



Motability Risk Assessment Sheet - 006

SECTION 1: CONTROL DATA DEPARTMENT : Field Team, Grants RISK – Customer Homes to include COVID 19 LOCATION OF RISK: Customer Homes	RISK ASSESSOR: Jackie Smith ASSESSMENT DATE: 21st January 2020 due to Covid-19 reassessed 14th May 2020 reassessed 20th July 2020 reassessed 8th January 2021, Reassessed 5th March 2021 Reassessed 7th September 2021 Reassessed 18th January 2022 Reassessed 7th March 2022 Reassessed 22nd April 2022 PLANNED REASSESSMENT: 18th January 2023
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Motability are assessing the risks faced by the Field Team by conducting assessments of grant applicants in their own homes.

Motability field team are lone workers and therefore face different risks to our office based staff.

The risk assessment is completed annually to ensure that we address the risks and consider the controls that are implemented as new options become available.

The Covid-19 pandemic has given rise to a further review (14th May 2020) of the risks faced when working in beneficiaries home, applicants requiring field team visits often have complex medical needs and could be more vulnerable to Covid-19. The assessment therefore considers the controls required to make this working environment as safe as possible for both Motability staff and beneficiaries.

Following changes in the Government guidelines made on 16th August 2021, the risk assessments were updated 7th September 2021 - *If you are fully vaccinated, you will not be required to self-isolate if you are in contact with someone who has tested positive for Covid-19*

Section 2: INITIAL ASSESSMENT

Section 2: Q1 DESCRIPTION OF RISK & POTENTIAL HARM:

1. Pets/Assistance dogs – assessor fear of dogs, bites, fleas, scratches, allergies, trips, faeces, urine, stress, depression.
2. Abusive customers/family (including managing expectations) – physical/verbal attacks, stress
3. Use of wheelchair – crushing injury, cuts, tripping, bruising.
4. Environment (cleanliness, chemicals, trip hazards, sharps, medication, smoking) – infection, cuts, bruising, burns, allergic reaction, stress, depression.
5. Customer personal hygiene (Incontinence, bodily fluids) – infection, skin reactions.
6. Accusations – stress, depression.
7. Medical Emergencies – Stress.

8. Medical Assistance - Musculoskeletal injury, infections.
9. Customer or other occupant under the influence of drugs and/or alcohol.
10. Condition of premises, access/egress routes, fire safety, etc.

Section 2: Q2 WHO IS EXPOSED TO THIS RISK:

MDA (Mobility & Driving Advisors), customer/family.

Section 2: Q3 CONTROLS CURRENTLY IN PLACE TO MINIMISE THIS RISK

1. MDA request customer to secure animal whilst the environment is assessed and deciding whether the assessment will be carried out in the home or in the assessment vehicle.
2. Motability contact will assess likelihood of abuse. Joint assessment if required. If MDA has any concerns at the visit the assessment will be terminated.
3. MDA provided with protective footwear (steel toe-capped boots), disposable latex gloves.
4. Disposable latex gloves, kneeling pads, MDA to assess whether to carry out the measurement of the wheelchair in the vehicle.
5. MDA to assess whether a second person is required at the assessment. DBS checks. Under 18 year olds/vulnerable adults to be accompanied by appointee/carer – see Test Drives.
6. MDA to call emergency services. Employee Assistance Programme.
7. First Aid awareness Training given to MDAs. First aid kits provided. Guidance from insurance company.
8. MDA to assess the situation and to decide if assessment can continue.
9. MDA to assess conditions upon entry and terminate assessment if conditions are unsafe. This will be visual check, no tick sheet needed.
10. Be alert to any potential fire risks – gas heaters etc.
11. Overall safety measure – Calling in/out process following each customer visit. Please see MDA calling in process for lone working.
12. Motability mobile phones assigned to the field team have a Life 360 app which allows the Solutions manager to locate a member of staff if required. This is for the safety of the staff if they are unable to call and check in.

Section 2: Q4 - WHAT IS OUR INITIAL ASSESSMENT OF THE RISK:

Current risk is **medium**.

Staff do face risks by going to customer homes, however there are appropriate steps in place which allows the MDA to determine if the working environment is safe or not.

SECTION 3: THE RE-ASSESSMENT – 14th May 2020

Section 3: Q1 - WHAT NEW RISKS HAVE BEEN IDENTIFIED?

The risks as originally identified remain , however the Covid-19 pandemic has resulted in the following risks being raised

1. MDA's entering customer homes during Covid-19 pandemic – catching virus from a contaminated environment or beneficiary.
2. MDA's entering customer homes during Covid-19 pandemic – transmitting the virus to a beneficiary or contaminating their home environment.
3. MDA's visiting multiple customers within a day – potentially increasing the spread of the virus.

