

Coronavirus risk assessment: Collections & Deliveries FTC-organised collections and deliveries of essential items to people and groups in the town: food	Time(s) & Date(s): As they happen from Friday 24 July	Written by: Chris S Checked by: Kate H 13/5/2020 Page 1 of 6
For: Frome Town Council (FTC); FTC Staff (S); Volunteers (V); Supermarkets and suppliers (S&S) Also: Members of the public (P) including people receiving the food deliveries ; Emergency services (ES); Referring agencies (RF)		Overall risk: High

Hazard	Who might be harmed and how	Current measures	Responsible people
		Recommended or Required measures	Who's managing the risk? Who's responsible for the current measures?
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 not to come in if they feel unwell with any Covid-19 symptoms ▪ Or: if they have been in contact with anyone confirmed as having the disease in the last 14 days ▪ Or: if they have been contacted and told to isolate by health officials ▪ 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
Coronavirus	From 24 July, it's mandatory that people must wear a face covering or mask in shops; unless they are exempted from doing this.	<ul style="list-style-type: none"> ▪ S & V must wear a face covering or mask when shopping ▪ Information on face coverings and masks on the FTC website and in the FAQs 	FTC All Staff and Volunteers

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Face coverings and masks	<p>NB. A face covering does not need to be a mask or respirator to the standards required and preferred in medical conditions and for frontline carers.</p>	<ul style="list-style-type: none"> ▪ FTC is supporting V to make cotton face coverings en masse; and advising S and other V where these can be collected from (when available) ▪ S & V to collect 2 or 3 coverings so they can rotate them (while one is being washed; the other is available, for instance) ▪ S & V to wash collected coverings before first using them at a high temperature ▪ Alternatively: S & V can choose to supply; make or improvise their own face coverings and masks ▪ S & V responsible for wearing, using and disposing of face coverings and masks in line with guidance and good practice ▪ FTC to keep up to date with PHE and WHO advice on face coverings and masks 	
Coronavirus Packing and storing food at the Cheese & Grain	<p>Risk of contracting or spreading the virus when Staff and Volunteers pack it and store it at the Cheese & Grain:</p> <p>Staff > < other Staff</p> <p>Staff > < Volunteers (including FTC Councillors)</p> <p>Staff > < Workers at the supermarkets and suppliers</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>	<p>Packing and storing food</p> <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 not to come in if they feel unwell with any Covid-19 symptoms ▪ Or: if they have been in contact with anyone confirmed as having the disease in the last 14 days ▪ Or: if they have been contacted and told to isolate by health officials ▪ 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 	<p>Environment Manager</p> <ul style="list-style-type: none"> ▪ Chris S <p>Community Development Manager</p> <ul style="list-style-type: none"> ▪ Kate H <p>All Staff</p> <p>All Volunteers</p>
Coronavirus	<p>Risk of contracting or spreading the virus when Staff and Volunteers collect bagged and boxed food for deliveries from the Cheese & Grain:</p>	<p>Delivery (pick-up from the C&G)</p> <ul style="list-style-type: none"> ▪ Bags or boxes of food pre-packed so they're ready to go; with address labels ▪ S & V not to come in if they feel unwell with any Covid-19 symptoms 	<p>Environment Manager</p> <ul style="list-style-type: none"> ▪ Chris S

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<p>Delivering food to people in Frome</p>	<p>Staff > < other Staff</p> <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"> ▪ Or: if they have been in contact with anyone confirmed as having the disease in the last 14 days ▪ Or: if they have been contacted and told to isolate by health officials ▪ 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 	<p>Community Development Manager</p> <ul style="list-style-type: none"> ▪ Kate H <p>All Staff</p> <p>All Volunteers</p>
<p>Coronavirus</p> <p>Delivering food to people in Frome</p>	<p>Risk of contracting or spreading the virus when Staff and Volunteers deliver food to the community:</p> <p>Staff > < other Staff</p> <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>	<p>Delivery (out and about)</p> <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) ▪ 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>Environment Manager</p> <ul style="list-style-type: none"> ▪ Chris S <p>Community Development Manager</p> <ul style="list-style-type: none"> ▪ Kate H <p>All Staff</p> <p>All Volunteers</p>
<p>Coronavirus</p> <p>Cash</p>	<p>Risk of contracting or spreading the virus by taking cash as payment when delivering food to the community.</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 	<p>FTC</p> <p>All Staff and Volunteers</p>

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	<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"> ▪ 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 	
Cash	<p>Risk of S or V being mugged for cash</p>	<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>FTC</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>FTC</p> <p>All Staff and Volunteers</p>
Dogs	<p>Risk of personal injuries - including bites - from dogs protecting their territory if people go into private gardens to deliver food</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
Fatigue	<p>S & V may suffer fatigue and sore feet/muscles through extended periods delivering</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
Driving	<p>Risk of vehicle accidents</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>

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<p>Driving</p> <p>Running out of fuel; or breaking down</p>	<p>TR could breakdown or run out of fuel/charge whilst driving</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
<p>Manual handling</p>	<p>S & V may suffer musculoskeletal disorders, such as back pain, from carrying and moving bags of food</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
<p>Working next to roads</p>	<p>S & V risk being struck by vehicles</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
<p>Lone Working</p>	<p>Heightened risks while people are out on their own; including medical emergencies</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
<p>Slips, Trips & Falls</p>	<p>S & V could suffer musculoskeletal disorders or a variety of one-off injuries from minor cuts and grazes to broken bones</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
<p>Public concern</p>	<p>Concern about taking deliveries at this time</p>	<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 only 	<p>FTC</p>
<p>Personal data</p> <p>GDPR</p>	<p>Risk of data being stored or shared inappropriately.</p> <p>Including breaches of the GDPR legislation</p>	<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; included in FTC's Coronavirus FAQs 	<p>FTC</p> <p>All Staff and Volunteers</p>

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Safeguarding	<p>Risk to vulnerable people from deliveries.</p> <p>And the possibility that S & V making deliveries might see, hear or sense something concerning in the house receiving the delivery</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
Financial security	<p>Risk that some people might be nervous about the legitimacy of the scheme.</p> <p>And fraud</p> <p>And that they might be defrauded of money and bank details by someone pretending to be part of the scheme.</p>	<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 	<p>FTC</p> <p>All Staff and Volunteers</p>
Supplies	<p>Risk that Staff and Volunteers might not be able to get preferred and wanted shopping</p>	<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 	<p>FTC</p>
Safety and viability of the scheme	<p>Updated or changed advice (or measures) from central government, PHE or the WHO could mean that the scheme is no longer safe or viable.</p> <p>Including the possibility of central government (or SCC; or MDC) supplanting the scheme</p>	<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 	<p>FTC</p>

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