



		Likelihood				
		Very Unlikely	Unlikely	Possible	Likely	Very Likely
		1	2	3	4	5
Negligible	1	1	2	3	4	5
Minor	2	2	4	6	8	10
Moderate	3	3	6	9	12	15
Major	4	4	8	12	16	20
Severity	Extreme	5	10	15	20	25

*Risk matrix used in risk assessment below  
RR = Residual risk*

# Coronavirus (COVID-19) Chiswick House Risk Assessment

**Assessment date:** 12th April 2021

**Review date:** 19<sup>h</sup> April 2021 – Then weekly thereafter

**Version:** 10.0

**Foreword:**

## Current Covid-19 Roadmap Step 2

Will to Win management and staff will adhere to current advice on coronavirus as per the government website: <https://www.gov.uk/coronavirus>

Will to Win take the safety of all staff, coaches, customers and contractors very seriously and ensure safety measures have been considered and put in place to prevent any risk to users of the facilities. Unit managers and senior staff have identified the risks involved in reopening Will to Win centres and have ensured staff safety is paramount. In line with recent updates to government guidelines on 22<sup>nd</sup> February 2021 for action from March 29<sup>th</sup> 2021 – all customers entering a Will to Win venue are required to check in to the NHS test and trace app or manually where they cannot access this app. At this current step level, outdoor sports facilities such as tennis and netball courts, and outdoor football pitches can remain open, and people will be able to take part in formally organised outdoor sports. Hospitality venues will be allowed to serve people outdoors at Step 2 and there will be no need for customers to order a substantial meal with alcoholic drinks and no curfew.

For a full list of details please review: <https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary> and in accordance with the LTA:

<https://www.lta.org.uk/about-us/tennis-news/news-and-opinion/general-news/2020/march/coronavirus-covid-19---latest-advice/#england>

Hazard	Risk	Control measures	RR	Persons at risk
<b>Risk of contracting or spreading</b>	4x5= <b>20</b>	• All persons entering the facility are required to wear face masks as per government guidelines unless exempt.	4x2= =	All persons entering the building

