

The Reader Risk Assessment

Covid 19 TABLE SERVICE Café Risk Assessment



Staff name: George Hawkins, Head of Facilities

Bronwyn Wictome, Operations Manager

Date of risk assessment update: 30/09/2020

RISK TYPE	RISK TO, AND HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	PARTY RESPONSIBLE	DATE ACTIONED	DONE
Transmission of CV 19 to staff working in the Cafe	Staff contract CV 19 infection from other staff members or the public	UNDESIRABLE	POSSIBLE	HIGH -8-	<p>If any member of staff 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 Site Ops Team. 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 10 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.</p> <p>The introduction of 'team bubbles' will ensure that staff are working with the same people each shift to limit the crossover of interaction and close contact. If needed in the café, the Ops person will maintain social distancing and wear a face covering at all times and avoid close contact. – UPDATED 30.09.20</p>	Shift lead will seek feedback from staff at the end of each shift on the perceived efficiency of the measures taken, and any concerns colleagues have.	GH, AC, AL, BW, NW	29/06/2020	Ongoing
					<p>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.</p>	In the event of these toilets being used for an event, specific staff toilets will be designated.	OPS	21/06/20	Ongoing
					<p>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 Senior Supervisor, 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.</p>	Morning ops will assess clean down from night before and raise any issues with Annie Lord, Head of Front of House.	CATERING, OPS	21/06/20	Ongoing

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					<p>Table service only- max 6 people per table to conform to local government restrictions place from 14/09/20. Table service in café to reduce footfall by restricting volume of public in area, and improve track and trace information. Inside tables arranged at least 1m plus apart to conform to social distancing restrictions. With these distancing measures in place, there are 9 tables, with capacity for maximum 32 persons in the internal café areas, and 6 picnic benches with maximum capacity of 36 in this outside seating.</p> <p>Official NHS QR Code to be displayed in the café and customers requested to 'check in' when on our premises. – UPDATED 30.09.20</p>	<p>Ops to monitor busy periods. Maître d' to ask customers to not move tables/chairs.</p>	<p>Catering/ Head of Front of House/ OPS</p>	<p>21/06/20</p>	<p>Ongoing</p>
					<p>Single use sachet condiments available rather than communal shared condiments.</p>	<p>Sachet holders to be regularly cleaned through shift.</p>	<p>Catering/ Head of Front of House</p>	<p>21/06/20</p>	<p>Ongoing</p>
Transmission of CV 19 to staff working in the Cafe	Staff contract CV 19 infection from other staff members or the public	UNDESIRABLE	POSSIBLE	HIGH -8-	<p>Contactless payment encouraged, reducing cash handling and direct contact. When cash is handled, the staff member must wear gloves and facemask at all times.</p>		<p>Catering/ Head of Front of House</p>	<p>21/06/20</p>	<p>Ongoing</p>
					<p>Table menus are laminated and wiped between each use by staff using anti-viral spray.</p>		<p>Catering/ Head of Front of House</p>	<p>21/09/20</p>	<p>Ongoing</p>
					<p>Maître D. to wear face covering, and gloves. When public enter, public will be asked to wear a mask to their table and only remove it when seated. Customers must be asked to wear the mask when leaving the table (e.g. going to the toilet).</p>	<p>Maître D to ask every customer to wear a mask if able to, only to be removed when leaving table.</p>	<p>Catering/ Head of Front of House</p>	<p>21/09/20</p>	<p>Ongoing</p>

