

Risk assessment template

Company name: Right Legal Group Limited – Westbury Office

Assessment carried out by: COVID-19 Team

Date of next review: 16th February 2021

Date assessment was carried out: 5th January 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Inability to social distance	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 th January 2021 lockdown measures			
Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing.	current government guidance.			
Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		remind of covid measures.				
Hygiene standards not enough to sustain healthy environment	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to. Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Maximum capacity on all rooms and front of house.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Emotional impact of change	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is 16th February 2021	
Lack of appropriate measures to understand	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
vulnerabilities of staff/clients		Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor	conducted on the doorstep questionnaires.		review is 16th February 2021	

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		<p>before continuing with meeting.</p> <p>Doorstep questionnaire completed by advisors before entering client home as a last minute check.</p> <p>COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting</p>				

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Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self-isolation. Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		experiencing symptoms.				
Client visits could exceed maximum capacity	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

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Assessment carried out by: COVID-19 Team

Date of next review: 16th February 2021

Date assessment was carried out: 5th January 2021

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Inability to social distance	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 th January 2021 lockdown measures			
Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		meeting rooms set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing. Traffic light system in place before entering the building. Green light gives the go ahead to enter building and gives clear guidance on entrance in the	current government guidance.			

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		front door, exit in the back door				
Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to remind of covid measures. Traffic light system in place before entering the building. Green light gives	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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		the go ahead to enter building and gives clear guidance on entrance in the front door, exit in the back door				
Hygiene standards not enough to sustain healthy environment	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to. Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Maximum capacity on all	To have monthly review with covid-19 ambassadors at our	COVID Team	Actions completed. Next meeting	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		rooms and front of house. Traffic light system in place before entering the building. Green light gives the go ahead to enter building and gives clear guidance on entrance in the front door, exit in the back door	remote branches to ensure the measures are still being adhered to		review is 16th February 2021	
Emotional impact of change	Staff	Daily updates from MD. Wellbeing workshops help.	Continue to make staff wellbeing part of the decision making process.	HR & Management	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.			
Lack of appropriate measures to understand vulnerabilities of staff/clients	Staff, clients and visitors	Talk to HR about personal health concerns. Calls are made ahead of face to face	Ensure weekly check and balance is conducted on the doorstep questionnaires.	Covid Team	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place.</p> <p>Front of house questionnaire on arrival to check health of visitor before continuing with meeting.</p> <p>Doorstep questionnaire completed by</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				
Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating.	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		HR completes a health assessment and then advises on correct self-isolation. Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment.	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are experiencing symptoms.	ahead where client has confirmed they have symptoms.			
Client visits could exceed maximum capacity	Staff, clients and visitors	Ensuring 1 set of clients at any one time. Traffic light system in place	To have monthly review with covid-19 ambassadors at our remote branches to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		before entering the building. Green light gives the go ahead to enter building and gives clear guidance on entrance in the front door, exit in the back door	ensure the measures are still being adhered to			

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Risk assessment template

Company name: Right Legal Group Limited – Nailsea Office

Assessment carried out by: COVID-19 Team

Date of next review: 16th February 2021

Date assessment was carried out: 5th January 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Inability to social distance	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 th January 2021 lockdown measures			
Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 th February 2021	

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		set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing.	current government guidance.			
Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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		remind of covid measures.				
Hygiene standards not enough to sustain healthy environment	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to. Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Maximum capacity on all rooms and front of house.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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Lack of appropriate measures to understand	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
vulnerabilities of staff/clients		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place.</p> <p>Front of house questionnaire on arrival to check health of visitor</p>	conducted on the doorstep questionnaires.		review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		before continuing with meeting. Doorstep questionnaire completed by advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self-isolation. Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is 16th February 2021	

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		their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	

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Client visits could exceed maximum capacity	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

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Risk assessment template

Company name: Right Legal Group Limited – Kingswood Office

Assessment carried out by: COVID-19 Team

Date of next review: 16th February 2021

Date assessment was carried out: 5th January 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Inability to social distance	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 th January 2021 lockdown measures			
Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 th February 2021	

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Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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		<p>before continuing with meeting.</p> <p>Doorstep questionnaire completed by advisors before entering client home as a last minute check.</p> <p>COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting</p>				

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Risk assessment template

Company name: Right Legal Group Limited – Chipping Sodbury Office

Assessment carried out by: COVID-19 Team

Date of next review: 16th February 2021

Date assessment was carried out: 5th January 2021

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Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing.	current government guidance.			
Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		remind of covid measures.				
Hygiene standards not enough to sustain healthy environment	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to. Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Maximum capacity on all rooms and front of house.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Emotional impact of change	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is 16th February 2021	
Lack of appropriate measures to understand	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
vulnerabilities of staff/clients		Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor	conducted on the doorstep questionnaires.		review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		before continuing with meeting. Doorstep questionnaire completed by advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self-isolation. Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		experiencing symptoms.				
Client visits could exceed maximum capacity	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Risk assessment template

