

# COVID19

General risk assessment

ASTER  
GROUP

This document gives an overview of the controls put in place by Aster Group, it is supported by detailed risk assessments for activities and some specific corporate buildings.

<b>Risk assessment subject:</b>	Operating during the COVID19 pandemic		<b>Location of Activities:</b>	Across Aster Group properties and corporate premises
<b>Name of Assessor:</b>	Paul Browne	<b>Position:</b>	Health and Safety Director	<b>Updated:</b> 29/06/2020

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Vulnerable colleagues	<ul style="list-style-type: none"> <li>Colleagues who have been identified as vulnerable to COVID19 due to age or underlying health condition</li> <li>Colleagues who have been identified as extremely clinically vulnerable and are in receipt of an NHS letter</li> </ul>	High	<ul style="list-style-type: none"> <li>Colleagues identified as extremely clinically vulnerable are being supported to shield in line with government guidelines</li> <li>All colleagues involved in front-line activities are being individually assessed for vulnerabilities due to age or underlying health conditions. Front-line duties will be allocated taking account of these assessments.</li> <li>In case of doubt, colleagues are referred to the occupational health provider to establish vulnerability to COVID19 and provide advice</li> </ul>	Low
Vulnerable customers	<ul style="list-style-type: none"> <li>Customers who have been identified as vulnerable to COVID19 due to age or underlying health condition</li> <li>Customers who have been identified as extremely clinically vulnerable and are in receipt of an NHS letter</li> </ul>	High	<ul style="list-style-type: none"> <li>All appointments are triaged, and questions are asked about vulnerabilities prior to carrying out work in a customer's home</li> <li>Work will only be conducted in an extremely vulnerable person's home where it has been assessed as necessary to protect them from a risk to their health or safety</li> <li>Specific measures have been developed to protect vulnerable customers during works, including face coverings, social distancing and other measures</li> <li>Detailed guidance is provided to all colleagues involved in these activities</li> </ul>	Medium/ low
Office use	Colleagues, customers and visitors	High	<ul style="list-style-type: none"> <li>Offices are closed to customers until the risk reduces</li> <li>Office-based colleagues are working from home until further notice</li> <li>The Andover, Devizes, Wareham and wells offices remain open for collection of post and printing, but attendance is very low and 2m social distancing measures can easily be observed</li> <li>Strict social distancing and hygiene measures in place for colleagues who have to visit offices (in line with government guidance)</li> <li>A group has been established to look at measures which may be required when offices re-open</li> <li>Detailed risk assessments for use of specific offices are available to colleagues who need to visit corporate buildings</li> </ul>	Low

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Lettings	Colleagues involved in the lettings process and prospective tenants. Maintenance colleagues.	High	<ul style="list-style-type: none"> <li>• Lettings in Independent living schemes are suspended due to vulnerability of residents unless extreme housing need is identified</li> <li>• All initial viewings are being conducted via video</li> <li>• Document signing and key collection is being carried out remotely</li> <li>• Strict social distancing and hygiene measures are in place for physical viewings (in line with government guidance).</li> <li>• A detailed risk assessment has been prepared which will be made available to colleagues involved in the activity</li> </ul>	Low
Maintenance activities	Maintenance colleagues and customers	High	<ul style="list-style-type: none"> <li>• Detailed guidance has been developed to protect colleagues and customers during maintenance activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance)</li> <li>• The work being carried out is under constant review and activities may be restricted if our assessment and government guidance indicates this to be necessary</li> <li>• All activities are subject to a detailed risk assessment and will be carried out in line with the government guidance</li> <li>• Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out</li> </ul>	Medium/ Low
Compliance activities	Maintenance colleagues and customers	High	<ul style="list-style-type: none"> <li>• Detailed guidance has been developed to protect colleagues and customers during compliance activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance)</li> <li>• All activities are subject to a detailed risk assessment and will be carried out in line with the government guidance</li> <li>• Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out</li> </ul>	Medium/ Low
Planned works	Maintenance colleagues and customers	High	<ul style="list-style-type: none"> <li>• Detailed guidance has been developed to protect colleagues and customers during maintenance activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance)</li> <li>• The essential works policy is under constant review and activities will be re-restricted if our risk assessment and government guidance indicates this is necessary</li> <li>• All activities are subject to a detailed risk assessment and will be carried out in line with the government guidance</li> <li>• Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out</li> </ul>	Medium/ Low

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Estate inspections	Housing colleagues and customers	Medium	<ul style="list-style-type: none"> <li>• Estate inspection activities are be subject to a detailed risk assessment which will be made available to colleagues involved</li> <li>• Detailed guidance has been developed to protect colleagues and customers during front-line activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance)</li> <li>• Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out</li> </ul>	Low
Independent Living Schemes	Housing colleagues and customers	High	<ul style="list-style-type: none"> <li>• Scheme inspections are taking place on all Independent Living Schemes</li> <li>• Scheme inspections are subject to a detailed risk assessment which will be made available to colleagues involved</li> <li>• Detailed guidance has been developed to protect colleagues and customers during front-line activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance)</li> <li>• Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out</li> <li>• Communal areas and guest rooms have been closed and limited access to laundry rooms</li> </ul>	Medium/ Low
Customer support functions (safeguarding, financial responsibility etc)	Housing colleagues and customers	High	<ul style="list-style-type: none"> <li>• Customers are being helped via telephone rather than face-to-face during the pandemic</li> </ul>	Low
Development activities	<ul style="list-style-type: none"> <li>• Development colleagues involved in site visits and inspections</li> <li>• Consultants visiting sites on behalf of Aster</li> <li>• Contractors</li> </ul>	High	<ul style="list-style-type: none"> <li>• Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out</li> <li>• Assurance is sought from contractors that social distancing measures are in place prior to visits being conducted,</li> <li>• Detailed guidance has been developed to protect colleagues during site visits and this includes face coverings and hygiene measures (in line with government guidance)</li> <li>• Colleagues and consultants are required to follow any local site rules set by Principal Contractors when on site</li> <li>• All site meetings are being conducted on-line</li> <li>• Desktop review to be used as much as possible to reduce the need for physical presence on site</li> <li>• A detailed risk assessment for development activities has been conducted and will be made available to all colleagues and consultants involved.</li> </ul>	Medium/ Low

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Sales	<ul style="list-style-type: none"> <li>• Sales colleagues involved in site visits, viewings, etc.</li> <li>• Agents visiting sites on behalf of Aster</li> <li>• Contractors</li> <li>• Customers</li> </ul>	High	<ul style="list-style-type: none"> <li>• All initial viewings are being conducted via video</li> <li>• Document signing and key collection is being carried out remotely</li> <li>• Strict social distancing and hygiene measures are in place for physical viewings (in line with government guidance).</li> <li>• A detailed risk assessment has been prepared which will be made available to colleagues involved in the activity</li> </ul>	Medium/ Low