



Risk Assessment – COVID-19

Assessor	Jason Timms	Reference	RA / CV19 / review 5	Review Date	28/04/21	Overall Risk Rating	
Location (Centre / Room)							
All academy locations – Birmingham & Bristol							

Description of Task / Work Area

Delivery of Training and work activities at Birmingham & Bristol Academies during Covid-19 pandemic 2020 / 2021 – to limit chances of infection and control Spread of COVID-19 coronavirus

Supporting Documents (e.g. Task Instructions, Leaflets etc.)	COVID-19 – team members handbook addendum, COVID-19 learner journey, Governmental Guidance (ongoing & changing) Task Risk Assessments, COSSH Assessment, , Fire Risk Assessments, Skin Test Policy
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Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
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Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus - hands	Team members, Learners, Visitors, clients	3 (Reportable Disease)	4 (very Likely)	12	<p>Hand Washing</p> <ul style="list-style-type: none"> • Stringent and compulsory hand washing for all enforced inclusive of on entry to company premises on arrival at the Academy, when returning from breaks, when changing rooms, before and after eating • Hand washing facilities with soap and water in place on all floors. • hand washing guidance to be displayed throughout • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Thorough drying of hands with disposable towels • Antibacterial sanitiser stations at reception and in each occupied room • Clear and visible signage in all occupied areas • Hygiene policy in place – issued and delivered to all 	6	<p>Team members & Learners to be reminded on a regular basis of hygiene policy - to wash their hands for 20 seconds with water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Daily COVID-19 checklist within all delivery rooms to be completed for stock levels of PPE and sanitiser (daily allocated persons for room – before and at end of sessions)</p> <p>The wearing of gloves does not stop the spread of bacteria and therefore is not permitted within the training academy (except for where required by for practical sessions or cleaning processes) and anyone wearing on arrival will be required to remove and follow handwashing protocols.</p>

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus - surfaces	Team members, Learners, Visitors, contractors, clients	3 (Reportable Disease)	4 (very Likely)	12	<p>Cleaning</p> <ul style="list-style-type: none"> • Team members allocated safe areas – to be cleaned and maintained by self • Frequently cleaning and disinfecting of objects and surfaces that are touched particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods by team members members allocated to that 'Bubble Area' and Academy Housekeeper. Checklist of touchpoints issued as guidance. • Room Daily Checklist within each occupied delivery room (studios. Lecture rooms and computer suites) to be completed each session inclusive of cleaning rota by team members member allocated to that sessions 'bubble area' • Allocated learner delivery areas cleaned down before and after each learner use / session as per Room Daily Checklist • Strict Minimisation of paperwork where reasonably practicable throughout the business with use of electronic or remote resources. • All non-essential resources and equipment removed inclusive of leaflets, promotional flyers magazines, all these will be available through our social media outlets and VLE. • Communal and socialising areas closed down until further notice (chill out & Locker areas) 	6	<ul style="list-style-type: none"> • Cleaning checklist for all general areas to be completed hourly – by academy housekeeper or allocated team members members (to be allocated via rota by management team) • Stock levels of cleaning products to be checked regularly – by academy housekeeper or allocated team members members (to be allocated via rota by management team). Studio, Lecture Room and computer suite stock levels to be monitored Room Daily Checklist within each room. Low stock to be replenished by team members members allocated to that 'Bubble Area' • External Contract cleaner to thoroughly clean at end of each business day (Monday, Tuesday Wednesday and Friday). • Team members room to be cleaned down after each use by individual using before exit.

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus - Equipment	Team members, Learners, contractors	3 (Reportable Disease)	4 (very Likely)	12	<ul style="list-style-type: none"> • Team members and learners required to bring and use own equipment (pens, scissors, combs and brushes, clips, visors) on all training / delivery days • All (learner & team members) Equipment not to be shared under any circumstances • Communal equipment (hairdryers, straighteners, hood dryers & climazones etc.) sanitised before and after each individual use • All hairdressing equipment (combs, brushes, clips, scissors, clippers) to be sterilised before & after each individual use with Barbicide or Clippercide. • 	6	<ul style="list-style-type: none"> • Learners to sanitise personal equipment at end of activity and then wash hands – Tutors to monitor and enforce • Studio, Lecture Room and computer suite (inclusive of equipment within) sanitising / cleaning & cleaning product stock levels to be monitored via Room Daily Checklist within each room. Low stock to be replenished by team members members allocated to that 'Bubble Area'

