# COVID-19: Operational risk assessment for Future Youth Zone Opening

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| Assessment conducted by: | Gavin Evans | Job title: | Chief Executive | Covered by this assessment: | Staff, YP, contractors, visitors, volunteers |

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| Date of assessment: | 04.11.20 | Review interval: | 1 month | Date of next review: | 04.12.20 |

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| Related documents | |
| **Charity / Youth Sector** | **Government guidance:**  [Actions for educational and childcare settings to prepare for wider opening from 1 June 2020](https://www.gov.uk/government/publications/actions-for-educational-and-childcare-settings-to-prepare-for-wider-opening-from-1-june-2020?utm_source=3daf3f8c-87d9-4a78-90ec-6196e4a070e5&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)  [Coronavirus (COVID-19): implementing protective measures in education and childcare settings](https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings?utm_source=0e6da19a-f422-4893-af47-770e78e58269&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)  [Coronavirus (COVID-19) Collection: guidance for schools and other educational settings](https://www.gov.uk/government/collections/coronavirus-covid-19-guidance-for-schools-and-other-educational-settings)  [Actions for schools during the coronavirus outbreak](https://www.gov.uk/government/publications/covid-19-school-closures)  [Coronavirus (COVID-19): implementing social distancing in education and childcare settings](https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-social-distancing-in-education-and-childcare-settings)  [Coronavirus (COVID-19): guidance for educational settings](https://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19)  [COVID-19: cleaning in non-healthcare settings](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings)  [NYA Guidance for Youth Sector Activities](https://nya.org.uk/wp-content/uploads/2020/08/NYA-Guidance-version-2.pdf) |

**Risk matrix**

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| Risk rating  High (H), Medium (M), Low (L) | | **Likelihood of occurrence** | | |
| **Probable** | **Possible** | **Remote** |
| **Likely impact** | **Major:** Causes major physical injury, harm or ill-health. | H | H | H |
| **Severe:** Causes physical injury or illness requiring first aid. | H | M | L |
| **Minor:** Causes physical or emotional discomfort. | M | L | L |

| Areas for concern | Risk rating prior to action  (H/M/L) | Control measures | In place?  (Yes/No) | Further action/comments | Residual risk rating  (H/M/L) |
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| **1. Establishing a systematic process of partial opening, including social distancing** | | | | | |
| **1.1 Net capacity** | | | | | |
| **Available capacity of the Youth Zone is reduced when social distancing guidelines are applied** |  | * Delivery inside the Youth Zone is limited to planned One to One sessions with vulnerable young people, a one to one drop in service and small support groups for vulnerable young people. * Agreed number visitors & young people who can attend the premises on any given day to enable compliance with social distancing rules. * Agreed timetable and arrangements confirmed for session in advance. * Programme of activities to include outside working and activities as much as practically possible. * Young people to remain in set groups during visits to the Youth Zone and mixing between groups and individuals is prohibited. Support groups can be a maximum of 15 people (including staff). | Y | * Continue to make adjustments based on government advice. * Vulnerable definition is open for Youth Workers to determine depending on young people they are working with. |  |
| **1.2 Organisation of delivery spaces** | | | | | |
| **Various room sizes will not allow adequate social distancing** |  | * Delivery room size and numbers reviewed. * Group sizes and timetables/staffing amended allowing for reduced numbers in line with government guidance on social distancing. * Delivery rooms re-modelled, with furniture arranged to allow for social distancing. * Spare chairs and furniture removed so they cannot be used if they are not conducive to social distancing. * Clear signage displayed on doors promoting social distancing. * Some rooms will not be used due to not being conducive to social distancing. | Y | * Continue to make adjustments based on government advice. |  |
| **1.3 Availability of staff and group sizes** | | | | | |
| **The number of staff & volunteers who are available is lower than that required under full operation** |  | * The health status and availability of every member of staff is known through completion of Return to Work Survey and/or Pre Employment forms. * Team members have been in regular contact with line managers to discuss availability for work. | Y | * Weekly health and wellbeing calls in place for all staff as a group and as individuals |  |
