

### Risk assessment template

Company name: Redkite Solicitors Client area risk assessment

Assessment carried out by: Rachael Birch Health and Safety Officer

Date of next review: 29/05/2021

Date assessment was carried out: 29/05/2020

This risk assessment covers all areas that would be accessed by Redkite clients. The risk assessment detailing Staff areas is published on our internal intranet.

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
<b>Entrance door way to the reception desk from the street is the same walkway to meeting rooms</b>	Clients and staff passing people entering the building and unable to maintain a 2m distance	There is a 2m waiting strip on the entrance of the front door to inform clients/staff to wait there until signalled to enter the building	Signage to inform clients/staff they may have to wait outside until it is safe for them to enter the building.	Health and Safety officer and Office manager	15/06/2020	12/06/2020
<b>Clients entering the building that may be carrying Covid-19</b>	Clients and Redkite staff	Office is now appointment only and the staff member making the appointment will inform the client of the time to arrive, that they must wear PPE - gloves and a	Posters to back up all the information the Redkite staff member has said and also appointment only poster with a number to call to make an appointment. Training of reception staff to provide PPE if needed and how to	Health and Safety Officer	12/06/2020	12/06/2020

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		<p>mask. They may need to wait outside if we cannot guarantee safe social distancing inside. Also informing them they must re-arrange the appointment for 7 - 14 days if they become ill or someone in their household is ill and only one person can attend the appointment unless there are special reasons. Then one other person can attend if from the same household.</p>	<p>deal with clients with an appointment when checking for illness and how to guide clients to the meeting room, make sure no more than one person in reception area and turning clients away politely when no appointment has been made</p>			
<p><b>Reception area has chairs for clients to wait, but</b></p>	<p>Clients waiting and clients being</p>	<p>A 2 m waiting strip has been put in place and clients</p>	<p>Remove the waiting room chairs.</p>	<p>Office manager</p>	<p>15/06/2020</p>	<p>15/06/2020</p>

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<b>the space does not allow safe social distancing for the client or Redkite staff</b>	dealt with by reception	are asked to wait outside till it is safe for them to enter. Showing clients to their meeting room where they can wait for the Redkite member of staff rather than waiting in reception.				
<b>Clients and staff talking to reception staff over the counter lack of social distance.</b>	Clients and reception staff	Screen has been put in place and a 2m tape to show clients and staff where to stand.	Training of reception staff on enforcing the 2m rule	Health and Safety manager	12/06/2020	11/06/2020
<b>Clients handing documents and paying for legal fees to reception staff</b>	Clients and reception staff	Boxes to drop documents into to reduce handling and contact. Hatch to pass card machine and documents to	Training of reception staff to guide clients to step back when an item is passed through the hatch and then reception staff to	Health and Safety officer	12/06/2020	11/06/2020

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		<p>scan. PPE gloves provided for handling documents and card machines. Cash will not be accepted from clients</p>	<p>stand back when client hands an item in.</p>			
<p><b>Clients meetings</b></p>	<p>Client and Redkite Staff member</p>	<p>Legal Advisors need to add appointment to the office diary for the room they would like to book depending on whether it is a face to face meeting or Video conference to ensure no double booking. There is a 15 minute window between each meeting to ensure the clients have time to leave and</p>	<p>Training of Legal Advisors and reception staff on how to carry out a client meeting safely</p>	<p>Health and Safety Officer</p>	<p>12/06/2020</p>	<p>11/06/2020</p>

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		<p>arrive safely. PPE gloves, Masks and antibacterial hand wash available. Sign posted to show client and Legal Advisor zones in meeting room and the removal of excess chairs with remaining chairs set away from the table in a safe 2 meter social distance</p>				
<p><b>Rooms and surfaces clients and staff have touched</b></p>	<p>Clients and Redkite Members of staff</p>	<p>Antibacterial spray and blue towel to wipe down reception, doors and meeting room immediately after the client has left that area. PPE gloves to be worn when wiping down</p>	<p>Training on how to keep on top of reception housekeeping in this time</p>	<p>Health and Safety Officer</p>	<p>12/06/2020</p>	<p>11/06/2020</p>

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		and hand washing afterwards				
<b>Client refreshments and facilities</b>	Clients and Redkite staff	The clients toilets are currently out of use to clients due to the risk of Covid-19 infection. Redkite have stopped offering refreshments during this time due to the risk of infection from Covid-19 to clients and staff	Not at this moment, but will be reviewed constantly to stay in line with Government guidance	NA	NA	NA

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)

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