

Futureworks Return to Work Plan

This plan details the activities and safety measures to be taken as employees and students return to work and study during the coronavirus pandemic. During this unprecedented time and the challenges it presents, Futureworks has an obligation to continue to provide a first class experience for its students whilst also keeping the safety of all a high priority.

Planning has been informed by a Risk Assessment performed by the Facilities Manager in collaboration with other staff members. Guidance from UK Government, Public Health England and the Health & Safety Executive has been central to the production of this plan, references can be found in the references section at the end of this document.

This plan is designed to enable Futureworks to conform the UK Governments new 'COVID-Secure' guidance.

Staged Approach

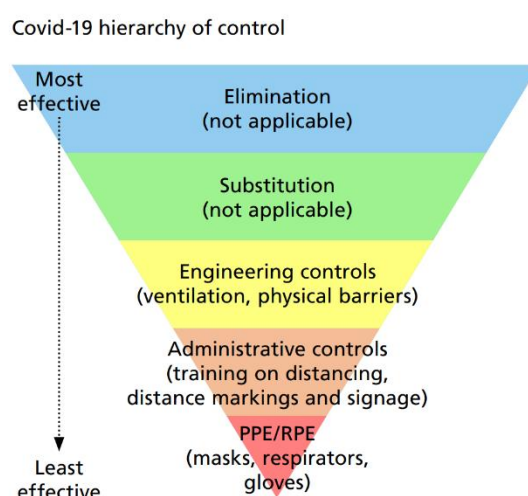
A staged approach has been planned for the return to work which maximises opportunity to implement control measures and minimises risk of exposure to the virus. The stages cover an initial 4 week period and detail the persons to return and the planned activities. The planned stages are detailed in the table below.

Week	Date	Activity
Week 1 & 2	w/c 15 th June & 22 nd June	Facilities team return to complete maintenance, deep cleaning and implement COVID-19 safety measures.
Week 3	w/c 29 th June	Minimal return of staff and staff safety briefings conducted.
Week 4	w/c 6 th July	Futureworks re-opens with minimal return of students.
Week 5 onwards	w/c 13 th July	Gradual return to the new normal. Periodic reviews of effectiveness of control measures will be performed and relaxed as appropriate in line with ongoing risk and government advice.

Risk Assessment

A Risk Assessment specific to the hazards present during the COVID-19 pandemic has been performed and can be [found here](#). This assessment posed unique challenges not normally present in normal risk assessment. In particular when considering the common five stage model of controls (see figure 1), the two first and most effective stages of mitigating health and safety risks are not possible during this pandemic. Stage one 'Elimination' is not possible, we can not remove the possibility of the virus from the workplace. Stage two 'Substitution/Reduction' as with stage one, it is not possible to reduce or substitute the virus for a safer alternative. This leaves the last three and less effective stages of mitigation, which must be enforced with greater effectiveness and consistency to achieve a safer environment.

Figure 1 –Referenced from IOSH 'Covid-19 Risk Assessment Guidance'



Core considerations for effective social distancing and hygiene controls:

- General movement and activity should maintain two metres distancing where practicable.
- Reduction of touch 'hotspots' and the minimizing of handled items.
- Avoidance of busy periods and gatherings e.g 'rush hour' and lunchtimes.
- Travel by public transport avoided where possible and encouragement of individual travel.
- Encouragement of hand washing as often as possible.
- Appropriate cleaning or disposal of items with potential to transmit the virus.
- New control measures should not negatively interfere with existing control measures mitigating non-COVID-19 risks e.g Fire, Health & Safety.
- As with normal risk mitigation, all controls should be reasonably practicable and cost, time, effort and effectiveness should be carefully considered.

Challenges in the current environment:

- Corridors and stairwell do not support distancing of two metres.
- Small reception area at Riverside encourages close proximity of multiple people.
- Availability of staff office space.
- Toilet facilities do not support distancing of two metres.
- Classroom size and availability dependent upon measures still in place at the start of the academic year.

Risk control plan

This plan documents the specific control measures and mechanisms to implement and maintain a COVID-Secure environment.