| **1.4 The working day** | | | | | |
| **The start and end of the day create risks of breaching social distancing guidelines** |  | * Start and departure times are staggered and support groups will not be in the building at the same time. * The number of entrances and exits to be used is maximised where possible and if safe to do so. * Different entrances/exits are used for different groups where possible and if safe to do so. * Staff to ensure support group and individuals are briefed and signage provided to identify which entrances, exits and circulation routes to use. * A plan is in place for managing the movement of people on arrival to avoid groups of people congregating. * Floor markings are visible where it is necessary to manage any queuing. | Y | * Parents/carers/visitors only invited in if absolutely necessary. |  |
| **1.5 Planning movement around the Youth Zone** | | | | | |
| **Movement around the centre risks breaching social distancing guidelines** |  | * Circulation plans have been reviewed and revised. * Appropriate signage is in place to clarify circulation routes. * Entrance and Exit of the Youth Zone for young people to be managed by a member of Youth Zone staff to ensure social distancing * Movement of people around the centre is minimised as much as possible. * All Youth Zone users are regularly briefed regarding observing social distancing guidance. * Appropriate levels of supervision are in place. | Y | * All visitors are supervised at all times and must wash/sanitise hands on entry and before leaving * Social distancing markings outside of Youth Zone. |  |
| **1.6 Staff workspaces** | | | | | |
| **Staff rooms and offices do not allow for observation of social distancing guidelines** |  | * Staff rooms and offices have been reviewed and appropriate configurations of furniture and workstations have been put in place to allow for social distancing. * Staff have been briefed on the use of these rooms. * Staff to work from home if their roles and responsibilities allow. | Y | * Continue to make adjustments based on government advice. |  |
| **1.10 Policy review** | | | | | |
| **Existing policies on safeguarding, health and safety, fire evacuation, medical, behaviour, attendance and other policies are no longer fit for purpose in the current circumstances** |  | * All relevant policies have been revised to take account of government guidance on social distancing and COVID-19 and its implications for the school. * Staff, young people, parents and trustees have been briefed accordingly. | Y | * Future Youth Zone has reviewed all policies * Activity/Buildings/facilities risk assessments have all been reviewed |  |
| **1.11 Communication strategy** | | | | | |
| **Key stakeholders are not fully informed about changes to policies and procedures due to COVID-19, resulting in risks to health** |  | * Communications plans for the following groups are in place: * Staff/Volunteers * Young People * Visitors * Parents/Carers | Y | * Ongoing clear communication for all groups is needed. |  |
| **1.12 Staff induction and CPD** | | | | | |
| **Staff are not trained in new procedures, leading to risks to health** |  | * Inductions are in operation for all staff prior to reopening, and include: * Infection control * Fire safety and evacuation procedures * Constructive behaviour management * Safeguarding * Risk management | Ongoing | * Continuation of inductions and staff training. |  |
| **Staff are not aware of policies and procedures prior to restarting work.** |  | * Induction programmes are in place for all staff – either online or on site – prior to them starting. | Y | * Reminders sent out to all staff via weekly communication |  |
| **1.14 Risk assessments** | | | | | |
| **Risks are not comprehensively assessed in every area of the Youth Zone in light of COVID-19, leading to breaches of social distancing and hygiene guidance.** |  | * Risk assessments are updated or undertaken before the centre opens and mitigation strategies are put in place and communicated to staff covering: * When visitors & YP enter and leave the centre * During movement around centre * During break and lunch times | Y |  |  |
| **2. Investing in safety equipment and health and safety arrangements to limit the spread of COVID-19** | | | | | |
| **2.1 Cleaning** | | | | | |
| **Cleaning capacity is reduced so that an initial deep-clean and ongoing cleaning of surfaces are not undertaken to the standards required** |  | * A return-to-work plan for cleaning staff (including any deep cleans) is agreed. * Cleaning box created for each room in the Youth Zone that delivery staff can access. * Working hours for cleaning staff are reviewed in line with delivery programme. | Y |  |  |
