

## Risk Assessment Form Instill-Excellence Door Knocking

<b>Assessor:</b> Kerry Rochester, Cheryl Green	<b>Date:</b> 21 <sup>st</sup> June 2020	<b>Review Date:</b> June 2021
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**Outline:**

**This risk assessment is to look at any risks for staff that may be associated to the role they undertake within the company. This includes:**

1. Door knocking and carrying out home visits.
2. Visits to schools.
3. COVID – 19, infection control.
4. Staff well-being and mental health.

No:	Hazard	Who may be harmed and how?	Risk Level H/M/L	Control Measures	Residual Risk Rating H/M/L
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### 1. Door knocking and carrying out home visits

1.	Lone working Darker nights/late working.	Employee  Risk of injury through Verbal/physical abuse from others.  Risk of injury due to accident whilst driving.  Risk of slips, trips and falls in inclement weather conditions.  Ill health whilst working alone.	M	<ul style="list-style-type: none"> <li>Staff have the Life 360 tracking app on their phone and monitor regularly through their working day.</li> <li>Staff inform their colleague/line manager of their daily scheduled visits</li> <li>All staff aware of lone working policy.</li> <li>Staff text or call their colleague every 2 hours.</li> <li>Staff are issued with personal alarms which they must carry with them at all times.</li> <li>Staff carry mobile phones with them at all times to ensure they can contact emergency services/colleagues.</li> <li>Staff are aware that they check with schools for any identified risk in relation to door knocking requests.</li> </ul>	L
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				<ul style="list-style-type: none"> <li>• Staff are aware that they are not to enter any area that they feel they would not be safe in as their own health &amp; safety would override any request for a visit.</li> <li>• Staff will report and raise any concerns immediately with their line manager.</li> <li>• Home visits are carried out on the door step and staff do not enter properties.</li> <li>• Weather conditions are monitored daily, concerns are discussed directly by staff with their line manager, who will make the decision on whether home visits/door knocking will go ahead on the day. (ice, snow, flooding etc.)</li> <li>• Staff aware to report any concerns around ill health/health and safety immediately to line manager.</li> <li>• Cheryl Green/Kerry Rochester are FAW trained and available for advice and support for all staff.</li> <li>• Staff attend regular meetings/supervisions with colleagues to support with well-being, support and guidance.</li> </ul>	
2.	Prolonged hours of driving	<p>Employee</p> <p>Tiredness, loss of concentration.</p> <p>Risk of accident/injury.</p>	L	<ul style="list-style-type: none"> <li>• Staff ensure that they take regular 15 minute rest breaks every 3 hours of their working day.</li> <li>• Staff aware to report any concerns around ill health/health and safety immediately to line manager.</li> <li>• Staff are provided with cameras with front and rear view recording in case of accident/incident.</li> <li>• Staff keep doors locked during all journeys.</li> </ul>	L
3.	Dog and other dangerous pets	<p>Employee</p> <p>Risk of injury and infection through animal bite or scratch.</p> <p>Risk of injury through slips, trips or falls.</p>	M	<ul style="list-style-type: none"> <li>• Staff aware to look out for appropriate signage/noise of household pets.</li> <li>• All visits are carried out on the door step and staff do not enter the property.</li> <li>• Owners are asked to remove and secure pets away if there are any concerns.</li> </ul>	L

				<ul style="list-style-type: none"> <li>• Staff immediately leave any property if owner is non-compliant with any safety requests.</li> <li>• Staff do not approach any property where there is a visual presence of a dangerous pet.</li> <li>• Staff inform the school and their line manager immediately of any concerns.</li> <li>• Staff will seek medical attention immediately if any injury occurs, bit, scratch etc.</li> <li>• First Aid boxes provided to all staff.</li> </ul>	
4.	Needles/debris in gardens & homes that could be hazardous.	<p>Employee</p> <p>Risk of needle stick injury.</p> <p>Risk of infection through inappropriate waste, rubbish or other hazardous materials.</p>	M	<ul style="list-style-type: none"> <li>• Visual checks are carried out by all staff when approaching any area/property.</li> <li>• Home visits are carried out on the door step and staff do not enter properties.</li> <li>• Staff do not to touch/pick up or move any needles/debris or hazardous items.</li> <li>• Staff do not carry out home visit and immediately leave the area if there are high risk of contact/contamination with any hazardous material.</li> <li>• Staff aware of procedure to take in relation to any needle stick injury.</li> <li>• Staff inform the school and their line manager immediately of any concerns/injury.</li> </ul>	L
5.	Viruses/bacteria/infections/ bodily fluids/blood.	<p>Employee</p> <p>Risk of infection HIV/Hepatitis</p>	M	<ul style="list-style-type: none"> <li>• Staff check with school requesting visits for any concerns at the time of receiving calls/contact.</li> <li>• Home visits are carried out on the door step and staff do not enter properties.</li> <li>• Staff aware of procedures in relation to infection control.</li> <li>• PPE issued to all staff.</li> </ul>	L
6.	Flat blocks- stairwells, lifts, corridors - vulnerable places to be in alone.	<p>Employee</p> <p>Risk of injury through Verbal/physical abuse from others.</p>	M	<ul style="list-style-type: none"> <li>• Staff check with school requesting visits for any concerns at the time of receiving calls/contact.</li> <li>• Staff would not enter any area in which they felt there was a risk or threat.</li> <li>• Staff carry personal alarms with them at all times.</li> </ul>	L

