



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 and 14/07/2021 and 13/12/2021 and 01/02/2022
Assessment completed by:	N Dyball, John Frary, Helen Molloy, Linda Mockford, Chris Balmer and Emma Hodds Update Neil Dyball 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. However, we are prepared for more "in person" visits to the offices as the impact of lifting the Plan B restrictions is realised.
- It would be preferred if visitors (unless homeless) book an appointment before attending the offices, as the preferred method. However, we are prepared for more ad hoc visits to the office as the impact of lifting the Plan B restrictions are realised.
- 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. Where booking have been made staff are to advise reception as soon as is practicable and be ready to meet the visitor when they arrive.
- Visitors will be reminded to be observant and respectful of space.
- The wearing of masks is a personal preference, and not a directive we will mandate, unless government advice on face coverings changes.
- The shaking of hands with colleagues or visitors is a personal preference and we ask that you are respectful of others' views.
- 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 should not be in isolation. If visitors refuse to answer they will be asked politely to leave.
- Visitors will be required to leave if they develop symptoms during their meeting, no matter how mild.
- Visitors are required to wash or sanitise their hands on arrival. Staff will always wash or sanitise their hands after a visit has completed.
- Cash transactions will be permitted, however for Council Tax payments these can be taken as a last resort.

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.

General Staffing Matters

- Agile working will continue to be enabled, with staff working from home and in the offices. Regular twice weekly testing is encouraged and on-site testing provision will continue to be provided.
- All Staff feeling unwell with Covid -19 symptoms should inform their manager immediately and test in accordance with the latest government guidance.
- Staff who have tested positive for Covid-19 should follow the latest government guidance and only return to the office when the guidance advises.
- It is expected that more staff will now be coming to the office, however 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.
- 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.
- Risk assessments will be shared with those agencies that lease space from the Councils.
- Any shared equipment must be cleaned as appropriate before being used by another employee. Staff should avoid sharing pens or other stationery items or make sure they wash their hands or use hand sanitiser where they do.
- Staff should wipe the vending machines keypads before and after getting drinks and also sinks & surrounding area.
- Staff are encouraged to bring their own food into the office or review the intranet for companies that provide a delivery service.
- Regular daily on site cleaning will continue.

Staff Entering and Leaving the Offices

- Hand sanitiser will continue to be available for use at entry and exit points and then hands regularly sanitized / washed throughout the day.
- Flexible working is available, where service requirements allow, for staff to avoid peak travel times where using public transport.
- The wearing of face masks is now a personal choice; however we ask all staff, members of the public and councillors to be respectful of others views on this.
- 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.
- Use your own car where possible, but where you do car share make sure that you respect space and open windows, the wearing of face coverings is a personal preference between the car users.

Social Distancing and Moving Around the Workplace

- 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

- The office layout continues to be every other desk being fully set up for working at, the remaining desks are available for use, but staff are requested to be mindful of others' views when choosing where to spend their day.
- Enhanced office cleaning is in place.
- The red and green card system remains in place, red indicates that this has been used and needs to be cleaned, green indicates that the area has been cleaned and can be used.
- Any desks used by others must be cleaned in between use, by the on-site cleaner or caretaker.
- 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.
- Maximise use of "fresh air" air conditioning where possible, this will be monitored by the facilities team through use of CO2 instrument.

Meetings

- The ability to meet utilising Zoom and Teams, will remain in place, however with a return to the office the ability to meet face to face can also be utilised.
- Where face to face meetings are required for business or personal reasons, these will be held in meeting rooms, ensuring that all those are respectful of space.
- Sanitiser will be available for staff to use before and after the meeting.
- Only rooms that can be well ventilated will be used for meetings.
- Members have been requested to follow this risk assessment when in the building in the same way that officers are.

Common Areas

- These can be utilised by staff and red and green cards will be used to indicate which are clean and can be used.
- Signage is in place to ensure that lifts are only used when essential and are not to be shared unless the user requires support.

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.
- Paper towels are available in toilet facilities and hand dryers are also available.
- Extra bins with no lids have been provided, and these will be emptied regularly.

Personal Protective Equipment and face coverings

- The wearing of face masks is a personal choice and we ask that staff are respectful of others' views on the matter.
- 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	15 July 2021	Assessor Signature	Emma Hodds
2nd Reassessment Date	14 December 2021	Assessor Signature	Emma Hodds
3rd Reassessment Date	2 February 2022	Assessor Signature	Emma Hodds