

The Reader Risk Assessment



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Covid 19 Reopening the Café Risk Assessment

What are the hazards	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Transmission of CV 19 to staff working in the Cafe	Staff contract CV 19 infection from other staff members or the public	- If any member of a shift shows symptoms, they will immediately be sent home and the café will close until a full deep clean can be completed under the supervision of the Director of Social Enterprise. Other team members will then not come into work for 14 days. A Staff member who is ill will not return to work for a full 7 days, regardless of recovery. It will also be made clear to staff that it is incumbent upon them to self-isolate in the event of suspected CV19 being present in their household. Staff who become ill will be supported by their manager and encouraged to seek clinical advice where appropriate.	Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns colleagues have. These processes will be reviewed day to day, any changes noted in this document.	GH, AC, AL, BW, NW	29/06/2020	Ongoing
		- Staff to use designated toilets within the Mansion first floor– to be thoroughly cleaned before the start of each shift and during shift where possible.				
		- Thorough clean-down at the end of every day, focusing on disinfecting all surfaces in and around the Cafe – to be signed off by whichever of Operations Manager, Head of Front of House, Head of Site Ops, Director of Social Enterprise or Head of Facilities is on site. To be recorded on daily clean sheet.				
		- Collection area (green counter to the right of the barista) where members of the public collect products to be sprayed and wiped regularly, with specific equipment provided for this, or anywhere touched by customers.				
		- Single use sachet condiments available rather than communal shared condiments.				

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		<ul style="list-style-type: none"> - Contactless payment strongly encouraged, reducing cash handling and direct contact. When cash is handled, the staff member must wear gloves and facemask at all times. - Area in front of till is roped 1 m away from till to enforce social distancing. - PPE including gloves, aprons and face coverings available to staff members working in the cafe. Masks and gloves are mandatory for all staff in the public area of the café, and aprons are advised. Chef role will NOT wear gloves, as this represents a hazard due to the risk of burns/scalds. Chef role will have to wear a mask and gloves when leaving the kitchen area into public area where queue runs. Staff on the coffee/hot drinks/cake station will NOT wear gloves as this represents a hazard due to the risk of burns/scalds, masks will be mandatory due to public being in the café indoor area. Staff members wearing gloves are to change them regularly. Staff to be trained in correct use of PPE as part of induction, with brief refresh at start of each shift. PPE to be disposed of in specified bin and double bagged for disposal. Designated PPE station in Zone 23- on cabinet at bottom of main staircase. - Staff members on till and at the barista station are working in close proximity, and so must wear masks at all times, and work with their backs to each other, reducing the risk of face to face contact. - Regular hand washing for all team members, including at start and end of each shift. Sink with appropriate hand cleaning chemicals available in the Cafe. Enforcing this is the responsibility of all individual staff members, and particularly the most senior person on shift. - Each staff shift to have designated toilets on the first floor of the mansion house which are thoroughly cleaned between shifts, and as often as possible during the day. - Staff, as far as possible, to at all times maintain awareness of the location of other team members, to ensure social distancing is observed, and staff to stick to their stations wherever possible. - Staff to use the upstairs People Room 7F for separate storage of all personal belongings. - Breaks to be taken separately, in 7F People Room. - Alcohol hand gel station provided for members of the public at till point, and collection/condiment point. Staff to politely request members of the public make use of this, in addition to signage requesting the same, and reminding people to maintain social distancing. - All staff members working in the Café have had a discussion with senior colleagues to assess their vulnerability and all are ready and willing to return to work. No staff known to be in vulnerable groups will return to work in the Cafe. - Where possible deliveries to be handled by a single staff member, rather than dual-manual handling. - Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns or suggestions colleagues have, to be recorded at the end of each shift. 	<p>All staff involved will read and digest this document and confirm they have done so.</p>			