		Risk of slips, trips and falls.		<ul style="list-style-type: none"> <li>• Staff immediately leave any visit where they feel threatened.</li> <li>• Staff immediately contact their line manager or police with any concerns.</li> <li>• All staff carry mobile phones.</li> </ul>	
7.	Potential to be alone with a child - risk of allegations being made.	Employee	M	<ul style="list-style-type: none"> <li>• All staff have received the appropriate safeguard training.</li> <li>• All staff are aware of appropriate safeguard procedures.</li> <li>• All staff have up to date DBS enhanced checks.</li> <li>• Home visits are carried out on the door step and staff do not enter properties.</li> <li>• Staff do not carry out any lone working with children, supervised by colleague or member of staff from school at all times.</li> <li>• Staff contact police immediately on 999 if attending a home and child is unsupervised.</li> <li>• Staff contact line manager and head of school after contacting police.</li> </ul>	L
8.	Threatening and aggressive parents/gangs.	Employee  Risk of assault or injury through Verbal/physical abuse from others.	H	<ul style="list-style-type: none"> <li>• Staff check with school requesting visits for any concerns at the time of receiving calls/contact.</li> <li>• Staff are aware of current trends in relation to gangs.</li> <li>• High risk visits identified are carried out with 2 members of staff.</li> <li>• Home visits are carried out on the door step and staff do not enter properties.</li> <li>• Staff carry personal alarms with them at all times.</li> <li>• Staff have security cameras fitted to cars with front and rear view.</li> <li>• Staff immediately leave any visit that they feel threatened.</li> <li>• Staff immediately contact their line manager or police with any concerns.</li> <li>• All staff carry mobile phones.</li> </ul>	L
<b>2. Visits to schools.</b>					
1.	Late-Gate, contact with parents/pupils.	Employees		<ul style="list-style-type: none"> <li>• Staff report to school office and follow safeguarding procedures in relation to signing in prior to starting safe gate duties.</li> </ul>	

	<b>All late gates to be carried out under social distancing measures due to COVID-19.</b>	<p>Risk of injury through Verbal/physical abuse from others.</p> <p>Risk of slips, trips and falls in inclement weather conditions.</p>		<ul style="list-style-type: none"> <li>• Staff remain within school boundaries during safe gate duties enabling them to be seen and heard if needing assistance.</li> <li>• Staff are issued with personal alarms which they must carry with them at all times.</li> <li>• Staff carry mobile phones with them at all times to ensure they can contact emergency services/colleagues.</li> <li>• Staff are aware that they check with schools for any identified risk in relation to carrying out safe gate duties prior to duty being carried out.</li> <li>• No gate duties will be carried out in inclement weather.</li> </ul>	
2.	<p>Training, use of school premises, booked venue, use of electronic equipment.</p> <p><b>All courses/meetings being carried out via Teams/Zoom or under social distancing measures due to COVID.</b></p>	<p>Employee/Others</p> <p>Risk of slips, trips and falls on uneven/inappropriate surfaces.</p> <p>Risk of electrocution.</p> <p>Risk of fire.</p> <p>Risk of death.</p>		<ul style="list-style-type: none"> <li>• Staff ensure that a risk assessment on the venue/school is completed prior to any training being delivered in house.</li> <li>• Staff check any electrical equipment being provided to ensure this has been pat tested and certification is current (date within last 12 months).</li> <li>• Staff seek verbal and written guidance on steps to take in relation to fire evacuation to include route of escape and designated assembly point prior to training taking place.</li> <li>• Staff ensure all candidates are registered and signed in and aware of evacuation procedure/nearest exit.</li> <li>• Staff raise any concerns directly with the venue prior to training taking place.</li> </ul>	
<b>3. COVID – 19, infection control.</b>					
1.	<p>Risk of contracting COVID.</p> <p><b>COVID threat level @ 19.6.20 - Level 3 - Virus remains in general circulation.</b></p>	<p>Employee</p> <p>During: Home visits Attending venue/ school settings. Coming into contact with others.</p>	M	<ul style="list-style-type: none"> <li>• Staff only carry out home visits or attend school sites where social distancing measures can be adhered to and advice has been sought from line manager.</li> <li>• All other contact is done via phone/video call.</li> <li>• Staff wear PPE at all times during home visits.</li> <li>• Staff have been provided with face masks, gloves, hand sanitiser, disposable bags and sealed bin.</li> </ul>	

