

Location:	Thorpe Lodge, Norwich and South Norfolk House, Long Stratton
Task or Activity assessed:	Premises COVID-19 Secure Assessment
Assessment Date:	29/06/2020 and 06/07/2020
Assessment completed by:	N Dyball, John Frary, Helen Molloy, Linda Mockford, Chris Balmer and Emma Hodds

Who Is At Risk (tick as appropriate)	Staff	Y	Other (please specify)
	Members Of The Public	Y	
	Visitors	Y	
	Contractors	Y	

Hazards Identified
Visitors to the Offices
Deliveries to the Offices
General Staffing Matters
Staff Entering and Leaving the Offices
Social Distancing and Moving Around the Workplace
Workplaces and Workstations
Workplaces and Workstations
Meetings
Common Areas
Cleaning the Offices
Hygiene - Handwashing, Sanitation Facilities and Toilets
Personal Protective Equipment
Communications and Training

Control Measures Already In Place to Address Above Hazards

Visitors to the Offices

- Virtual meetings, emails and phone calls are the preferred form of contact to minimise the volume of visitors to the Councils' offices.
- Visitors (unless homeless) will be asked to book an appointment before attending the offices. ID will be collected electronically for track & trace purposes & held for 21 days before being deleted.
- If visitors have a smartphone, they should scan the NHS Track & Trace QR Code on entering the building and enter their details. The receptionist will check whether this has been done so if visitors do not have a smartphone or are unable to scan the code, they will be asked to provide details to staff for track and trace purposes.
- The majority of visitors to the offices should have booked an appointment and the use of the meeting rooms will be monitored to try to minimise the number of visitors at any one time. Staff to advise reception at least 24 hours prior to the visit and be ready to meet the visitor when they arrive.
- Where there are too many visitors inside to maintain social distancing, they will be required to queue outside and a member of staff will provide a meet & greet service.
- The queueing area outside is marked by socially distanced footprints, allowing people to exit the building safely and maintain social distancing.
- Visitors are requested to wear face coverings while in the buildings. Floor markings and 2m lines are in place at reception, enabling visitors to queue safely.
- Staff will not shake hands with colleagues or visitors
- The reception desk is enclosed and screened and screens have been installed on interview desks and in small interview rooms.
- On arrival, visitors will be asked to confirm that they do not have symptoms (no matter how mild) and that they do not come from an isolating household. If visitors refuse to answer they will be asked politely to leave. If they refuse then the police will be called.
- Visitors will be required to leave if they develop symptoms during their meeting, no matter how mild.
- Visitor numbers are restricted to one person per household, unless additional visitors are required due to safeguarding.
- Visitors are required to wash or sanitise their hands on arrival. Staff will always wash their hands after a visit has completed.
- No cash transactions will be permitted.
- Any pens provided to visitors should not be returned.
- Items should not be passed between people in close proximity, but where this is not possible, screens have been installed. Where documents do need to be shared for checking or reviewing, plastic wallets are available to collect these. Where possible, these should not be handled for 72 hours. Both parties should use sanitise their hands after passing anything between them.

Deliveries to the Offices

- Where possible, contracted delivery and collection services are planned to ensure they do not occur during peak movements of people.
- Deliveries are to be made to the designated back entrances and not the public entrances, staff to request this when placing orders.
- Where possible, larger orders are made to reduce the number of deliveries made.

- The duty caretaker will unload vehicles and transfer deliveries into storage. Where this is not possible a small number of staff have been trained to ensure that any close contact between Staff is still kept to a minimum and social distancing is applied at all other times, with PPE provided.
- Where possible, delivery drivers are encouraged to stay in their vehicles.

