

Risk assessment template



Service name		Service code		Service manager				
Description of the task/activity					Time the task/activity usually takes place			
<p>This risk assessment should be used as a template and adapted by managers as needed.</p> <p>This risk assessment template is to be used for colleagues when visiting properties in relation to rent visits. This risk assessment follows a triaged approach as to when and how visits can occur at customers' homes with a specific focus on income protection. This risk assessments overarching principle is that where conversations can happen remotely, this "Must" be the go-to approach. However, we appreciate that in some circumstances this isn't always possible therefore the following risk assessment template can be used to support colleagues in this situation to ensure that these meetings are as "COVID-19 Secure" as possible</p> <p>In line with Government advice, colleagues must stay alert and dynamically risk assess their working environment, taking immediate action to stay safe as needed, in addition this risk assessment is to be reviewed and updated weekly in line with Government advice.</p> <p>Also refer to generic risk assessment template for visiting a customer's property here</p>								
People involved in the task/activity					Where the task/activity takes place			
Cause	Possible consequences	L (1-5)	S (1-5)	Risk level	Risk control measures	L (1-5)	S (1-5)	Revised risk

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								level
Contracting COVID-19					<p>The risk assessment, follows a triaged approach to when and how visits can occur at customers' homes with a specific focus on income protection. This risk assessments overarching principle is that where conversations can happen remotely, this should be the go-to approach. However, we appreciate that in some circumstances this isn't always possible therefore the following risk assessment template can be used to support colleagues in this situation and to keep the working environment "COVID-19 Secure"</p> <p>Pre-arranged rent visit</p> <p>Colleagues "must" first try to contact the customer by phone, email, text and letter and try to resolve the issue, for example rent account query by means other than face to face.</p>			

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					<p>Where this is not possible, a visit can be arranged with the customer as a "last resort".</p> <p>Ask the customer to confirm if anyone in the household has any COVID-19 symptoms.</p> <p>Whilst arranging a visit with the customer, ask the customer if they would be willing to take the following safety measures to ensure the safety of both you and the customer:</p> <ul style="list-style-type: none"> • Can a conversation happen face to face, but outdoors (in the garden, by the doorstep etc.) as long as privacy allows. • Where this isn't possible, and the visit has to take place indoors, advise the customer that PPE will be worn dependant on the most up to date government advice <p>(a) As long as the property is ventilated (window etc open) and social distancing can be achieved then no</p>			
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					<p>mask is required legally</p> <p>(b) Where social distancing can't be achieved inside the property then no colleague should enter the property</p> <p>(c) We should not be offering face masks to customers as that puts the liability on HGL</p> <p>(d) If a colleague is feeling really uncomfortable then a mask can be worn along with social distancing, but masks are not be used instead of social distancing as that compromises a COVID-19 secure environment</p> <p>(e) Hand sanitiser should be supplied to the colleague and use before entering the property and upon leaving the property.</p> <ul style="list-style-type: none"> • Ask if the customer can keep doors open. • Ask if the customer can well ventilate the room (keeping 			
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					<p>windows open for example in the room). A kitchen may be a good place for this to happen.</p> <ul style="list-style-type: none"> • Advise the customer that social distancing still applies and that the 2m rule, where possible should be adhered to. Again, a kitchen may be a good place for this to happen with the customer at one side, and you at the other with the windows open etc. • Keep the discussion to only the tenants (i.e. household members to be in another room). • Advise the customer, that if anyone develops symptoms of COVID19- (check gov.uk for the latest symptoms) that the customers must call you or the Customer Contact Centre to cancel the visit. • On the day of the visit, re-check Opendoor to ensure that there have been no 			
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					<p>changes to the COVID-19 attributes and make a confirmatory call to the customer to check that the no one in the household has developed COVID-19 symptoms</p> <ul style="list-style-type: none">• On arrival, knock on the door and step 2m back where possible. Re-ask the customer the screening questions. <p>If the customers or any members of their household "fail" any of the screening questions, re-arrange the visit and leave immediately. Where the customer "passes" the screening questions, ensure that the customer has made the necessary arrangements:</p> <ul style="list-style-type: none">- Can the visit happen outside or on the doorstep- If not, are the windows and doors open- Ensure you have the appropriate PPE on.			
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					<ul style="list-style-type: none"> - Re-remind the customer that the conversation should only occur between yourself and the tenants (unless someone else is required due to vulnerabilities – access this on a case by case basis). <p>If the customer is unwilling to make adhere to these arrangements, you “will” need to cancel the visit. Ensure that you record this fully on Opendoor with the reasons you have left and notify your line manager.</p>			
					<p>Unannounced visit</p> <p>Colleagues “must” first try to contact the customer by phone, email, text and letter and try to resolve the rent account by means other than face to face. Where not possible, site visit can be conducted.</p> <p>Check Opendoor on the day before visiting the property to check indicators (COVID) as well as other things such as</p>			