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					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.	OPS to monitor levels of PPE and order accordingly	Catering/ Head of Front of House/OPS	28/05/20	Ongoing
					Staff members on waiter role and at the barista station are working in close proximity when entering order into till, and so must wear masks at all times, and work with their backs to each other when in the same area, reducing the risk of face to face contact.		Catering/ Head of Front of House	29/06/20	Ongoing
					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.	Hand wash to be checked by OPS and reordered by GH	Catering/ Head of Front of House/OPS	28/05/20	Ongoing
					Staff 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.	Cleaning schedule in place.	Catering/ Cleaning Team	21/09/20	Ongoing
					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.		Catering/ Head of Front of House	28/05/20	Ongoing
					In the event that the designated Ops Lead (not allocated to the on shift team bubble) is needed in the café e.g. till issues, equipment failure, complaints/enquiries, they must ensure that they request other staff members to keep a safe distance and keep the area around them clear – UPDATED 30.09.20		Ops Team	30.09.20	Ongoing
Transmission of CV 19 to staff	Staff contract CV 19 infection	UNDESIRABLE	POSSIBLE	HIGH -8-	Staff to use the upstairs People Room 7F for separate storage of all personal belongings.		Catering	29/06/20	Ongoing
					Breaks to be taken separately, in 7F People Room.		Catering	29/06/20	Ongoing

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working in the Cafe	from other staff members or the public				Alcohol hand gel station provided for members of the public upon entrance to the house at the main table. 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.		Catering/OPS	29/09/20- updated from previous 28/06/20 – movement of alcohol stations	Ongoing
					Where possible deliveries to be handled by a single staff member, rather than dual-manual handling.	Deliver drivers sent document through suppliers asking to use PPE and sanitise before entering,	OPS	28/05/20	Ongoing
					Shift lead will seek feedback from staff at the end of each shift on the perceived efficiency of the measures taken, and any concerns or suggestions colleagues have, to be recorded at the end of each shift.	OPS to implement any changes required.	Catering/ Head of Front of House	28/05/20	Ongoing
					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.		OPS	28/03/20	Ongoing
Transmission of CV 19 to visitors	Members of the public contract CV 19 infection from other members of the public or staff	UNDESIRABLE	PROBABLE	HIGH -9-	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.		GH, AL, BW, AC, NW	29/06/2020	Ongoing
					Controlled queuing system in place at toilets to the maximum distance practicable on site at 1m distance. Main queue for café controlled by maître d role, and will be outside the house.	Efficiency of queue system to be monitored changes made and continuously, any issues recorded in this document and recorded.	Catering/OPS	29/06/20	Ongoing
					An additional gate has been installed to allow for safe one-way flow out of the café seating area		FACILITIES	29/06/20	Ongoing
					Any dogs to strictly be kept on short leads in the outside seating area, to limit the scope for unintentional breaches of social distancing. Dogs not to be inside the house, owners (led by Maître D) to lead dogs, down outside ramp and through side gate to outside seating, and take track and trace clipboard to them.	Signage in place.	Catering/OPS	21/09/20	Ongoing

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					No dogs are to be allowed inside the mansion house, to reduce the risk of unintentional breaches of social distancing.	See above	Catering/OPS	28/05/20	Ongoing
					Internal toilet (with baby changing) beside lift designated for use for café customers. Overflow toilet available at bottom of stairs, to be unroped by OPS if main toilet queue becomes large and overflow is needed.		OPS	21/09/20	Ongoing
					Exterior public toilets are available during the hours of 10 and 4pm Monday to Friday, and 10pm and 6pm Saturday and Sunday. These are for general public, and are cleaned at regular 30-minute intervals to reduce risk of CV19 transmission. OPENING TIMES AS OF 30/9: 10am to 4:30pm weekdays and weekends		Cleaning Team	29/06/20	Ongoing
					If an individual urgently requires the use of the inside toilets and is not a café customer, 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.		Catering/OPS	29/06/20	Ongoing
					Bins provided outside, and inside and changed regularly by staff wearing PPE.		Catering	28/03/20	Ongoing
					Customers to be discouraged from lingering in proximity to queue.		Catering/OPS	29/06/20	Ongoing
Transmission of CV 19 to visitors	Members of the public contract CV 19 infection from other members of the public or staff	UNDESIRABLE	PROBABLE	HIGH -9-	Customers are to be discouraged from standing in doorway of mansion house, and asked to wait outside until served by Maître D. This will enable us to create a distanced exit route for staff leaving the café area, tenants, and public with accessibility requirements who require exiting the café via the main door,	Ops to support	Catering/OPS	21/09/20	Ongoing
					Alcohol hand gel provided at track and trace point, with another bottle held at the till for the use of customers who need to enter a pin number.	Ops to monitor stock and replenish as needed.	OPS	21/09/20	Ongoing
					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.		Catering	05/08/20	Ongoing
					Inside tables are cleaned with antiviral spray and cleared after each sitting.		Catering	21/09/20	Ongoing