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus - contact	Team members, Learners, Visitors, contractors, clients	3 (Reportable Disease)	4 (very Likely)	12	<p><u>Social Distancing</u></p> <ul style="list-style-type: none"> • Reception the front door will be propped open when possible for ventilation, learners and clients will be asked to wait outside where required. • Clearly by marked floor markers and signage enforced throughout building of social distancing requirements inclusive of one way systems and closure of prohibited areas / equipment / work areas (desks / sections / basins). • Redesigned processes and Working patterns inclusive of strict timetabling and including start & finish times/ attendance patterns. 'bubbling' Implemented to ensure social distancing maintained and contact controlled in place • practical sessions. Learners will be phased back with an all-day practical session model. Practical sessions will be based on maximum 1-9 tutor / learner ratio • Facemasks to be worn in all areas. • Break times to be staggered to avoid bottlenecks in communal corridor/ reception areas • Finish times to be staggered between groups / rooms at 5 minute intervals. • remote online delivery to supplement in house training as needed • Reviews to remain virtual • Vulnerable or shielding team members to continue to work from home in line with line management guidance on 	6	<ul style="list-style-type: none"> • Management / key personal to monitor / enforce with team members • Reflections team to monitor & enforce Learners / Clients • Cleaning rotas, checklist and schedules to be rigidly maintained • Management Review of COVID-19 specific policies and process in line with changing governmental & NHS guidance – via monitoring and review meetings (minimum fortnightly) • No communal or social activities allowed – e.g. use of chill out / locker areas / learner eating areas • No gathering of groups around the academy and will be monitored at reception to ensure distancing followed and maintained

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus – contact (continued)	Team members, Learners, Visitors, contractors, clients	3 (Reportable Disease)	4 (very Likely)	12	<ul style="list-style-type: none"> • Gloves to be worn until client hair has been shampooed. 17th April • Aprons to be worn throughout services when resume 17th April • Communal gathering & Waiting areas closed. Strict enforcement of only attending premises for specific task / purpose / allocated time. On completion of task / purpose all to exit the building immediately. • No client refreshments to be served other than water (client advised to bring own or serve self via dispenser and disposable plastic cup) – April 17th • client payments encouraged to be contactless – April 17th • Online Conference calls to be used instead of face to face meetings. 		<ul style="list-style-type: none"> • To reduce risk and limit any social gatherings due to limited session allocations learner breaks to be taken offsite or within allocated bubble and learners to be advised by allocated tutor on prior to attendance. To support session learners should ensure specific dietary requirements are consumed before attendance and bring water in clear plastic bottle • Hygiene protocols to be maintained at all times • Social distancing to be maintained during any fire evacuation – temporary fire Marshalls to be allocated to each scheduled attendance day on Rota

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus – contact (Team members)	Team members	3 (Reportable Disease)	4 (very Likely)	12	<ul style="list-style-type: none"> • Team members to wear suitable type 2 face covering at all times within academy buildings • All rooms have designated maximum occupancy allocation and these must be adhered to and social distancing also to be adhered to in team members communal areas / kitchen areas. • All Kitchen equipment excluding kettles, dishwashers and fridges locked down and not for use during pandemic • Computer suite, office and studio IT equipment (iPads, laptops, photocopiers keyboards, mouse etc.) to be sanitised and cleaned down before and after each individual use by team members members allocated to that 'Bubble Area' • Team members to sanitise and store personal equipment in personal safe area when not in use after each individual use. • Team members to ensure COVID guidelines are followed and enforced for all under their supervision inclusive of clients. • Team members to sanitise own personal workspaces surfaces in line with cleaning policy at the end of the working day • Team members to follow 2 metre distancing at all times inclusive of arriving at and exiting the building • Team members to stay within daily allocated bubble areas 		<ul style="list-style-type: none"> • Team members recommended to bring in cold lunches which may be stored in the fridge and bring and use own cutlery & crockery where using the kitchen. clear food bags provided to place all food brought in from home to place in the fridges. social distance to be maintained at all times and wipe down used surfaces with antibacterial spray and paper towels and thoroughly clean appliances with wipes provided on the cleaning / disinfecting station.

