

Mind CHWF – RISK ASSESSMENT

Date: 26/6/2020	Review Date (1 yr): 26/6/2021	<p style="text-align: center;">Likelihood</p> <p>1. Very Unlikely 2. Unlikely 3. Fairly Likely 4. Likely 5. Very Likely</p> <p style="text-align: center;">LXC=RR</p> <p><i>(Within Matrix this runs along the bottom)</i></p>	<p style="text-align: center;">Consequence</p> <p>1. Insignificant 2. Minor 3. Moderate 4. Major 5. Catastrophic</p> <p style="text-align: center;">LXC=RR</p> <p><i>(Within Matrix this runs along the left side)</i></p>	5	10	15	20	25
Assessor:				4	8	12	16	20
CoVid 19 Return to the Office preparations phase 1 and 2				3	6	9	12	15
				2	2	6	8	10
		1	2	3	4	5	<p style="background-color: #ff0000; color: white; padding: 2px;">17-25</p> <p>Unacceptable - Stop activity & make immediate improvements</p> <p style="background-color: #ffcc00; padding: 2px;">10-16</p> <p>Tolerable - Look to improve within specified timescale</p> <p style="background-color: #ffff00; padding: 2px;">5-9</p> <p>Adequate - Look to improve at next review</p> <p style="background-color: #008000; padding: 2px;">1-4</p> <p>Acceptable - No further action, but ensure controls are maintained</p>	

Significant Hazard Identified	People at risk	Uncontrolled risk rating			Existing Control Measures	Controlled risk rating			Further Control Measures	Additional Controls risk rating		
		L	C	RR		L	C	RR		L	C	RR
<p>Infection Prevention, Cleaning and Staff Safety</p> <p>As the business rebuilds after lockdown and staff return to work the organisation must ensure their safety by making premises “COVID” secure – unsafe workplace</p>	<p>There is a direct threat to staff and visitor health and wellbeing from transmission of the COVID-19 coronavirus while at work</p> <p>People can catch the virus from others who 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 	5	5	25	<p>1. Ensured the organisation complies with its duty to provide a safe and healthy workplace/working conditions for staff in the workplace during the coronavirus pandemic by:</p> <ul style="list-style-type: none"> • Circulate “COVID secure” coronavirus policies and safety procedures to all staff and managers; these set out how staff should behave and the precautions they must adopt during the pandemic to keep them safe • Require staff to practice effective social distancing while in and around the workplace, while travelling to work and in all work business <p>2. Managers to pass on and reinforce key Government public health messages to all staff:</p> <ul style="list-style-type: none"> • 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 	2	5	10	<ul style="list-style-type: none"> • Full programme of communication using various media, management • Communications and Notices to emphasise this • Managers to communicate to staff and confirm actions • All staff to complete personal RTW Risk assessment 	2	4	8