| **2.2 Hygiene and handwashing** | | | | | |
| **Inadequate supplies of soap and hand sanitiser mean that YP and staff do not wash their hands with sufficient frequency** |  | * An audit of handwashing facilities and sanitiser dispensers is undertaken before the centre opens and additional supplies are purchased if necessary. * Monitoring arrangements are in place to ensure that supplies of soap and sanitiser are maintained throughout the day. | Y | * Facilities manager maintaining daily checks * Soap and sanitiser available throughout the Youth Zone * Soap available in all toilets. |  |
| **Visitors & YP forget to wash their hands regularly and frequently** |  | * Staff training includes the need to remind visitors & YP of the need to wash their hands regularly and frequently. * Posters reinforce the need to wash hands regularly and frequently. * Session leaders monitor the extent to which handwashing is taking place on a regular and frequent basis. | Y |  |  |
| **2.3 Clothing/fabric** | | | | | |
| **The use of fabric chairs may increase the risk of the virus spreading** |  | * Take fabric chairs out of use where possible. * Where that is not possible then ensure chairs are limited to single person use. | Y |  |  |
| **2.4 First Aid/Designated Safeguarding Leads** | | | | | |
| **Social Distancing not possible when dealing with first aid and/or safeguarding incidents.** |  | * All first aid kits to include masks and gloves for use by staff and young people. * Masks and gloves provided to all staff. | Y |  |  |
| **2.5 Meeting Room at Reception** | | | | | |
| **Meeting room at reception is not adequately equipped or configured to maintain infection control** |  | * The 1:1 room is designated for visitors/YP with suspected COVID-19 whilst collection is arranged. * Procedures are in place for the enablement room to be cleaned after suspected COVID-19 cases, along with other affected areas, including toilets. | Y |  |  |
| **2.6 Communication with parents** | | | | | |
| **Parents and carers are not fully informed of the health and safety requirements for the opening of the centre** |  | * As part of the overall communications strategy referenced in 1.12, parents are kept up to date with information, guidance and the centre’s expectations using a range of communication tools. | Y |  |  |
| **Parents and carers may not fully understand their responsibilities should a child show symptoms of COVID-19** |  | * Key messages in line with government guidance are reinforced on a weekly basis via the centre’s website. | Y |  |  |
| **2.7 Personal Protective Equipment (PPE)** | | | | | |
| **Provision of PPE for staff where required is not in line with government guidelines** |  | * Government guidance on wearing PPE is understood, communicated and sufficient PPE has been procured. * Staff are reminded that wearing of gloves is not a substitute for good handwashing. * All staff issued with personal supply of gloves, masks, sanitiser and tissues in bum bag. * All children, young people and visitors over the age of 11 who enter the Youth Zone should wear a face covering unless they have a good reason not to. Face coverings can be provided by reception or visitors can choose to wear their own. Face coverings do not need to be worn when outside, eating, taking part in physical activity or if there is a good reason for them not to be worn. | Y | * Relevant PPE is in the Youth Zone inlcuding hand sanitiser, disinfectant cleaning sprayers, gloves and social distancing signage * All children and young people who visit the Youth Zone are offered a face covering to wear during their visit and will be asked to wear a face covering if 2m distance can not be achieved. |  |
| **3. Maximising social distancing measures** | | | | | |
| **3.1 Visitor & YP behaviour** | | | | | |
| **Visitor & YP behaviour does not comply with social distancing guidance** |  | * Clear messaging to visitors & YP on the importance and reasons for social distancing is reinforced throughout the day by staff and through posters and floor markings. For young children this is done through age-appropriate methods. * Staff model social distancing consistently. * The movement of visitors & YP around the centre is minimised. * Large gatherings are avoided. * Break times and lunch times are structured and staggered to support social distancing and are closely supervised. * The centre’s behaviour policy has been revised to include compliance with social distancing and this has been communicated to staff, members and parents. * Senior leaders monitor areas where there are breaches of social distancing measures and arrangements are reviewed. * Messages to parents & members reinforce the importance of social distancing. | Y | * Only appropriate to visitors and contractors at the moment |  |
| **3.2 Delivery spaces** | | | | | |
