

Coronavirus risk assessment: Collections & Deliveries	Time(s) & Date(s): As they happen	Written by: Chris S Checked by: Kate H 7/4/2020 Page 1 of 6
FTC-organised collections and deliveries of essential items to people and groups in the town: food		
For: Frome Town Council (FTC); FTC Emergency Group (EG); FTC Staff (S); Volunteers (V); Supermarkets and suppliers (S&S)		Overall risk: High
Also: Members of the public (P) including people receiving the food deliveries ; Emergency services (ES); Referring agencies (RF)		

Hazard	Who might be harmed and how	Current measures	Responsible people
		Recommended or Required measures	
		To remove, reduce or recognise the hazard	Who's managing the risk?
		Additional measures to further remove, reduce or recognise the hazard	Who's responsible for the current measures?
FTC to keep up to date with and follow guidance & recommendations from central government and Public Health England			FTC Emergency Group
FTC Emergency Group set up			Line Managers
Critical & Primary FTC messages and updates via the Emergency GroupSecondary Staff messages and updates via Line Managers***			All FTC Staff
Coronavirus Collecting food from shops and suppliers	Risk of contracting or spreading the virus when Staff and Volunteers collect food from supermarkets and suppliers: Staff > < other Staff Staff > < Volunteers (including FTC Councillors) Staff > < Workers at the supermarkets and suppliers And the risk of spreading the virus to people in vulnerable groups; people self-isolating; and people shielding themselves from social contact	FTC collections from supermarkets and suppliers <ul style="list-style-type: none"> If possible: food pre-ordered; and collections picked and readied by S&S If not, try to arrange access to S&S at times they're closed to the wider public Agreed (limited) number of S & V for each collection; appropriate with what's being collected S & V on a rota so no one person is shopping during public opening hours more than once a week Maximum of 1 person per vehicle (or up to 3 from the same household if this can't be avoided) Strict maximum of only 1 person to load each vehicle, though S & V involved to immediately advise FTC if they feel unwell with any of the symptoms of the virus; and to err on the side of caution in this S & V feeling unwell to self-isolate in line with government advice No S or V identified as vulnerable involved (as identified by government letters & texts) They should already be shielding in line with advice, of course S & V excluded if they have a vulnerable person in their household (as per government letters and texts) S, V and S&S to all keep 2m apart throughout collection S & V to keep frequently touched surfaces in their vehicles clean; recommended after each collection Regular hand washing or sanitising throughout the day Including the start of the day and the end of the day 	Environment Manager <ul style="list-style-type: none"> Chris S Community Development Manager <ul style="list-style-type: none"> Kate H All Staff All Volunteers

Notes

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Coronavirus Packing and storing food at the Cheese & Grain	Risk of contracting or spreading the virus when Staff and Volunteers pack it and store it at the Cheese & Grain: Staff > < other Staff Staff > < Volunteers (including FTC Councillors) Staff > < Workers at the supermarkets and suppliers And the risk of spreading the virus to people in vulnerable groups; people self-isolating; and people shielding themselves from social contact	Packing and storing food <ul style="list-style-type: none"> Mainly pre-packaged food for deliveries i.e. fewer loose items S & V to wash their hands on going into the C&G Strict maximum of 3 S & V working in the C&G at any one time S & V involved to immediately advise FTC if they feel unwell with any of the symptoms of the virus; and to err on the side of caution in this S & V feeling unwell to self-isolate in line with government advice No S or V identified as vulnerable involved (as identified by government letters & texts) They should already be shielding in line with advice, of course S & V excluded if they have a vulnerable person in their household (as per government letters and texts) S & V to all keep 2m apart throughout packing and storing Tables thoroughly cleaned at the start and end of each day or shift Regular hand washing or sanitising throughout the day Including the start of the day and the end of the day 	Environment Manager <ul style="list-style-type: none"> Chris S Community Development Manager <ul style="list-style-type: none"> Kate H All Staff All Volunteers
Coronavirus Delivering food to people in Frome	Risk of contracting or spreading the virus when Staff and Volunteers collect bagged and boxed food for deliveries from the Cheese & Grain: Staff > < other Staff Staff > < Volunteers (including FTC Councillors) Staff > < People receiving the food Staff > < Public And the risk of spreading the virus to people in vulnerable groups; people self-isolating; and people shielding themselves from social contact	Delivery (pick-up from the C&G) <ul style="list-style-type: none"> Bags or boxes of food pre-packed so they're ready to go; with address labels S & V involved to advise FTC immediately if they feel unwell with any of the symptoms of the virus; and to err on the side of caution in this S & V feeling unwell to self-isolate in line with government advice No S or V identified as vulnerable involved (as identified by government letters & texts) They should already be shielding in line with advice, of course S & V excluded if they have a vulnerable person in their household (as per government letters and texts) S & V to all keep 2m apart throughout collection from C&G 	Environment Manager <ul style="list-style-type: none"> Chris S Community Development Manager <ul style="list-style-type: none"> Kate H All Staff All Volunteers
Coronavirus	Risk of contracting or spreading the virus when Staff and Volunteers deliver food to the community: Staff > < other Staff	Delivery (out and about) <ul style="list-style-type: none"> Maintain minimum 2m gap from all other people while out delivering Maximum of 1 person per delivery vehicle (or up to 3 from the same household if this can't be avoided) 	Environment Manager <ul style="list-style-type: none"> Chris S