<p><b>coronavirus</b></p> <p>1) Serving Customers who may be carrying COVID-19.</p> <p>2) Coming into contact with fellow colleagues/delivery drivers/contractors/ all other persons entering the facility</p> <p>3) Spread of COVID-19 - Failure to implement effective cleaning, handwashing and hygiene procedures</p> <p>4) Staff coming to work with Symptoms</p> <p>Current symptoms of the virus may include:</p> <ul style="list-style-type: none"> <li>- A high temperature (fever)</li> <li>- A new continuous cough</li> <li>- A change to your sense of smell or taste</li> </ul> <p>5) Non-essential workers returning to workplace outside of approved schedule</p> <p>6) Transmission of COVID-19 to clinically vulnerable and extremely clinically vulnerable</p> <p>7) Social distancing not possible due to decreased space in centre</p>	<ul style="list-style-type: none"> <li>• All persons entering the facility are required to leave their contact details or use the NHS test and trace app on their smartphone to ensure they log their visit to the centre.</li> </ul> <p><b>Staff requirements</b></p> <ul style="list-style-type: none"> <li>• Where possible, staff will be asked to work from home if they are able to within their role.</li> <li>• All staff must sign into the staff scheduling system (Deputy) prior to starting their shift and answer the following 5 questions: <ul style="list-style-type: none"> <li>○ <i>Have you or a member of your household experienced any of Covid-19 symptoms: high temperature/fever, cough, loss of/change to taste and smell, respiratory illness, breathing difficulty? If yes, when were these symptoms experienced last?</i></li> <li>○ <i>Have you tested POSITIVE for COVID-19? If yes, what was the date of test?</i></li> <li>○ <i>I will ensure that I wash my hands thoroughly and regularly</i></li> <li>○ <i>I will avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin.</i></li> <li>○ <i>I confirm that I am up-to-date with the Deputy Newsfeed</i></li> </ul> </li> </ul> <p>An alert is sent to the line manager of any staff member who doesn't answer these questions or who indicates that they or someone in the same household has tested positive to or presents with symptoms of coronavirus. The manager will then ask the staff member to return home immediately and contact 111 (Public Health England) and inform the manager of any actions from the test and trace program.</p> <ul style="list-style-type: none"> <li>• All staff are instructed (via Deputy sign in) to adhere to hygiene measures outlined by NHS at all times – These include using soap and water and washing hands for 20 seconds at a minimum before and after shifts and before and after food handling or using hand sanitiser where soap and water is not available. Hand sanitiser is provided at all workstation areas. At the reception area this is next to the till and in front of the desk, in the café area this is next to the till, and one inside the café serving area.</li> <li>• Designated staff only areas will be correctly signed, and sneeze guards installed at the reception desk and café serving area to lower the risk of aerosol transmission of the virus.</li> <li>• Staff are to ensure no one is seated indoors and only take away service or sports sales are provided indoors.</li> <li>• Staff are to ensure no one is seated indoors and only take away service or sports sales are provided indoors.</li> <li>• Staff are to enforce current step 2 rules and provide a takeaway service only from the café. The outdoor benches are open for seating.</li> </ul>	<p><b>8</b></p>	
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	<ul style="list-style-type: none"> <li>• Delivery staff and contractor contact is minimised by ensuring all deliveries are contactless – Name of staff accepting the delivery is to be indicated to the delivery driver and package/parcel to be left on reception. Staff are encouraged to wear gloves when accepting and opening packages and will wash hands/sanitise their hands thoroughly after collecting these. No staff member should sign a digital device and will be encouraged to wipe down packages before opening</li> <li>• High touch areas cleaned every 2 hours in reception, office, access control and delivery areas e.g. scanners, turnstiles, screens, telephone handsets, desks, particularly during peak flow times. These areas will be cleaned with D10 and blue roll with staff to wear gloves. The soiled blue roll and gloves to be disposed of in bin behind reception. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day. Staff to sign off when they have completed this task and Unit Managers to ensure this is getting completed by checking these sheets daily.</li> <li>• There is no seating available in the garden area.</li> <li>• Staff are to ensure face masks are worn at all times inside the building and they adhere to social distancing measures of at least 2m. If social distancing cannot occur, reasonable measures are taken to limit the amount of time/exposure this occurs for. ie 2 staff members moving behind the desk – Limit this contact to 30 seconds or less to collect belongings etc or ensure they move to an area 2m or further within 1 minute.</li> <li>• All working equipment to be thoroughly cleaned prior and after using it. This includes phone receiver, mouse, keyboard, desk, folders and any other high touch surfaces.</li> <li>• PPE provided to all staff – Gloves, disposable face masks and disposable aprons are available in the office at each site. Unit Manager is in charge of ensuring these are stocked up for all staff to wear.</li> <li>• Single use PPE should be disposed of so that it cannot be reused and to control potential contamination (waste removed by a responsible, approved contractor daily). This is disposed of in the bin behind reception. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day.</li> <li>• All bookings are through the website and online only to limit contact with any customers at the site. Chiswick House is a cashless centre and only contactless payments can be made.</li> <li>• Ventilation will be maximised by opening doors at the main entrance.</li> <li>• Staff will ensure they are sensitive to clinically vulnerable and extremely clinically vulnerable people at the centre. If someone identifies as this, staff will ensure other staff are aware and make any accommodations, where possible, the person requires to ensure their safety. If they are requesting tennis coaching – Private tennis coaching of 1-1 will be recommended to them</li> <li>• Staff will consult with and continue following ongoing updates from the Management Team.</li> </ul> <p><b>Customer Requirements</b></p> <ul style="list-style-type: none"> <li>• All customers entering the building are required to wear a face covering and check in to the NHS test and trace</li> </ul>	
