

The Reader Risk Assessment



Staff name: George Hawkins, Head of Facilities

Bronwyn Wictome, Operations Manager

Date of risk assessment update: 19/08/2020

Covid 19 Reopening the Ice Cream Parlour 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 ICP	Staff contract CV 19 infection from other staff members or the public	- Fixed shifts on a rota basis, which never cross over, i.e. team 1 and team 2 are never in the same place at the same time. If any member of a shift shows symptoms they will immediately be sent home and the ICP 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. All staff involved will read and digest this document and	GH, AC, AL, BW	1/05/2020	Ongoing
		- Staff to use designated toilets within the Coach house 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 ICP – to be signed off by whichever of Operations Manager, Head of Site Ops, Director of Social Enterprise or Head of Facilities is on site. To be recorded on daily clean sheet.				
		- Service area where members of the public collect products to be sprayed and wiped between each customer, or anywhere touched by customers. Self-service products have been removed entirely.				
		- Contactless or Card payment preferred but when handling cash staff will wear gloves at all times. Tills are at a raised level above the public area, providing increased protection versus being on the same plane, with public set back away from the counter.				
		- Complete segregation between customer and staff areas.				

		<ul style="list-style-type: none"> - PPE including gloves, aprons and face coverings available to staff members working in the ICP. Gloves and aprons are mandatory, and a face covering will be worn by the staff member manning the till. Face coverings not mandatory for other staff members, but available. Gloves to be changed with the ice cream scoop rinse water, i.e. typically every 4-5 customers. 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. - Staff required to thoroughly wash hands at start and end of every shift, and if not using and changing gloves, to wash hands every 20minutes throughout their shifts. Sink with appropriate hand cleaning chemicals available in the ICP servery. 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 within the coach house which are thoroughly cleaned between shifts, and as often as possible during the day. - Maximum of three staff members to be behind the ICP counter at any time. If another staff member needs to enter the counter area the staff member on drinks duty must open the door through to the outside area and step through to create safe space. - Staff behind counter to stick to specified stations. Staff, as far as possible, to at all times maintain awareness of the location of other team members, to ensure social distancing is observed. - Breaks to be taken separately. - Only two parties in the ICP order area at any one time, with no circulation/lingering areas for the public. - Seating areas inside and outside are spaced at least 1 metre apart to comply with social distancing government guidelines. - Seating areas are regularly cleaned by the staff member on the supporting role within the ICP. - Inside seating areas have 'sanitiser station' with blue roll, antiviral spray, and hand sanitiser for public use' - Staff member at till station will ask each customer if they are going to be sitting at a table, and if so, will be asked to leave Track and Trace details for us to store for 21 days, complying with NHS Track and Trace guidelines outlined by government. - Alcohol hand gel station provided for members of the public upon entering the ICP, and entering the ICP internal seating area. 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. - Menu signs displayed throughout the controlled queue area, to minimise the extent to which customers linger to select their purchase inside the ICP, where staff are working. - Signage displayed throughout queue and upon entering the archway that face covering are mandatory within the ice cream parlour, with exceptions for health issues, or children. - All staff members working in the ICP 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 ICP at this stage. - Where possible deliveries to be handled by a single staff member, rather than dual-manual handling. - Only one staff member to access the upstairs stock area at any one time – and only to use the stairs when there are no customers at the product collection point adjacent. Other staff may be required to ask customers to temporarily wait opposite the tills for a few moments instead. 	confirm they have done so.			
--	--	---	----------------------------	--	--	--