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		<ul style="list-style-type: none"> - Staff members not on shift will not be permitted to enter the café working area without good reason, including the till area, and will be responsible for maintaining distancing and minimising unnecessary touching of surfaces in the area. 				
Transmission of CV 19 to visitors	Visitors/members of the public contract CV 19 infection from other members of the public or staff members	<ul style="list-style-type: none"> - Extensive measures in place to minimise risk of staff members being present on site posing a risk of transmission to the public, as detailed in section above. 	<p>Efficacy of queue system to be monitored continuously, any issues recorded in this document and changes made and recorded.</p> <p>Any feedback or complaints from the public and staff to be recorded, with contact details requested should follow up be required. Responsibility for this with shift lead, to be reported to Director of Social Enterprise.</p>	GH, AL, BW, AC, NW	29/06/2020	Ongoing
		<ul style="list-style-type: none"> - Well-spaced waiting-zone system within the indoor café area for customers whose order is not complete by the time they get to the end of the queue. 				
		<ul style="list-style-type: none"> - Controlled queuing system in place to the maximum distance practicable on site. 				
		<ul style="list-style-type: none"> - Queue system flows through reception entrance area, and into the café. Queue is restricted using 2m squared boxes, spaced two metres apart to comply with social distancing and allow room for those with accessibility requirements to pass out back through the main entrance doorway whilst maintaining at least a metre from others. This also allows staff to move through areas whilst maintaining 2m distance. Boxed queue zones are not to be in doorways, so that others with accessibility requirements can safely pass through whilst maintaining social distancing requirements. Those who are able to will be directed out of the café exit down the steps into the seating courtyard, and exit. 				
		<ul style="list-style-type: none"> - Waiting area in the internal café space to allow up to three households to wait for their order number to be called before collecting it and leaving, as instructed by the staff member on till. This will reduce the amount of time the customer is at the till waiting for the order. The risk of customers waiting at the collection point is minimised by the till server monitoring how many people are in this area i.e. that there are never more than 3 sets of people waiting to collect takeout food/drinks. If the max limit of 3 households is met, or the till server deems that social distancing at the collection/waiting area is not possible, they will hold the queue until it is clear. 				
		<ul style="list-style-type: none"> - An additional gate has been installed to allow for safe one-way flow out of the café seating area 				
		<ul style="list-style-type: none"> - Any dogs to strictly be kept on short leads in the outside seating area, to limit the scope for unintentional breaches of social distancing. 				
		<ul style="list-style-type: none"> - No dogs are not to be allowed inside the mansion house, to reduce the risk of unintentional breaches of social distancing. 				
<ul style="list-style-type: none"> - No public toilets provided inside the building to reduce risk of transmission as this would be a high-risk area. 						
<ul style="list-style-type: none"> - Exterior public toilets are available during the hours of 12 and 4pm Monday to Friday, and 12pm and 6pm Saturday and Sunday, and are cleaned at regular 30-minute intervals to reduce risk of CV19 transmission. 						

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		<ul style="list-style-type: none"> - If an individual urgently requires the use of the inside toilets, staff are to call a member of the operations team wearing a mask, who will take their details for Track and Trace and provide them with hand sanitiser and the option of gloves, and show them to the ground floor accessible toilet, whilst maintaining social distance of at least 1 metre. Once the individual has used the toilet and exited the building, accompanied by a member of operations, the toilet will be thoroughly cleaned and disinfected. - Staff to pour milk into hot drinks for customers and provide what would normally be self-service products, to reduce touch points on milk-jugs, packages etc. and request customers to add sugar sachets provided once they have left the premises. Bins provided outside. - Staff to do their best to enforce maintenance of social distancing in the queue. - Customers to be discouraged from lingering in proximity to queue. - Customers are to be discouraged from standing in doorways by enforcement of the 'queue box' areas. This will enable us to create a distanced exit route for staff leaving the café area, and public with accessibility requirements who require exiting the café via the main door, - Alcohol hand gel provided at order collection point, with another bottle held at the till for the use of customers who need to enter a pin number. - Contactless payment strongly encouraged, reducing cash handling and direct contact. When cash is handled, the staff member must wear gloves and facemask at all times. - Inside tables are cleaned with antiviral spray and cleared after each sitting. - 6 tables are spaced at least 2 metres apart to confirm with social distancing. - QR code on each sit-in table asking customers to register their details for track and trace via The Reader's Spouts mobile form. Paper copy of track and trace is also available, and the server will tell the customer that they can leave a name and contact using this if they are unable to use the QR code. 				
Social Distancing measures cause unintended physical risks	Risk of being trapped in the queue in the event of a fire alarm activation causing panic in the courtyard.	<ul style="list-style-type: none"> - Persons in the queue will not be physically prevented from leaving, ramps can be easily evacuated in an emergency, and there are two exits available, through the main entrance and café step exit. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency. 	Efficacy of measures to be constantly monitored.	GH, AL, BW, AC, NW	29/06/2020	Ongoing
Risk to the psychological wellbeing of staff	The perceived risk of returning to work in the circumstances damages the	<ul style="list-style-type: none"> - There has been direct consultation with staff in advance of their return to work – only those who are keen to do so and are in a position to do so safely will return. Shift leads will typically be senior staff members who will continuously monitor wellbeing of team members. Any issues that need to be escalated will be passed to People Team for support. 	Regular catch ups between senior team members to report any issues arising, and assess	GH, AL, BW, AC, NW	29.05.2020	Ongoing