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	<p>app or manually leave their details with a staff member. Signage is located outside the building and when inside at reception.</p> <ul style="list-style-type: none"> <li>• Customers will queue on the floor markings outside prior to being called by a staff member to confirm their check in via the test and trace system. Hand sanitiser is available at the front entrance prior to entry.</li> <li>• Customers will not congregate inside the pavilion and will enter to purchase take away items from the café.</li> <li>• Customers will book online prior to arrival for any court or weekly drill and will arrange and confirm with a coach prior to any private lesson. If booking a private lesson, payment will be made digitally to the coach or via contactless payment at the centre.</li> <li>• Customers will be asked to avoid physical contact during sessions and to maintain a social distancing (at least 2m) - court handshakes or other physical contact before, during or after matches is discouraged by coaches and staff.</li> <li>• No sharing of Tennis equipment – own rackets must be used. Where equipment is shared (e.g. Netball or Football) regular breaks must be taken to sanitise the balls and the players hands. Will to Win are not renting any rackets or equipment and offer new purchases only.</li> <li>• Tennis Balls must be purchased or brought by each individual. Staff will verbally encourage players to mark their own tennis balls with permanent marker to identify them. This is to correctly identify tennis balls moving across courts to avoid many users contacting the same tennis balls.</li> <li>• Hands must be washed upon arrival, and on leaving the Centre, if the facilities are open. A hand sanitizing unit is located at the front entrance and the bathrooms have adequate soap and water.</li> <li>• Customers are to follow all additional instructions from centre staff and coaches when at the facility if there are immediate changes to operations that may affect their visit.</li> <li>• Customers who are clinically vulnerable or extremely clinically vulnerable will identify this to a staff member upon entry and any further requirements they may need to remain safe.</li> </ul> <p><b>Coach Requirements</b></p> <ul style="list-style-type: none"> <li>• All coaches are to read online messaging regarding updates to health and safety requirements of the facility (via scheduling software) and click confirm that they have read and understood this.</li> <li>• Head coach and Unit Manager to have a weekly meeting to discuss health and safety changes in the centre. This is documented with minutes and the head coach relays this information to the coaching team via Deputy.</li> <li>• Coaches will adhere to social distancing rules and maintain a distance of at least 2m from their clients at all times during private sessions. Coaches will not come to pupils' side of the court unless in a doubles scenario but will maintain social distancing of at least 2m at all times.</li> <li>• The coach will discourage any physical contact on court before, during or after the lesson.</li> </ul>	
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	<ul style="list-style-type: none"> <li>• No sharing of equipment – personal rackets must be used during all sessions.</li> <li>• Teach groups according to LTA group size guidelines.</li> <li>• Use new or fresh tennis balls where possible for each lesson. To facilitate this, consider using less balls per lesson (e.g. one or two cans). Use 'live ball' exercises over basket feeding so less balls are needed. Balls that are stored for 72 hours, can then be re-used. Where possible coaches only should handle the balls to limit the transmission of any contaminants on the balls.</li> <li>• Use balls relevant to level to ensure a continual rally and to avoid physical or close contact between coach and player.</li> <li>• When booking private lessons coach will inform clients to bring their own rackets and will not rent out any equipment.</li> <li>• Coaches will ensure clients pay via direct bank transfer or contactless payment at the centre.</li> <li>• When booking courts for private lessons, coaches will book their courts online through the website up to two weeks in advance.</li> <li>• Coaches will adhere to the centres quality assurance document in line with booking courts.</li> <li>• Coaches will use limited coaching equipment (e.g. cones) if used, these will be cleaned with D10 and blue roll after the session. This contaminated blue roll will then be disposed of in the on-court bin. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day.</li> <li>• Coaches will ensure all equipment is removed from the court at the end of the session and sanitised with D10 and blue roll. This contaminated blue roll will then be disposed of in the on-court bin. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day.</li> <li>• Customers who are clinically vulnerable or extremely clinically vulnerable will identify this to a coach upon contact and discuss any further requirements they may need to remain safe. If safe, a coach will recommend a 1-1 lesson only for private coaching and discuss any further requirements for that person's safety.</li> <li>• Coaches are to follow any additional instructions relayed from Centre management regarding further changes to ensure the safety of staff in line with weekly reviews of this risk assessment. This may also include any changes that occur as a result of government guideline changes or governing body guideline changes.</li> </ul>	
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<p><b>Suspected case whilst working on site</b> Current symptoms of the virus may include:</p> <ul style="list-style-type: none"> <li>- A high temperature (fever)</li> <li>- A new continuous cough</li> <li>- A change to your sense of smell or taste</li> </ul>	<p>4x4= <b>16</b></p>	<p>If a worker develops a high temperature, change in taste or smell or a persistent cough while at work, they should:</p> <ul style="list-style-type: none"> <li>• Return home immediately, call 111 and arrange a covid-19 test.</li> <li>• Avoid touching anything</li> <li>• Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough, and sneeze into the crook of their elbow.</li> <li>• They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</li> <li>• Unit managers or the staff members line manager should maintain regular contact with staff member whilst they are in self isolation.</li> <li>• Use a separate bathroom when at work and at home and clean and sanitise after this each use.</li> </ul>	<p>4x1 = <b>4</b></p>	<p>Staff / Customers / Coaches / Any other person visiting centre</p>
<p><b>Spread of COVID-19 by administering first aid</b></p>	<p>4x4= <b>16</b></p>	<p><b>Nominated First Aid person</b></p> <ul style="list-style-type: none"> <li>• The nominated first aid person is the sports desk staff member on site or the Head Coach/Lead coach. This first aid person must wear full disposable PPE (gloves, apron, face mask) for the duration of the incident. The First aiders will then dispose of contaminated material in bin behind the reception desk away from the public. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day.</li> </ul> <p><b>First Aider</b></p> <ul style="list-style-type: none"> <li>• Will wear full disposable PPE (apron, face mask, gloves) and wash hands prior to attending any first aid incident. This is stored behind reception.</li> <li>• Will try to maintain social distancing measures at all times however in the case this is unavoidable refer to the section below about “unavoidable first aid contact”.</li> <li>• First aider will dispose of any contaminated material and used PPE in the bin behind the reception desk away from the public. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day.</li> <li>• First aider will wash their hands as per NHS guidelines after any incident (for a minimum 20 seconds).</li> <li>• The first aider will fully document any incident that occurs where first aid is required. This document is stored on the online storage server for 3 years from the date of the accident <b>OR</b> 3 years from a child’s 18th birthday.</li> <li>• First Aider will report any notifiable incidents to the Unit Manager or Group Operations Manager.</li> </ul> <p><b>If Children aged 12 and above:</b></p> <ul style="list-style-type: none"> <li>• First aider to wear face mask and disposable gloves and apron (available from the office) if coming within 2m of person requiring first aid.</li> <li>• If casualty is a child 12 years or older or an adult, they are to wear a face mask at all times as per Government direction.</li> <li>• Where possible first aider is to limit contact with person and provide first aid assistance through instruction e.g. “Put bandage here”, “apply pressure here”, “place</li> </ul>	<p>3x2 = <b>6</b></p>	<p>First aid trained staff/Any person requiring first aid/Any person in the immediate area of the incident</p>

