



RISK ASSESSMENT

Attendance at Premises

Residential and Commercial



RISK ASSESMENT OVERVIEW

Field Attendance

Hazards Identified

- 1) Apt licensing & bond.
- 2) Covid19 – Infection prevention
- 3) Pre attendance kit & equipment – vehicle, PPE etc.
- 4) Hygiene – Infection transfer (COVID19)
- 5) Unknown quantity individuals – pre enforcement/attendance – Intel and differentiation of residential from commercial
- 6) Identification of vulnerable persons/minors
- 7) Lone working - Law/legislation related clarifications in the field
- 8) Safeguarding
- 9) Care of surroundings – visit integrity
- 10) First Aid kit and safe working environment
- 11) Contact and access – Agent to DCBL office and emergency services and vice versa
- 12) Paperwork – only to be apt and relevant. Current and live case information in the field – GDPR and safe transportation/disposal. Cash in transit
- 13) Agent Identification and appropriate professional dress code
- 14) Agent ongoing CPD & training
- 15) Post-mortem – If required/apt.

RISK ASSESSMENT

Department:	DCBL
Area / Equipment:	Field Agent Attendance
Manager:	Allocations Manager
Number of People Exposed:	Agents and Attendee/s
<p>Hazard Identification</p> <ol style="list-style-type: none"> 1. Apt licensing & bond. 2. Pre attendance kit & equipment – vehicle, PPE etc. 3. Hygiene – Infection transfer (COVID19) 4. Unknown quantity individuals – pre enforcement/attendance – Intel and differentiation of residential from commercial 5. Identification of vulnerable persons/minors 6. Lone working - Law/legislation related clarifications in the field 7. Safeguarding – Visit integrity 8. Care of surroundings – Safe working environment 9. Contact and access – Agent to DCBL office and emergency services and vice versa 10. Paperwork – only to be apt and relevant. Current and live case information in the field – GDPR and safe transportation/disposal. 11. Agent Identification, appropriate conduct, and professional dress code 12. Agent ongoing CPD, training and welfare. 13. Post-mortem – If required/apt. 	
<p>Action Required Reducing the Risk: <u>Mitigation/Preventive Measures</u></p> <ol style="list-style-type: none"> 1. <u>Apt licensing & bond</u> <ul style="list-style-type: none"> • Re-establish licence & bond – within right to work checks all Agents. • Monitoring dates and licence/bond expiry dates for all Agents. • Apt forbearance should be given to those whose ticket renewal may have been affected by the 6 month extension period referenced by the Amendments to the Taking Control of Goods and Certification of Enforcement Agents Regulations – (Regulation 6 of the Certification of Enforcement Agent Regulations 2014). • Up to date training completion and CPD by the individual ongoing. 2. <u>Pre attendance kit & equipment – vehicle, PPE etc.</u> <ul style="list-style-type: none"> • Vehicle issue and ongoing checks to be monitored. • Appropriate sign in and out of vehicles – confirmation of safety checks carried out prior to issue and within daily usage. • Day to day care with the assigned individual. DCBL to issue all relevant kit and equipment along with PPE – job role relevant. • DCBL to maintain up to date monitoring of safety checks. 3. <u>Hygiene – Infection transfer (COVID19)</u> <ul style="list-style-type: none"> • COVID19 – Company policy and back to work briefing to be allocated to all Agents and any new Agents to the business. This is in addition to all the standard pre checks carried out. • All Agents should be in possession of a copy of the policy/briefings and have signed for it to confirm their understanding. • Subsequent updates should also be signed for by the individual. • This risk assessment made available to the individual Agent, added to DCBL HR access and via the website for clarity. Agent input is also required to any ongoing update operationally. 	

- Re- induction time at the office to be carried out, updated training, carry out briefing covering any operational restrictions, expectations and ensure Agents are confident of their role and its execution prior to being cleared for case allocation.
 - Issue of any PPE and protective equipment required.
 - Highfield accredited training must be completed by all frontline Agents and back office support teams covering Covid19 hygiene, infection prevention and control.
 - All field teams to be provided with protective equipment and trained on the effective use of and safe discarding of equipment after use. Along with guidance on maintaining appropriate distancing, avoidance of touching surfaces, minimising contact, remaining in well ventilated areas, and overall awareness of surroundings.
 - Guidance regarding escalation, withdrawal, signposting for further advice where vulnerability is noted.
 - Full DCBL guidance to be issued for Agents back to work – prior to starting back to work to cover all government and industry issued guidelines and their requirements for operation. Back to work briefing to be carried out with all Agents.
 - HR requirements on Agents operating in pairs to be enforced.
 - Agents to be issued with updated guidance from all relevant authorities as they are notified to DCBL.
 - DCBL case database system collates cases visited data which will be utilised should track and trace be required.
4. Unknown quantity individuals – pre enforcement/attendance – Intel and differentiation of residential from commercial
- Prior to any attendance a full and informative pack of notes to be created on each case issued to attending Agent once case allocated in order to impart all relevant information to their attendance and the carrying out of their respective job as safely and securely as possible.
 - Differentiation between residential and commercial.
 - Additional specific risk assessment carried out if necessary.
 - Commercial - Trading hours, physical access to the business, physical barriers, health & safety concerns if high risk property EG factories, building sites, hard hat or high viz requirements.
 - Residential – Any physical barriers at the property, dogs, vulnerability concerns, locality.
 - Any potential Police or Local authority support of pre prep required involvement to be assessed.
5. Identification of vulnerable persons/minors
- Detailed visit/attendance notes and as much comprehensive detail is required as possible to be given both to and from the Agents and each should detail any potential risks and or vulnerable adults or minors living at the property.
 - Pre risk assessment should be carried out where any viable intel is available.
 - Care to be taken with safeguarding inside all premises EG; male Agents and lone female individuals.
 - Training to be applied, completed, and evidenced. Refreshed at least annually.
 - Out of hours office support is to be maintained 06:00 to 21:00. Available Mobile Phone contact numbers to be held by Field Agents for out of hours office support and who for.

