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 24 June 2022. Specific guidance for devolved nations within the UK is covered in Section 6.9

1. What is the latest situation?


“As we learn to live safely with coronavirus (COVID-19), there are actions we can all take to help reduce the risk of catching COVID-19 and passing it on to others. These actions will also help to reduce the spread of other respiratory infections, such as flu, which can spread easily and may cause serious illness in some people.

COVID-19, along with many other respiratory infections such as influenza (flu), can spread easily and cause serious illness in some people. You may be infected with a respiratory virus such as COVID-19 and not have any symptoms but still pass infection onto others.”

2. What does the guidance say about reducing the risks of spread?

Information (relevant extracts only) taken from https://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19 (website last updated 16 June 2022)

“There are simple things you can do in your daily life that will help reduce the spread of COVID-19 and other respiratory infections and protect those at highest risk. Things you can choose to do are:

1. Get vaccinated.
2. Let fresh air in if meeting others indoors.
3. Practise good hygiene:
   a. wash your hands
   b. cover your coughs and sneezes
   c. clean your surroundings frequently
4. Wear a face covering or a face mask.
Face coverings and face masks can help reduce the chance of you spreading infection to others, especially in crowded and enclosed spaces, and may protect you from becoming infected by some respiratory viruses.

When to wear a face covering

1. when you are coming into close contact with someone at higher risk of becoming seriously unwell from COVID-19 or other respiratory infections
2. when COVID-19 rates are high and you will be in close contact with other people, such as in crowded and enclosed spaces
3. when there are a lot of respiratory viruses circulating, such as in winter, and you will be in close contact with other people in crowded and enclosed spaces

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


“The requirement for every employer to explicitly consider COVID-19 in their health and safety risk assessment has been removed. Employers may choose to continue to cover COVID-19 in their risk assessments. Employers that specifically work with COVID-19, such as laboratories, must continue to undertake a risk assessment that considers COVID-19.

Employers should continue to comply with the requirements for cleaning, ventilation and welfare facilities in the Workplace (Health, Safety and Welfare) Regulations 1992 or the Construction Design and Management Regulations 2015 to control occupational health and safety risks.”
4. 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 (page last checked 24 June
### Risk Register

**Note:** throughout “Social distance” is defined as keeping a 2m distance from public wherever possible. Residual scores assume controls in all areas of this risk register are in place – sections would be less meaningful if taken in isolation.

<table>
<thead>
<tr>
<th>#</th>
<th>Risk</th>
<th>Inherent Risk</th>
<th>Mitigating Actions</th>
<th>Residual Risk</th>
</tr>
</thead>
</table>
| 1. | Recruiter comes to work after being infected with COVID-19, including asymptomatic | 4 5 20        | a. When available, all agencies are required to make twice weekly lateral flow tests available to recruiters and encourage their use.  
   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-19  
      then they must follow all Government guidance and:  
      i. stay at home and avoid contact with other people if you test positive. If you have COVID-19 you can infect other people from 2 days before your symptoms start, and for up to 10 days after. You can pass on the infection to others, even if you have mild symptoms or no symptoms at all. If you have COVID-19 the public health advice is to stay at home and avoid contact with other people. You should follow the guidance for people with COVID-19 and their contacts.  
      ii. order a test via NHS test and trace service if latest Government advice is to do so  
      iii. inform their office of the result  
      iv. follow all subsequent requests from NHS to support test and trace activities. | 4 2 8         |
### 2 Airborne transmission between a Private site or Street Recruiter and a member of the public

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>5</td>
<td>15</td>
<td>2</td>
</tr>
</tbody>
</table>

- **a.** Recruiters must have a minimum 2 ply fabric or clear panel face mask which is not vented and fits snugly around the chin and nose with them at all times. Recruiters should proactively wear a face covering if the person they are speaking to is wearing a face covering, or when a member of the public would prefer them to use it.
- **b.** Recruiters will wear prominent messaging reinforcing need to maintain social distance.
- **c.** Agencies must arrange or reconfirm permission with local authorities or site owners.
- **e.** Recruiters to limit conversations to a maximum of 15 minutes where possible to limit time spent with members of the public.

**SPECIFIC TO PRIVATE SITE/STREET**
- **f.** 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.
- **g.** 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 and spot checks will be added weekly.

**SPECIFIC TO DOOR TO DOOR**
- **h.** Recruiters must wear face coverings (eg clear visor or face mask) when visiting buildings where individual properties’ doors open onto an internal corridor.
i. Recruiters instructed to retreat 2m from the door where possible after knocking, and as socially distant as possible where a 2m distance is not possible.

j. Recruiters instructed to avoid any property which shows signs of occupancy by someone who is shielding or otherwise vulnerable (e.g., signs, plus all care homes, retirement flats, etc).

k. Recruiters must not enter beyond the threshold of private homes under any circumstances even by invitation.

