

Risk assessment V7

Company name: Npa24:7

Assessment carried out by: Nick Haycock

Date of next review: TBC

Date assessment was carried out: 12.04.21

This risk assessment has been conducted for the provision of phase 1 of a 3-phase return of contact centre staff to Hyefield House. This risk assessment is aimed at a return to normal working practice for contact centre staff, members of the complaints team, quality/training plus sales and retention staff who will operate from the first-floor premises, together with operations staff operating from the ground floor premises.

There will be a maximum of 50 people on site at any one time for the purpose of this risk assessment. Staff on site are made of varied shift patterns between the hours 08.00 and 23.00 Monday Wednesday, Friday and Saturday (4 days per week), consisting of PT and FT employees.

The scope of their work is predominately desk based, with the use of a computer and telephone system provided by the company.

A weekly review of individual performances will determine the viability of allowing team members working from home.

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What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Infection Reduction	All staff	<p>Implement mandatory lateral flow testing for all staff who enter Hyefield House together with key suppliers (Superfast IT and cleaners) twice weekly (Tuesdays and Fridays).</p> <p>In order to be allowed access to Hyefield House, staff will need to have had a negative lateral flow test not more than 4 days prior to the access date. Access will not be permitted if staff do not possess a negative test that is 4 days or less old.</p>	<p>Tracking system to ensure all staff have up-to-date negative lateral flow test results. All results of all tests to be emailed to TBC for logging.</p> <p>Any staff identified to not have a current test result will be escalated to AG/JS/JW</p> <p>Test results will be monitored and retained on file managed by line managers for reference. Lateral flow tests are available for delivery/collection. Please refer to Order coronavirus (COVID-19) rapid lateral flow tests - GOV.UK (www.gov.uk)</p>	ALL STAFF	26.04.21	

		<p>Staff can now access home tests from the government website or government covid testing sites and staff should self-test prior to coming into the office. These tests results should be emailed to XXXXX. No-one will be given access until they have had a test. A small store of tests will be held within the office in Windermere and if a staff member attends the office without having had a test and submitted to XXXXX at npa) then they should pick up a test, go to either their car or the outside rest area at the rear of 38 Hagley road, complete the test and wait for the</p>				
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		<p>30 minutes. If the test is negative they can submit the result to the NHS and inform their line manager and they will be allowed access. In the event of a positive test result, staff should return home without delay, begin self-isolation and book a full covid test via https://www.gov.uk/get-coronavirus-test</p> <p>In the event of an “inconclusive” test result, government guidance is to immediately undergo a second lateral flow test. If the second test is also inconclusive, staff should return home without delay, begin self-isolation and</p>				
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		book a full covid test via https://www.gov.uk/get-coronavirus-test				
External access points	All staff	Implement strict 2m distancing via floor demarcation signs/tape to restrict number permitted to access all entry points including, gated access area, door entry to one person at any one time.	Ensure restrictions are clearly communicated to all staff. Monitor staff accessing building.	Team Managers	26.04.21	
Smoking area access	All staff	Implement strict 2m distancing via floor demarcation signs/tape to indicate where staff may stand when accessing the area.	Ensure restrictions are clearly communicated to all staff. Monitor staff accessing the area to ensure adhering to restrictions.	Team Managers	26.04.21	

<p>Reception</p>	<p>All staff</p>	<p>Implement restrictions to one person in the area at any one time via demarcation signs/tape. Sanitising station has been installed with instruction for all staff to sanitise hands on entry. Temperature checks will be undertaken on arrival in Reception via contact free thermometer. Where a person's temperature this exceeds 38 degrees over 2 checks, they will be asked to seek medical advice and work from home.</p>	<p>Ensure restrictions are clearly communicated to all staff. Ensure sufficient sanitising products and blue roll are provided and replenished as required. Monitor staff movement throughout to ensure adhering to restrictions. Procure safety signs to ensure requirement to sanitise hands is required. Contact free thermometer to be available in Reception for the start of each shift. Sufficient batteries for the thermometer to be readily available. Recording sheets for temperature checks to be retained electronically for reference by AG</p>	<p>Team Managers</p>	<p>26.04.21</p>	
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<p>Building General</p>	<p>All staff</p>	<p>A strict one-way system will be in operation to minimise the risk to all staff. Directional Signage will be installed to the floor/walls. All staff must adhere to the one-way system at all times. Loitering will not be permitted to reduce risk to staff and colleagues. Access will only be permissible via main reception. Exit will only be permissible via exit door at the rear of the ground floor, at the bottom of the stairs to the contact centre. Staff onsite will be recorded via login information into</p>	<p>Clear and concise one-way signage to be installed. No loitering signage to be installed. No exit/no entrance signage has been installed. Ensure restrictions are clearly communicated to all staff. Ensure sufficient sanitising products and blue roll are provided and replenished as required. Monitor staff movement within the area to ensure adhering to restrictions. Stop the spread posters to be installed to remind staff of personal hygiene instructions when on site. Essential Visitors Details Recording forms to be available on reception for completion on arrival.</p>			
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		<p>Microsoft identifiable by IP address. Essential visitors (i.e. maintenance contractors, cleaners, IT support persons and essential services operatives) attending site must record their details on the <i>Essential Visitors Details Recording Form</i> on arrival in Reception. Forms will be available in Reception and will be retained for review by Amanda Godwin.</p>				
<p>Communal workspace – Ground Floor</p>	<p>All staff</p>	<p>Workspace to ground floor will be for non-contact centre staff only. Access to ground floor areas will not be permissible for contact centre staff, with the</p>	<p>Ensure restrictions are clearly communicated to all staff. Ensure sufficient sanitising products and blue roll are provided and replenished as required.</p>	<p>Team Managers</p>	<p>26.04.21</p>	