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Delivering food to people in Frome	<p>Staff > < Volunteers (including FTC Councillors)</p> <p>Staff > < People receiving the food</p> <p>Staff > < Public</p> <p>And the risk of spreading the virus to people in vulnerable groups; people self-isolating; and people shielding themselves from social contact</p>	<ul style="list-style-type: none"> ▪ Strict maximum of only 1 person to complete the delivery, though ▪ Vehicles cleaned at the end of each day; especially high-touch surfaces ▪ All FTC vehicles to have hand sanitisers and cleaning products on them ▪ Regular hand washing or sanitising throughout the day ▪ S & V to try to minimise contact with doors including handles, door-bells etc. ▪ Agreed delivery windows ▪ Pre-payment by contactless methods as far as possible to avoid cash handing ▪ FTC to take a contact number for the recipient so S & V can call to say that the food is ready to be left. If not, knock on the door ▪ Food to be left on the doorstep ▪ S & V to move away from the door to at least 2m; and then wait to check the food is taken in ▪ If the delivery cannot be completed, S & V to move on and report in 	<p>Community Development Manager</p> <ul style="list-style-type: none"> ▪ Kate H <p>All Staff</p> <p>All Volunteers</p>
Coronavirus Cash	<p>Risk of contracting or spreading the virus by taking cash as payment when delivering food to the community.</p> <p>And potentially an increased risk of spreading the virus to people in vulnerable groups since they may be more likely to only use cash or prefer using cash</p>	<ul style="list-style-type: none"> ▪ Preferred payment options agreed by FTC and circulated to S & V ▪ Including multiple contactless payment options ▪ Payments arranged to avoid cash handing whenever possible ▪ If people only have or only use cash, it's suggested that they leave this in an envelope for the S or V to collect ▪ S & V to wash hands before opening envelopes with cash in ▪ Or to clean/wash/spray the envelope; and/or leave it until opening it ▪ Clear information at the point when people call asking about the scheme 	<p>FTC</p> <p>Volunteers</p>
Cash	Risk of S or V being mugged for cash	<ul style="list-style-type: none"> ▪ Contactless pre-payment as far as possible to avoid cash handing ▪ S & V briefed so they know they will not be expected to take any cash unless there are exceptional circumstances ▪ Clear information from FTC about the delivery scheme 	<p>Environment Manager</p> <p>Community Development Manager</p> <p>All Staff and Volunteers</p>
Food allergies And intolerances	<p>Risk of delivering food to someone with an allergy</p> <p>Potential for that person to have a severe reaction to food that's been delivered; including needing to go to hospital</p>	<ul style="list-style-type: none"> ▪ Mainly pre-packaged food; with clear allergy advice on labels and packets ▪ Loose food (likely fresh fruit and vegetables) stored separately at the C&G ▪ S & V to ask question about any allergies when organising deliveries ▪ FTC using separate scheme to match volunteers to people who have personal shopping needs (including allergies) 	<p>Environment Manager</p> <p>Community Development Manager</p> <p>All Staff and Volunteers</p>

