

National Deaf Children's Society

Face-to-face (F2F) supporter recruitment – Coronavirus Risk Assessment

The following guidance is taken from the gov.uk website and last checked on 9 April 2021.

1. What is changing from 12 April?

Info taken from <https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do> Website updated 6 April 2021

- non-essential retail will be able to reopen
- personal care premises such as hairdressers and nail salons will be able to reopen
- public buildings such as libraries and community centres will be able to reopen
- outdoor hospitality venues will be able to reopen, with table service only
- most outdoor attractions including zoos, theme parks, and drive-in performances (such as cinemas and concerts) will be able to reopen
- some smaller outdoor events such as fetes, literary fairs, and fairgrounds will be able to take place
- indoor leisure and sports facilities will be able to reopen for individual exercise, or exercise with your household or support bubble
- all childcare and supervised activities will be allowed indoors (as well as outdoors) for all children. Parent and child groups can take place indoors (as well as outdoors) for up to 15 people (children under 5 will not be counted in this number)
- weddings, civil partnership ceremonies, wakes and other commemorative events will be able to take place for up to 15 people (anyone working is not included in this limit), including in indoor venues that are permitted to open or where an exemption applies. Wedding receptions can also take place for up to 15 people, but must take place outdoors, not including private gardens
- self-contained accommodation will be able to open for overnight stays in England with your household or support bubble
- you should continue to minimise the amount that you travel where possible

2. What is the guidance on visiting people at home?

Info (extract of relevant info only) is taken from “Guidance for people working in, visiting or delivering to other people's homes.” Website updated 8 April 2021 <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes> although much of this is more relevant to those having to enter people's homes to provide services, the guidance is also intended to cover “home services – such as delivery drivers momentarily at the door”. This is the most relevant guidance for face to face recruitment available at the time of writing.

Section 8 on “Deliveries to the home” reads as follows:

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave a home.

Steps that will usually be needed:

- Minimising contact during deliveries wherever possible.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Minimising the contact during delivery, for example, by calling to inform of your arrival rather than ringing the doorbell.
- Minimising the contact during payments and exchange of documentation, for example, using electronic payment methods and electronically signed and exchanged documents.

3. What does this section say about wearing of Face masks and Face Visors/Shields?

Section 6.2 of the above includes the following (extract of relevant sections only)

Face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management...

A face visor or shield may be worn in addition to a face covering but not instead of one. This is because face visors or shields do not adequately cover the nose and mouth, and do not filter airborne particles.

People are also encouraged to wear face coverings in enclosed public spaces where there are people they do not normally meet. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and before and after taking them off...

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it
- when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste
- practise social distancing wherever possible

4. What does the guidance say about the wearing of Personal Protective Equipment (PPE)?

Information (relevant extract only) taken from <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work> (Website last updated 8 April 2021)

COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.

5. What does the guidance say about the preparation and circulation of a Risk Register?

Extract of relevant information from <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work> (website updated 8 April 2021). Whilst agency recruiters are not direct employees of the charity, we should comply with the following given the requirement to demonstrate to customers that we have assessed risk and taken appropriate measures.

COVID-19 is a hazard in the workplace and, as such, should be managed in the same way as other workplace hazards. This includes completing a suitable and sufficient assessment of the risks of COVID-19 in the workplace and identifying control measures to manage that risk...Your risk assessment will help you decide whether you have done everything you need to...

You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all businesses with over 50 workers to do so). We would expect all businesses to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this. You should do this by displaying a notification in a prominent place in your business and on your website, if you have one.

6. Risk assessment process

Once risks are identified, they are scored on their impact and likelihood. If the risk score is too high, mitigating actions should be used to lower either the impact or likelihood to bring the risk to an acceptable level. These risks are then to be reviewed on a frequent basis.