| **The size and configuration of delivery spaces does not support compliance with social distancing measures** |  | * All furniture not appropriate to be used use has been removed from delivery spaces. * Arrangements are reviewed regularly. * Use of outdoor space where possible. | Y |  |  |
| **3.3 Movement in corridors** | | | | | |
| **Social distancing guidance is breached when visitors / YP circulate in corridors** |  | * Circulation plans have been reviewed and amended. * One-way systems are in operation where feasible. * Corridors are divided where feasible. * Circulation routes are clearly marked with appropriate signage. * Any pinch points/bottle necks are identified and managed accordingly. * The movement of groups around the centre is minimised as much as possible. * Where possible, YP to stay in one area and delivery staff to move around. * YP are briefed regularly regarding observing social distancing guidance whilst circulating. * Appropriate supervision levels are in place. | Y |  |  |
| **3.4 Toilets** | | | | | |
| **Queues for toilets and handwashing risk non-compliance with social distancing measures** |  | * Toilets are designated for each group using the Youth Zone. * Floor markings are in place to enable social distancing. * YP know that they can only use the toilet one at a time. * YP are encouraged to access the toilet throughout the day to help avoid queues. * The toilets are cleaned frequently. * Monitoring ensures a constant supply of soap. * Bins are emptied regularly. * YP are reminded regularly on how to wash hands. | Y | * N/a at this stage |  |
| **3.5 Reception area** | | | | | |
| **Groups of people gather in reception (parents, visitors, deliveries) which risks breaching social distancing guidelines** |  | * Social distancing points are clearly set out, using floor markings, continuing outside where necessary. * Security arch in place at entrance. * Social distancing guidance is clearly displayed to protect reception staff (e.g. distance from person stood at reception desk). * Non-essential deliveries and visitors to the centre are minimised. * Arrangements are in place for segregation of visitors. * Automatic doors remain locked during the day and visitors should use intercom to ask for access. * Parents/Carers will only be required to enter the building in emergency circumstances. * Screens in place * No payments taken | Y | * Continue to make adjustments based on government advice. |  |
| **3.6 Arrival and departure from Future** | | | | | |
| **Visitors & YP congregate at exits and entrances, making social distancing measures difficult to apply** |  | * Start and finish times are staggered. * Sessions are invite only apart from one to one drop in service. * The use of available entrances and exits is maximised where appropriate and safe to do so. * Social distancing guidelines are reinforced at entrances and exits through signage and floor/ground markings, including external drop-off and pick-up points. * The need for social distancing stressed at arrival and departure times. | Y |  |  |
| **3.7 Staff areas** | | | | | |
| **The configuration of staff rooms and offices makes compliance with social distancing measures problematic** |  | * Staff working times are staggered to allow for social distancing in staff areas. * Staff encouraged to not make drinks or food for each other. * Office staff to remain separate to delivery staff. * Staff to work from home if their roles and responsibilities allow. | Y |  |  |
| **4. Continuing enhanced protection for visitors & YP with underlying health conditions** | | | | | |
| **4.1 Visitors & YP with underlying health issues** | | | | | |
| **Visitors & YP with underlying health issues or those who are shielding are not identified and so measures have not been put in place to protect them** |  | * External groups have been provided with clear guidance and this is reinforced on a regular basis. * Future Youth Zone and external groups are clear about the definitions and associated mitigating strategies relation to people who are classed as **clinically vulnerable** and **clinically extremely vulnerable.** | Y |  |  |
| **4.2 Staff with underlying health issues** | | | | | |
| **Staff with underlying health issues or those who are shielding are not identified and so measures have not been put in place to protect them** |  | * All members of staff with underlying health issues, those within vulnerable groups or who are shielding have been instructed to make their condition or circumstances known to their line manager. Records are kept of this and regularly updated. * Members of staff with underlying health conditions have been asked to seek and act on the advice of their GP/consultant/midwife or current government advice. * Staff are clear about the definitions and associated mitigating strategies relation to people who are classed as **clinically vulnerable** and **clinically extremely vulnerable.** * All staff with underlying health conditions that put them at increased risk from COVID-19 are working from home where possible or in line with national guidance. * Current government guidance is being applied. | Y |  |  |