		<p>exception of accessing breakout areas or to exit the building at the rear of the ground floor, at the bottom of the stairs to the contact centre.</p> <p>Positioning of workstations staggered ensuring at least 2m clear distance between staff.</p> <p>Demarcation signs/tape to indicate safe spacing throughout.</p> <p>Number of persons to ground floor is restricted to 8 (including the Boardroom) at any one time, so at this time, there is no need to stagger start times for staff. Staggered start</p>	<p>Monitor staff movement within the area to ensure adhering to restrictions. Wall mounted brackets have been procured and will be installed for hand sanitiser to ensure accessible in all areas. Stop the spread posters to be installed to remind staff of personal hygiene instructions when on site.</p>			
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		<p>times for staff has been put in place. A one-way system to be implemented so that access to the premises will be via the reception door and exit will be via external door at the top of the basement stairwell. Sanitiser products for cleaning workstations to be provided for each workstation and staff will be responsible for cleaning down their workstation prior to, during (at hourly intervals) and after each shift. Cleaning of workstations will be recorded on a record sheet which will be retained and reviewed by their line manager to ensure adherence.</p>				
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		<p>Recording sheets to be scanned to Amanda Godwin for electronic storage and reference. Hand sanitiser for personal use to also be provided. Wherever possible, windows should be opened to ensure good ventilation of the communal space. Where this is not possible, ventilation should be provided via the air conditioning units. Cleaning of high contact areas, i.e. door handles/plates etc to be carried out every 2 hours. Cleaning of high contact areas to be recorded and records to be retained by Amanda Godwin.</p>				
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		Face coverings are required to be worn by all staff when they are not seated at their desks, i.e. when moving around the building, and in all communal spaces.				
Washrooms – Ground floor	All staff	Restrict access to washroom facilities to one person at any one time. Washrooms on the ground floor must only be used by staff whose workspace is on the ground floor. When accessing the facility, a floor cone to be positioned (to be positioned using foot to avoid contact by hand) to be placed in front of the cubicle door. If facility is occupied,	Ensure restrictions are clearly communicated to all staff. Monitor staff accessing the area to ensure adhering to restrictions. Hand washing guidelines signs installed. Stop the spread posters installed to remind staff of personal hygiene instructions when on site.	Team Managers	26.04.21	

		<p>access will not be permissible by any other member of staff. Thorough hand washing to follow use of the washroom (minimum 20 seconds using soap and water). Face coverings to be worn by all staff when utilising washrooms. Cleaning of washrooms to be completed as part of high contact area cleaning with records retained electronically by Amanda Godwin (scanned copies to be emailed weekly to Amanda Godwin)</p>				
Communal Workspace – 1st Floor	All staff	Workspace to first floor will be for contact centre staff only.	Ensure restrictions are clearly communicated to all staff.	Team Managers	26.04.21	

