

Social Distancing Champion – Line Managers Brief

NHSGGC is committed to supporting our staff to carry out their roles in a safe environment. As such, we want to ensure that staff have all the information they need to adhere to social distancing guidelines.

Guidance concerning social distancing and wearing face masks and coverings has been issued to staff across NHSGGC, however, staff have provided feedback, which suggests that there continues to be some uncertainty about the need to be physically distant from colleagues; how far two metres is; the need to wear face masks or coverings at all times and where this isn't possible to ensure that they observe social distancing guidelines, including when on a break.

This is why a team of social distancing champions is being established across our sites to raise awareness of social distancing requirements and support staff members with adhering to guidance while at work.

Who are the Social Distancing Champions and what is the role of their line manager?

The Social Distancing Champions are staff volunteers, who can provide guidance and information to staff about COVID guidance in the workplace, the requirement for staff to adhere to guidance while on our sites and, where necessary, disperse groups of staff who are not socially distanced.

Therefore it is important that if you have a champion in your team, that you can provide line manager support to enable the champions to undertake this important role safely.

Line manager support is required in four ways;

- Raise awareness of the role of the social distancing champions and their purpose within their teams. It is important that staff understand the rationale for the champion role and why it is important to support these staff volunteers.
- To identify any team members who may be interested in becoming a social distancing champion.
- To provide social distancing champions with support to escalate issues or areas of concerns. The Line Manager therefore has a remit to fulfil this and ensure the champions can discuss or report these issues and concerns.
- Support the champion to provide guidance to their immediate team.

To ensure Line Managers understand the purpose of the role, a Social Distancing Champion support document has been created. This can be shared with staff members, including those who express an interest in the role – see [Role of Social Distancing Champion](#).

Immediate actions for line managers:

- Discuss the champion role with their team and identify staff who would be willing to take up this role

- Discuss the role scope and the areas that the SD Champion could focus on based on local knowledge.
- Discuss the risk assessment below and the control measures with the Champion.
- Communicate with the wider team on their support of this activity.
- Ensure volunteers are able to check in with them to seek support, guidance and to escalate issues/concerns.
- Report any incidents through DATIX.
- Identify the Social Distancing Champions within your team to SdCommsGroup@ggc.scot.nhs.uk . This will facilitate a central register of the Social Distancing Champions across GG&C.

Please note: everyone can be a Social Distancing Champion – the aim is to support the messaging and encourage the behaviour.

If you have any queries, please contact SdCommsGroup@ggc.scot.nhs.uk

Thank you in advance for your support!



Risk Assessment Form

Use this form for any detailed risk assessment unless a specific form is provided. Refer to your Summary of Hazards/Risks and complete forms as required, including those that are adequately controlled but could be serious in the absence of active management. The Action Plan and reply section is to help you pursue those requiring action.

Name of Assessor:	Danny Lascelles	Post Held:	Lead Practitioner
Department:	Health & Safety Violence Reduction Service	Date:	27.10.2020

Subject of Assessment: E.g.: hazard, task, equipment, location, people

NHSGGC Social Distancing Champions (SDCs) being exposed to risks of verbal & physical and violence and aggression (V&A):

Hazards (Describe the harmful agent(s) and the adverse consequences they could cause)

Other NHSGGC employees who may become verbally or physically aggressive in response to SDCs speaking to them about requirements to wear a face covering/observe social distancing.

Description of Risk

Describe the work that causes exposure to the hazard, and the relevant circumstances. Who is at risk? Highlight significant factors: what makes the risk more or less serious – e.g.: the time taken, how often the work is done, who does it, the work environment, anything else relevant.

The role of the SDC is to support other NHSGGC staff in complying with NHSGGC guidance on social distancing <https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-nhsggc-staff/social-distancing-in-the-workplace/>

The SDCs will mostly be carrying out their work in

- Local areas where champions work
- Staff breakout areas,
- Lunch and rest areas,
- Walkways and thoroughfares, and
- Any nearby canteens.

