

# COVID-19 Action Plan Template

**Organisation:** Bright Futures 4 All

**Proposed Return Date:**

**Completed By:** Mrs. Karen Bryson

**Review Date:** September 2022



This document has been prepared as a template. Not all the suggested elements will apply to our organisation or workplace. I will amend as appropriate, ensuring we will comply with the NYA guidance, current social distancing guidelines and the law. This template can be used to prepare for re-opening and to manage ongoing risk. All risk assessments and action plans shall be signed off by senior managers, or in line with our organisational procedures on managing risk.

## 1. Preparing for re-opening

Task/Action	By Whom	Action	Completed Date
Prepare action plan, outlining how staff will be phased back into the workplace.	Managers/ Trustees	Phased Return Individual Action Plan & COVID-19 Risk Assessments completed. Staff levels are sufficiently low that no phasing up is required.	18.08.2020
Consult with staff, volunteers and young people with regard to draft phased return action plan, to ensure any concerns raised are addressed/resolved where possible and also ensuring staff fully understand what is required of them when they return to work.	Managers/ Staff/ Trustees	Due to staff levels not being high enough to have a phased return to work required this is not applicable.	N/A
Review existing work/activity risk assessments to ensure they address COVID-19	Managers/ Trustees	Amendments to be made to current risk assessments if appropriate.	Ongoing
Consult staff/ volunteers with regard to revised risk assessments.	Managers/ Staff	If a member of staff feels that their needs are not addressed by the current risk assessments then these shall be incorporated should they be applicable.  Examples of what might be added are the needs of staff who come from BAME backgrounds or those staff who have individuals at home who are safe guarding.	No later than 1 week after revised risk assessment drafted
Ensure all updated risk assessments are signed off by all staff	Managers/ Staff	Once all staff are content with draft risk assessments.	Once results of consultations

			with staff are added to risk assessments
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## 2. Managing Risk

Task/Action	By Whom	Action	Completed Date
Prepare notices/sign advising the importance of handwashing and facilities available.	All	Whilst a plethora of signs are already up at Croydon BME Forum, a review of our action points taken from the phased return plan identified a need for more in certain areas like drop off points.	Prior to children being allowed back on site
All staff to be provided with required equipment to enable safe working from home.	Managers/ Staff/IT	If working from home there shall be no face to face contact with others outside of that household so no equipment relative to the virus is required.	19.08.2020
Ensure all toilets are equipped with soap and paper hand towels – regular checks maintained to ensure items are replenished.	All	Contractually, this falls under the purview of the property landlord and not Bright Futures 4 All CIC but we are aware that, should children return to our site, lavatory cleanliness will be a factor and this has been addressed in our COVID-19 Risk Assessment.	Prior to children being allowed back on site

Homeworking Risk Assessment to be emailed to all staff for completion and return to Managers	All	Not applicable.	N/A
Review risk assessments returned and follow up on any actions raised, liaising with staff member.	Trustees/ Managers/ Staff		
Review work that can be delivered from home, consult with staff/dept/team	Managers/ Staff		
Review staff working areas, ensuring where relevant adaptations are put in place to ensure safe working e.g. 2m distancing, screens, etc.	Managers	Seating has been socially distant since the return to working on site. Consideration has been made to other measures that could be taken due a high proportion of staff members being BAME.	
Staff advised with regard to keeping work areas clean and provided with cleaning materials.  Cleaning materials to be purchased for all sites	Managers		

Communal areas will be regularly cleaned throughout the day, in line with staff rota.	All	This falls under the purview of the property landlord in the first instance but a healthy dose of common sense from all staff members shall allow communal areas to remain sanitized following use.	
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### 3. Managing staff and volunteers

Task/Action	By Whom	Action	Completed Date
All staff provided with equipment to work at home, ensuring remote access to work systems.	Managers/ IT  Managers/ IT	Staff are required to provide computer and telephony equipment themselves if they are working from home. Should an expense be incurred then it might be reimbursed by the company.  Remote access to work systems is down to the broadband at the individual staff members location and that of the company being stable.	