		<p>plaster here” etc.</p> <ul style="list-style-type: none"> <li>• If not possible to avoid contact refer to the below points.</li> </ul> <p><b>If children aged 11 and below or serious /unavoidable first aid contact required:</b></p> <ul style="list-style-type: none"> <li>• First aider to wash hands thoroughly before AND after attending a first aid situation.</li> <li>• First aider to wear face mask and disposable gloves and apron (available from the office)</li> <li>• If casualty is a child aged 11 and below and a parent or guardian is not present – The first aider should follow first aid guidance and make all reasonable measures to contact the parent/guardian.</li> <li>• If casualty is a child 12 years or older or an adult, they are to wear a face mask at all times as per Government direction.</li> <li>• If there is a serious first aid, the first aider will ensure that they are in full PPE (facemask, Gloves, disposable apron) and then notify emergency services on 999 before assisting the casualty.</li> <li>• First aider is to take all reasonable measures to remain socially distanced from the casualty.</li> <li>• If contact is required, first aider will ensure another staff member in the centre is aware of the incident, prior to commencing first aid.</li> <li>• First aider will administer first aid as per guidelines until emergency services arrives and then hand over all information to the emergency services.</li> <li>• Where CPR is required, first aider will only give compressions (at a rate of 100/minute) and will not administer emergency rescue breaths. A towel should loosely be placed over the casualty’s mouth and nose.</li> </ul>		
<p><b>Working from home, wellbeing, mental wellbeing compromised/affected</b></p>	<p>3x4= <b>12</b></p>	<p><b>Staff</b></p> <ul style="list-style-type: none"> <li>• Should make regular contact during the day with other staff members via Microsoft Teams.</li> <li>• Head office to make regular contact with staff members working from home (minimum weekly).</li> <li>• Deputy to reflect all staff working from home and timesheet information regarding start and end times.</li> <li>• Wellness action plans implemented to all staff members and discussed during biannual appraisals with line manager.</li> <li>• Staff member should take regular breaks away from the workstation.</li> <li>• Staff member will work the scheduled working hours only to reduce chance of burnout/overworking.</li> </ul>	<p>2x2 = <b>4</b></p>	<p>Staff members working from home</p>