- Access to additional specific support and advice from specialist senior team is available. Agents to be provided the apt contact information and out of hours cover contacts.
6. Lone working - Law/legislation related clarifications in the field
- Any foreseeable or actual dangers while within a property are to be reported to the office and or the appropriate authorities immediately.
 - Ideally a minimum of two individuals to any attendance to safeguarding one another, at least one Certified Agent and one Porter for HCE. Risk assessment to be carried out by Allocations Manager where intelligence is provided.
 - Training to be provided, be completed, and refreshed at least annually.
7. Safeguarding & Visit Integrity
- Kevlar vests and BWV cameras to be worn always throughout any attendance as further safeguards. Vests to be provided by DCBL along with cameras.
 - BWV guidance document to be issued and signed for by the individual wearer upon receipt. This is to be refreshed regularly.
 - Requirement to retain footage within GDPR, ISO27001, and Governing body currently stands at 3 months. Agents are required to capture footage in full on every case no exceptions.
8. Care of surroundings
- Care is to be taken especially during the winter months with parking and surrounding areas such as external lighting, is the surrounding area fully lit in any dark hours, gritting of walkways and car parks may not have been done.
 - Agents to carry winter care kits within vehicles.
 - First aid kit to be contained within each vehicle.
9. Contact and access – Agent to DCBL office and emergency services and vice versa
- Field team must be able to maintain contact with the office and or emergency services where required and must carry mobile telephones and chargers including vehicle chargers.
10. Paperwork – only to be apt and relevant. Current and live case information in the field – GDPR and safe transportation/disposal.
- Vehicles to be equipped appropriately so documentation can be accessed, and insurance limitations can be maintained correctly.
 - Vehicles to be fitted with crosscut shredders – safe disposal of documentation and maintenance of GDPR compliance in the field.
 - Agents to be issued appropriate operational equipment to ensure up to date and current case documentation is available. All to be company issue and fully compliant with ISO27001 requirement.
11. Agent Identification, appropriate conduct, and professional dress code
- ID should be visible and offered for inspection if required. Both DCBL ID and their licence.
 - Copies or image capture of ID should not be permitted to anyone.
 - Agent must be dressed aptly each day and remain smart and professional in appearance. Smart trousers, shirt, and tie to be worn – black or white or combination along with apt footwear.

- DCBL issue Kevlar vest with DCBL branding patches, DCBL branded jacket/coat. DCBL to issue BWV and supporting kit and manage repair/replacement where needed.

12. Agent ongoing CPD, training, and welfare

- Agents to maintain CPD documentation. Required to be updated on a regular basis. Maintenance of up to date records of DCBL training applied.
- At least quarterly trainers to be applied covering at least two topics, one to be H&S related and one to be Operational.
- At least annual training refresher of the Regulations to be provided by DCBL.
- Access to before and after attendance support where required will be provided.

13. Post-mortem – If required/apt.

- Post-mortem if required/apt should be carried out. Especially where incident report is received from the Agent and further risk assessment maybe required to be carried out.
- Incident report and additional risk assessment to be carried out where a possible revisit may be required.
- Any additional risks/mitigations noted appropriately.
- Any Police or other authority support identified should be notified and arranged.

Date of Review 23/08/2020

- HCEOA COVID19 Post Lockdown best practice updates to date.
- <https://www.legislation.gov.uk/ukxi/2013/1894/contents/made>
- MOJ guidance received via HCEOA 22/08/2020 - Working safely during COVID-19: enforcement agents (bailiffs). Including COVID SECURE GUIDANCE FOR TAKING CONTROL OF GOODS AND GUIDANCE ON LOCAL LOCKDOWNS. 2020 No. 889 (L. 20). SENIOR COURTS OF ENGLAND AND WALES. COUNTY COURT, ENGLAND, AND WALES. The Civil Procedure (Amendment No. 5) (Coronavirus) Rules 2020

Signature / Position

D.Connor – Operations Director.