		The company has provided email services to all members of staff.	
Keeping in touch with staff/ volunteers during remote working e.g. team meetings/individual staff supervision etc.	Managers	Zoom meetings held, at a minimum, once a week at 08:00 each Monday.  Should further Zoom meetings be required, individually or as a team, these may be arranged.  Telephone voice and text communication is an option too.	
Support Staff Wellbeing; continuous review of working arrangements.	Trustees/ Managers		
Phased Return to be implemented for all sites, this will include a reduced workforce being at each site, ensuring sites are H & S compliant	Managers/ IT	This does not apply to Bright Futures 4 All due to the number of staff and the size of the site negating the requirement to phase the staff returns.	
IT servers and all staff laptops to be updated to enable work to sync with remote working/office-based working.	IT	On site IT infrastructure is in place and functional and services such as email have been provided but do not rely on Bright Futures 4 All broadband as they are handled by a third party provider.	

Ensure Staff can work from home if required to self- isolate	Managers	Staff have laptops so can perform tasks as if they were on site. Teaching staff have ability to conduct classes virtually. If staff are BAME, young carers or have underlying medical conditions then individual risk assessment documentation must be checked.	
Review layout of workstations to enable staff to work further apart; where relevant implement screens; if screens cannot be implemented; arrange staff to work side by side or facing away from each other rather than face to face	Managers	Currently not a requirement due to social distancing of 2m being capable.	
Where relevant mark-up desks with tape that are not to be used to ensure social distancing can be adhered to	Managers	Not applicable.	
Phased return of staff to reduce occupancy level to enable safe distancing – Action Plans will allow for this point	Managers	Not applicable.	
Hot desk use to be avoided where possible – if not appropriate cleaning facilities to be in place to enable area/equipment to be cleaned prior/after use.	Managers	Whilst staff tend to sit at the same location day in day out there is the possibility, due to annual leave and/or sickness, for staff to sit at different locations (in effect hot desking). To make this process safer all staff shall	

		clean desks, chairs and surrounding areas at the end of the day.	
Photocopier/Printer – maintain 2 m distancing whilst awaiting use of machine; floor tape will be applied in front of machines to mark out 2m distancing	All	Floor tape not a practical measure so one person at a time around the printer. Notices to be put up to remind staff of this, particularly in the area closest to the printer and printer supplies.	
Meetings; Continue to use remote meetings as far as possible. If physical meetings cannot be avoided staff should maintain 2m distancing separation, rooms should be well ventilated and hand sanitiser provided in all rooms  Transmission should be avoided during meetings – no sharing of documents or pens	All	Zoom meetings are utilised and when staff meet face to face a social distance of 2m minimum is enforced. Hand sanitiser does need to be introduced into all rooms moving forward.  No documents to be shared unless digital, and even then they are to be emailed or applied to a shared drive so staff do not handle the same laptop.	
Work Related Travel: to be kept to a minimum; where possible to continue with remote options already in place.	All	Staff to follow TfL guidance and walk or cycle where possible rather than utilise public transport. If using public transport a face mask must be worn at all times and hand sanitiser used to clean hands on arrival at the office. Should staff drive (car) or ride (bike) into the	



		office then only members of their household or a bubble linked household are to travel with them.	
<p>Projects to review a phased return of staff to all sites; Each project/department to prepare an action plan, outlining where staff will be based and days/hours they will be working at the office/home; liaise with individuals and agree a phased return to office based working; consideration should be taken into account of those staff who are shielding, vulnerable; who have caring responsibilities; children not returning back to education etc.</p> <p>The Action Plan/RA should also include any workplace adaptations required, outside of what has been outlined in this document, to ensure staff can return to work and work safely and should proceed to ensure these are put in place.</p>	Managers	Not applicable.	