		<ul style="list-style-type: none"> - 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. 				
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. 	Efficacy of queue system to be monitored continuously, any issues recorded in this document and changes made and recorded. 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.	GH, AL, BW, AC	1/05/2020	Ongoing
		<ul style="list-style-type: none"> - Queuing system in place with clear 2-meter distancing spacing painted on the floor, with one way in one way out, with significant distance between the two to reduce the risk of bottle necks. 				
		<ul style="list-style-type: none"> - Parties in queue limited to one household. 				
		<ul style="list-style-type: none"> - Any dogs to strictly be kept on short leads, to limit the scope for unintentional breaches of social distancing. 				
		<ul style="list-style-type: none"> - Public toilet open 12-4pm weekdays and 12-6pm weekends, with a member of the cleaning team regularly cleaning each, tracked on a cleaning sign-off within each. 				
		<ul style="list-style-type: none"> - 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. 				
		<ul style="list-style-type: none"> - Staff to strictly enforce social distancing within the ICP itself, and to do their best to enforce maintenance of social distancing in the queue. 				
		<ul style="list-style-type: none"> - Alcohol hand gel provided 				
		<ul style="list-style-type: none"> - All unnecessary touch points removed. 				
		<ul style="list-style-type: none"> - Any customers who use wheelchairs, and therefore may not be able to exit via the designated exit to exit the ICP via the entrance then join the courtyard exit track, with staff marshalling customers behind them in the queue to ensure they can do so without social distancing being breached. This to be handled sensitively and respectfully by staff, in line with our customer service policies. 				
Social Distancing measures cause unintended physical risks	Staff & public Risks of dangerous interaction with vehicles at exit to courtyard.	Careful and clear demarcation and physical barrier at gate shared between public and returning LSSL vehicles. Heris and "Chapter 8" barriers to be used to protect the public. LSSL consulted to ensure the approach is as safe as it can be. Particular risk identified between 2 and 3 pm when a concentration of vehicles returns to the car park – this time to be monitored by staff to observe how well it works. Unmistakable signage on A-boards placed physically in the way to prevent people from inappropriately entering the courtyard or going the wrong way through the one-way pedestrian system.	Efficacy of measures to be constantly monitored. Consultation with LSSL and lines of communication to be maintained to ensure we are aware of and can	GH, AL, BW, AC	1/05/2020	Ongoing
	Risk of being trapped in the queue in the	Heris barriers between queue area and LSSL coach house offices, with separate gate exit for LSSL staff to minimise contact with Ice Cream Parlour queue.				

	event of a fire alarm activation causing panic in the courtyard.	Multiple exits are available from the courtyard. Persons in the queue will not be physically prevented from leaving, barrier tape can be easily traversed in an emergency. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency.	address any issues.			
Risk to the psychological wellbeing of staff	The perceived risk of returning to work in the circumstances damages the wellbeing of staff members, or the stress of implementing new measures does the same.	<p>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.</p> <p>Teams will be debriefed after each shift and encouraged to raise any concerns they have, and this will be recorded.</p>	Regular catch ups between senior team members to report any issues arising, and assess any developing support that team members may require.	GH, AL, BW, AC	1.05.2020	Ongoing

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			Ongoing
Behind Counter, cobbled step - Trips/slips/General cleanliness	The cobbled step behind the counter is uneven, potholes and porous. With the floor being porous it makes it challenging to clean. It also presents a potential trip hazard. This hazard is reduced since works undertaken to the ICP in Q1 2020, reduces the need for staff to step into this area as it is now so narrow that staff will seldom stand on it.	This area is given extra attention on cleaning and is drawn to the attention of all staff.	Continue to ensure it is kept clean and usage by staff is monitored.	GH	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	WC 15/01/2020	22/01/2020
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.	We need to procure an updated Fire Risk Assessment for the ICP as this is now due.	GH	28/06/2020	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	Jan 2018	
Wooden Beam Upstairs- Bumps, trips, head trauma	Horizontal Beam through the centre section of the mezzanine– staff can bang their head and cause harm to themselves.	Clear signage has been placed on both sides of the beam, alerting visitors to be careful when passing.	Visual checks on signage ensuring it is in place and visible to visitors.	NW 7 MH	ongoing	
Accepting/Receiving deliveries	Employees – Sprains/Trips/slips/falling objects	Employees have been instructed not to commit to carrying loads that are too heavy and to seek help from other employees. To use trolleys provided for multiple stock levels. Ensure walkways, entrances and the storeroom floor is free from any obstruction that may cause them to trip over and cause harm to themselves. Avoid lifting from Floor level or above, reduce carrying distances All shelving fixtures are secured to the wall to prevent falling. First Aid box located in the ICP along with first aid booklet. Trained first aider on site at all times Some staff have had manual handling training	More manual handling training to cover all staff members required	GH	28/06/2020	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.	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
Glass Sliding Doors	Employees and Visitors – trapped fingers/feet/legs	Ensure doors are closed securely when not in use. When in use allow the doors to be fully open so the customers do not have to. Regular visual checks on the doors to ensure they are functioning correctly. Warning signage also visible to alert customers/visitors.		GH		Ongoing
Wooden Doors	Doors are very large and heavy – potential to swing open and cause serious harm.	Ensuring doors and locked in at the base when open. When the wind is high, doors are kept locked to prevent them swinging out and causing harm. Regular visual checks are completed to ensure all doors are in safe working order. Any defects are reported immediately for repair.	Policy on site decisions in the event of high winds in the park to be developed	GH	28/06/2020	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