<p>premises raise the risks of virus transmission</p>	<ul style="list-style-type: none"> • People who are at particular risk are: <ul style="list-style-type: none"> Service users with underlying conditions Cleaning and delivery staff Staff with underlying conditions Elder persons People from BAME backgrounds People who are on the Shielded or Vulnerable lists 		<ul style="list-style-type: none"> • wash hands regularly with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water are not available) • avoid close contact with people who are unwell • clean and disinfect frequently touched objects and surfaces • do not touch face, eyes, nose or mouth if hands are not clean. <p>3. In all departments, fully implement Public Health England (PHE) Guidance for Employers and Businesses on Coronavirus, including the following key safety precautions:</p> <ul style="list-style-type: none"> • Keep local/departmental risk assessments under review to ensure that a safe place of work is maintained • Consulting with staff and staff representatives – to fully involve the workforce at all stages of the pandemic • Make any adjustments to the workspace/rotas/work patterns/ procedures necessary to facilitate effective infection prevention and social distancing at work • Follow government health and travel advice • Provide hand sanitiser as required- • Provide infection control personal protective equipment (PPE) such as gloves, masks and eye protection if required in individual risk assessments and method statements, e.g. cleaning • Increase environmental cleaning in the workplace; review and revise cleaning method statements and schedules and ensure cleaning staff have access to suitable detergents, disinfectants and PPE • Provide additional waste removal facilities and more frequent rubbish collection • Display appropriate public health posters and notices around the workplace and on websites • Staff are not required to wear face coverings while at work but may do so if they wish 		<ul style="list-style-type: none"> • Notices by all sinks Hand sanitizer stations installed • Any unwell staff to self-isolate and advise manager of absence. Thermometer available on site • Disinfectant wipes available at all workstations and photocopier • Photocopier to be used for essential copying only. • Tissues available at all workstations • Risk assessment to be reviewed monthly and in the event of any incident or feedback • Staff to share plans • Managers to review working patterns and need to attend offices • Masks and gloves available if required, Staff provided with one reusable mask, visitors to be offered masks. • Regular weekly cleaning programme to be maintained supplemented by Day to day maintenance by individual staff • Limit numbers of people who can use each toilet- designate toilets by workstation assignment and only visitors to use public toilets. • Posters and Notices displayed and under review • Replenish First Aid boxes with PPE/ mouth guards if needed • Confirm if additional first aiders/ Fire Wardens required.
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		L	C	RR		L	C	RR		L	C	RR
<p>Homeworking, Hot-desking and Equipment Sharing</p> <p>Staff working together in workplace premises inevitably raises the risk of virus transmission Hot desking and the sharing of equipment present hazards that raise the risk of virus transmission further</p>	Homeworking reduces the risk of staff gathering in the workplace and of transmitting the virus	5	5	25	<p>1. Homeworking adopted within the organisation as the preferred method of work wherever possible and only staff who need to be on-site to attend workplace premises. Staff have been informed that our services are digital by default for the foreseeable future.</p> <p>The following working arrangements put into place to support homeworking:</p> <ul style="list-style-type: none"> Managers plan for the minimum number of people needed on site to operate safely and effectively Protocols developed for how face to face services will be offered. Face to face services will be offered only to: people with no access to remote communication, or who have clinical needs that may impair their ability to engage with remote interventions. Further to this, staff not delivering face to face services may work from Mind CHWF premises if they are a supervisor of staff or if their homeworking environment is not conducive to safe work. Departmental and line managers review all staff job roles in order to facilitate and encourage homeworking wherever appropriate Additional training in remote working, including delivering specialist/ clinical services remotely) Distribution and review of specialist guidance on remote working, e.g. BACP. Homeworking policies reviewed to ensure that sufficient support is provided to homeworkers, including flexibility where staff have caring responsibilities or other emerging circumstances due to the Pandemic (such as the illness or death of loved ones/ people in their social networks) Managers 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 through regular 1-1 and team catch ups, WAPs, access to EAP and self help guidance for managing MH during coronavirus Enhanced IT support provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data, for example, remote access to work systems 	2	5	10	<ul style="list-style-type: none"> Only essential and necessary visits are currently supported Planning in place by managers for return to work as necessitated by conformance to contracts New policies developed and published All managers have regular contact with staff with this as an agenda item All necessary equipment and access provided and under constant review Relevant communication tools provided (e.g MS Teams workplace, Zoom etc) All staff have access to individual supplies of equipment which is not to be shared Staff Wellbeing channel on Teams Consider additional clinical and line managerial supervision at times of change, e.g. amending service approach) 	2	5	10

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					<ul style="list-style-type: none"> • Arrangements to help homeworkers to stay connected to the rest of the workforce as appropriate- phnes, Teams, purchase of additional IT where needed • Complete DSE assessments and action results • Guidance on posture, staff yoga • Hot-desking will not be supported at this time • Equipment not to be shared between staff – limit use of high-touch equipment in the workplace, eg whiteboards, pens, etc 							
Workplace Social Distancing Effective social distancing is a key element in reducing the transmission of COVID-19	Social distancing refers to people being required to maintain a distance from each other of 2 meters, wherever possible. Social distancing effectively puts people at a safe range from anyone coughing. The main route of virus transmission is through droplets exhaled or coughed by an infected person. High risk urban environment – population density makes social distancing harder .	5	5	25	<ol style="list-style-type: none"> 1. Staff are required to practice effective social distancing while in and around the workplace, while involved in work activities and when travelling to and from work, whenever possible, by: <ul style="list-style-type: none"> • Avoiding non- essential contact with others • Keeping a safe distance of at least 2 metres (about 3 steps) from others whenever possible • Avoiding physical contact (eg hugs, handshakes, etc) • Adaptations to the premises to support social distancing should include: 2. A review of all work premises to identify suitable adaptations which will support social distancing <ul style="list-style-type: none"> • Offices and work spaces set up to support social distancing, e.g. layout changes, appropriate signage, stickers and floor markings to denote safe distances, etc • Workstations and desks arranged with a minimum separation between them – where necessary screens will be fitted • Established maximum occupancy limits for offices and work areas • Reduced the need for staff to move around within the workplace 3. Adaptations to work processes to support social distancing will include: <ul style="list-style-type: none"> •Cancelling non- essential meetings •Holding essential meetings in well ventilated rooms with appropriate social distancing in place – limit numbers to essential members only and use phone/video conferencing, etc 	3	5	15	<ul style="list-style-type: none"> • Clear floor markings made • Workstations reviewed and some isolated to maintain distancing • Posters and reminders throughout premises • Counselling rooms reviewed for suitability taking into account social distancing • One way systems to be introduced in Therapy Department • Warning notices to be placed on stairway • Maximum occupancy plans for each office • Screens between workstations where less than 2 m/ in areas where there is through traffic • Meetings to be conducted remotely where possible 	2	5	10