Section 3: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

The controls listed above remain valid; however the following controls have been implemented to reduce the potential contamination and transmission of Covid-19.

1. MDA's are requested not to enter a customer's home during Covid-19.
2. MDA assessments will be conducted in two parts – the interview and discussion to assess ability and requirements and the assessment of the solution identified.
3. Part 1 will be completed via telephone to minimise the face to face time. These calls are anticipated to be approx. 1 hour and will provide details to the applicant of the process for the assessment to be conducted.
4. Part 2, the assessment will be carried out in the assessment vehicle (or suitable outside space if the customer is comfortable with this).
5. Keep time in enclosed space to a minimum, you may be able to carry out the assessment in the applicants garden or open space; this will need to be discussed before the assessment due to confidentiality.
6. Call the day before the visit is scheduled to confirm no one in the house hold has tested positive for Covid-19, has symptoms or is shielding. This includes having had symptoms in the last 14 days
7. Confirm ahead of the assessment visit those who need to be in attendance at the assessment. Keep attendees for the assessment to a minimum, only those who have requirements to be considered and assessed or for assistance with communication.
8. Ensure the 2m social distancing is observed throughout the assessment.
9. Keep the assessment vehicle well ventilated, doors and windows open is preferred, air con should be used where this is not possible, but this must not be set to re-circulate.
10. Full PPE must be worn; Gloves, Disposal apron & FFP2 face mask or equivalent when the assessor is required to undertake physical assessments and will go closer than 2m. If the customer does not have a face covering and gloves the MDA can provide this and will dispose of this with their own PPE.
11. Only one customer assessment should be carried out each day, to minimise the risk of cross contamination.
12. On completing the cleaning of the vehicle all the cloths, wipes and PPE must be placed in a black bag, tied and kept for 72 hours before placing it in the household rubbish.

Section 3: Q3 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Further measures have been implemented in order to create a safer environment for both employees and beneficiaries during the Covid-19 pandemic.

The risk has been identified as **medium**, beneficiaries are likely to be vulnerable to Covid-19 and could suffer major reactions as a result, and currently the likelihood is possible.

We will continue to monitor the guidance provided and review the risks to ensure we minimise exposure where possible.

Section 3: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Jackie Smith – Solutions Manager
Cheryl Hodgson – Risk, Controls & Compliance Manager
Paul Venter – Health and Safety Advisor

Presented to Health & Safety Committee on 28th May 2020.

SECTION 4: FURTHER RE-ASSESSMENT – 20th July 2020

Section 4: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The risk has change as we are now looking to carry out more than one assessment in one day.
The risk has also changed due the type of assessment the MDA's carry out; the MDAs assessment vehicle may not be needed for the second assessment as demonstrators may attend.

Section 4: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

A 20 min cleaning routine is in place for the vehicles following an assessment, ensuring the touch points are cleaned with an anti-bacterial / virus wipe
PPE - New disposable aprons, gloves and masks to be changed and worn for each assessment.

Section 4: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk remains at medium due to appropriate measures which have been implemented.

Section 4: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith
Cheryl Hodgson
Paul Venter – Health and Safety Advisor

Presented to Health & Safety Committee

SECTION 5: FURTHER RE-ASSESSMENT – 8th January 2021

Section 5: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased. Whilst the symptoms and reactions remain unchanged the virus is more easily spread and therefore home visits with vulnerable individuals needs to be addressed.

Section 5: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Measures were previously introduced to prevent visits to customers' homes and assessments were to take place in the assessment vehicle, due to the current lockdown and virus transmissibility, all visits have currently been suspended until further notice.

Section 5: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk would be HIGH if assessments were to go ahead and therefore Motability have suspended customer visits

Assessment is HIGH as the transmission is possible and the reaction severity could be fatal.

Section 5: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Alexander
Cheryl Hodgson
Paul Venter – Health and Safety Advisor

SECTION 6: FURTHER RE-ASSESSMENT – 5th March 2021

Section 6: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased. Whilst the symptoms and reactions remain unchanged the virus is more easily spread and the test drives tend to be with vulnerable individuals.

Section 6: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Assessments will resume on 12th April 2021 following Government guidance, we are back to all our previous controls and measures, with the addition of daily testing for all Field Team assessors. If an assessor tested positive, further advice would be taken on future testing for the Field Team.

Section 6: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk is at medium due to appropriate measures which have been implemented.