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					<p>Potentially violent Markers etc.</p> <p>If safe to visit, visit.</p> <p>The appropriate PPE must be worn at all times (include PPE requirement)</p> <p>On arrival to the property, considerations should be given to the lone working policy and an assessment made as to whether or not to go ahead with the visit.</p> <p>Knock on door, step back (2m); If not answered, leave card asking for contact.</p> <p>If the customers does answer the door. Advise the customer the purpose of the visit.</p> <p>Ask the customer the screening questions.</p> <p>Ask the customer if they are happy to have the conversation on the door step or in the garden (somewhere outdoors). Consideration must be given on a case by case basis to GDPR</p>			
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					<p>and whether or not this can be maintained. However, we can be led by customers in terms of their preference.</p> <p>If the customer advises they are not happy with conversation taking place outside, ask the customer for an up to date contact number, and consider phoning the customer there and then from your car or from somewhere away from the property where GDPR can be maintained. If you have a statement, leave a copy of the statement for the customer to pick up (For example, place it on the doorstep whilst asking the customers to stand back maintaining social distancing. If you are leaving a copy of the statement, you must retain a 2nd copy so that you can refer to this.</p> <p>If the visit takes place at the doorstep or in the garden / outdoor space, ensure that social distancing is maintained. If you feel uncomfortable, or the</p>			
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					<p>customer is not keeping social distance, remind the customer of this requirement but if this persists, then leave.</p> <p>If a visit must occur inside the property, ask the customer to make the following arrangements:</p> <p>Select one room that the discussion can take place in</p> <p>Ask the customer if the windows and doors for example can be opened to ensure that the room is well ventilated.</p> <ul style="list-style-type: none"> - Request that tenants only present (members of household to me in another room) - If during the visit, you or the customer start to display symptoms of COVID-19 then leave and re-arrange the visit. - Try to minimise contact in terms of touching surfaces etc. For example, door handles; 			
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					<p>worktops etc.</p> <ul style="list-style-type: none"> - Avoid sharing equipment such as pens etc. request that the customer uses their own where possible. If need to give customer a pen, make sure unused and leave pen with customers. - Don't have a tea, coffee etc. - PPE to be worn as per current government recommendations - Safe disposal of PPE to be completed. - Sanitise hands etc. after each visit. 			
					<p>Taking payments (terminal payments)</p> <p>Colleague utilises the PPE as</p>			

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					<p>per the established risk assessments.</p> <ul style="list-style-type: none">- Key in the amount- Put the terminal down and step back 2m- Customer picks the terminal up, keys in details, following on screen instructions.- Once transaction completed, customers places terminal down and steps back (2m).- Colleague retrieves terminal, leaves receipt for customer maintaining social distancing.- Terminal to be wiped down after each usage with an anti-bac wipe etc. <p>Cash payments</p> <p>Cash payments, as a rule should not be taken. Problems with cash payments include banking,</p>			
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					<p>risk of transmission, lone working etc.</p> <p>Customers should be advised to place this money into a bank account and make a payment via card, telephone, bank transfer or postal cheque.</p> <p>In exceptional circumstances, such as evictions, the above procedure should be followed in the first instance. Where this is not possible, this should be discussed straight away with your line manager and a dynamic risk assessment complete utilising the dynamic risk assessment methodology. Considerations should be given to all existing risk assessments.</p>			

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Details of other relevant risk or safety assessments (i.e. what they are and where can they be found)		Additional comments	
Once identified risk control measures are in place, can this task be carried out by one person with a manageable level of risk?	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Date of risk assessment:		Risk assessment review date:	
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Note: risk assessments should be reviewed at least annually. They should also be reviewed if there are any significant changes to work tasks, the environment or following a related incident.

All colleagues carrying out this task must sign here when the risk assessment and risk management plan have been read and understood.					
Name	Signature	Date read	Name	Signature	Date read

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Comments to be considered when developing or reviewing the risk assessment and risk management plan including your assessment of the impact on disadvantaged or excluded groups:

Version history

Version Number	Effective Date	Amendment made by	Version approved by	Description of Changes
3.0	Feb 2020	Mark Richards, H&S Business Partner	Sara Winterburn, H&S Manager	Font updated in line with branding guidance. Current & Future control measures column removed
2.0	Jan 2018	Sara Winterburn, H&S Business Partner	Andrew Grant, H&S Manager	Branding updated, document reference and version control box added
1.0	Jan 2014	Mark Mcloughlin, H&S Business Partner		Document created