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					<ul style="list-style-type: none"> • Replacing face-to-face meetings wherever possible with video conferencing, phone conferencing, etc. • Holding meetings outdoors • Providing hand sanitiser at meetings • Carrying out any essential training/ recruitment by using email/online elearning wherever possible rather than bringing people together face to face <p>4. Managers to display notices in all premises reminding staff of the key infection prevention requirements, including the need to maintain safe distancing</p> <p>Where social distancing guidelines cannot be followed in full, in relation to a particular activity, managers must carry out further risk assessments and consider whether that activity needs to continue for the business to operate - where such activities need to continue appropriate mitigation methods should be put into place, such as:</p> <ul style="list-style-type: none"> • Increased hand washing • Increased environmental cleaning • Keeping the activity time involved as short as possible • Reducing the number of people each person has contact with by using "fixed teams or partnering" (so each person works with only a few others) • Use of rota app/ Teams channel so different departments can ensure that overall numbers in premises does not exceed max threshold/ • Client access by appointment only. 				<ul style="list-style-type: none"> • Most training conducted on line • Notices posted • Shift patterns reviewed to support staff and visitors to travel outside of peak times. Parking designated for staff. • Home working where possible and practical; staff survey to include identification of barrier to returning to work- e.g. caring responsibilities, with staff with fewer/ no barriers prioritised for return. • In case of evacuation, priority is safe escape rather than social distancing. • 			
<p>Higher Risk Areas of the Workplace</p> <p>Some areas of the workplace may present a higher risk than others – this may include areas such as staff</p>	<p>Heavily used areas of the workplace are more likely to present an infection transmission risk</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination</p>	5	5	25	<p>Higher-risk high- traffic areas of the workplace are COVID-secure by applying appropriate safety precautions, including:</p> <ul style="list-style-type: none"> • Stressing the need for staff to follow good hygiene practice at all times while at work (ie regular handwashing, using tissues and disposing of them appropriately, etc) • Managers ensuring that adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap and paper towels • Printing handwashing instructions/posters and displaying throughout workplace, especially in toilets 	3	4	12	<ul style="list-style-type: none"> • Notices/Posters/reminders in place re hand washing and social distancing • Adequate handwashing and hand sanitizer supplies provided • Only paper Towels provided 	3	4	12