Company name: Right Legal Group Limited – Brighton Office

Assessment carried out by: COVID-19 Team

Date of next review: 5th January 2021

Date assessment was carried out: 16th February 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Inability to social distance	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Ensuring 1 set of clients in at any one time. Screens in office	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and Brighton Office representative	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		meeting rooms. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.				
Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, A frame board outside office to display that we are adhering to social distancing to all staff, visitors	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and Brighton Office representative	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		and guests. Taped floor markings to show the 2m distancing. Office meeting rooms set up clearly to align with 2m distancing. Daily updates from M.D to staff about Covid measures including 2m distancing.				
Social distancing measures not adhered to	Staff, clients and visitors	We have a Covid guide in place for all staff that sets out our policy on our measures.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are	COVID Team	Actions completed. Next meeting review is	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		Includes a formal procedure if not being followed. Daily reminder sent from M.D to remind of Covid measures.	still being adhered to and aligned to the current government guidance.		Tuesday 16 th February 2021	
Hygiene standards not enough to sustain healthy environment	Staff, clients and visitors	Staff regularly cleaning the office equipment and wiping down work areas after client and visitors. Cleaning equipment is regularly purchased local supermarkets to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team and South West representative	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>maintain the hygiene. Client meetings room are well ventilated by keeping windows open. Hand sanitiser on display on reception for staff and visitors. Encouraged to sanitise on arrival.</p> <p>Daily update reminders include the importance of hand washing to</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		maintain hygiene standards.				
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Maximum capacity on all rooms and front of house. 1 set of clients in the building at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID Team	Actions completed. Next meeting review is Tuesday 16 th February 2021	
Emotional impact of change	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		out as part of daily update. COVID-19 mailbox to receive specific covid questions.				
Lack of appropriate measures to understand vulnerabilities of staff/clients	Staff, clients and visitors	Talk to HR about personal health concerns. Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential	Ensure weekly check and balance is conducted on the doorstep questionnaires.	Covid Team	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>symptoms. These are recorded and a weekly check and balance in place.</p> <p>Front of house questionnaire on arrival to check health of visitor before continuing with meeting.</p> <p>Doorstep questionnaire completed by advisors before entering client home as a last minute check.</p> <p>COVID tests are made available</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				
Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self isolation.	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature.	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is Tuesday 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are experiencing symptoms.				
Client visits could exceed maximum capacity	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is Tuesday 16 th February 2021	

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Risk assessment template

Company name: Right Legal Group Limited – Derby Office

Assessment carried out by: COVID-19 Team

Date of next review: 16th February 2021

Date assessment was carried out: 5th January 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Inability to social distance	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Roller banner in reception as a visual for clients and staff. Taped area's on the floor to show 2m	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>distancing must be adhered to. Screens in boardroom. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020. Staff desks measured 2m apart. Purchased 2m ruler as a visual to demonstrate the distance that</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		people be adhering to. Daily reminders since March 2020 from MD to the business reminder of the guidelines.				
Social distancing measures not clear	Staff, clients and visitors	Posters around the office about social distancing, visitors and guests. Taped floor markings to show the 2m distancing. Office meeting rooms set up clearly to align with 2m	To have monthly review with COVID team to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh all signage throughout the business.	COVID Team	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		distancing. Daily updates from M.D to staff about covid measures including 2m distancing. Purchased 2m ruler as a visual to demonstrate the distance that people need to be adhering to.				
Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		being followed. Daily reminder sent from M.D to remind of Covid measures.	Update Covid guide. Refresh signage around the business.			
Hygiene standards not enough to sustain healthy environment	Staff, clients and visitors	Staff regularly cleaning the office equipment and wiping down work areas after client and visitors. Cleaning taking place 3 times a day across all areas and HOT spot areas are cleaned a further 2 times per day. Office well	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance. Refresh cleaning tasks assigning to new team members to cover new WFH rota. Introduce twice daily cleaning checks and extra cleans of hotspot areas such as tap handles, toilet	COVID Team	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>ventilated by keeping windows open.</p> <p>Temperature checker on reception to check client and staff temperatures.</p> <p>Hand sanitiser on display on reception for staff and visitors.</p> <p>Encouraged to sanitise on arrival.</p> <p>Daily update reminders include the importance of</p>	<p>flushes, kettle handle, fridge door etc.</p>			