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					9 inside tables, and 6 outside tables are spaced at least 1 metre apart to conform with social distancing.	If tables are deemed too close (due to push chairs/wheelchairs), tables will be removed, and tables left will be respaced in between sittings.	Catering, OPS	21/09/20	Ongoing
Social Distancing measures cause unintended physical risks	Risk of being trapped in the queue by rope barriers in the event of a fire alarm activation causing panic.	TOLERABLE	IMPROBABLE	MEDIUM -4-	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. Rope barriers do not close the queue in, and can be unclipped with ease. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency.	Efficiency 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	TOLERABLE	POSSIBLE	MEDIUM -5-	<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	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.				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 Café.	members may require.			
Transmission of CV19 to tenants	Clients of the tenanted areas of the building who require sign in in welcome areas to contract CV 19 infection from other members of the public or staff	UNDESIRABLE	PROBABLE	HIGH -9-	<p>Separate sign in station in rear of welcome area for 'Our Liverpool' group to sign in, with hand sanitiser and seating, so that families aren't gathering in café welcome space.</p> <p>Teachers are briefed to inform families that they cannot be in the café area or the welcome area so to reduce risk of interaction with café staff at opening time of café (10am) crossing over with arrival of families for morning classes (from 9:30-10:00). Teachers must advise families to wear face coverings if able to.</p> <p>Teachers advised to ask one family to enter at a time.</p> <p>During the sessions, parents to wait in café, served as normal customers. Track and trace details of these families will be held by Our Liverpool.</p>	Regular verbal catch ups with teachers to reinforce covid procedures, and pick up on any issues or risks that arise.	OPS, NW, BW	21/09/20 (classes and tenancy starts)	Table setup 21/09/20, to be reviewed.

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 belongings 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	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 Café Kitchen along with first aid booklet. Trained first aider on site at all times Some staff have had manual handling training	All staff to be trained in Safe Manual Handling, this would help eliminate potential injuries caused by incorrect lifting techniques. Arrange the stock in the storeroom so heavier objects are not situated too high or too low.	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 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 are stored correctly on 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
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RISK MATRIX

RISK RATING KEY

LOW 0 – ACCEPTABLE <hr/> OK TO PROCEED	MEDIUM 1 – ALARP as low as reasonably practicable <hr/> TAKE MITIGATION EFFORTS	HIGH 2 – GENERALLY UNACCEPTABLE <hr/> SEEK SUPPORT	EXTREME 3 – INTOLERABLE <hr/> PLACE EVENT ON HOLD
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SEVERITY →

LIKELIHOOD ↓

	ACCEPTABLE LITTLE TO NO EFFECT ON EVENT	TOLERABLE EFFECTS ARE FELT, BUT NOT CRITICAL TO OUTCOME	UNDESIRABLE SERIOUS IMPACT TO THE COURSE OF ACTION AND OUTCOME	INTOLERABLE COULD RESULT IN DISASTER
IMPROBABLE RISK IS UNLIKELY TO OCCUR	LOW - 1 -	MEDIUM - 4 -	MEDIUM - 6 -	HIGH - 10 -
POSSIBLE RISK WILL LIKELY OCCUR	LOW - 2 -	MEDIUM - 5 -	HIGH - 8 -	EXTREME - 11 -

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/>.

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