toilets, staff rooms and restrooms				<ul style="list-style-type: none"> • Limiting numbers of staff who can use high traffic areas such as corridors, stairs, toilets and restrooms at any one time to ensure social distancing • Monitor high-traffic area use and regulate access as necessary • Prioritise disabled use where necessary, eg disabled toilet use, etc • Placing 60% alcohol hand gels at convenient places around the workplace with instructions for use • Increasing environmental cleaning, especially in and around toilets and restrooms and staff rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc • Increasing toilets/washrooms inspections to check for cleanliness/adequate stock of soap/toilet paper, etc • Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities 			<ul style="list-style-type: none"> • Numbers restricted and one way systems in place • One person in kitchen at time. Staff to eat at desk. If going off site to purchase food, to maintain social distancing. • Staff to keep personal items (apart from refrigerated food) by their desks • Alcohol rub to be used at high traffic zones- e.g. door handles. Staff to open doors for clients during appointments to reduce number of people touching high traffic items. • Staff to sign in visitors, using their own pen • Closure of doors and windows to be reviewed as part of opening/ closing procedures • No transfer of deliveries between sites to be permitted • On line payments for items only • Bulk buy items to reduce frequency of deliveries. 							
Significant Hazard Identified	People at risk	Uncontrolled risk rating L C RR			Existing Control Measures	Controlled risk rating L C RR			Further Control Measures			Additional Controls risk rating L C RR		
Vulnerable and Extremely Vulnerable Staff Some staff may have pre-existing medical conditions which render them more vulnerable to the dangers of	Those who are classified by PHE as being at greater risk from COVID-19 include people in the vulnerable (moderate risk) and extremely vulnerable (high risk) categories Vulnerable (moderate risk) people include those who: <ul style="list-style-type: none"> • are 70 or older • are pregnant 	5	5	25	The following safety and staff health arrangements apply to staff who are classified as vulnerable (moderate risk) or extremely vulnerable (high-risk): <ul style="list-style-type: none"> • Managers & human resources should identify and be aware of staff who fall into vulnerable and extremely vulnerable categories so they can ensure that they are given adequate protection and support to enable them to comply with government health recommendations • No member of staff in the extremely vulnerable “high-risk” category should be expected to come to work during the pandemic crisis or during recovery from the lockdown – 	4	4	16	<ul style="list-style-type: none"> • HR and Managers to identify any/all vulnerable and extremely vulnerable staff risk • Conversations to be had with identified staff to consider support and needs 	3	4	1 2		

<p>coronavirus infection. Many visitors are clients who may have underlying health conditions. High BAME population; increased risk of severe Covid if infected.</p>	<ul style="list-style-type: none"> • have a lung condition such as asthma, COPD, emphysema or bronchitis (not severe) • have heart disease, diabetes, chronic kidney disease or liver disease (such as hepatitis) • are taking medicine that can affect the immune system (such as low doses of steroids) • are very obese <p>Extremely vulnerable (high risk) people include those who:</p> <ul style="list-style-type: none"> • have had an organ transplant • are having chemotherapy for cancer, including immunotherapy • are having an intense course of radiotherapy for lung cancer • have a severe lung condition (such as severe asthma or severe COPD) • are taking medicine that makes them much more likely to get infections (such as high doses of steroids) • have a serious heart condition and are pregnant <p>The following PHE advice applies:</p> <ul style="list-style-type: none"> • Those in the “high risk” (extremely vulnerable) category are currently subject to special “shielding” arrangements – • Those in the “moderate risk” (vulnerable) category are advised to stay at home as much as possible – they can go to work if they cannot work from home • People in both categories are advised by the government to be particularly stringent in complying with social distancing requirements • Pregnant women are included in the “moderate risk” category as a precaution but are not considered by 	<p>these staff should be advised to follow government medical advice and stay at home</p> <ul style="list-style-type: none"> • Extremely vulnerable “high-risk” staff offered furlough arrangements - where it is possible or appropriate for them to safely work from home without risk this should be facilitated • Staff in the vulnerable “moderate risk” category should be considered on a case by case basis – wherever possible they will be supported to work from home • Staff in the vulnerable “moderate risk” category who cannot work from home and wish to return to work should be offered additional protection so that they can achieve effective social distancing • Managers should stay in touch with vulnerable or extremely vulnerable staff who are staying at home by phone to ensure they are well and to prevent them from feeling isolated • As they cannot leave their home at all, the organisation should help to provide additional support for any extremely vulnerable high-risk staff who may need it; this might include providing shopping or medicines where they are unable to gain support from elsewhere • All reviews of staff roles and safety should be non-discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, eg disabled staff • Reasonable adjustments must be made to avoid disabled workers being put at any disadvantage • Staff consultation via: all staff correspondence, staff surveys, Covid Exit T&F group (cross departmental), 1-1s 	<ul style="list-style-type: none"> • All Staff to complete Risk self assessment to discuss with managers • Working at home permanently to be considered for moderate and high risk category staff • Regular contact to be established and documented with staff home working
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Significant Hazard Identified	People at risk	Uncontrolled risk rating			Existing Control Measures	Controlled risk rating			Further Control Measures	Additional Controls risk rating		
		L	C	RR		L	C	RR		L	C	RR
	<p>PHE to be more likely to get seriously ill from COVID-19</p> <ul style="list-style-type: none"> There is evidence that people from ethnic minority backgrounds are hit harder by COVID-19 											
<p>Staff Health and Staffing Levels</p> <p>Low staffing hazards due to high rates of staff sickness or staff having to self-isolate themselves at home or remain at home because they are “shielded”</p>	<p>Staff may get sick with coronavirus infection</p> <p>People who have symptoms must “self-isolate” at home for 7 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS</p> <p>Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14- day isolation period</p> <p>Those who are considered extremely vulnerable are advised to “shield” themselves at home</p>	5	5	25	<p>The following safety arrangements should apply to staff health or staffing levels:</p> <ul style="list-style-type: none"> Staff who are considered extremely vulnerable or high-risk should not be expected to attend for work in the workplace – where possible or appropriate they should be furloughed or supported to work from home Staff who are sick or self-isolating should phone immediately and inform their line- manager – on no account should they attend for work Make sure that communications go out that no member of staff should come to work if they are self- isolating or if they have COVID-19 symptoms or if they feel unwell Staff may be reallocated from non-essential parts of the organisation to essential functions or may be subject to furlough arrangements Managers should consider temporary departmental closures or operational adjustments if staffing is reduced to unsafe levels 	4	5	20	<p>As above</p> <ul style="list-style-type: none"> HR and Managers to identify any/all vulnerable and extremely vulnerable staff risk Conversations to be had with identified staff to consider support and needs Working at home permanently to be considered for moderate and high risk category staff Managers to reiterate procedure for staff self-isolating or infected with CoVid 19 Need to reallocate staff or furlough under constant review Revise duty manager system so that it covers both staff WFH and in office Confirm on site minimum staffing levels and process for if this level is breached by absence or by staff needing to self isolate. Include in Rapid Closure communications. 	3	3	9
<p>Significant Hazard Identified</p>	<p>People at risk</p>	<p>Uncontrolled risk rating</p> <p>L C RR</p>			<p>Existing Control Measures</p>	<p>Controlled risk rating</p> <p>L C RR</p>			<p>Further Control Measures</p>	<p>Additional Controls risk rating</p> <p>L C RR</p>		
<p>Premises Access and Travel</p>	<p>Travel to and from work may lead to greater risk of virus transmission</p>	4	5	20	<p>The following safety arrangements should apply to workplace access and travel arrangements:</p>	3	5	15		2	5	10