#### 4. Protecting people who are at higher risk

Task/Action	By Whom	Action	Completed Date
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<p>Refer to <a href="#">guidance</a> on staff who are in clinically extremely vulnerable and clinically vulnerable groups; staff who have received notice to shield to provide to details to Managers/HR; Risk Assessments should reflect these group</p>	<p>Trustees/ Managers/ Relevant Staff/ HR</p>	<p>No staff are currently classified as “clinically extremely vulnerable” or “clinically vulnerable”. Should this change then the staff member would be expected to work from home. A risk assessment would be conducted in such an instance to see if there was anything which said staff member would require to execute their role at home.</p>	
<p>Staff with protected characteristics; e.g. expectant mothers – Risk Assessments should reflect specific duties required for this group</p> <p>Staff who live with clinically extremely vulnerable individuals – Risk Assessments should reflect this group</p>	<p>Trustees/ Managers/ Relevant Staff</p>	<p>Risk Assessment would have to be conducted should a member of staff’s protected characteristic change. The most common situation which this fits is pregnancy but it may be another protected characteristic like religion. Should a staff member convert to Islam and wish to make the Hajj then that would require a Risk assessment to be carried out due to risks outside of the influence of the company.</p> <p>For staff with clinically extremely vulnerable individuals in their household or bubble linked household it would be necessary for them to work from home.</p>	

## 5. Equality

Task/Action	By Whom	Action	Completed Date
<p>Ensure risk assessments do not directly or indirectly discriminate against those staff with protected characteristics;</p> <p>Risk Assessments should reflect measures or adjustments put in place under the equalities legislation, to ensure safe working, reflecting also any reasonable adjustments put in place for disabled workers, to avoid being put at a disadvantage;</p> <p>Health and Safety risks will be required to be reviewed for New or Expectant mothers. Risk Assessments in place should be reviewed and updated and signed off by staff member;</p> <p>Ensure all assessments/amendments do not have an unjustifiable negative impact on the various groups compared to other groups e.g. religious/caring commitments</p>	Trustees/ Managers	<p>All consideration in place when conducting a risk assessment for each member of staff.</p> <p>Protected characteristics, HSE advice and government advice and/or rules pertaining to COVID-19 are embedded in our risk philosophy.</p>	

## 6. Social Distancing

Task/Action	By Whom	Action	Completed Date
Implement markings/ signage around the site to indicate one-way flow (entry/exit points)	Managers	This was picked up as an issue when we thought about children returning to the office for onsite education. There are currently signs on the floor about social distancing but having children onsite means we would need to introduce a one way flow for using the lavatory.	
Implement social distancing markings in specific areas e.g. Reception; Stairs; etc.	Managers	Already in place.	
Implement social distancing markings outside building, and consider staggered sign in times for young people	Managers	Not applicable as the drop off area is on council property. Staggered arrival times to be introduced, in due course, to prevent too many individuals from different households being onsite at the entrances and exits.	
Review staff/ volunteer sign in/leave procedure	Trustees/ Managers	Not applicable for staff and hardcopy sign in sheets have been dismissed due to the potential for viral transmission.	

Entry doors to site; Enable “push button to open” touch-based security device to be disabled if possible	All	Not applicable. That said, visitors must press a button to announce their presence and are unable to enter the building without permission from staff.	
Electronic sign in facility on reception to be disabled – staff to manually sign in young people on entry	All	Electronic or hardcopy attendance can be completed by one nominated staff member when taking a roll call of students. If conducted electronically the roll call can be saved in a centralised folder but if conducted via hardcopy the paper must be stored in a folder and kept out of reach of students.	
Reducing movement around the building and other worksites – non-essential movement within the building to different departments/floors or to other worksites will be discouraged; contact to other departments/sites will be encouraged via telephone etc.	All	Not a factor in terms of floors or other departments but when students have to use the lavatory they shall be accompanied by a member of staff up to the door of the lavatory so as to prevent the student from getting lost and potentially interacting with other business units located at Croydon BME Forum.	
Restricting access of specific areas on site e.g. finance dept; HR dept; CEO Office; Staff/ volunteers will be advised of new procedure with regard to maintaining contact with these specific areas.	Managers	See above.	