Responsibilities

The implementation and enforcement of this plan will be enacted by the Facilities Manager with support from other Managers and the Facilities Team.

Control Measure Area:	Responsibility:
Site wide & common areas	Facilities Team
Classrooms	Teaching Staff
Studios	Facilities Team
Offices	Managers

Monitoring and review

Weekly review of control measures will be performed by the Facilities Manager. Reviews will analyse the effectiveness of control measures and people's response to them. Review will also consider ongoing risk and government advice. Recommendations of changes will be put to the Management team.

Communication

Communication of control measures will be generally distributed via email and the VLE to all staff and students. Signage and floor markings will be implemented in for specific control measures around the building. Posters will also be posted around the building with general advice regarding hygiene, hand washing and best practices. Staff will receive a briefing on the measures in place ready for their return to the office. Visitors, where planned ahead will be given a verbal briefing of measures over the phone before their arrival, otherwise they will receive a briefing from staff upon arrival.

Future spikes and local infections

The control measures and procedures detailed in this plan will respond flexibly to changes in line with guidance related to any future increase in COVID-19 cases. Control measures in this plan will also respond to cases local to the Futureworks community. Potential remains for an increase in risk driven by an increase in national or local coronavirus cases, where the risk exposure exceeds acceptable risks levels determined by Futureworks Leadership, measures will be taken to shift back to an online only delivery model and facilities closed to minimise risk to staff and students.

Relaxation of control measures

As risk posed by the pandemic changes over time so too will the level of control measures. Futureworks has adopted a 5 level response scheme that will decrease, or increase in line with COVID-19 related risk. Detail of the response levels can be found in the document [Futureworks COVID-19 Response Levels](#).

Specific Control Measures & Staff Protocol

This section lists the specific control measures and protocols to be put in place to ensure reasonably practicable steps are taken to mitigate the risks as identified in the Risk Assessment.

1. Main entrance – Staff to monitor and control foot fall and number of persons in the building.
2. Reception – Perspex barrier installed, procedure for handling keys, passes etc. put in place. Floor markings to indicate proper social distancing, card only payments and procedure.
3. Building Capacity – A restriction on the number of persons in the building will be implemented and monitored by Reception. The maximum number of people which can reasonably observe social distancing at 2 metres has been calculated to be 120 persons at Riverside and 35 persons at Media City.
4. Face coverings – Face coverings to be mandatory for all users of the building whilst using shared spaces and common areas. A supply to be kept for people who arrive without.
5. Hygiene stations – placed around the building, at the entrance to each floor and in each classroom and office. Will consist of hand sanitiser pumps and surface wipes to be used by staff and students upon entering a classroom.
6. Cleaning staff – Cleaning contractors briefed on risk assessment and specific COVID-19 cleaning measures.
7. Specific bins for cleaning supplies and used PPE placed in each room – bigger bins to be placed in the toilet facilities.
8. Lifts to have signage and floor markings with maximum occupancy rules (1 person in small lift, 2 back to back in larger lift).
9. On entering the building – Floor markings to indicate queue area and distancing for entry to the building. Will work with Bruntwood & construction site to ensure safe spacing. Media City site will have markings across the front of the building.
10. On entering the building – Staff, Students and visitors will be given a briefing on safety measures. Hygiene supplies will be available at this point.
11. General movement – Rules, floor marking and signage to encourage single file left side movement in all hallways & stairwells.
12. General movement – People encouraged to use lifts only for upwards travel. Lifts programmed to return to Ground to lower waiting times in Main Reception.
13. General movement – where appropriate, non-fire doors to be propped open to minimise ‘hotspot’ touch areas.
14. Classroom distancing – Placement of computer workstations to conform to 2 metre social distancing measures. Classroom distancing will be monitored by facilities staff & tutors.
15. Classroom cleaning stations – On entry staff/students sanitise hands and take wipes to clean the workstation they want to use.
16. Student lounge – Reconfigured with LRC computers and removal of furniture to comply with distancing measures. Student kitchen closed. Floor markings and one-way system implemented.

