# 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: | 20.01.22 | Review interval: | 6 weeks | Date of next review: | 01.03.22 |

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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 considering appropriate social distancing.** |  | * Following guidance issued by the NYA under the NYA Roadmap as of 20th January 2022 * Open access youth work can take place for all young people. There are no group size restrictions although the basics of COVID responsible should be in place including keeping the Youth Zone clean, robust hygiene, advising of social distancing and face coverings to be worn when appropriate. * Young people are encouraged to book their session online prior to arrival although it is possible for young people to turn up without booking online. * Overall session capacity and number of participants present in rooms/activities is reduced. | Y | * Continue to make adjustments based on government, NYA and local advice. |  |
| **1.2 Organisation of delivery spaces** | | | | | |
| **Various room sizes will not be appropriate for social distancing.** |  | * Delivery room size and numbers reviewed. * Group sizes and timetables/staffing amended allowing for reduced numbers in line with COVID responsible guidance. * Clear signage displayed on doors promoting COVID responsible basics. | Y | * Continue to make adjustments based on government, NYA and local 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. * National shielding programme ended on 1st April 2021. | Y | * Staff can access wellbeing calls with internal or external support if needed. |  |
| **1.4 The working day** | | | | | |
| **The start and end of the day create risks of breaching social distancing guidelines** |  | * Staff to ensure young people are informed about congregating in large groups around entrances, exits and circulation routes. * 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 may not be conducive to basics of COVID responsible.** |  | * 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 appropriate social distancing social distancing * All Youth Zone users are regularly briefed regarding the basics of being COVID responsible. * Appropriate levels of supervision are in place. | Y | * 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 adequate space to allow for appropriate social distancing. * Staff have the ability 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 Youth Zone. * 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 | * Currently developing clear communication for all groups. |  |
| **1.12 Staff induction and CPD** | | | | | |
| **Staff are not trained in new procedures, leading to risks to health** |  | * Briefings will be completed for all staff regarding the new guidance: * Infection control * Fire safety and evacuation procedures * Constructive behaviour management * Safeguarding * Risk management | Ongoing | * Continuation of briefings and staff feedback. |  |
| **Staff are not aware of policies and procedures prior to restarting work.** |  | * Briefings will be completed for all staff regarding the new guidance. | 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 and the basics of being COVID responsible are not followed.** |  | * Risk assessments are updated or undertaken 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** |  | * Cleaning items available that delivery staff can access. * Working hours for cleaning staff are reviewed in line with delivery programme. * Rooms are cleaned by staff with materials provided. | 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 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** | | | | | |
| **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 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 via the website. | 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 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** |  | * Staff are reminded that wearing of gloves is not a substitute for good handwashing. * All staff can access face coverings, gloves, sanitiser when needed. * All children, young people, staff and visitors over the age of 11 who enter the Youth Zone are able to make a personal choice as to whether they would like to utilise a face covering. | Y | * Relevant PPE is in the Youth Zone inlcuding hand sanitiser, disinfectant cleaning sprayers, gloves and social distancing signage |  |
| **3. Maximising social distancing measures** | | | | | |
| **3.1 Visitor & YP behaviour** | | | | | |
| **Visitor & YP behaviour does not comply with the basics of COVID responsible.** |  | * Clear messaging to visitors & YP on the importance and reasons for the basics of COVID responsible. * Staff model social distancing as much as possible. * The movement of visitors & YP around the centre is minimised. * Break times and lunch times are structured and staggered to support social distancing and are closely supervised. | Y |  |  |
| **3.2 Delivery spaces** | | | | | |
| **The size and configuration of delivery spaces does not support compliance with social distancing measures** |  | * Arrangements are reviewed regularly. | Y |  |  |
| **3.3 Movement in corridors** | | | | | |
| **The basics of COVID responsible is breached when visitors / YP circulate in corridors** |  | * Circulation plans have been reviewed and amended. * Circulation routes are clearly marked with appropriate signage. * Any pinch points/bottle necks are identified and managed accordingly. * Appropriate supervision levels are in place. | Y |  |  |
| **3.4 Toilets** | | | | | |
| **Queues for toilets and handwashing risk non-compliance with social distancing measures** |  | * Floor markings are in place to enable social distancing. * 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 the basics of COVID responsible.** |  | * Social distancing points are clearly set out, using floor markings, continuing outside where necessary. * Social distancing guidance is clearly displayed to protect reception staff (e.g. distance from person stood at reception desk). * 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 | 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** |  | * The basics of COVID responsible are reinforced at entrances and exits through signage and floor/ground markings, including external drop-off and pick-up points. * The need for following the basics of COVID responsible 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 where possible to allow for social distancing in staff areas. * Staff are able 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** |  | * 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** |  | * Records are kept of this and regularly updated with regards to all members of staff with underlying health issues. * National shielding campaign ended on 1st April 2021. * 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.** * 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 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 * The basics of COVID responsible during evacuation and at muster points * 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.. |  |
| **Fire evacuation drills - unable to apply social distancing effectively** |  | * Plans for fire evacuation drills are in place which are in line with the basics of COVID responsible. | 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 quarter * The CEO and chair meet once a fortnight 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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