<p>Staff who are required to attend for work must be given safe access to the workplace</p>	<p>Public transport may be restricted in order to achieve social distancing on trains, buses, etc Access to buildings may create a virus transmission risk if staff all seek entrance at once or are channeled through single points of entry Risks may be increased for disabled staff who may have reduced options for access</p>			<ul style="list-style-type: none"> • Ensure that access points have supplies of sanitizer available • Review disabled access policies and arrangements to ensure safe entrance or exit for disabled staff • Use floor markings and signage at entrances and exits and introduce one- way flow systems at entry and exit points where appropriate • Enable flexible/staggered working arrangements so that staff can avoid travelling at peak times or all arriving or leaving at the same time • Provide hand sanitiser at entrances and exits • Ask staff not to share cars, etc • Support staff to walk or cycle to work wherever possible, e.g. providing safe bike storage, lockers, etc. • Ask staff not to use public transport if at all possible – where they do use public transport they should conform with all requirements, eg wearing face coverings as required by TFL, social distancing, etc • In all cases non-essential travel for work purposes should be avoided 			<ul style="list-style-type: none"> • Where possible, one way systems implemented • Hand sanitizer in place at access points • Working patterns to be reviewed by managers • Safe travelling guidance to be published • Prioritize access for staff able to travel without using public transport; and advise staff of means of reducing prolonged exposure to public transport (e.g. walking routes from intermediate stations) 					
<p>Significant Hazard Identified</p>	<p>People at risk</p>	<p>Uncontrolled risk rating L C RR</p>			<p>Existing Control Measures</p>	<p>Controlled risk rating L C RR</p>			<p>Further Control Measures</p>	<p>Additional Controls risk rating L C RR</p>		
<p>Cases of Possible Infection On-site</p> <p>People becoming unwell while on-site or a symptomatic person using a site</p>	<p>High risk of transmission</p>	<p>5</p>	<p>5</p>	<p>25</p>	<p>If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home and advised to follow government advice to self-isolate The following actions should be taken within the workplace:</p> <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 with body fluids, can be cleaned thoroughly as normal • Cleaning staff should use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine • Cleaning staff must wear appropriate PPE 	<p>3</p>	<p>5</p>	<p>15</p>	<ul style="list-style-type: none"> • In the event of an infected person being identified, consider short term closure and deep clean • Staff to be encouraged to self-isolate and work from home while building sanitized and if contact with infected people has occurred • Waste disposal and PPE to be reviewed in line with guidance where case identified • Encourage referral to Track and Trace local programme. 	<p>3</p>	<p>4</p>	<p>12</p>