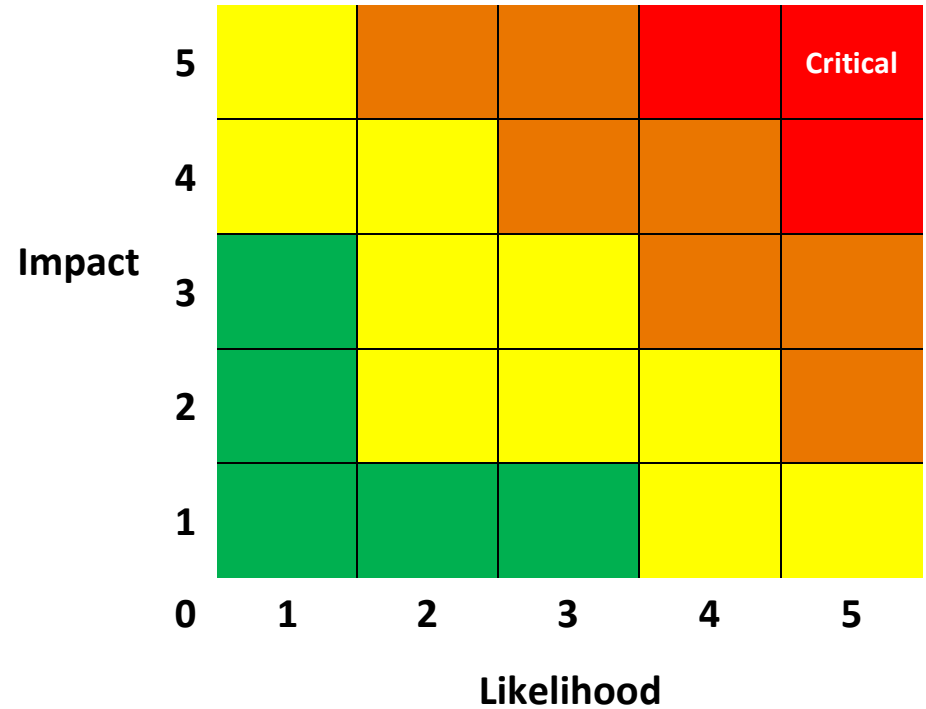
Scoring criteria

Likelihood:

- 5 – **Almost certain** – expecting this to happen soon/frequently
- 4 – **Quite likely** – expected to occur at some point
- 3 – **Possible** – this may occur
- 2 – **Unlikely** – wouldn't expect this to occur
- 1 – **Remote** – near impossible; the event is unprecedented

Impact (on charity, individual or group):

- 5 – **Very serious** – severe health effect or impact
- 4 – **Serious** – significant health effect or impact
- 3 – **Moderate** – moderate health effect or impact
- 2 – **Marginal** – minor health effect or impact
- 1 – **Minimal** – slight health effect or impact



Inherent and Residual Risk

The inherent risk score assumes activity and behaviour was continuing as it was prior to any mitigating actions against the spread of COVID-19. The residual risk scores reflect the position after taking mitigating actions. This is to check that the mitigating actions have the desired effect on reducing risk. Scores assume a worst case scenario of transmission from an asymptomatic party (so transmission more likely) to a vulnerable party (so impact more serious). “Vulnerable” refers to the susceptibility of individuals who may become more severely unwell due to COVID-19 than the general population. These individuals may have previously fallen into groups that were asked to ‘shield’ and may be elderly or have (for example) immunodeficiency or respiratory conditions. For more detail, please refer to the NHS guidance found here (content last reviewed 1 April 2021) <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

Note: throughout “Social distance” is defined according to latest government guidelines for the relevant territory.

Residual scores assume controls in all areas of this risk register are in place – sections would be less meaningful if taken in isolation