<p><b>Toilet facilities</b></p> <p>1) Customers/staff not able to socially distance in bathroom area due to insufficient space</p> <p>2) Doors, flushers, taps and soap dispensers and other high touch areas having traces of coronavirus on them as the virus can live from 2 hours to 9 days on some surfaces.</p> <p>3) Poor hygiene measures of staff/customers</p>	<p>4x4= <b>16</b></p>	<p><b>Staff requirements</b></p> <ul style="list-style-type: none"> <li>• Wearing disposable PPE (gloves, facemask, apron provided by WTW in the office area), the staff will check the facilities hourly and sanitise the high touch areas using D10 and blue roll. These include but are not limited to door handles, push button soap dispensers, doors, locks, flush buttons, taps, sanitary dispenser lids. They will check soap and sanitiser levels and record on a cleaning schedule hourly.</li> <li>• Dispose of soiled blue roll and disposable PPE into the bin behind reception. This contaminated blue roll will then be disposed of in the bin in the toilet/changeroom facilities. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day.</li> <li>• Wash their hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available (at least 60% alcohol) and hand washing technique to be adopted as directed by NHS</li> <li>• Avoid touching their face/eyes/nose/mouth with unwashed hands and cover their cough or sneeze with a tissue then throw it in the bin.</li> <li>• Staff will ensure ventilation is maximised by opening the windows in the toilet and will enforce a strict one in, one out policy at all times.</li> </ul> <p><b>Customer requirements – Toilet facilities are only available for players. No public access.</b></p> <ul style="list-style-type: none"> <li>• Customers are directed when booking to arrive in appropriate sporting attire as changeroom facilities are currently unavailable.</li> <li>• Adhere to signage displayed outside of toilet facilities and abide by the one in – one out restrictions, sanitising their hands on the way in. Sanitiser is available when entering the building.</li> <li>• Wash their hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available (at least 60% alcohol) and hand washing technique to be adopted as directed by NHS.</li> </ul>	<p>4x1 = <b>4</b></p>	<p>Staff / Customers / Coaches</p>
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## Training

Please ensure a manager's brief has been completed alerting to company specific process / procedures

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

# Management

- Unit manager to brief staff upon returning to work of the above risk assessments or for all staff to changes to the above risk assessment.
- Unit manager to ensure all staff are aware of reporting requirements and that all confirmed cases are escalated to your H&S competent person or Will to Win Covid-19 Officer.
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce through Deputy. This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- Assessments to be reviewed weekly or where significant change has occurred
- Please remind staff that in order to minimise the risk of spread of infection, we rely on everyone in the industry taking responsibility for their actions and behaviors.
- Please encourage an open and collaborative approach between your teams on site where any issues can be openly discussed and addressed.

If in England call **NHS on 111** where you will be assessed by an appropriate specialist. NHS guidance is that you do not go directly to your GP surgery, community pharmacy or hospital unless an emergency occurs