Section 6: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith – Solutions Manager
Michelle Pewter
Paul Venter – Health and Safety Advisor

SECTION 7 – FURTHER RE-ASSESSMENT – 7TH September 2021

Section 7: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Due to the change in Government guidelines as of 16th August (see Section 1), the following changes to controls have been put in place.

SECTION 7: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

When attending an assessment where the beneficiary has been in contact with someone who has tested positive for Covid-19 :-

The team should check with the beneficiary that they have received a negative PCR result prior to the assessor's visit (In accordance with Government Guidelines).

The beneficiary must be fully vaccinated and should also be in possession of a negative LFT test taken on the morning of the appointment prior to commencement of the assessment. The assessment will then take place outdoors, as previously advised.

If the beneficiary has not received a negative PCR result, the assessment will not take place and the appointment will have to be re-scheduled.

The wearing of Aprons as part of our PPE is now optional and their need to be worn will be decided by the assessor or at the request of the beneficiary.

The wearing of gloves as part of our PPE is now optional but hands must be sanitised more frequently during assessments and whilst cleaning the vehicle.

MDAs are to be reminded that they should not smoke, eat or bite their nails before sanitising their hands. Due to the amount of hand sanitiser being used it is now recommended that the MDAs use a hand cream frequently.

Section 7: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk is at medium due to appropriate measures which have been implemented.

Section 7: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith – Solutions Manager

Michelle Pewter

Tony Daly – Health and Safety Advisor

SECTION 8 – FURTHER RE-ASSESSMENT – 18th January 2022

Section 8: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

When COVID restrictions are lifted continue to conduct assessments outside where possible and weather conditions allow

SECTION 8: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Kevin Newton, Ian Matthews, Holli King, Steve Hodgson, Dave Morgan and Veronica Brown

SECTION 8 – FURTHER RE-ASSESSMENT – 7th March 2022

Section 8: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

No change

SECTION 8: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

The controls previously identified remain in place and assessments will be carried out outside where possible but it is now personal choice as to whether face coverings are used. Face coverings may now be used instead of the FFP2 masks but can now be removed with the agreement of both parties.

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

No change

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith
Michelle Pewter
Tony Daly

SECTION 8 – FURTHER RE-ASSESSMENT – 22nd April 2022

Section 8: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

No change

SECTION 8: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

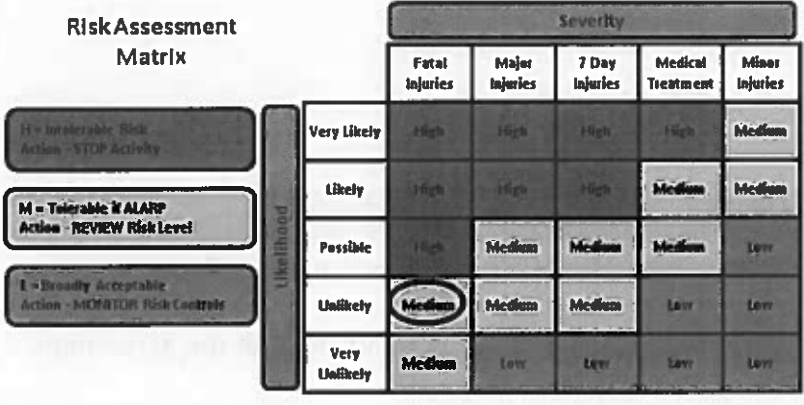
Due to a change in the Government guidelines, the Field Team Assessors will no longer be required to carry out a LFT every day or wear PPE unless requested by the customer or felt necessary by the Assessor.

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

No change

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith
Michelle Pewter
Tony Daly



This Initial Risk Assessment is **Medium**

Assessors Name: Jackie Smith	Signed:	Date:
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office: Steve Wright	Signed:	Date:

Re-assessment of risk is **HIGH**

Assessors Name: Jackie Alexander	Signed:	Date: 15/01/21
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office:	Signed:	Date:

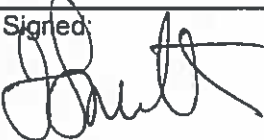

Re-assessment of risk is **medium**

Assessors Name: Jackie Smith	Signed:	Date 18/01/22
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office: Michelle Pewter	Signed:	Date

Re-assessment of risk is medium

Assessors Name: Jackie Smith	Signed:	Date 07/03/22
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office: Michelle Pewter	Signed:	Date

Re-assessment of risk is medium

Assessors Name: Jackie Smith	Signed: 	Date 22/04/22
Department Manager: Keith Garrell	Signed: 	Date: 18 th May 2022
Facilities Office: Michelle Pewter	Signed: <i>Mewter</i>	Date <i>18/05/2022</i>