| **5. Enhancing mental health support for staff** | | | | | |
| **5.1 Mental health concerns – staff** | | | | | |
| **The mental health of staff has been adversely affected during the period that the Future has been closed and by the COVID-19 crisis in general** |  | * Staff are encouraged to focus on their wellbeing. * Line managers are proactive in discussing wellbeing with the staff that they manage, including their workload. * Staff briefings and training have included content on wellbeing. * Staff briefings/training on wellbeing are provided. * Staff are able to speak to mental health lead and contact details have been circulated. * The Youth Zone is able to utilise an external company who provide wellbeing phone calls for team members. | Y |  |  |
| **Working from home can adversely affect mental health** |  | * Staff working from home due to self-isolation have regular catch-ups with line managers. * Staff are encouraged to speak regularly with colleagues, take regular breaks and exercise. * Staff are able to speak to mental health lead and contact details have been circulated. * The Youth Zone is able to utilise an external company who provide wellbeing phone calls for team members. | Y |  |  |
| **5.2 Bereavement support** | | | | | |
| **Staff are grieving because of loss of friends or family** |  | * Staff are able to speak to mental health lead and contact details have been circulated.   The Youth Zone is able to utilise an external company who provide wellbeing phone calls for team members. | Y |  |  |
| **6. Operational issues** | | | | | |
| **6.1 Review of fire procedures** | | | | | |
| **Fire procedures are not appropriate to cover new arrangements** |  | * Fire procedures have been reviewed and revised where required, due to: * Reduced numbers of visitors & YP/staff * Possible absence of fire marshals * Social distancing rules during evacuation and at muster points * Possible need for additional muster point(s) to enable social distancing where possible * Staff, visitors & YP have been briefed on any new evacuation procedures. * Incident controller and fire marshals have been trained and briefed appropriately. | Y | * All risk assessments completed * Fire safety training has been provided for all staff as they come back into the workplace from July 2020 |  |
| **Fire evacuation drills - unable to apply social distancing effectively** |  | * Plans for fire evacuation drills are in place which are in line with social distancing measures. | N | * Review and drill of fire evacuation to has taken place as part of staff induction process |  |
| **Fire marshals absent due to self-isolation** |  | * Staffing rota has been designed to allow for absences and therefore duties can be shared appropriately. | N |  |  |
| **6.2 Managing premises on reopening after lengthy closure** | | | | | |
| **All systems may not be operational** |  | * Government guidance is being implemented where appropriate. * All systems have been recommissioned. | Y |  |  |
| **Statutory compliance has not been completed due to the availability of contractors during lockdown** |  | * All statutory compliance is up to date. * Where water systems have not been maintained throughout lockdown, chlorination, flushing and certification by a specialist contractor has been arranged. | Y |  |  |
| **7. Finance** | | | | | |
| **7.1 Costs of the Youth Zone’s response to COVID-19** | | | | | |
| **The costs of additional measures and enhanced services to address COVID-19 when reopening places Future in financial difficulties** |  | * Additional cost pressures due to COVID-19 identified and updated forecast produced for the board. * Additional sources of income are under exploration (emergency funding, etc. | Y |  |  |
| **8. Governance** | | | | | |
| **8.1 Oversight of the CEO & Trustees** | | | | | |
| **Lack of governance oversight during the COVID-19 crisis leads to the Future failing to meet statutory requirements.** |  | * The CEO & Trustees continue to meet formally once every two months. * The CEO and chair meet once a week to discuss ongoing issues. * Minutes of Board meetings are reviewed to ensure that they accurately record Trustee’s oversight and holding managers/leaders to account for areas of statutory responsibility. | Y |  |  |
| **9. Additional site-specific issues and risks** | | | | | |
| **Settings to add any site-specific issues/arrangements here and ensure mitigation strategies are in place to address them** | | | | | |
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