17. Staff Kitchen – Max occupancy of 3 people, floor markings and signage implemented regarding distancing and best safety practices. Strict wash as you go policy on items used and encouragement of pre-packaged foods.
18. Staff Kitchen – Staff encouraged to bring and only use their own drinking vessel and utensils.
19. Staff Offices – All office spaces at Riverside & Media City organised & tidied to maximise capacity and social distancing, installation of Perspex dividers where necessary.
20. Office Equipment – workstations and phones should not be shared and should be wiped down every day and as required.
21. Meeting room – Maximum occupancy rule of 2 people.
22. Facilities team to install and configure remote desktop and communication software in each studio to communicate with and assist students. Similar solution implemented for Student Services online support.
23. Studios – Bookings for studio spaces will initially be limited. There will be single longer slots per day with staggered start finish times. Maximum occupancy rules will be enforced. Details of room bookings and safety measures will be sent to students and staff in a separate guidance document.
24. Studio Support – Support limited to remote desktop and over the phone where possible to minimise contact. Notices on direct dial number and procedure to get support installed in studios. Where in person support is required, students must remain in marked areas whilst support staff are in the room.
25. Studio Gear – Distancing and cleaning procedure enforced for gear exchanges. Have a designated collection and drop-off spot indicated by floor markings to ensure appropriate distancing. New exchange procedure detailed in separate guidance document to be shared with staff and students.
26. Studio Gear – Enhanced cleaning protocol implemented, clean all items between each session. 'Buffer' bookings for staff cleaning between student bookings.
27. Studio Gear – Vocalists to bring their own pop-shields where possible, microphones and pop shields are a serious specific concern. Disposable mic covers/pop shields to be used where possible. Additional safety measures to be taken when cleaning microphones between each use.
28. Studios – Foley studio will not have props for use. Props must be brought and taken away each session.
29. Student Advice Centre – Hatch to have clear PVC barrier installed.
30. HR – Vulnerable people to self-identify and report to their Line Manager.
31. HR – Employees that have a member of their household self-isolating must also self-isolate and work from home.
32. HR – As appropriate staff should work at home where possible. IT equipment will be supplied as appropriate.
33. HR – Rotas for office use should be agreed within teams. Some staff may be relocated to different office spaces.
34. HR – Staggered start times to be considered by Line Managers to minimise busy start and finish periods.
35. Staff Travel – Staff encouraged to travel in isolation where possible. Additional access to Bruntwood bike storage arranged.
36. HR – All staff to receive a briefing on measures in place to aid in understanding and enforcement of COVID-19 safety measures.
37. Mental Health Support sessions for COVID-19 related issues for Staff and Students.

38. Support room 101B to be possibly merged with 101A to enable continuation of private support meetings.
39. PPE - Reception, facilities staff and others where appropriate must use adequate PPE – training given, and specific PPE identified and issued.
40. Communications – All Staff and Students to receive an email with general rules and information. VLE update with measures and posters around the building will reinforce the messages. Briefing for guests at sign in.
41. COVID-Secure posters to be placed in receptions and staff areas.
42. General Security – Facilities staff briefed on security risks associated with business change.

Ongoing academic, support and student experience considerations

The COVID-19 pandemic and the safety measures implemented by Futureworks will have mid to long term effects. Measures continuing through the start of the academic year will have implications towards the student experience, support requirements, satisfaction and retention. A group will be set up to consider these issues and make on-going recommendations to management. This group will be comprised of staff from student facing roles and where possible involve student representatives. The group will consider issues such as:

- Where digital delivery is in place, how do we tackle potential digital poverty of students.
- The impact of a blended learning experience.
- Timetable restructuring and class delivery times.
- Tutor availability and support.
- Impact of distancing measures and cancelled events on the student social and community experience.
- The move of social and extra-curricular elements to online and the impact on the student experience.
- Impact of control measures on student satisfaction and student feedback.

References

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>

<https://iosh.com/media/7811/iosh-risk-assessment-guide.pdf>

<https://www.universitiesuk.ac.uk/policy-and-analysis/reports/Pages/principles-considerations-emerging-lockdown-uk-universities-june-2020.aspx>