**Draft Office Manual Supplement for Phase 1 Recovery Plan**

Contents

1. Section 1: Operating Principles Phase 1
2. Section 2: The Client journey
3. Section 3: Supervision
4. Section 4: Entry and Exit to the building
5. Section 5: Opening times
6. Section 6: Cleaning instructions
7. Section 7: Disposal of PPE/gloves
8. Section 8: Moving around building
9. Section 9: Ventilation

**Section 1: Operating Principles Phase 1**

1.1. Maximum 7 staff/volunteers in office to observe social distancing. Maximum allocation 4 downstairs and 3 upstairs.

1.2. One client/family in building at a time. Client entry via front door controlled via intercom and video-link. Initial contact with receptionist and then directed to room 1 for video-conferencing appointment with assessor in room 3. See section 2 for the client journey

1.3. Only 1 person in kitchen at any one time

1.4. Staff entry through back door and exit through back door. Client entry and exit through front door. Clients not permitted access beyond reception area, waiting room and room 1.

1.5. Each rota day split into morning and afternoon. Assumption that each assessor interview takes 30 minutes with a 30 minute write up. i.e. 1 hour. Max 5 interviews per day (assuming steady demand timeslots 10,11, 12, (lunch break 1.00 - 1.30), 1.30, 2.30.

1.6 Supervision: remote workers will be supervised by their current ASS. Office workers will be supervised by Martin other than Mondays and Thursdays when the ASS is in the office.

Further considerations:

Downstairs rooms 2 and 4 and room 7 are not used in phase 1.

**Phase 2** could bring these rooms into usage for additional video-conferencing appointments. These are likely to be done with advisers working from home

**Section 2: The Client journey**

Managing F2F clients in Phase 1

|  |  |  |
| --- | --- | --- |
| Step | Actions/To do/Considerations | Date Completed (actions in bold) |
| 1.Client contacts us by buzzing intercom. Only one client/family allowed into the office at anyone time. Signage on front door to explain that if you have any symptoms of Covid 19 please do not call in at this time | **Instal Intercom**  **Signage**   1. Don’t come in if you have symptoms 2. Limited service 5 appointments per day. 30 min interviews 3. Use hand sanitiser on entering and leaving 4. No toilet available – please use public toilets 5. Please observe 2 m social distancing rule at all times 6. Other ways to contact us   These will be **displayed in our regular A- Board** or on front door | **Instal Intercom**  **Signage**  **A-Board Display** |
| 2. Client is buzzed in to reception if slot available, otherwise go to Step 6 | ‘**Hazard**’ **tape** on reception floor marked off 2 m from reception desk and sign asking cl to stand behind line (may need review if not practical – papers need to be handed in, privacy issue etc)  Cl asked to use **hand sanitiser** (hand sanitiser to be located on windowsill in reception and reception desk). Facemask to be available for ‘vulnerable’ clients as per risk assessment.  Receptionist asks client nature of problem and whether existing client - find details on Casebook. Cl asked to complete **permissions and consent form** if necessary. These to be **located on windowsill** which client will complete and then return to receptionist for checking along with any paperwork:  Paperwork should be copied for the assessor and can be later scanned into Casebook and destroyed.  **Reception log**: receptionist records allocation of timeslots for clients, the start times of client interviews and remind assessor when interview should be finishing. | **Hazard tape for Reception and general office**  **PPR order**  **Reception log** |
| 3. Client asked to go to Room 1 for interview with assessor (located in Room 3). | Geoff arranging secure video-conferencing (Microsoft Teams) | **Video-conference facility for Room 1 and 3** |
| 4. Client finishes interview | Client collects any relevant paperwork from receptionist  Follow up work: assessor to advise client that follow up work will be put in work queue and cl will be contacted by phone or email (by a remote worker)  **Phase 2** would involve a remote video-conferencing interview – would client need to come into office to do this? There maybe equipment considerations for remote workers | **Phase 2 expansion of video-conferencing** |
| 5. Client leaves building via front door | Cleaning regime: receptionist wipes down Room 1 chair and desk, door handle Front door handle and reception desk as appropriate.  **Office manual cleaning instructions** | **Cleaning products/PPE**  Wipes or Milton sterilising fluid in spray bottles?  **Office manual cleaning instructions** |
| 6. No immediate availability | Client is given timeslot for later in the day if available and/or service phone and email contact details | **Signage on front door**  22.6.20 |

**Section 3: Supervision**

* 1. Supervision: remote workers will be supervised by their current ASS. Office workers will be supervised by Martin other than Mondays and Thursdays when the ASS is in the office. In Martin’s absence office workers will be supervised by the remote ASS.
  2. See remote working guidance for the process of remote supervision.

**Section 4: Entry and Exit to the building**

4.1 Staff entry through back door and exit through back door. Staggering arrival times:

9.00 am Manager and Deputy

9.15 am ASS

9.30 am Administrator and Benefit specialist,

9.45 am Assessor, Receptionist

9.55 am Local phone operator and Adviceline

4.2 Admittance of clients – see section 2

4.3 Visitor attendance: these need to be approved by Manager or ASM and arranged outside of session opening times.

**Section 5: Opening times**

5.1 These are subject to volunteer availability but the current draft rota (v.22.6.20) shows

Drop in appts Adviceline Phone Local Phone (dedicated staffing in office)

Monday 10.00 -2.30 10.00 -3.00 (office) 10-12.30

Tuesday 10.00 – 2.30 10.00-3.00 (remote)

Wednesday 10.00-12.00 10.00 -3.00(remote) 10-12.30

Thursday: 10.00 -2.30 10.00-3.00 (office)

Friday 10.00 – 12.00 10.00-3.00 (remote) 10-12.30

**Section 6: Cleaning instructions**

6.1. Handwashing posters are displayed throughout the office.

6.2 Large hand sanitiser dispensers will be available in General office and reception area (x2), small hand sanitiser dispensers to be available in room 1, room 3, kitchen, training room , room 8 (x5).

6.3 After each client appointment the receptionist will clean down Room 1; desk, chair and computer screen and other IT equipment used. Any existing equipment in room 1 that is not needed will be removed or moved out of the way. The receptionist will also clean reception desk as appropriate any equipment.

6.3 Workstations: it is the responsibility of the person starting their rota shift to clean their keyboard, mouse, monitor and desk space before use.

6.2 Kitchen: wash hands before and after using the kitchen. Put away any used items of crockery in the dishwasher. The worktops should be wiped down at the start and end of the day.

**Section 7: Disposal of PPE/gloves**

7.1 Used PPE and wipes should be disposed of in the marked red bins in either the reception area downstairs or training room upstairs or use kitchen bin.

**Section 8:** M**oving around building**

8.1 On some days the maximum allocation of staff/volunteers for either upstairs or downstairs has been met. Staff/volunteers should recognise these limits and act accordingly. Use of the internal phone to contact colleagues is encouraged. ***A list of extensions will be available in each room.***

**Section 9: Ventilation**

9.1 Where possible windows should be kept open to encourage circulation of fresh air.