

Risk Plan for:	Food packaging and delivery service
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Date: 20/04/2020	Assessor (Competent Person): Sophie Faupel	Initial Risk Score Rating: 20										
Activity/Task/Risk	Receiving incoming food deliveries, packaging food orders, preparing outgoing food deliveries and delivering food orders to Innovate tenants and Safer Wales beneficiaries during Coronavirus lockdown.	Final Risk Score Rating: 12										
Location	Park View café, tenant and Safer Wales beneficiaries houses across Cardiff, the Vale of Glamorgan and RCT.											
Who is at risk? <i>(circle as necessary)</i>	<table style="width: 100%; border: none;"> <tr> <td style="border: none; padding: 5px;">Service User</td> <td style="border: none; padding: 5px;">Staff</td> <td style="border: none; padding: 5px;">Public</td> <td style="border: none; padding: 5px;">Relative</td> <td style="border: none; padding: 5px;">Pet</td> </tr> <tr> <td style="border: none; padding: 5px;">Visitors</td> <td style="border: none; padding: 5px;">Contractors</td> <td colspan="3" style="border: none;"></td> </tr> </table>		Service User	Staff	Public	Relative	Pet	Visitors	Contractors			
Service User	Staff	Public	Relative	Pet								
Visitors	Contractors											

What are the significant hazards associated with the activity/task?

- A. Risk of infection from working too closely with other staff members and volunteers.
- B. Risk of infection from getting too close to suppliers delivering food.
- C. Risk of Infection from collecting food from suppliers.
- D. Risk of infection from getting too close to tenants/support staff when carrying out food deliveries.
- E. Risk of injury/strain from lifting/moving heavy loads.
- F. Individual staff and volunteer health needs.
- G. Inappropriate behaviour of other members of staff or volunteers.
- H. Inappropriate behaviour of service users accepting deliveries.
- I. Health and Safety / Safeguarding risks related to volunteer recruitment.

What control measures are already in place to control/reduce the risk?

- A. Staff have been instructed to follow strict social-distancing guidance and not work any closer than 2m from each other. Staff must use the large back hall to prepare food orders safely as there is plenty of space to ensure social-distancing guidelines are followed.
 Only 1 member of staff at a time should pull the received food into the back hall to prepare orders.
 There should be no more than 1 member of staff at any time in any of the kitchens.
 There should be no more than 1 member of staff at any time in the walk-in fridge.
 Staff preparing food orders must stay at least 2m away from delivery staff and volunteers collecting orders. If delivery staff or volunteers are hanging around in the corridor or back hall then food-prep staff must ask them to wait in the café or outside for everyone's safety.
 Pallets should never be carried between 2 members of staff or volunteers.
 Hands should be washed (for a minimum of 20 seconds) and sanitised on arrival at PV café, after which staff should put on catering gloves. Catering gloves must be changed for a new pair if staff have handled packaging that is clearly dirty. Staff must also put on a new pair of catering gloves before handling a split / broken food container. Staff should dispose of all used gloves in the bin at the end of the day, wash and sanitise their hands before leaving the café.
 Staff who are experiencing Coronavirus symptoms, or living with someone who is, must report these to their manager and not come into work for the recommended self-isolation period (see NHS <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/> – currently 7 days if symptoms stop or 14 days if living with someone who presents symptoms). Volunteers must report the onset of coronavirus symptoms to their SVC or Safer Wales Volunteer Coordinator.
 Staff and volunteers will carry out deliveries individually, with 1 member of staff or volunteer per vehicle. The exception to this rule is staff members Patricia Crossey and Leanne Crossey who may make deliveries together.
- B. Staff must keep a minimum distance of 2m from suppliers delivering food – suppliers can drop food off and then 1 member of staff can bring them into the unpacking/delivery prep area. If suppliers require a signature then they must put down the delivery note and step back 2m to allow staff receiving deliveries to sign delivery note safely.
- C. Staff must keep a minimum distance of 2m from suppliers when collecting food from depots. Staff must wait for suppliers to bring food out and step back by at least 2m before proceeding to load it into the catering van. Current suppliers with collection arrangements use electronic delivery notes in place of wet signature notes.
- D. Staff and volunteers must not get any closer than 2m from tenants/support staff receiving food deliveries. Delivery staff must first unload food and leave by the front door and then step back (2m) for tenants/support staff to take delivery in. If the delivery is made used a plastic pallet, staff must ask tenants to unload the food straight away and leave the pallet outside of the door for staff to pick up once the door is closed.
 Staff carrying out deliveries should have hand sanitiser with them and sanitise hands after each delivery.