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Dogs	Risk of personal injuries - including bites - from dogs protecting their territory if people go into private gardens to deliver food	<ul style="list-style-type: none"> S & V to look out for signs and notes alerting them to dogs S & V to look out for loose dogs in gardens before going into them If in doubt about a situation, S & V not to cross thresholds If food can't be delivered, note the address so a second attempt can be discussed – and an individual plan put together 	Environment Manager Community Development Manager All Staff and Volunteers
Fatigue	S & V may suffer fatigue and sore feet/muscles through extended periods delivering	<ul style="list-style-type: none"> Multiple S & V signed up for deliveries Nobody asked to take on too many deliveries S & V able to take breaks during the day FTC to monitor numbers of deliveries; and to regularly discuss the scale of the operation in EG meetings 	Environment Manager Community Development Manager All Staff and Volunteers
Driving	Risk of vehicle accidents	<ul style="list-style-type: none"> S & V to take care while driving; and deliveries to take place during daylight as far as possible All drivers insured; with driving licences recorded by FTC S only permitted to drive classes of vehicles as their licence permits S to complete regular visual and practical checks of FTC vehicles V responsible for their own vehicles S & V to secure loads (including food for delivery) before driving off 	Environment Manager Community Development Manager All Staff and Volunteers
Driving Running out of fuel; or breaking down	TR could breakdown or run out of fuel/charge whilst driving	<ul style="list-style-type: none"> S to check charge/fuel gauge in FTC vehicles before heading out S to visually check vehicle for defects V responsible for their vehicles; including having enough fuel S & V to report breakdown to FTC asap Leave vehicle in as safe a place as possible Put hazards & warning beacon on Turn off vehicle & remove key Wait away from the vehicle in a safe place off the road 	Environment Manager Community Development Manager All Staff and Volunteers
Manual handling	S & V may suffer musculoskeletal disorders, such as back pain, from carrying and moving bags of food	<ul style="list-style-type: none"> Individual deliveries only 1 or 2 bags (or boxes) of food Multiple S & V signed up for deliveries S & V to schedule deliveries sensibly S & V to take breaks in-between streets and areas 	Environment Manager Community Development Manager All Staff and Volunteers

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Working next to roads	S & V risk being struck by vehicles	<ul style="list-style-type: none"> S & V to take care crossing roads Deliveries to take place during daylight hours as far as possible FTC to supply high visibility vests if requested by S or V 	FTC All Staff and Volunteers
Lone Working	Heightened risks while people are out on their own; including medical emergencies	<ul style="list-style-type: none"> All S & V to have a charged mobile phone with them while out delivering Numbers for S & V recorded centrally by FTC Check in between S & V and FTC after each delivery S & V to have personal medication with them while they're out 	FTC All Staff and Volunteers
Slips, Trips & Falls	S & V could suffer musculoskeletal disorders or a variety of one-off injuries from minor cuts and grazes to broken bones	<ul style="list-style-type: none"> S & V to take due care when they're out delivering S & V advised to wear suitable footwear for the task and the weather 	FTC All Staff and Volunteers
Public concern	Concern about taking deliveries at this time	<ul style="list-style-type: none"> Practical measures as outlined above Specific information about food deliveries included in FTC FAQs Current practice based on adopted practices from organisations and companies like Royal Mail and amazon; and supermarkets Food deliveries are being made as an essential and emergency provision for people a) who are running out of food and b) who have no other way of getting food 	FTC
Personal data GDPR	Risk of data being stored or shared inappropriately. Including breaches of the GDPR legislation	<ul style="list-style-type: none"> Only relevant personal information shared by FTC FTC to be clear with people about what information will be recorded; and whether any information will be shared Clear explanation included in FTC's Coronavirus FAQs 	FTC All Staff and Volunteers
Safeguarding	Risk to vulnerable people from deliveries. And the possibility that S & V making deliveries might see, hear or sense something concerning in the house receiving the delivery	<ul style="list-style-type: none"> Clear explanation about the scheme in FTC's Coronavirus FAQs Clear information relayed by FTC that S & V do not go inside someone's house And that households do not need to allow S or V in to deliver Clear information for S & V about how and where to report safeguarding concerns 	FTC All Staff and Volunteers
Financial security And fraud	Risk that some people might be nervous about the legitimacy of the scheme. And that they might be defrauded of money and bank details by someone pretending to be part of the scheme.	<ul style="list-style-type: none"> Clear explanation about the scheme in FTC's Coronavirus FAQs Option for S & V to wear FTC bibs or badges Electronic payments all made to FTC (not to individuals) All calls through the main FTC phone number; with Staff identifying themselves as FTC when they answer calls 	FTC All Staff and Volunteers

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Supplies	Risk that Staff and Volunteers might not be able to get preferred and wanted shopping	<ul style="list-style-type: none"> ▪ Details of what people can expect from the two delivery options are online ▪ And relayed during phone calls ▪ Expectation and understanding that S & V are helping out at a time of crisis ▪ And that supplies are subject to availability 	FTC
Safety and viability of the scheme	Updated or changed advice (or measures) from central government, PHE or the WHO could mean that the scheme is no longer safe or viable. Including the possibility of central government (or SCC; or MDC) supplanting the scheme	<ul style="list-style-type: none"> ▪ FTC to keep up to date with and follow guidance & recommendations from central government, Public Health England and the WHO ▪ FTC Emergency Group set up to meet regularly each week – and with the capacity to meet to discuss an urgent matter ▪ Emergency Group to decide on the scheme if there is a question about it 	FTC

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