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	wellbeing of staff members, or the stress of implementing new measures does the same.	- Teams will be debriefed after each shift and encouraged to raise any concerns they have, and this will be recorded.	any developing support that team members may require.			

Normal operations Risk Assessment

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips (Inside and out)	Staff and visitors may be injured if they trip over objects or slip on spillages.	General good housekeeping is carried out. Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately. Any Spillages or loose objects to be removed immediately to prevent anyone harming themselves. Wet floor signs to be used if floor surfaces and slippery. Mops & spill kits kept accessible with staff trained to use them.	No	BW, AL	Ongoing	Ongoing
Trips and Fire Hazard	Behind the counter Fire Exit and radiator must be kept clear at all times. Staff personal belongings and rubbish. This could cause obstruction to the Fire exit, in the event of a fire, staff may trip and slip over, causing harm and delay in evacuation.	Make all staff aware of the dangers of cluttering the exit, monitor the area to ensure nothing is left in the way. Lockers have been sourced for staff to use.	Allocate a space for staff to hold their personal belonging and coats to prevent the temptation of placing items near the exit.	AL, BW, NW	Ongoing	Ongoing
Fire	Staff and visitors may be injured or killed in the event of a fire.	Fire alarm system in place. Alarm tested on a weekly basis. Fire Marshall training for shift leads Feb 2020. Further training for more staff in next quarter. Daily inspection of fire extinguishers and fire escapes by trained fire safety stewards (operations and senior supervisors) to ensure they are not obstructed and in working order.	We need to procure an updated Fire Risk Assessment for the ICP as this is now due.	GH, NW, AL, BW	Ongoing	Ongoing

Electrical Sockets	Staff and visitors may suffer electric shock if they are able to push fingers into sockets.	All unused sockets are now fitted with child safety stoppers.	All unused sockets to be left switch off and holes filled with safety plug. Used sockets to be checked daily and where possible, plugs secured into socket	NW & MH	Ongoing	Ongoing
Accepting/Receiving deliveries, and stocking up.	Employees – Sprains/Trips/slips/falling objects	<p>Employees have been instructed not to commit to carrying loads that are too heavy and to seek help from other employees.</p> <p>To use trolleys provided for multiple stock levels.</p> <p>Ensure walkways, entrances and the storeroom floor is free from any obstruction that may cause them to trip over and cause harm to themselves.</p> <p>Avoid lifting from Floor level or above, reduce carrying distances</p> <p>All shelving fixtures are secured to the wall to prevent falling.</p> <p>First Aid box located in the Café Kitchen along with first aid booklet. Trained first aider on site at all times</p> <p>Some staff have had manual handling training</p>	<p>All staff to be trained in Safe Manual Handling, this would help eliminate potential injuries caused by incorrect lifting techniques.</p> <p>Arrange the stock in the storeroom so heavier objects are not situated too high or too low.</p>	GH, AL	Ongoing	Ongoing
Personal Injury	All Employees and visitors – Injury of any kind	All staff have been briefed on location and completion of Accident reporting procedures. If the same accident is recorded on a regular basis, reviews on the activity will be conducted and a safer, alternative method will be implemented. First Aid box onsite and trained first aider always onsite.	To review all accidents to determine if a specific risk assessment needs completing. Do alterations to the workplace need reviewing to prevent such accident occurring. Any incidents that have caused a person to be admitted to hospital due to trauma to head, limbs or internally MUST be reported to RIDDOR.	All Staff	Ongoing	Ongoing