		<p>Risk of contracting COVID leading to potential death.</p> <p><b>Signs:</b></p> <ul style="list-style-type: none"> <li>• <b>Temperature</b></li> <li>• <b>Loss of taste</b></li> <li>• <b>Persistent dry cough</b></li> </ul>		<ul style="list-style-type: none"> <li>• No current contact is being authorised for any outside venue/training centres. Teams/Zoom is being used.</li> <li>• Hand sanitisers to be used before applying and removing any PPE.</li> <li>• Staff knock door and step 2 meters away before answered keeping social distancing guidance.</li> <li>• Staff check with schools prior to attending that they have a risk assessment in place for visitors which adhere to government guidance around social distancing and infection control and clarify that there is sufficient concern to warrant a visit.</li> </ul>	
2.	Staff, household members or others who come into contact with presenting with symptoms of COVID.	<p>Employee/others</p> <p>Flu like symptoms to include:</p> <ul style="list-style-type: none"> <li>• <b>Temperature</b></li> <li>• <b>Loss of taste</b></li> <li>• <b>Persistent dry cough</b></li> </ul>		<ul style="list-style-type: none"> <li>• Government guidance followed by all staff.</li> <li>• Staff showing signs or symptoms to report these immediately to line manager who will support with arranging appropriate testing if available.</li> <li>• Staff showing signs or symptoms are to self-isolate for 7 days.</li> <li>• Family members to self-isolate for 14 days.</li> </ul> <p><a href="https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance">https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance</a></p>	
3.	Risk of infection when disposing of PPE.	<p>Employee</p> <p>Risk of cross contamination causing infection and potential death.</p>		<ul style="list-style-type: none"> <li>• Staff remove all PPE at the end of each visit.</li> <li>• PPE is placed into a disposable bag and tied.</li> <li>• This is then placed into the sealed bin.</li> <li>• Hand sanitiser is used immediately after removal and disposal of PPE.</li> <li>• Bins to be left and emptied Monday mornings prior to start of any new home/school visits.</li> <li>• If staff attend any visit where symptoms are present or staff come into contact with others showing signs and symptoms, then the PPE must be double bagged and stored for a minimum of 72 hours before this can be placed into normal household waste bins.</li> <li>• On returning home staff immediately change their clothes and launder these as per manufacturers instructions. Clean clothes are worn every day.</li> </ul>	

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe#section-7>

## 1. COVID – 19, infection control.

1.	Staff mental health and well-being.	<p>Employee</p> <p>Risk of poor mental ill health and well-being due to work related issues. Some of these include:</p> <p>Lone working Ill health Dealing with emergencies Dealing with parents/carers Vulnerable children Safeguarding</p>		<ul style="list-style-type: none"> <li>• Staff stress risk assessment available for all staff to support.</li> <li>• All staff have contact numbers for each other and speak regularly to each other during working day.</li> <li>• Flexible hours are available.</li> <li>• First Aid for Mental Health worker employed for support.</li> <li>• Staff well-being questionnaires carried out.</li> <li>• Regular staff meetings/supervisions are conducted for support.</li> </ul>	

Questions to ask the school:

1. Ensure every day that you ask the school if there are any high-risk parents.
2. How would you like us to report a safeguarding concern – who to?

**Risk Rating:**

Likelihood	Consequences			
	Insignificant	Minor	Moderate	Major
Almost Certain	M	M	H	H
Likely	L	M	M	H
Possible	L	M	M	H
Unlikely	L	M	M	M
Very Unlikely	L	L	M	M

**Definitions:**

**Almost Certain** - Has happened before and is expected to happen on this occasion.

**Likely** - Has happened before and is very likely to happen on this occasion.



**Possible** - Has been known to occur and it may happen on this occasion.

**Unlikely** - Has been known to occur before but no reason to suggest that it will happen on this occasion.

**Very Unlikely** - Has never happened before and there are no reasons to suggest it will happen on this occasion.

**Guide:**

Low	– No further action, control measures appear to be working ensure this is reviewed regularly.
Medium	– Action must be taken to improve control measures within a specified timescale (Action Plan).
High	– Immediate action must be taken to stop the activity, Health & Safety to be consulted.