		<p>Access to first floor areas will not be permissible for non-contact centre staff.</p> <p>Positioning of workstations staggered ensuring at least 2m clear distance between staff.</p> <p>Demarcation signs/tape to indicate safe spacing throughout.</p> <p>Number of persons on the first floor is restricted to 42 at any one time. Shift start/end times for staff will be staggered to reduce risk of any queuing.</p> <p>A one-way system to be implemented so that access to the premises will be via the reception door and exit will be via</p>	<p>Ensure sufficient sanitising products and blue roll are provided and replenished as required.</p> <p>Monitor staff movement within the area to ensure adhering to restrictions.</p> <p>Stop the spread posters installed to remind staff of personal hygiene instructions when on site.</p> <p>Wall mounted brackets have been procured and will be installed for hand sanitiser to ensure accessible in all areas.</p>			
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		<p>external door at the top of the basement stairwell.</p> <p>Sanitiser products for cleaning workstations to be provided for each workstation and staff will be responsible for cleaning down their workstation prior to, during (at hourly intervals) and after each shift. Cleaning of workstations will be recorded on a record sheet which will be retained and reviewed by their line manager to ensure adherence.</p> <p>Hand sanitiser for personal use to also be provided.</p> <p>Wherever possible, windows should be opened to ensure good ventilation of the</p>				
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		<p>communal space. Where this is not possible, ventilation should be provided via the air conditioning units.</p> <p>Cleaning of high contact areas, i.e. door handles/plates etc to be carried out every 2 hours. Cleaning of high contact areas to be recorded and records to be retained by Amanda Godwin.</p> <p>Face coverings are required to be worn by all staff when they are not seated at their desks, i.e. when moving around the building, and in all communal spaces.</p>				
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<p>Staff needing support from Seniors/TMs</p>	<p>All Staff</p>	<p>Use of Microsoft Teams chat. Unscheduled walking throughout office space to be prohibited.</p>	<p>Briefing of all staff to continue use of 'Teams Chat' to request support and avoid walking to speak to a Snr or TM face to face. Briefing of all staff to use 'Teams', telephone, email to contact other colleagues. Movement throughout office space must only be on scheduled break times, comfort breaks, drinks preparation or to exit the building. Staff briefing to require 15 mins arrival time in advance of any staff returning to the office for the first time of scheduled shift start time for familiarisation to take place (walk through of one-way system, sanitiser locations, receive personal</p>	<p>Team Managers</p>	<p>26.04.21</p>	
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			briefing document, cleaning records etc.)			
Drinks Station – 1st Floor	All staff	<p>Access to the drinks station area on 1st floor to be restricted to one person at any one time. Staff will not be permitted to loiter in this area, once they have made their drink, they should exit the area immediately. Wherever possible, windows should be opened to ensure good ventilation of the communal space. Where this is not possible, ventilation should be provided via the air conditioning units.</p> <p>Cleaning of high contact areas, ie door handles/plates etc to</p>	<p>Ensure restrictions are clearly communicated to all staff.</p> <p>Clear and concise signage to be installed advising restrictions of one person at any one time and no loitering to be installed.</p> <p>Ensure sufficient sanitising products and blue roll are provided and replenished as required.</p> <p>Monitor staff accessing the area to ensure adhering to restrictions.</p>	Team Managers	26.04.21	

		be carried out every 2 hours. Cleaning of high contact areas to be recorded and records to be retained by Amanda Godwin. Face coverings to be worn when accessing the drinks station.				
Washrooms – First floor	All staff	Restrict access to washroom facilities to one person at any one time. Washrooms on the ground floor must only be used by staff whose workspace is on the first floor. When accessing the facility, a floor cone to be positioned (to be positioned using foot to avoid contact by hand) to be placed in front of the cubicle door. If	Ensure restrictions are clearly communicated to all staff. Monitor staff accessing the area to ensure adhering to restrictions. Hand washing guidelines signs to be installed.	Team Managers	26.04.21	

		<p>facility is occupied, access will not be permissible by any other member of staff. Thorough hand washing to follow use of the washroom (minimum 20 seconds using soap and water) Wherever possible, windows should be opened to ensure good ventilation of the communal space. Where this is not possible, ventilation should be provided via the air conditioning units. Face coverings to be worn by all staff when utilising washrooms. Cleaning of washrooms to be completed as part of high contact area</p>				
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		cleaning with records retained electronically by Amanda Godwin (scanned copies to be emailed weekly to Amanda Godwin)				
Breakout area - Basement	All staff	Access to the breakout area to be restricted to 6 people at any one time. Access stairs to the breakout area to be restricted to 1 person at any one time. Clear and concise signage has been installed advising restrictions of one person to access entry/exit at any one time and a maximum number of 6 persons at any one time permitted to access the breakout space. A numbered "ticket" system has	Ensure restrictions are clearly communicated to all staff. Ensure sufficient sanitising products and blue roll are provided and replenished as required. Monitor staff accessing the area to ensure adhering to restrictions. Stop the spread posters installed to remind staff of personal hygiene instructions when on site.	Team Managers	26.04.21	