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus - Testing					<ul style="list-style-type: none"> • All team members required to take lateral flow test twice a week (1st test to be on Morning of first weekly work attendance – Monday Am & Wednesday pm recommended). by Academy supplied test and to forward result to relevant Academy Covid coordinator before entering Academy • Expectation that all learners to undertake Lateral Flow Test (LFT) twice weekly (one at least 24 hours before scheduled attendance days to academy) Academy supplied test and forward result for tutor to log • LFT question added to daily health log • Clients required to take LFT before attending Academy for a service and evidence of check will be required (12th April). Client to be advised of this when booking the service 	All	<ul style="list-style-type: none"> • LFT question to be asked and recorded on the Daily health log at reception for all • Team members to notify H&S team of test results to be logged on Team LFT tracker • Learners to notify tutor team of test results to be logged on Learner LFT tracker • Where localised Surge testing is introduced any team member residing within these areas will be required to take PCR test in line with PHE guidelines / announcements • Where localised Surge testing is introduced learners residing within these areas will be recommended to take PCR test in line with PHE guidelines / announcements

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus – airborne respiratory droplets	Team members, Learners, Visitors, contractors, clients	3 (Reportable Disease)	4 (very Likely)	12	<p><u>PPE / RPE</u></p> <ul style="list-style-type: none"> • Facemasks to be worn by all in all areas where face to face communication takes place or where social distancing cannot be maintained inclusive of all Lecture rooms, studios and offices. • Visors to be worn by team members & learners during practical hairdressing & barbering sessions in addition to facemasks once clients are in session (12th April). Visors not a substitute for mask • facemasks to be worn by team members & learners and clients (able to purchase) during practical hairdressing & barbering sessions except where exemption exists due to health reasons (evidence will be required) • Screens in place at reception of both Academies • Areas to ventilated by fresh air system at all times 	6	<ul style="list-style-type: none"> • Disposable facemask to be disposed of safely followed by handwashing hygiene protocols • Cleaning and sanitisation of reception screens to be carried out at regular intervals (as minimum after each session arrival window)

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Spread of COVID-19 coronavirus – Symptoms / confirmed cases	Team members, Learners, Visitors, contractors, clients	3 (Reportable Disease)	4 (very Likely)		<p><u>Suspected or Symptoms of Covid-19</u></p> <ul style="list-style-type: none"> • Clients answer screening questions over symptoms and international travel when booking appointment (online & telephone only) and have temperature taken and be asked again screening questions at reception before entering Hairdressing / Barbering studio • Evespass COVID-19 contract tracing system (paper based contract tracing form if client unable to register) to be used for each client visit and stored for 21 days minimum • Learners and team members and visitors will have temperature taken at reception on arrival and asked screening questions over symptoms and international travel • If anyone becomes unwell with a new continuous cough or a high temperature they will be sent home and advised to follow the latest Public Health England Governmental isolation guidance inclusive of undergoing a COVID19 test. • Line managers will maintain regular contact with team members members during this time. Tutors / Safeguarding will maintain contact with learners (as minimum weekly) 		<ul style="list-style-type: none"> • Full address and contact details to be taken for all clients for contact tracing purposes and recorded on Premier software model database software • Temperature and questioning log (inclusive of questioning over international travel in line with government quarantine guidelines) to be maintained daily for all (team members, learner's clients and contractors / visitors) at reception by team members member allocated to that 'Bubble' areas on any particular day • Any Attendance / Appointment refused for temperature 37.8C or above • If identified as confirmed case (via NHS test) and suspected transmission at Reflections premises then HSE RIDDOR report to be completed https://notifications.hse.gov.uk/riddorforms/Disease# • In cases of confirmed case of COVID-19 then cessation of all activities until deep clean carried out in all academy areas.

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
<p>Spread of COVID-19 coronavirus – Symptoms / confirmed cases (continued)</p>					<ul style="list-style-type: none"> • A FORM - Symptomatic - confirmed case record.doc must be completed if a team members member or learner have one or more coronavirus (COVID-19) symptoms • a member of their household (including someone in their support bubble or childcare bubble if they have one) has coronavirus (COVID-19) symptoms • they are required to isolate having recently visited countries outside the Common Travel Area • they have had a positive test. They must immediately cease to attend and not attend for at least 10 full days from the day after: <ul style="list-style-type: none"> • the start of their symptoms • the test date if they didn't have any symptoms but have had a positive test. • On receipt of the form notifying that a member of team members, learner, client or visitor has developed Covid-19 or symptomatic and were recently on our premises (including where a member of team members has visited other work place premises such as apprenticeship employer premises), the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. 		<p>Follow all government Track and Trace guidelines inclusive of recommended isolations period. Anyone told to isolate by NHS Test and Trace or by their public health protection team, has a legal obligation to self-isolate</p>