#	Risk The risk events that have been identified	Inherent Risk			Mitigating Actions The actions taken to reduce the impact and/or likelihood of the risk event	Residual Risk		
		Likelihood	Impact	Risk Score		Likelihood	Impact	Risk
1.	Recruiter comes to work after being infected with COVID-19, including asymptomatic	4	5	20	<p>a. When available, all agencies are required to make twice weekly lateral flow tests available to recruiters and encourage their use.</p> <p>b. If any recruiters display symptoms or If someone they live with displays symptoms or They are contacted by the Test & Trace service to say they have been in contact with an infected person or They test positive for COVID-10 then they must follow all Government guidance and:</p> <ul style="list-style-type: none"> i. not attend work, ii. inform their office manager iii. self-isolate for requisite number of days according to latest relevant Government advice (In England, this is 10 days according to guidance updated 31 March 2021 https://www.gov.uk/government/publications/how-to-stop-the-spread-of-coronavirus-covid-19/how-to-stop-the-spread-of-coronavirus-covid-19) Self-isolation means you must stay at home at all times and not have contact with other people, except in very limited circumstances, for example to seek medical assistance. You may have to ask others to do your shopping, and you may have to make alternative plans if you are currently supporting a vulnerable person. Do not invite visitors to your home or garden. iv. order a test via NHS test and trace service if latest Government advice is to do so v. inform their office of the result vi. follow all subsequent requests from NHS to support test and trace activities. 	3	2	6

					<p>c. If a recruiter tests positive for coronavirus then any other recruiters who they have had close contact with within 48 hours before they started displaying symptoms must self-isolate for requisite number of days according to latest Government advice, and follow all subsequent requests from NHS to support NHS test and trace service. See guidance at https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person (website updated 30 March 2021)</p> <p>d. Any recruiter contacted by test and trace service for any other reason must assist fully by complying with any instruction to isolate and provide information requested.</p> <p>e. Recruiters must make daily electronic declaration that they don't have symptoms, and they are not aware of anyone who they have been in contact with having any symptoms. These to be kept on file by the agency for 3 months.</p> <p>f. Agency and charity to provide all assistance as requested by the test and trace service, including details of supporters signed up by a recruiter, in the case of a recruiter having tested positive and their contacts being subject to the tracing service.</p>			
2	Airborne transmission between a Private site or Street Recruiter and a member of the public	3	5	15	<p>a. Recruiters to wear face masks at all times while on shift or wearing our branded clothing. Masks can be either minimum 2 ply fabric or clear panel, must fit snugly round the nose and chin and not be vented. NB wearing a clear visor without a mask is not permitted.</p> <p>b. Recruiters to provide daily selfie, confirming they are wearing face masks and branded clothing. These are supplied to the charity daily for review.</p> <p>c. Recruiters will wear prominent messaging reinforcing need to maintain social distance.</p> <p>d. Recruiters will politely not engage with anyone who appears to be 70 or over. Contracts to specify that any supporters who are 70 or over will not be chargeable to the charity.</p> <p>e. Agencies must arrange or reconfirm permission with local authorities or site owners.</p> <p>f. Agencies must avoid areas where local authority, government, NHS or other official sources indicate there are a high proportion of individuals in vulnerable circumstances or where there is advice to avoid due to an unusually high incidence of COVID-19.</p> <p>g. Only open air recruitment will take place. NB this disallows most apartment blocks.</p> <p>h. Recruiters to limit conversations to a maximum of 15 minutes where possible to limit time spent with members of the public.</p>	2	5	10

				<p>SPECIFIC TO PRIVATE SITE/STREET</p> <p>i. Recruiters instructed to remain static beside a branded podium and mark out a 2m “exclusion zone”. This could, for example, be done using tape or chalk.</p> <p>j. Recruiters to provide pictures daily to agency account management highlighting the 2m marked area and podium. These will be available to view at any time by request.</p> <p>SPECIFIC TO DOOR TO DOOR</p> <p>k. Recruiters instructed to retreat 2m from the door after knocking, and only knock on doors where this is possible.</p> <p>l. Recruiters instructed to avoid any property which shows signs of occupancy by someone who is shielding, elderly or otherwise vulnerable (eg mobility bars or aids, signs, plus all care homes, retirement flats etc).</p> <p>m. Recruiters must not enter private property under any circumstances even by invitation.</p>				
3	Contact transmission between a Recruiter and a member of the public	3	5	15	<p>a. Training will reiterate that there must be no physical contact with members of the public</p> <p>b. Recruiters will carry hand sanitizer (liquid, wipes or spray), which is effective against viruses and be trained to use it a least once per hour.</p> <p>c. Instruct recruiters not to touch door knockers and letterboxes, and to knock on the door using the issued “hygiene hooks” or a separate device. If using a doorbell to use an object such as a pen or “hygiene hooks” which must be sanitised between each use.</p> <p>d. Sign-up to be finalised without physical contact eg using voice call or text to supporter’s mobile phone or where mobile phone not available, to email address.</p> <p>e. Electronic versions of 'take-home' materials will replace hard copies.</p>	2	5	10
4	New variant of COVID-19 is discovered in the UK and risk of transmission is greater	4	5	20	<p>a. News coverage of new variants will continue to be monitored by both agency and charity staff, as well as transmission levels.</p> <p>b. Should a new variant be discovered in a localised area, which is thought to present a greater risk we will seek Government and Fundraising Regulator advice and follow this immediately – including suspension of activity if this is the advice.</p> <p>c. Recruiters who have worked in an area known to have a higher than average prevalence of a new variant at the time they are there will be encouraged to get tested for the new variant and follow Government advice.</p>	4	2	8