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- E. Any loads must be safely liftable by 1 member of staff or volunteer to respect social distancing measures (see point A.) but also to avoid back strain/injury. If a pallet is too heavy to safely lift by 1 person then it should be split into 2 pallets to allow for this. This applies to incoming and outgoing food deliveries.
Loads must be lifted using safe moving and handling practices. All staff have had internal moving and handling training. Staff and volunteers are encouraged to express any concerns related to manual handling. Volunteers will be advised how to pick up food parcels safely when they arrive at Park View.
- F. Staff members with pre-existing health conditions or concerns must have reported these to their manager and have an individual risk assessment in place if necessary. Volunteers are asked to disclose any health needs which could impact their ability to carry out manual handling tasks.
- G. Guidelines about safe working practices have been put in place and shared amongst staff members who are working in this new food delivery service. Any inappropriate or unsafe staff member behaviour must be reported to Lucy Curtis as well as the relevant scheme manager if this relates to a member of support staff accepting a delivery. Any inappropriate behaviour relating to a volunteer will be reported to Safer Wales or SVC.
- H. If a service user accepting a delivery is behaving inappropriately or unsafely then delivery staff or volunteers must address this at the time (for example firmly ask them to step away if they're getting too close and get scheme support staff involved to help). Any inappropriate or unsafe service user behaviour must be reported to Lucy Curtis as well as the relevant scheme manager/team leader. Safer Wales staff provide additional information regarding clients if there is a potential risk to the safety of staff or volunteers carrying out deliveries.
- I. All control measures to protect staff are applicable to volunteers. Additional guidelines have been provided to volunteers, outlining the role and health and safety guidance in place. Safer Wales take responsibility for the management of Safer Wales volunteers. Safer Wales volunteers will only be asked to deliver to Safer Wales clients. SVC are overseeing the management of their own volunteers, including mileage claims. SVC volunteers will be required to complete an own car form and a MOT check will be carried out online.

What additional measures (if any) are required to control/reduce the risk?

- Lucy Curtis is responsible for putting together a rota of staff required to carry out this service. She will ensure that Park View never becomes overcrowded so that strict and safe social-distancing measures can be maintained.
- Security cameras have been installed in Park View café – this allows Lucy Curtis to ensure that social-distancing measures are being adhered to.

Who will ensure that additional measures are undertaken to reduce the risk?

Lucy Curtis

By when?

From 20th April 2020 ongoing.

What training is in place for Service Users?

N/A

What training is in place for staff?

Staff have been given clear guidelines about safe working practices.
Moving & Handling training
Health and safety training

What additional training and/or specialist input is required for Service Users?

N/A

What additional training and/or specialist input is required for staff?

None

Signature of Competent Person: Sophie Faupel

Date: 20/04/2020

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If the Risk Is HIGH then this will need to be taken to an MDT

Outcome of MDT:

Guidance on review frequency

High = 0 – 12 weeks (3 months)	Medium = 12 – 26 weeks (3-6 months)	Low = 26-52 weeks (6-12 months)
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Review date	Remedial action needed	Who & When	Print name	Date
20.06.20				

External Agencies

Print name	Designation	Signature	Date

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All staff are to sign this document to confirm that they have read and understood this plan and will adhere to its content.

Staff Signature Sheet

Print name	Job title	Signature	Date

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