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Visiting Apprenticeship employers	Learners Team members	3 (Reportable Disease)	3 (Likely)	9	<ul style="list-style-type: none"> Remote online visits, interviews & reviews continued to be delivered by Employer engagement team Pre visit vetting form to be completed remotely by a member of the Academy H&S team by telephone or webinar. A copy of the employer COVID-19 risk assessment to be emailed to jason@reflectionstraining.co.uk (Birmingham), Jordan.cross@reflectionstraining.co.uk (Bristol) or abbie@nextleveltraining.uk.com (Next Level) 	3	<ul style="list-style-type: none"> Employers to confirm if any outbreak of suspected or confirmed cases if any should arise within their premises via email to covid@reflectionstraining.co.uk
Vulnerable Team members / learners	Learners Team members	5 (single or multiple Death)	4 (very Likely)	20	<ul style="list-style-type: none"> Team members vulnerabilities assessed in line with evidence and governmental & medical guidance – isolation or reasonable adjustments to working. Learner vulnerabilities assessed in liaison with employer in line with evidence and governmental & medical guidance – isolation / possible agreed Break in training Mask wearing exemption process in place 	5	<ul style="list-style-type: none"> Learners & team members to notify if they are identified as vulnerable or receive alert through the NHS Test, Track & Trace system. Learner to contact their tutor and send copy or photo of letter or text to their tutor. Team members to speak with their line manager (or Director in absence of line manager) and forward a copy via email / text. The above to be actioned on receipt of letter or text to ensure timeliness of required responses

Risk Assessment (continuation)

Hazard(s)	Affected Groups	Severity	Probability	Risk Level Before Controls	Current Control Measures	Risk Level With Controls	Additional Controls Needed to Reduce Risk
Mental Health	Team members Learners	2 (Minor Injury)	4 (very Likely)	8	<ul style="list-style-type: none"> Management through the safeguarding teams will promote mental health & wellbeing awareness to team members and learners during the Coronavirus outbreak and will offer whatever support they can to help. Kooth resource available to learners and heavily promoted Able Futures referral available if required At risk learners contacted by safeguarding team in line with safeguarding process 	3	<ul style="list-style-type: none"> Risk register to be maintained for learners by DSL inline with agreed safeguarding protocols Team members wellbeing meetings to be carried out in cases of team members disclosures recorded and monitored by DSL in liaison with relevant Senior Managers / Directors. The above to be actioned with 1 working day of receipt of disclosure and follow up to be determined by level of risk but no longer than 1 calendar month
Further national or localised Lockdowns	Team members Learners Employers	2 (Minor Injury)	3 (Likely)	6	<ul style="list-style-type: none"> Business Continuity plan to be initiated – inclusive of remote delivery / work from home / furlough Governmental guidelines to be followed Learner welfare calls and attendance monitoring Limited attendance for Vulnerable learners Risk Assessment to be reviewed 	6	Individual team members (work from home or Furlough) and learner attendance (remote) plans in place

Risk Assessment (continuation)

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Value of Risk Tables				Risk Severity x Probability Matrix		Severity				
Risk Probability Ratings		Risk Severity Ratings				5	4	3	2	1
1	Very unlikely	1	No injury	Probability	5	25	20	15	10	5
2	Unlikely	2	Minor injury		4	20	16	12	8	4
3	Likely	3	Reportable injury		3	15	12	9	6	3
4	Very Likely	4	Major injury		2	10	8	6	4	2
5	Certain	5	Single/multiple death		1	5	4	3	2	1

Risk Level	Trivial	Tolerable	Moderate	Substantial	Intolerable
Actions and Timescales	No action required Monitor existing control measures.	No additional controls are required. Consideration may be given to a more cost effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained. Limited action required.	Efforts should be made to reduce the risk, but the cost of prevention should be carefully measured. Monitoring is required to ensure that the controls are sustained. Reasonable action required.	Considerable resources may have to be allocated to reduce the risk. Urgent action should be taken.	Immediate Action to be taken. Level or risk unacceptable. If it is not possible to reduce the risk even with unlimited resources, Activity must cease.

The risk level associated with this task / area has been reduced to as low as reasonably practicable

Add any other comments that are relevant to the risk assessment.

Risk Assessment to be reviewed regularly in line with governmental and NHS guideline changes and lockdown easing

Signature of Assessor		Date	28/04/21
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