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		L	C	RR		L	C	RR		L	C	RR
					<ul style="list-style-type: none"> 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 Posters on front door and in public areas asking visitors not to access site if symptomatic. 							
Business Continuity	The crisis threatens business continuity and ability to deliver essential services to our customers Crisis management and business continuity hazards caused by the pandemic emergency	4	4	16	Managers should refer to business continuity policies and procedures After lockdown the following safety arrangements should be applied to establish business recovery: <ul style="list-style-type: none"> Establish overall coronavirus risk management team Ask all departments to review and refresh business continuity plans as necessary Devise appropriate business recovery plans and keep under constant review 	2	3	6	<ul style="list-style-type: none"> Business Continuity Team on MS Teams Business Continuity Plan/Policy to be reviewed and monitored Fortnightly review of referrals to establish where service resources should be focused 	2	3	6
Information	The pandemic has been accompanied by a large amount of official guidance, some of which needs interpretation, and also by misinformation, rumour and "fake news" or "myths". If these are allowed to gain traction within the organisation they can obscure and confuse vital health and safety measures. People most at risk could be people with English as an Additional language or reliant on other sfor information	3	4	12	After lockdown the following safety arrangements should be applied to mitigate risks caused by absence of information, misinformation and "fake" news: <ul style="list-style-type: none"> To ensure the safety and wellbeing of staff business strategies must be based on accurate information and staff must be given consistent, simple and clear messages Coronavirus risk management team to monitor official advice carefully and update all policies and procedures Ensure leadership teams/local managers are briefed and kept up to date Managers to beware fake news and discourage the circulation of misinformation Keep staff informed – key messages include the need for unwell staff or homeworking staff to stay at home, for frequent handwashing and for social distancing 	2	2	4	<ul style="list-style-type: none"> All notices/guidance/communication will be monitored and updated guidance in line with Govt communications 	1	2	2

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					<ul style="list-style-type: none"> Doctors of the World resources in a range of community languages on website and available to staff. Shared resources with other community orgs. Membership of local H&SC system wide communication strategy teams, working with CCG/ local authorities' Comms & Engagement teams 							
Communication Threat to effective communications	The pandemic crisis threatens communications with clients/customers/suppliers – such communications are vital in the re-establishment of business activities and procedures after lockdown	3	3	9	<p>After lockdown the following safety arrangements should be applied to mitigate risks to communication systems:</p> <ul style="list-style-type: none"> Senior management to review all outward facing communications (e.g. on customer website, etc) to ensure messages are consistent, clear and reflect the customer focused and socially aware values of the organisation Managers to revise communications strategies and plans Devise specific plans for how and how often to communicate with clients/customers/ suppliers External Communications cross departmental team on MS Teams. 	2	2	4	<ul style="list-style-type: none"> Risk assessment once reviewed to be published on website for service users, staff and suppliers Consider message on email signature Service managers to consider changes to service user contracts etc and communications 	1	2	2
Cyber Security Cyber-security risks	Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware” 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	4	5	20	<p>The following safety arrangements should be applied to mitigate cyber risks:</p> <ul style="list-style-type: none"> Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages Ensure that staff working from home and using remote-working systems are covered by cyber-risk protections Ensure any homeworking arrangements maintain standards of data protection and IT security Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus 	2	4	8	<ul style="list-style-type: none"> Review VPN/ cloud security Review equipment for Anti Virus etc Consider device management system (requirement for Cyber essentials plus) Ensure cyber security Training maintained and up to date 	2	4	8

					• Assess cyber risks to new supply chain connections developed during the crisis						
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Max capacity at Tudor Rd

BD office	2
IRIE	2
SMT	1
Green room	1 (Covid ISOLATION ROOM)
Employment	2
SPOE	3
Central team	3
Finance	1
CEO	1
HR	1
PT t	4
PT a	2
Blue room	2 (with sneeze screen)
Yellow room	2 (with sneeze screen)
Cream room	2 (with sneeze screen)
White cabin	2
Beverly Lewis	4
Reception	3 (2 in waiting area)
Group room	3
Welfare Rights	3
garden	5
Education	1
Ron Todd	4
RDH	5 at table, 7 total



| in the City, Hackney
and Waltham Forest