action taken as necessary</i> <i>All staff have access to Employee Assistance Programme and bereavement counselling can also be accessed by staff</i> <i>Staff moved to different work if possible</i> 	2 -Seldom	2 - Minor	4 = Tolerable	<p>Additional Controls (if required); <i>Independent medical adviser to be utilised as necessary</i></p> <p>Further Information; https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19 https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

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High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.12 Mental wellbeing – working from home</p> <p>Staff that are working from home may feel isolated, find it difficult to separate work and home, be balancing childcare or care for others which can all lead to stress, anxiety, depression or mental health issues</p>	<ul style="list-style-type: none"> <i>Staff/Volunteers</i> 	<ul style="list-style-type: none"> <i>Clear communication with manager regarding personal circumstances</i> <i>Clear targets and expectations set around working hours and any KPI's [Void timescale effects etc]</i> <i>Managers to maintain a regular pattern of communication through online platforms where face to face meetings are not possible</i> <i>Managers to ensure that staff are kept up to date with developments on site and where possible team meetings involve those working on site and from home</i> <i>Regular team meetings to be held via Zoom or other and monthly supervisions to continue with manager whilst working from home</i> <i>Elearning to be provided for anyone unable to work</i> <i>Staff moved to other work if possible</i> <i>Managers to prioritise risk assessment of those with musculoskeletal problems</i> 	2 -Seldom	2 - Minor	4 = Tolerable	<p>Additional Controls (if required);</p> <p>Further Information; https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/ https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19</p>