Introducing one-way flow through building – appropriate signage to be installed instructing staff of one-way system, this will include taping off specific areas; “follow footprint signs” on floor etc.	Managers	As discussed previously we will have to incorporate signing of a one way flow through building for students. Staff will require access to parts of the building not used by students.	
Regulate use of high traffic areas throughout the building maintain social distancing.	All	<p>The only high traffic area within the building is the main hallway which neither staff not students need to utilise.</p> <p>The drop off/pick up area at the rear of the building is a potentially high traffic area but we are introducing staggered drop off times and pick up times to decrease the number of individuals there at any one time. The area is out of the building.</p>	

## 7. Managing break out and common areas

Task/Action	By Whom	Action	Completed Date
Screens will be installed on Reception to protect staff if possible	Managers	This has already been actioned by Croydon BME Forum. Parents, students and staff utilise the entrance at the rear of the building. This entrance does not have a reception desk so no screens required.	
Reception seating waiting area will be marked off using floor tape to ensure social distancing	Managers	Not applicable.	
Ground floor will be marked up using floor tape to outline social distancing requirements	Managers	To be carried out for floor plan from office to lavatory but not in other areas as no student will be allowed in these areas.	
Ground Floor Pods: Review potential screening to enable 1:1 working (language therapy) etc.	Managers	Not applicable.	



<p>Kitchens: 1 person at any one time to access area; access for staff to make their own drink only; where possible staff to bring their own lunch which is already prepared; no access to sitting area in kitchen on 4<sup>th</sup> floor; floor area outside kitchen areas will be marked up with 2m distancing; staff to wait outside area until each person has finished in area prior to accessing; cleaning materials will be supplied for staff to clean facilities after use; Create additional space for staff to have breaks as temporary locations whilst not in use (if possible)</p>	<p>All</p>	<p>This has already been done by Croydon BME Forum. There are clear demarcation signs on the floor and ample cleaning products available should they be required.</p>	
<p>Toilets:</p> <p>Staff, volunteers and young people to adhere to 2m distancing whilst waiting to access facilities.</p>	<p>All Staff</p>	<p>Social distancing tape to be applied to the area between where a class is held and the lavatories.</p> <p>No student shall make the journey between the class and the lavatory without being accompanied by a member of staff.</p>	

## 8. Managing visitors and contractors

Task/Action	By Whom	Action	Completed Date
Projects to maintain remote working with young people whilst at home; Phased return plan for young people to be put in place – appointment schedules	Managers		
Remote meetings to continue as far as possible; e.g. funders and external stakeholders etc.	All Staff/ volunteers	Weekly Zoom meetings held at 08:00 each Monday.	

Guidance on social distancing and hygiene are to be explained to all visitors on or before arrival	Reception/All Staff	Due to the current nature of the business operationally this is not relevant but moving forward, and lockdowns permitting, it may be that students return onsite. In such an instance documentation would be disseminated to students and/or parents. Part of the documentation would surely be COVID-19 specific.	
Where possible the number of visitors to be limited; young people to be advised of a time to attend;	All Staff/ volunteers	<p>Whilst at Croydon BME Forum the number of students permissible onsite at any one point in time is limited due to the capability for social distancing.</p> <p>Once the business move to larger premises, and in conjunction with whether or not the virus is still present in society, this number may increase by a factor relative to the increase in size of location.</p> <p>Young persons, or students of any age, are to be advised of a drop off time, a pick up time and shall not attend class for the duration of the working day thus allowing the maximum number of students to receive face to face education in any given day.</p>	
Scheduled site maintenance/contractor services will be scheduled for as early or late as possible to reduce interaction	Support Services	Should Bright Futures 4 All require office maintenance then this would be discussed with Croydon BME Forum and, ideally, any work conducted would be at a time so as to minimise disruption to the services rendered by the company.	