Their underpinning mantra to challenge breaches of social distance guidance is the phrase:

See it, Say it, Stop it.

In carrying out this role this they may be exposed to verbal and or physical V&A from employees who react adversely to this interaction and who respond with physical and/or verbal V&A behaviours.

Existing Precautions

Summarise current controls In place	Describe how they might fail to prevent adverse outcomes.
<p>1. NHSGGC operates a Policy for the Reduction of Violence, Aggression, Restrictive Interventions and Physical Restraint (Link). This outlines the responsibilities of all NHSGGC employees in relation to V&A risks and the need to treat each other with Dignity, Respect, Compassion and Understanding.</p> <p>2. NHSGGC operates a Dignity and Work policy (Link) and provides guidance for managing disciplinary matters (Link)</p> <p>3. As GGC employees SDCs will complete the following learn-pro e-learning modules that relate to V&A risks: NHSGGC 003 – Reducing Risks of Violence and Aggression NHSGGC 129 – Conflict & Challenging Behaviour These can be found on the Learn-pro site</p> <p>4. The advice given to SDCs on how to approach situations where they have to address breaches of social distance guideline is as follows:</p> <ul style="list-style-type: none"> • Introduce yourself (non-threatening, smiling, good eye contact) • Explain that you are part of a team promoting social distancing in the workplace • Ask staff if they are aware of the risk assessment for the office block: <ul style="list-style-type: none"> ○ If cannot maintain 2m separation then MUST wear a face covering ○ Must wear a face covering 	<p>1. Staff may not be aware of these policies and the expectatuion they set out. It is imperative that service/ local managers and team leads disseminate this information and set expectations for their staff with regarding their professional behaviours</p> <p>2. As above</p> <p>3. SDCs may not have completed the e-learning modules. Team leads should ensure this occurs ASAP. Online training (and training in general) cannot account for every eventuality, but it does comprise a key part of an overall risk reduction strategy.</p> <p>4. In a real life situation, the emotional effects of the having to manage a challenging situation, may 'over-ride' the SDCs knowledge of this advice. It is advised that this advice is repeated by the SDC's line manager and emphasised. The SDC's should also practice the introduction ahead of time, in order to promote desired approach.</p> <p>It is unlikely that SDC would need to do this, but if it is required, it they may also be</p>

when in circulation space

- If they don't have one then ask them to separate by 2m, and remind them to always have one on their person. Remind them that "Social Distancing is Everyone's Responsibility".
- Break times – requirement to promote this at break times too. Ask staff to maintain 2m or disperse.
- Use available resources to help the conversation e.g posters, leaflets etc.
- Remind them of the impact on patient care if they need to self-isolate due to not having practiced social distancing.
- Confirm the need for face coverings where social distancing cannot be observed i.e. to protect, look after and care for others
- Remain polite
- Observe social distancing. This will also provide you and the person with personal space. Avoid standing square on to the person & adopt body language that is positive and collaborative. (Open PALMS)
- Be genuine & acknowledge how the person might be feeling. Feel confident to say it to them. E.g. 'It feels like you're frustrated/angry/upset'

The advice given to SDCs of what action to take if V&A risks emerge (or if the SDC, believes they are about to, is to:

- End the conversation if you start to feel uncomfortable or are faced by a difficult or challenging conversation and/or you are met with negative response and language
- Remove yourself from the situation
- Report the incident to Head of Health and Safety, Line Manager

reluctant to do so. Where SDC staff have been physically assaulted, subject to direct threats or exposed to discriminatory abuse, based upon protected characteristics, they should be encouraged to report this to the police (This is not an exhaustive list and there may be other occasions where contacting the police is warranted. For further advice, please contact the Health & Safety Violence Reduction Service)