5	Airborne or contact transmission between Recruiters	3	5	15	<p>a. Recruiters to work in the same teams where possible to create a bubble.</p> <p>b. Recruiters to wear face masks at all times when together or when wearing branded clothing and maintain social distance where possible.</p> <p>c. When travelling, recruiters to maintain social distance from each other/members of public if possible, with no physical contact, and follow Government advice including the wearing of face masks on public transport. If social distance not possible to maintain maximum distance possible.</p> <p>d. Recruiters to maintain social distance from each other at all other times. If social distance not possible to maintain maximum distance possible. If recruiters are required to pass equipment between themselves, they shall sanitise the equipment first.</p> <p>e. Video to replace face to face meetings where possible. Any face to face meetings to be carried out in locations that allow for social distancing to be maintained.</p> <p>f. All training sessions delivered remotely via video to ensure that recruiters can remain socially distant.</p>	2	5	10
6	Recruiters fail to follow instructions	5	5	25	<p>a. Recruiters to have detailed initial training plus daily refresher training of all points.</p> <p>b. Recruiter to confirm electronically that they have received and will comply with training after each session. Record to be kept by agency for 3 months.</p> <p>c. Compliance to be monitored including via feedback from supporter verification calls (made to the member of the public's phone), negative feedback/complaints, welcome calls, supporter surveys and (for Private Site/Street fundraising) mystery shopping. All breaches will be investigated and could lead to disciplinary action, retraining/suspension or dismissal of individual or team.</p>	3	5	15
7	Member of the public fails to follow request to maintain distance	5	5	25	<p>a. Initial training to include strategies to respond to members of the public who fail to maintain social distance, with role play</p>	5	2	10
8	The charity fails to keep this guidance up to date in line with new guidance, regulations or information	5	5	25	<p>a. The Head of Supporter Recruitment will check all website links in this document weekly and update the date fields to show this has been done. Last checked 8 April 2021</p> <p>b. The Head of Supporter Recruitment will check the Chartered Institute of Fundraising and Fundraising Regulator websites weekly and update the date fields to show this has been done. Last checked 8 April 2021</p>	1	4	4

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| | | | | <ul style="list-style-type: none">c. The Head of Supporter Recruitment will update this document weekly in light of any relevant new or updated information or guidance, including from the above.d. The most up to date version of this document will be reviewed weekly by the Deputy Director: Fundraising or in their absence by the Executive Director: Fundraising and Communications.e. Deputy Director: Fundraising must confirm weekly to the Executive Director: Fundraising and Communications that the review has taken place, along with details of any amends made. The Executive Director will keep a record that this has been done.f. The Head of Supporter Recruitment and Deputy Director: Fundraising will not be on leave at the same time. The DD: Fundraising will take responsibility for ensuring updates are checked in the Head's absence. Should both be off at the same time, for example due to illness, the Executive Director: Fundraising and Communications will take responsibility for this process.g. The updated guidance will be shared with the public, recruitment agencies and recruiters at least monthly via ndcs.org.uk and any relevant changes to content shared with the recruitment agencies at least weekly by email, with an instruction to share relevant sections with recruitersh. Any failure to comply with any part of this risk assessment will be communicated as soon as practicable to the Chief Executive in writing. Regular reports on compliance will be shared with Trustees. | | | |
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