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		hand washing to maintain hygiene standards.				
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Maximum capacity on all rooms and front of house. Rota in place to reduced office numbers. Guests are approved by COVID team to ensure capacity numbers are not exceeded.	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance. Introduce new WFH rota based on announcement Monday 4 th January 2021 to further reduce office capacity.	COVID Team	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Emotional impact of change	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific Covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Culture Ambassadors	Actions completed. Next Risk Assessment Review 16 th February 2021	
Lack of appropriate measures to understand	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid team	Actions completed. Next Risk	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
vulnerabilities of staff/clients		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place.</p> <p>Front of house questionnaire on arrival to check health of visitor</p>	<p>conducted on the doorstep questionnaires. Introduce mandatory Covid tests for the Legal advisors that have F2F home appointments for the over 70's and clinically vulnerable.</p>		<p>Assessment Review 16th February 2021</p>	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>before continuing with meeting.</p> <p>Doorstep questionnaire completed by advisors before entering client home as a last minute check.</p> <p>COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self-isolation period. Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next Risk Assessment Review 16 th February 2021	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		experiencing symptoms.				
Client visits could exceed maximum capacity	Staff, clients and visitors	We have assigned a dedicated space for client/ visitors (Boardroom)	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID team and FOH	Actions completed. Next Risk Assessment Review 16 th February 2021	

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Risk assessment template

Company name: Right Legal Group Limited – Cardiff Office

Assessment carried out by: Derby COVID-19 Team

Date of next review: 22nd March 2021

Date assessment was carried out: 22nd February 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Inability to social distance	Staff, clients and visitors	Team members empowered to enforce 2m distance with clients and staff. Desks 2m apart. RLG employees separate from other office staff in the building	To have monthly review with Covid-19 office monitor (Liza Clarke) to ensure the measures are still being adhered to and aligned to the current government guidance.	Liza Clarke – Owner Derby COVID team responsible for monitoring.	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>(Penguin staff). Perspex screens have been installed in meeting rooms. Daily reminders from MD to business of the guidelines. Socially distanced stickers have been installed throughout the office. Limited members of staff in the business at one time.</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Social distancing measures not clear	Staff, clients and visitors	Office meeting rooms set up clearly to align with 2m distancing. Perspex screens in place to enhance measures. Daily updates from M.D to staff about covid measures including 2m distancing. Floor stickers to show social distancing.	To have monthly review with Covid office monitor (Liza Clarke) to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh all signage throughout the business as and when necessary.	Liza Clarke – Owner Derby COVID team responsible for monitoring.	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Social distancing measures not adhered to	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to remind of Covid measures. Reminders around the office on how to keep 2m distance.	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	Liza Clarke – Owner Derby COVID team responsible for monitoring.	Actions completed.	
Hygiene standards not enough to	Staff, clients and visitors	Daily update reminders include the importance of	To have monthly review with covid-19 to ensure the measures are still	Liza Clarke – Owner		

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
sustain healthy environment		hand washing to maintain hygiene standards. Hand sanitising stations have been installed and perspex screens to avoid transmission of the virus. PPE provided for clients and team members, including face coverings. Shared stationary, magazines etc have been	being adhered to and aligned to the current government guidance.	Derby COVID team responsible for monitoring.		

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		removed in client reception area. Meeting rooms sanitised after each use. Daily cleaning of the office and surfaces. Windows open to have regular ventilation.				
Exceed maximum capacity can safely fit in building space	Staff, clients and visitors	Team members who can work from home will continue to. Reduces office capacity significantly.	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	Liza Clarke – Owner Derby COVID team responsible for monitoring.	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		Team encouraged to use zoom for appointments where possible.				
Emotional impact of change	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Culture Ambassadors	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		COVID-19 mailbox to receive specific Covid questions.				
Lack of appropriate measures to understand vulnerabilities of staff/clients	Staff, clients and visitors	<p>Talk to HR about personal health concerns.</p> <p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and</p>	<p>Ensure weekly check and balance is conducted on the doorstep questionnaires.</p> <p>Introduce mandatory Covid tests for the Legal advisors that have F2F home appointments for the over 70's and clinically vulnerable.</p>	Covid team	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		<p>a weekly check and balance in place.</p> <p>Doorstep questionnaire completed by advisors before entering client home as a last minute check.</p> <p>COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting</p>				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Staff don't self-isolate correctly	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self-isolation period. Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor	Continue with daily updates and reminders.	Bethany Lunn	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		their start and end dates.				
Clients/Visitors/Guest attend offices whilst experiencing symptoms	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. Clients asked to sanitise hands. Must wear a face mask. Will be asked to leave the building if they are experiencing symptoms.	Regular monitoring of this through FOH staff.	Liza Clarke – Owner Derby COVID team responsible for monitoring.	Actions completed.	
Client visits could exceed maximum capacity	Staff, clients and visitors	Office capacity significantly reduced by staff	To have monthly review with covid-19 to ensure the measures are still	CO Liza Clarke – Owner	Actions completed.	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		working from home. Employees who cannot perform role at home are in the office. Client meetings are encouraged to take place remotely where possible.	being adhered to and aligned to the current government guidance.	Derby COVID team responsible for monitoring. VID team and FOH		

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/