General Staffing Matters

- Staff who can work from home should continue to do so unless there is a business need to be in the office or they need to return for health & well-being reasons or cannot work from home. Within the constraints of the government guidance applicable at the time and the requirement to provide services to the public, there will be the opportunity for staff to return to the Council Offices in a managed way.
- All Staff feeling unwell with Covid -19 symptoms should inform their manager immediately and arrange to be tested.
- Staff who have had a Covid-19 test should not return to the Council's premises until they have received a negative test result or have recovered if the test is positive.
- Staff who live in a household where someone else has symptoms or tested positive should self-isolate for 14 days from the first day of that person's symptoms.
- An overview of the numbers of staff in the building for each team will be maintained. Arrangements will be constantly re-evaluated as staff numbers in buildings increase but working from home will continue in some format, going forward to enable social distancing to be maintained.
- Managers will refer to the Coronavirus information provided on the intranet in order to understand and communicate relevant information to staff, service users and members of the public.
- No volunteers will currently be working with the teams.
- Risk assessments will be shared with those agencies that lease space from the Councils.
- Contracted works are carried out after working hours where possible, scheduled work times are agreed. Social distancing is always applied.
- Staff will not share pens or other stationery items and any shared equipment must be cleaned as appropriate before being used by another employee.
- Staff should wipe the vending machines keypads before and after getting drinks. Staff should not make drinks for each other.
- Staff are encouraged to bring their own food into the office, where on-site facilities are provided these are takeaway services only with social distanced queuing and contactless payments in operation.

Staff Entering and Leaving the Offices

- Hand sanitiser must be used at entry and exit points and then hands washed as soon as possible on entering and after exiting.
- Staff and other agencies who are located in the building are to use the staff entrance NOT the customer entrance.
- Staff are encouraged to walk or cycle to work where possible.
- Flexible working is available, where service requirements allow, for staff to avoid peak travel times where using public transport.
- Staff been advised of the government advice to wear face coverings when travelling on public transport.
- When using public transport staff are advised to sanitise or wash their hands before and after. If staff can only sanitise then wash hands

with soap and water as soon as possible.

- Staff are advised not to car share with people outside of their household or their fixed team (where fixed teams have been set up staff will be advised) when commuting.
- Sufficient bike racks are provided where required.
- Car park users will be discouraged from gathering in car parks.
- External areas including walkways, paths or access routes have been assessed and visual cues provided to encourage 2m distancing.

Social Distancing and Moving Around the Workplace

- The Councils will encourage staff to maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites. This has been communicated to staff via online training, onsite signage and electronic communications.
- Additional hand sanitisers have been located around the building to encourage staff to maintain appropriate hand hygiene as well as hand washing.
- The open plan nature of the main office areas negates the need for one-way systems to be put in place.
- Site changes such as entrances and exits have been clearly signposted.

Workplaces and Workstations

- All office layouts and processes have been reviewed to allow people to work further apart from each other.
- Where it is not possible to move workstations further apart, people will work side by side or facing away from each other rather than face-to face.
- Disinfectant wipes or disinfectant sprays are provided for staff to use in office and communal spaces to wipe down touch points in addition to the enhanced office cleaning in place.
- Any desks used by others must be cleaned in between use, using the cleaning equipment provided or by the on-site cleaner.
- Staff have received instruction in how to use disposable wipes effectively.
- A clear desk policy is in place to enable daily cleaning to take place.
- Windows can be opened in buildings which do not have 'fresh-air' air conditioning;
- Recirculating air-conditioning systems have been switched off, 'fresh-air' air conditioning systems have been set to maximum fresh air when in use and desk fans have been removed to mitigate the spread of germs.
- If desk fans are required due to specific health reason. This must be agreed with those working in the same proximity and the line Manager who will keep a record of the discussion.

Meetings

- Priority has been given to the use of Zoom and Skype, even where staff are working in the same premises.
- Where face to face meetings are essential, 2m social distancing will be applied and only essential participants will attend.
- Participants attending meetings are required to not share pens and other objects.
- Staff must wash hands before and after the meeting.