		Should maintenance be done during class time, assuming the disruption would not be too significant, any workers would be required to wear PPE and follow all COVID-19 practices enacted by the company.	
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## 9. Accidents, security and other incidents

Task/Action	By Whom	Action	Completed Date
During an emergency evacuation existing procedures to remain; social distancing can be removed when evacuating sites, if it proves to be unsafe to maintain; staff/ volunteers will be advised of this during phased return induction	HR/ Managers	<p>Fire Marshals shall evacuate all students and staff in the most efficient manner feasible in any given scenario. Ideally this would be incorporating social distancing but understandable if not.</p> <p>The two exits from the office which are most readily available afford the luxury of a calm and socially distanced exit from the building assuming a fire is not directly within the confines of our office.</p> <p>Should the root cause of the emergency evacuation be something such as an active shooter, as an example,</p>	

		then the need to remove students from harms way will supersede the requirement for social distancing.	
Staff/ volunteers who are involved in supporting other staff to evacuate the premises to ensure immediately afterwards they follow sanitation measures, which also includes washing hands;	HR/ Fire Marshals	Depending on the scenario, sanitation may not be a priority. Once the children and staff are out of the building and a safe distance away then other considerations can be made such as washing hands etc. To help facilitate this hand sanitiser should be a part of the Fire Marshals equipment.	
Sanitation procedure to be put in place for Fire Marshals.	HR/ Fire Marshals	Fire Marshal to have relevant sanitation equipment as part of their duty. This may be in the form of hand wash being in the pockets of any Fire Marshal high visibility clothing for example.	

## 10. Cleanliness and hygiene

Task/Action	By Whom	Action	Completed Date
Site will be cleaned by external cleaners prior to opening	Managers/ Cleaners	A deep clean shall be required for the areas the company has control over prior to any students being onsite.	

Windows will be opened for ventilation	All	Windows shall be open to provide ventilation.	
Hand sanitisers will be located at specific areas throughout the site	All	Hand sanitisers shall be present in the teaching areas as well as places such as the lavatory and in close proximity to the drop off/pick up area.	
Cleaning products to be available in all work areas to ensure frequent cleaning	All	Croydon BME Forum already provides this.	
Frequent cleaning of surfaces regularly touched e.g. door handles; stair banisters etc.	All	A thorough clean must be taken at the start of the day prior to students arriving and also at the end of the day once the final student has departed.	
Waste items to be removed from work areas prior to leaving site – clean desk policy to be followed	All	This is more suited to an office work space but the previous task somewhat implies this one.	
Cleaning materials to be available for communal printers, together with waste disposal bins	All	A selection of hand sanitiser and domestic cleaning products, such as wipes, to be readily available at multiple points.	
Enhanced cleaning rota to be implemented for busy areas e.g. toilets, reception, walkways etc.	All	Enhanced cleaning rota to be actioned for the lavatories, being cleaned at least twice during the working day. More times if situation necessary.	
Notices/Posters to be displayed around site outlining clear guidance on hygiene	Managers	Currently there are a great many signs pertaining to COVID-19 but some will be needed at certain areas, for instance the drop off/pick up point at the rear of the building. This shall be, primarily, for the benefit of the	

		parents as they may have vulnerable people back in their household who are shielding.	
Notices outlining use and cleaning guidance for toilets, to ensure this area is kept as clean as possible; also outlining social distancing as far as possible;	All	This shall be present for the benefit of staff and would be communicated prior to children returning to site. Notices specifically for the children (less complex wording, brighter colours etc.) shall be placed in specific locations.	
Hand sanitisers available at specific locations on site	All	Yep! Not much more to be said on that one really!	

## 11. Handling goods and materials



Task/Action	By Whom	Action	Completed Date
Cleaning materials to be put in place for goods being delivered on site; Staff/ volunteers to be advised on procedure	All	Whilst this is in place for the Croydon BME Forum as a whole it shall be necessary to place cleaning materials in the Bright Futures 4 All offices as detailed above. A supply of cleaning materials, in particular hand sanitiser and wet wipes, shall be placed at the rear entrance of the building, the entrance used by Bright Futures 4 All, so that any deliveries can be cleaned prior to being brought into the office.	
Staff/ volunteers to be advised to follow handwashing procedures after handling goods	All	This shall form part of the COVID-19 plan and shall be communicated to all staff/volunteers prior to students being allowed back onsite.	
Hand sanitisers to be available to staff and service users	All	Hand sanitisers shall be available throughout the office for use by all individuals.	
Staff/ volunteers to be advised that non-business deliveries to the site are restricted	All	Due to the risk of contamination via deliveries, non-business deliveries must be prohibited in order to minimise the number of deliveries to the office.	