		<p>been installed at the top of the stairs at the entrance to the breakout space to identify number of staff in the breakout space. "Tickets" should be taken on entry, sanitised when departing and returned to the clipboard. In the event that there is no numbered "ticket" available, then the maximum number of staff present has been achieved. In this situation, entrance will not be permitted.</p> <p>Face coverings should be worn in the access areas and can be removed when seated however, strict social distancing must be</p>				
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		<p>adhered to when accessing the seating/dining areas.</p> <p>Demarcation signs/tape to indicate 2m space throughout.</p> <p>Refreshments available to staff will be disposable, single use vend style drinks to reduce need to touch communal items (i.e., fridge handles, milk, tea/coffee caddies etc)</p> <p>Persons accessing should, using sanitising products provided, clean down area prior to and after use.</p> <p>To ensure good ventilation of the communal space, the air conditioning units should be switched on during the times that</p>				
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		<p>the breakout space is in operation. Hand sanitiser will be provided for use when exiting the space. When exiting the breakout area, staff should make their exit via the door at the top of the breakout area stairs out into the car park. Re-entry to the building should be via main reception adhering to the strict one-way system in operation. Staff must sanitise hands via the sanitising station in reception when re-entering the building. Cleaning of high contact areas, i.e. door handles/plates etc to be carried out every 2</p>				
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		hours. Cleaning of high contact areas to be recorded and records to be retained by Amanda Godwin.				
Breakout area - External	All staff	<p>Access to the breakout area to be restricted to 8 people at any one time. Access to the exit doors from the building to the external breakout space to be restricted to 1 person at any one time.</p> <p>Face coverings should be worn in the access areas and can be removed when seated however, strict social distancing must be adhered to when accessing the seating/dining areas.</p>	<p>Ensure restrictions are clearly communicated to all staff.</p> <p>Ensure sufficient sanitising products and blue roll are provided and replenished as required.</p> <p>Monitor staff accessing the area to ensure adhering to restrictions.</p> <p>Clear and concise signage to be installed advising restrictions of one person to access exit, maximum number of 8 persons at any one time permitted to access the breakout space and no smoking at any time to be installed.</p>	Team Managers	26.04.21	

		<p>Demarcation signs/tape to indicate 2m space throughout. Persons accessing should, using sanitising products provided, clean down area prior to and after use. Bins will be provided for the disposal of items following use of the breakout space. Hand sanitiser will be provided for use when exiting the space. Staff returning to the building following use of the external breakout space must do so via the main reception doors following the one-way system to return to their workspace. No access is possible via the exit door used to</p>	<p>Stop the spread posters to be installed to remind staff of personal hygiene instructions when on site.</p>			
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		<p>gain access to the external breakout space. Staff must sanitise hands via the sanitising station in reception when re-entering the building. Smoking is strictly prohibited when accessing the external breakout space. Cleaning of high contact areas, i.e. door handles/plates etc to be carried out every 2 hours. Cleaning of high contact areas to be recorded and records to be retained by Amanda Godwin.</p>				
Meeting Rooms	All staff	Lomond Meeting room to be designated isolation room.	Ensure restrictions are clearly communicated to all staff.	Amanda Godwin		

		<p>Access to all other meeting rooms to be restricted to use by booking system only and the number of persons permitted to access a meeting room restricted to no more than 2 persons at any one time for Windermere Meeting room and 6 persons at any one time for the Boardroom.</p> <p>Persons accessing a meeting room will be required to clean down the room, furniture prior to and after use using sanitiser products provided.</p> <p>A record of who has used the room and confirmation that the room has been cleaned down after use</p>	<p>Ensure sufficient sanitising products and blue roll are provided and replenished as required.</p>			
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		<p>to be kept and reviewed by Amanda Godwin.</p> <p>Hand sanitiser will also be available to use within the meeting room.</p> <p>Meeting rooms to be locked when not in use.</p> <p>Wherever possible, windows should be opened to ensure good ventilation of the communal space.</p> <p>Where this is not possible, ventilation should be provided via the air conditioning units.</p>				
Cleaning	All staff and cleaning operatives	Cleaners to sign in using the essential visitors recording sheets. Records to be retained electronically	Ensure restrictions are clearly communicated to all staff and cleaning operatives.			

		<p>by Amanda Godwin for reference. Cleaners must leave site prior to the arrival of any staff. Staff to ensure they clean their workstations thoroughly prior to, during, and at the end of each shift. Sanitiser products, blue roll and hand sanitiser will be readily available for staff to use</p>	<p>Ensure sufficient sanitising products and blue roll are provided and replenished as required.</p>			
<p>Receiving Goods/deliveries</p>	<p>All staff</p>	<p>Delivery of goods to be contactless. Any deliveries should be placed on the floor and when retrieving any deliveries, hand sanitiser to be applied prior to returning to communal space.</p>				

		Thorough hand washing to follow (minimum 20 seconds using soap and water)				
Visitors	All staff	Visitor access is restricted to essential contractors such as maintenance persons, IT support and essential services. Any other visitors are not currently permitted, but this will be reviewed on an ongoing basis.	Meetings involving external persons to be banned until such time it is deemed safe by the government for these to resume.			