- Only rooms that can be well ventilated will be used for meetings.
- Meeting rooms display maximum occupancy numbers that reflect social distancing and furniture has been organised to encourage social distancing and prevent face to face seating. Furniture must not be moved by anyone other than the caretakers.
- Alcohol based hand sanitiser, tissues and bin bags are provided for use and hand hygiene performed before and after meetings. Social distancing must be maintained when entering and leaving the meeting rooms
- Meetings are being held outside where appropriate
- Committee meetings are currently being held as virtual meetings. This will be reviewed in line with Government guidance.
- Members have been advised not to come into Council buildings, in line with current legal advice from LGA.
- Civic events have been postponed and this will be reviewed and recommenced at an appropriate time.
- Elections have been postponed pending central Government guidance.
- Interviews are being held using zoom / skype.

Common Areas

- Staff must not stop for conversations in communal areas.
- Signage is in place to ensure that lifts are only used when essential and are not to be shared unless the user requires support.
- Outdoor seating has been moved apart where it is not fixed or has been marked to show that it should not be used.
- Smoking areas have been marked to implement social distancing.

Cleaning the Offices

- Staff who carry out cleaning are familiar with the cleaning and disinfecting processes required at this time.
- Staff who carry out formal cleaning and disinfection have the appropriate equipment required if cleaning is needed after a symptomatic person has left the building.
- Cleaning at Thorpe Lodge is carried out by contractors, in accordance with the agreed schedule.
- Signage will be used to prevent access whilst cleaning of communal areas is in progress.
- Disinfectant wipes or disinfectant spray is provided for staff to use in the offices and communal spaces to wipe down touch points such as taps, fridge handles, vending machines and printers.
- Additional cleaning resource is in place throughout the working day at both offices to ensure all surfaces which are frequently touched are cleaned regularly during the day.
- Toilets will be cleaned regularly.
- All touch points and contact surfaces that are fixed to the premises (both inside and out) are cleaned and disinfected on a daily basis.
- Items that are fixed to the premises which are hard to clean have been replaced or taken out of use where possible.
- Increased surface cleaning has been implemented where needed, for example where different groups and different visitors need to share the same work area.
- In the unlikely event that an employee or visitor has spent a significant amount of time at the premises after they developed symptoms, arrangements will be followed to move occupants to another area of the premises while it is being cleaned

Hygiene - Handwashing, Sanitation Facilities and Toilets

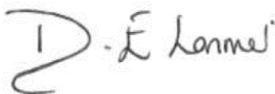
- The buildings have signs and posters displayed to build awareness of regular handwashing and hygiene.
- Staff & visitors are asked to wash their hands or use the hand sanitiser as they enter & leave the building.
- Hand sanitiser is located around the buildings.
- All users of alcohol-based hand sanitiser are advised to ensure that they allow it to dry before going near to ignition sources or touching any surfaces.
- The buildings have a number of toilet facilities and arrangements have been put in place to enable social distancing to take place.
- Paper towels are available in toilet facilities and hand dryers switched off.
- Extra bins with no lids have been provided, and these will be emptied regularly.

Personal Protective Equipment and face coverings

- No Personal Protective Equipment is required to be worn by staff whilst undertaking office duties within the buildings, this will be reviewed as and when new government guidelines are issued.
- Centrally coordinated arrangements are in place for the continuity of essential supplies, for example cleaning and disinfection products, liquid soap, paper towels, alcohol-based hand sanitiser, tissues and PPE that is specified in PPE guidance.
- If a person develops Covid -19 symptoms while in the building, then enhanced PPE is available while a deep clean of the areas they have occupied is carried out.

Communications and training

- The Council will continue to provide clear, consistent and regular communications to staff and alert them to new or revised guidance.
- Consultation with UNISON and safety representatives will continue, using established consultation processes.
- Information relating to safe working at home, wellbeing and mental health is available for all staff to access.
- Arrangements have been put in place to undertake a regular review of the assessment and provisions considering feedback, suggestions and concerns.

Original Assessment Date	23 September 2020
Assessor's Name	Debbie Lorimer
Assessor's Signature	

Trade Union Representative's Name	Jacqui Jackson
Trade Union Representative's Signature	J M Jackson

Reviews

(If there are no changes then the assessment should just be signed. However if anything changes a new assessment must be completed)

1st Reassessment Date		Assessor Signature	
2nd Reassessment Date		Assessor Signature	
3rd Reassessment Date		Assessor Signature	