<table>
<thead>
<tr>
<th>3</th>
<th>Contact transmission between a Recruiter and a member of the public</th>
<th>3</th>
<th>5</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Training will reiterate that there must be no physical contact with members of the public</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Recruiters will carry hand sanitizer (liquid, wipes or spray), which is effective against viruses and be trained to use it at least once per hour and after any instance of having to touch mouth or nose.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Sign-up to be finalised without physical contact e.g., using voice call or text to supporter’s mobile phone or where mobile phone not available, to email address.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Electronic versions of ‘take-home’ materials will replace hard copies.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Recruiters must sanitise equipment, including any face visors worn, when starting a shift or returning from a break, and will be trained to do so.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>New variant of COVID-19 is discovered in the UK and risk of transmission is greater</th>
<th>4</th>
<th>5</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. News coverage of new variants will continue to be monitored by both agency and charity staff, as well as transmission levels.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. In instances where a new variant is discovered (either in a localised area or more generally across the UK) which is thought to present a greater risk, we will verify Government and Fundraising Regulator advice and follow this immediately – including suspension of activity and testing of recruiters if this is the advice.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5</th>
<th>Airborne or contact transmission between Recruiters</th>
<th>3</th>
<th>5</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Recruiters to work in the same teams where possible to create a bubble.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. 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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Recruiters to maintain social distance from each other at all other times where possible. If recruiters are required to pass equipment between themselves, they shall sanitise the equipment first.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Recruiters fail to follow instructions</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Recruiters to have detailed initial training plus daily refresher training of all points.</td>
<td></td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Member of the public fails to follow request to maintain distance</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Initial training to include strategies to respond to members of the public who fail to maintain social distance, with role play</td>
<td></td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The charity fails to keep this guidance up to date in line with new guidance, regulations or information</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. The Supporter Recruitment team will check all website links in this document fortnightly and update the date fields to show this has been done. Last checked 24 June 2022</td>
<td></td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. The Supporter Recruitment team 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 24 June 2022</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. The Supporter Recruitment team will update this document fortnightly in light of any relevant new or updated information or guidance, including from the above.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. The most up to date version of this document will be reviewed fortnightly by the Deputy Director: Fundraising or in their absence by the Executive Director: Fundraising and Communications.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|   | ill | 5 | 5 | 25 | family illness, the Executive Director: Fundraising and Communications will take responsibility for this process.  
g. The updated guidance will be shared with recruitment agencies and recruiters at least weekly via email, with an instruction to share relevant sections with recruiters. It will also be shared weekly, or fortnightly where not possible, with the public via ndcs.org.uk.  
h. 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.  

| 9 | Charity fails to keep up to date with changes to regulations across the devolved nations. | 5 | 5 | 25 | a. The Supporter Recruitment team will check Government websites for England, Wales, Scotland & Northern Ireland on a weekly basis and ensure working guidance to agencies is updated on a weekly basis.  
b. The Supporter Recruitment team will update the below list and date on a weekly basis, outlining the current working situation in each nation;  

|   | NB: The following advice was issued by CIOF Compliance via email on 21 July 2021:  
|   | “The intention of the guidance is not to add new or additional requirements, but instead provide a framework to help organisations in your decision-making process and highlight key considerations to bear in mind as you go about planning and conducting activity.  
|   | “Where fundraising is happening in UK nations where formal restrictions are still in place, the previous guidance produced is still current, but as nations move to ending formal restrictions we would expect to take that down over the coming weeks and for this new guidance to be relevant across the UK.”  

| England – | 2 | 4 | 8 |
Government guidance in England advises people to stay at home if they test positive and limit their contact with other people.


Wales –

1. “Living alongside coronavirus
2. We have learnt so much during the pandemic. We all made changes to the way we work, live and socialise, to protect each other and to keep Wales safe. These changes can be used to not only protect us from future waves of coronavirus, but from other respiratory infections such as flu and norovirus.
3. If we all keep doing the following protective behaviours, we can continue to keep each other and Wales safe:
4. Get vaccinated
5. good hand hygiene
6. test and self-isolate when you have symptoms
7. wear a face covering in indoor crowded or enclosed places
8. meet others outdoors
9. when indoors, increase ventilation and let fresh air in”


Northern Ireland –
If you develop COVID-19 symptoms, self-isolate immediately and get a lateral flow test, even if your symptoms are mild. Many people experience mild symptoms from COVID-19, but may still pass on the virus to others.

You should self-isolate at home while you get a PCR test and wait for the results.

You should self-isolate if you test positive.

Self-isolating is important because you could pass the infection on to others, even if you do not have symptoms. You should stay at home for the full amount of time advised, because this is the period when the virus is most likely to be passed on to others.


Scotland –

“All Covid rules and restrictions have been lifted in Scotland, but the virus has not gone away.

You can take action to help protect yourself and keep others safer. Together these actions help reduce the risk and make it safer for everyone.

Lessen the risk by choosing to:
1. get the vaccine or the vaccine booster, and, where they are prescribed, the new anti-viral treatments – this is the best way to protect yourself
2. meet outside where possible
3. when meeting indoors, open windows to let fresh air in
4. if you can, try and keep some distance from those outside your own household – take a step back
5. where appropriate, wear a face covering in indoor public spaces and on public transport
6. wash your hands regularly, and cover your nose and mouth if coughing or sneezing
7. maintain good surface hygiene by cleaning regularly
8. explore hybrid and flexible working practices where appropriate – organisations and workplaces should follow the safer workplaces and public settings guidance”


C. Any changes made to which devolved nations we are working in will need to be signed off by both the Deputy Director: Fundraising and Executive Director: Fundraising and Communications