<p>and on Datix</p> <ul style="list-style-type: none"> • SDCs, like all employees, also have a lawful right to contact the police if they feel they have been abused, harassed or assaulted. <p>5. Most interactions SDCs will have in this context, will be in public places with other people present. This group dynamic is likely to reduce the risk of V&A emerging</p> <p>6. All NHSGGC employees are required to act in a manner that is professional and respectful towards our colleagues, patients and visitors – this requirement also applies to interactions with SDCs. Where NHSGGC employees have been found to be abusive, threatening or assaultive to SDCs the use of Employee Conduct/Dignity at Work policies may be required to investigate and manage the incident</p>	<p>5. This is not guaranteed in all situations and may depend on the employees emotional state at the time. SDC staff should remain aware of potential risk, even in group settings.</p> <p>6. All staff should be aware of these policies and their professional requirements. However, we must be mindful that many GGC employees have been working under extremely difficult situations since March 2020. Whilst this does not excuse unprofessional, or abusive behaviour, it may, in part, explain it. Investigations and potential disciplinary actions should be carried out with this in mind</p>
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Level of Risk - Is the control of this risk adequate?

Give more than one risk level if the assessment covers a range of circumstances. You can use the 'matrix' to show how 'likelihood' and 'consequences' combine to give a conclusion. Also, be critical of existing measures: if you can think how they might fail, or how they could be improved, these are indications of a red or orange risk.

Risk Matrix

<u>Likelihood</u>	<u>Impact/Consequences</u>				
	Negligible	Minor	Moderate	Major	Extreme
Almost Certain	Medium	High	High	V High	V High
Likely	Medium	Medium	High	High	V High
Possible	Low	Medium	Medium	High	High
Unlikely	Low	Medium	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

Very High
 High
 Medium
 Low

Current risk level & rating -

1. Verbal Aggression = (Likelihood) Possible x (Impact/Consequences) Minor =

Medium Risk

2. Physical Aggression = (Likelihood) Rare x (Impact/Consequences) Moderate =

Low Risk

Based on assessed level of risk, the current control measures, outlined in the 'existing precautions' section are sufficient to allow SD Champions to manage the risk. The risk should be frequently monitored & if the rating increases to **Orange** or **Red**, the relevant line managers should take relevant actions as outlined in the 'existing precautions' sections & carry out actions as directed below. The H&S Violence Reduction Service can be contacted for support if needed.

Given the current precautions, and how effective and reliable they are, what is the current level of risk? **Green** is the target – you have thought it through critically and you have no serious worries. Devise ways of making the risk green wherever you can. **Yellow** is acceptable but with some reservations. You can achieve these levels by reducing the inherent risk and or by effective and reliable precautions.

High (Orange) or Very High (Red) risks are unacceptable and must be acted on: use the Action Plan section to summarise and communicate the problems and actions required.

Action Plan (if risk level becomes High **(Orange)** or Very High **(Red)**)

Use this part of the form for risks that require action. Use it to communicate, with your Line Manager or Risk Coordinator or others if required. If using a copy of this form to notify others, they should reply on the form and return to you. Check that you do receive replies.

Describe the measures required to make the work safe. Include hardware – engineering controls, and procedures. Say what you intend to change. If proposed actions are out with your remit, identify them on the plan below but do not say who or by when; leave this to the manager with the authority to decide this and allocate the resources required.

Proposed actions to control the problem List the actions required. If action by others is required, you must send them a copy	By Whom	Start date	Action due date

Action by Others Required - Complete as appropriate: (please tick or enter YES, name and date where appropriate)

Report up management chain for action	
Report to Estates for action	
Contact advisers/specialists	
Alert your staff to problem, new working practice, interim solutions, etc	

Reply

If you receive this form as a manager from someone in your department, you must decide how the risk is to be managed. Update the action plan and reply with a copy to others who need to know. If appropriate, you should note additions to the Directorate / Service Risk Register.

If you receive this as an adviser or other specialist, reply to the sender and investigate further as required.

Assessment completed -
date: 27.10.2020

Review date: 27.10.2021