## 12. Personal Protective Equipment

Task/Action	By Whom	Action	Completed Date
<p>Travel to the workplace, using public transport; Face coverings will be available to those staff/ volunteers who request them.</p> <p><i>Note: refer to the NYA guidance on PPE requirements for delivering activities</i></p>	All	<p>Rules and regulations stipulated by TfL must be followed. Should a staff member commute via car or motor bike then they may only commute with members of their household. If possible staff should commute via bicycle or walk to the office. In all instances staff must wash their hands on arrival at the office.</p> <p>Should a staff member require a face mask and/or gloves then these should be provided by the company.</p> <p>Should a staff member be at a higher risk than average, for example BAME, then the company should educate the staff member about the increased risk and offer appropriate solutions.</p> <p>Should a staff member, or an individual in the staff members household, be classified as being at extreme risk then plans must be put in place for that staff member to work from home.</p>	

Staff/ volunteers collecting deliveries; distributing post – gloves will be provided	All	Gloves shall be provided and the staff member shall wash their hands once the delivery has been collected and opened.	
Cleaning – gloves will be provided to those staff who will be supporting with enhanced cleaning of specific areas	All	Gloves will be provided to those staff who will be supporting with enhanced cleaning of any area of the office.	

**Note:**

It is HM Government guidance that “workplaces should not encourage the precautionary use of extra PPE to protect against COVID 19 outside clinical settings or when responding to a suspected or confirmed case of COVID 19. Unless you are in a situation where the risk of COVID 19 transmission is very high your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited”

**13. Communication**

Task/Action	By Whom	Action	Completed Date
Publish results of risk assessments on website (If your organisation employs over 50 workers, it is required to publish the results of risk assessments/action plans on its website)	Trustees/ Managers	Not applicable.	
Display "Staying COVID-19 Secure in 2020" Notice at all work sites	All	This shall be displayed along with all of the other signs.	
Staff will receive an induction into the site, to ensure they understand their responsibilities relating to COVID 19 whilst on site and when dealing with their visitors	Trustees/ Managers	Staff shall receive an induction stipulating what is expected of them and also answer any and all queries which a staff member may have.  The company may have to make changes for some staff should they be classified as at risk. This may be obvious but some situations may change, such as falling pregnant.	

<p>Clear guidance on social distancing and hygiene will be provided to visitors prior to their attendance via phone, email etc.</p> <p>Staff will reiterate guidance upon arrival</p>	Trustees/ Managers	<p>Prior to any child and/or young adult attending the office, appropriate communications shall be made to the young person and/or relevant care person (parent, legal guardian etc.) via email in the first instance.</p> <p>Any further queries may be resolved by phone, SMS, WhatsApp etc.</p> <p>Should the visitor be a delivery driver or someone attending the premises in order to carry out maintenance work then guidance shall be communicated prior to arrival.</p>	
Notices will be displayed in all areas of the site outlining guidance	Managers	Appropriate signs in appropriate locations.	
Entry and exit routes to site to be reviewed – one way system	Trustees/ Managers	Due to the nature of the rear exit proximity to the office and the layout of the building a one way system is possible	
Prepare Return to Work Induction for staff/volunteers returning back on site, outlining new procedures on arrival at work and during working hours	Trustees/ Managers	A preparatory document shall be created for all staff outlining new procedures. This shall be provided to current members of staff, and for new members of staff it shall form part of any induction.	

To include refresh/update Emergency Evacuation Procedures		Not only shall it contain the amendments to working patterns but it must remain relevant by being updated with the latest rules put forward by national/local government bodies as well as organisations such as TfL and PHE etc.	
Visitors/Contractors – operational procedures updated and issued upon arrival	Managers	An amended version of the guidance scheduled to be provided to staff shall be provided to third parties.	
Fire Marshals – Update on procedures	Trustees/ Managers	Fire Marshal and First Aider procedures to be updated to include COVID-19.	

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**Developed in partnership by UK Youth and the National Youth Agency**