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.13 Social isolation</p> <p>Failure to observe social isolation guidance increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Those who symptomatic or who tests positive for the virus are not to attend site and should self-isolate at home (7 days) Those living in a home where a member of the household is symptomatic or tests positive for the virus are to self-isolate at home (14 days) All staff to be referred for testing as soon as they are symptomatic All in self isolation are encouraged to contact their GP, NHS 111 if symptoms persist beyond 5 days or worsen at any time. All staff to be briefed on the UK Government guidance Briefings and staff meetings to be completed using online tools such as Teams/Zoom etc wherever possible. No visitors permitted on site 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required);</p> <p><i>Company disciplinary policy will be enforced where necessary</i></p> <p><i>All employees to confirm during supervision to confirm that they have received and understood information on social isolation and what to do if they, or someone in their household, have symptoms or test positive.</i></p> <p>Further Information;</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.14 Door handles and other often used surfaces</p> <p>Continual use of doors including entrance by many people increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Where possible - Main entrance door propped open during key arrival and departure times to avoid use of keypad/locks/handles. Door will be staffed at these times Designated break times implemented and enforced by management team for refreshment so external doors can be propped open Where possible - Internal doors on routes around the building to be propped open. Keypads on printers and other equipment to be disabled where it is safe to do so. For staff at site minimum two hourly touch point cleaning schedule in place as well as a wipe as you go policy. Disinfectant wipes and cleaning materials available in high-traffic areas and workstations Signage in place around high traffic area 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required);</p> <p>Cleaning to be marked off on a check sheet by Managers</p> <p>Opening and closing check sheet to be completed to ensure that any fire doors propped open to assist movement are closed at the end of each day</p> <p>Further Information;</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.15 Kitchen and refreshment making facilities</p> <p>Use of the site kitchen facilities the preparation and serving of food increasing the probability exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> ▪ <i>Staff/Volunteers</i> ▪ <i>Visitors</i> ▪ <i>Public</i> ▪ <i>Public - away from site</i> ▪ 	<ul style="list-style-type: none"> ▪ <i>Kitchen facilities only used in certain offices as described in individual risk assessment.</i> ▪ <i>Disposable cups and utensils to be used where possible.</i> ▪ <i>Staff to use and wash up own crockery and utensils if used</i> ▪ <i>Washing up facilities available in the kitchen area</i> ▪ <i>Staff encouraged to store food at the work area by using cool bags not Fridge</i> ▪ <i>Staff encouraged to avoid trips to the shop or other food outlets during working hours</i> ▪ <i>Where possible separate kettles for work areas</i> ▪ <i>Employees to wipe down kitchen areas before and after use using cleaning equipment provided</i> ▪ <i>Capacity set for kitchen and break areas and clearly identified to staff</i> ▪ <i>Breaks to be staggered to allow people access to the kitchen where in use</i> ▪ <i>Space available outside to take breaks as required</i> 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); <i>Managers to complete spot checks on cleanliness of kitchen areas</i></p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.16 Deliveries</p> <p>Contamination from deliveries and materials brought onto site increasing the probability exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Contactless deliveries utilised where possible Designated persons to take deliveries Where possible parcels left for 72 hours to allow any virus to degrade to a non-threatening state Number of deliveries to be restricted where possible by placing larger orders. Delivery persons to remain away from employees where safe to do so and not in conflict with other safety procedures Delivery persons permitted to use company facilities if requested Employees to wash hands before and after handling deliveries Social distancing to be maintained during deliveries Deliveries to be loaded/unloaded in specified teams 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required);</p> <p><i>Gloves available for use while collecting deliveries</i></p> <p>Further Information;</p> <p><i>PPE Face coverings/masks to be worn for delivery loading/unloading lasting longer than 15 minutes and working in teams of 2 or more where social distancing cannot be maintained</i></p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.17 Contractors</p> <p>Contractors working on the premises increasing the probability exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Only essential contractor works to be completed on site Consideration of contractor works taking place out of hours to be given where possible. Contractors to provide details of their procedures for the management of COVID-19 within their operations All contractors to confirm that they do not have any of the identified symptoms of COVID-19 prior to being allowed access to site Contractors to identify working areas prior to work commencing on site and suitable arrangements put in place to ensure that social distancing can be maintained for them and others working on site Access to be permitted to hand washing facilities and toilets whilst on site Contractors to be given details of site procedures prior to arrival on site 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); <i>None required</i></p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.18 Personal items and equipment</p> <p>Unnecessary personal items and equipment on site increasing the probability exposure to infection, ill health, operational degradation, and reputational damage.</p> <p>Equipment used during work activities not being adequately cleaned increasing the probability of exposure to infection</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> All staff to bring minimal personal items on site Disinfectant wipes available around all work areas to enable all equipment to be cleaned before and after use Cleaning regime in place as per individual office Opening and closing wipe down in place for all areas of the site Where possible, employees to retain their own equipment [phones etc] to prevent cross contamination from others Equipment used by multiple people to be wiped down with disinfectant wipes by users before and after use – equipment to undertake this to be provided at the workstation 	1- Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); <i>None required</i></p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>
Low Risk 1 - 2		Tolerable Risk 3 - 6			Increased Risk 8 - 12	High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.19 Personal Protective Equipment (PPE)</p> <p>Failure to provide adequate PPE or use PPE appropriately increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage.</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> PPE only mandatory for tasks that happen in close proximity. All staff to read and confirm understanding on the correct use of PPE Suitable disposal arrangements of PPE in place PPE to be easily accessible for those that need it on site All PPE to apply with the relevant British Standard Supplies of PPE to be monitored at all times Robing and disrobing of PPE training video sent to all staff 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required); <i>Risk assessment to be updated in line with Government guidance</i></p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.20 Hygiene and cleaning</p> <p>Failure to have appropriate hygiene and cleaning protocols in place increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Clear cleaning schedules in place for the cleaning of the building by contractor. Clear cleaning instruction in place for the cleaning of workstations by staff regularly. Suitable cleaning products and disposable cloths available at workstations/office Staff to confirm understanding of the use of cleaning materials and cleaning protocols Suitable hand sanitiser stations located around site – hand sanitiser must be a minimum of 60% alcohol Handwashing facilities on site Everyone to wash hands on arrival to site and regular intervals throughout the day Suitable signage around the site to remind people about good hand hygiene Regular [at least two hourly] wipe down of all handles and often touched surfaces completed by employee Increased visits by office/residential cleaners 	1 - Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); Managers to check that at least two hourly wipe down has been completed and document on check sheet</p> <p>Further Information; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>

Low Risk 1 - 2

Tolerable Risk 3 - 6

Increased Risk 8 - 12

High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.21 Emergency procedures and First Aid</p> <p>Existing first aid and emergency procedures increasing the probability of exposure to infection, ill health, operational degradation, and reputational damage</p>	<ul style="list-style-type: none"> Staff/Volunteers Visitors Public Public - away from site 	<ul style="list-style-type: none"> Existing building evacuation procedures suitable for amended operational status Existing evacuation point capable of holding expected numbers on site in line with social distancing CPR to be limited to chest compressions only (no mouth to mouth contact) First aiders to wear PPE when administering first aid First aid only administered where necessary. First aid supplies issued to those that can apply themselves where possible. 	1- Not Likely	3 - Significant	3 = Tolerable	<p>Additional Controls (if required); <i>None required</i></p> <p>Further Information; https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/</p>