Food Handling	Staff - Frequent hand washing can cause skin damage. Some foods can cause some staff to develop skin allergies.	Staff use serving tongs instead of hands where possible. Non powdered latex free gloves are also available for staff to use. Antibacterial instant hand sanitizer is also available. Washing hand on a regular basis is also common practise to reduce potential allergies and keep food safe.	Staff to thoroughly dry hands after washing them. Provide a non-taint, non-perfume hand cream barrier to help keep hands moisturised. In the event latex free gloves are not available, all staff on shift will be informed, and anyone with an allergy will be required to wash hands much more frequently. Staff wearing latex gloves will be instructed to be very careful not to directly touch any customer I.e. ensure ice creams are placed down in the holders rather than handed directly.	AL	Immediate	Ongoing
Delivery of food and drink to tables	Employees and customers – Slips/trips/burns/cuts/scalds	Ensuring walkways are free from obstruction to avoid slips and trips. Staff to use non slip serving trays provided to deliver food and drinks to the tables. Staff to wear appropriate footwear. Staff to wear apron provided. Staff training – not to carry more than is safe to do so at each time	Customers to wait for drinks ordered to take away and collect themselves. This will minimise the risk of staff being knocked with boiling drinks.	AL	Immediate	Ongoing
Stocking up the hot holding	Employees – Burns/scalds/trips	Hot food is taken from the event kitchen to the front hot holding cabinet where it is then served to the customer. Staff are to use the correct PPE to prevent burns, using the correct food utensils to transfer the hot goods from the tray into the cabinet. Ensure the walkway is free from clutter and obstruction before carrying the food. Ensure public are at least 1 metre away when carrying trays.	Prepare hot pasties at quieter times to reduce the risk of customers banging into to employees whilst transferring from the kitchen to the front of house.	AL	Immediate	Ongoing
Shelving/Kitchen and Café area	Objects falling/ strains and pulls.	Staff have been advised not to store any heavy items on the steel shelves due to the height of them. The shelves are high for most employees. Not storing heavier items reduce the risk of staff unable to lift from heights. If staff are unable to reach, they have been advised to ask for assistance, either from another staff member or the asking the operations team to use a set of steps to reach.	Continue to review, if the height of the shelves become a hazard/problem, a work order will be placed to have shelving lowered to suit all heights.	BW, NW, GH	Immediate	Ongoing

Kitchen Fire door	Swings open – knocks & bumps, and burns. The Fire door that divides the kitchen and front of house is heavy. It is fitted with a door bracket which opens inwards into the kitchen. It has a window giving staff the visibility to see if anyone is on the other side before opening. This visibility is restricted to the centre of the doorframe area. If staff are getting hot food from the holding counter, and are behind the door, there is a risk that the door can be opened from the front of house, knocking the person in the kitchen.	Staff have been instructed to always check the window to ensure no one is on the other side when opening the door. The door should be supported by the person opening and not allowed to swing freely when walking through it.	Focus on the risks of this area during staff training. Training on carrying food- ensuring you have a free hand to open the door to leave the kitchen, and support the door if it swings inwards.	BW, NW, GH	Immediate	Ongoing
Knives	Staff involved in food preparation and service- cuts from contact with blades	Staff are trained on how to use knives correctly. Knives re stored correctly om a magnetic knife rack. Staff trained in the safe use of knives and safe working practices when sharpening them. Using knives suitable for the task and for the food you are cutting. Keep knives sharp Cut on a stable surface. Handle knives carefully when washing up. Carry a knife with the blade pointing downwards. Protective equipment is used when required. First Aid box located in café kitchen.	Ensure staff do not use knives to cut through packaging – Knife sharpening is only to be carried out by trained employees.	AL	Immediate	Ongoing
Café exit French doors and stairs	Employees and customers – Slips/trips/bangs Main exit, and fire exit out of café is down a set of 5 concrete steps.	Barriers positioned down steps for support. Fire doors are held open with hooks during busy or windy periods to avoid French doors swinging. Customers with accessibility, mobility issues or with prams are asked by staff to use the alternative exit, back through the main doors of the house and down the ramp.	Monitor the risk of doors becoming unhooked during high winds, and shut a door if needed to prevent wind ‘tunnelling’ and causing doors to swing. Staff training needed to support advising customers. Staff training	BW, NW,	Immediate	Ongoing

You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

Combined risk assessment and policy template published by the Health and Safety Executive 08/14