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.22 Service Delivery</p> <p>Risks associated with one to one contact with service users and risk of social isolation of service users who are no longer in contact us</p>	<ul style="list-style-type: none"> Staff/Volunteers Service Users 	<ul style="list-style-type: none"> PPE worn at all times in compliance with government guidelines All staff who are identified as being at risk to be fully risk assessed before direct one to one contact Social distancing to be maintained at all times Phone support to be offered to service users wherever possible Risk assessments completed for service users and ensuring that we are seeing people with the highest level of needs – liaising with our partners to ensure they are doing the same 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required);</p> <p>Further Information;</p>
Low Risk 1 - 2		Tolerable Risk 3 - 6			Increased Risk 8 - 12	High Risk 15 - 25

4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
1.23 Service Delivery Risks associated with working in a residential setting where social distancing cannot be guaranteed at all times	<ul style="list-style-type: none"> <i>Staff/Volunteers</i> 	<ul style="list-style-type: none"> <i>PPE provided in line with government guidelines</i> <i>Those staff at risk to be individually risk assessed and if anyone within the setting becomes symptomatic they are immediately sent home. Also minimal temperature checking and no personal care offered by these individuals and full PPE to be used at all times.</i> <i>All efforts made within the residential care home to ensure that social distancing is maintained wherever possible.</i> <i>Testing to be carried out immediately where anyone has symptoms of Covid-19.</i> <i>Each residential setting has its own service risk assessment to identify specific risks within that setting and controls put in place to minimise this risk.</i> 	2 -Seldom	3 - Significant	6 = Tolerable	Additional Controls (if required); Further Information;



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
<p>1.24 Cyber Security</p> <p>Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware”</p> <p>With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever</p>	<ul style="list-style-type: none"> <i>Birmingham Mind</i> 	<ul style="list-style-type: none"> <i>Cyber security and surveillance infrastructure is regularly reviewed to ensure that all reasonable protection is in place</i> <i>Warnings are circulated to staff and managers of any credible cyber threats, especially scam emails and text messages</i> <i>Remote desktop application set up for staff to use to ensure working systems are covered by cyber-risk protections</i> <i>Staff are supplied with the necessary equipment to facilitate homeworking as far as possible. Where it has been necessary for staff to utilise their own personal devices, advice has been given regarding the minimum standard of data protection and IT security expected.</i> 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required);</p> <ul style="list-style-type: none"> <i>MFM to check email and other filters daily to ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus</i> <i>Managers / MFM to assess cyber risks of service changes and new services developed during the crisis on an ongoing basis</i> <i>Undertake Cyber Essentials Assessment with MFM to ensure all risks have been mitigated as far as possible</i> <p>Further Information;</p> <p>https://www.gov.uk/government/publications/cyber-essentials-scheme-overview</p>



4. Risk assessment findings

Hazards Risks	Whom or what is at risk	Controls in place	Probability X Severity = Residual Risk Level			Additional controls required and further information:
			P	S	RRL	
1.25 Business Continuity Crisis management and business continuity hazards caused by the pandemic emergency	<ul style="list-style-type: none"> <i>Birmingham Mind</i> 	<ul style="list-style-type: none"> <i>Work continues in order to protect our regulated services and staff are redeployed to this service to ensure there is continuity of service to prepare for and to cover sudden spikes of absence</i> <i>All decisions about re-deployment and re-resource allocation to reflect the level of vulnerability of our service users.</i> <i>Managers should review and refresh business continuity plans to reflect the ongoing pandemic</i> <i>These should be reviewed regularly and straight away at any time when government guidelines change</i> <i>Weekly strategic senior managers meetings</i> <i>Weekly Residential Managers meetings</i> 	2 -Seldom	3 - Significant	6 = Tolerable	<p>Additional Controls (if required);</p> <p>Further Information;</p>

Low Risk 1 - 2	Tolerable Risk 3 - 6	Increased Risk 8 - 12	High Risk 15 - 25
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5. Areas of significant risk

The following have been identified as areas of significant risk due the estimated or actual frequency of a harmful occurrence, or the severity of a harmful occurrence should it occur. Each risk listed below is to be incorporated into a **Risk Reduction Plan** to help reduce or mitigate the risk further.

Risk assessment N°:	Risk details:	Recommendation:	Date to be completed:	Risk owner: