

# The Reader Risk Assessment



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## Covid 19 Ice Cream Parlour Risk Assessment

**This document should be read in conjunction with the Covid-19 Risk Assessments for the Mansion House, Shop & Café**

**Assumptions:** This risk assessment is based on the assumption that the government has permitted the running of takeaway outlets for food and no-alcoholic drinks because the risk of transmission of Covid-19 has reduced to a level that permits business activities of this nature to resume with some controls. The controls therefore will be in line with other local business activities. Controls will differ from region to region depending on the local risk and local law. Some controls are mandatory as per The Reader's policy and these are indicated in the template.

**Emergencies:** Measures and reactions to immediate life threat emergencies (such as Fire or Security Emergencies) take precedence over biosecurity controls. All teams should be briefed to this effect.

**Scope:** This risk assessment only covers the event activities for which The Reader are directly responsible. It does not cover external activities not in the tenanted area, in this case, Calderstones Park. The Reader works closely with council parks officials in encouraging appropriate measures around the tenanted area at Calderstones Park, but are not responsible for ensuring appropriate social distancing and hygiene measures outside of The Reader's tenanted area.

RISK TYPE	RISK TO, AND HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	PARTY RESPONSIBLE	DATE ACTIONED	DONE
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Transmission of CV 19 to <b>staff</b> working in the ICP	Staff contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<p>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 10 days, regardless of recovery - this policy may develop as rapid testing provision expands. 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/test positive will be supported by their manager and encouraged to seek clinical advice where appropriate.</p> <p>Staff to use designated toilets within the Coach House, to be thoroughly cleaned before the start of each shift and during shift where possible.</p> <p>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 Senior Supervisor, Operations Manager, Head of Site Ops, Head of FoH or Head of Facilities is on site. To be recorded on daily clean sheet.</p> <p>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.</p> <p>Contactless or Card payment preferred but when handling cash staff will wear gloves. Till 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.</p> <p>Complete segregation between customer and staff areas.</p> <p>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.</p>	<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.</p> <p>These processes will be reviewed day to day, any changes noted in this document.</p>	GH, AC, AL, BW	1/05/2020	Ongoing - updates made following latest government guidelines.
					<p>All staff involved will read and digest this document and confirm they have done so.</p>				

			<p>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.</p>
			<p>Maximum of four 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.</p>
			<p>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.</p>
			<p>Breaks to be taken separately.</p>
			<p>Only two parties in the ICP order area at any one time, with no circulation/lingering areas for the public.</p>
			<p>All seating areas indoors and out have been removed in accordance with current government guidelines introduced 3 Jan 2021.</p>
			<p>Official NHS QR Code to be displayed in the ICP and customers requested to 'check in' when on our premises. This is not legally required due to takeaway offer, but is advised as best practise.</p>
			<p>Alcohol hand gel station provided for members of the public upon entering the ICP. 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.</p>
			<p>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.</p>
			<p>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 young children.</p>

					<p>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.</p> <p>Where possible deliveries to be handled by a single staff member, rather than dual-manual handling.</p> <p>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.</p> <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 or suggestions colleagues have, to be recorded at the end of each shift.</p> <p>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> <p><b>UPDATE 1/3/2021</b> Queuing system in place with clear 2-meter distancing spacing painted on the floor. Rope barriers in archway separating entry queue and exit flow. Arrows in place and reduced space created using HERAS fencing to reduce risk of congregation.</p>				
Transmission of CV 19 to visitors	Visitors/members of the public contract CV 19 infection from other members of the public or staff members	UNDESIRABLE	PROBABLE	HIGH -9-	<p><b>UPDATE 1/3/2021</b> Signage asking those in the queue to 'queue alone' to reduce risk- similar to 'shop alone' used by shops and supermarkets.</p> <p>Any dogs to strictly be kept on short leads, to limit the scope for unintentional breaches of social distancing.</p> <p>Public toilet open 10am-4:00pm daily, with a member of the cleaning team regularly cleaning each, tracked on a cleaning sign-off within each.</p> <p><b>UPDATE 1/3/2021</b> 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 at the self-service point opposite the collection bench, using the sanitiser and antibacterial spray provided. Bins provided.</p>	Efficiency of queue system to be monitored continuously, any issues recorded in this document and changes made and recorded.	GH, AL, BW, AC	1/05/2020	Ongoing
					<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>				

		<p>Staff to strictly enforce social distancing within the ICP itself, and to do their best to enforce maintenance of social distancing in the queue. If there is visible breakage of covid distancing or covid law, staff members are to radio ops to assist.</p>
		<p>Alcohol hand gel provided</p>
		<p>All unnecessary touch points removed.</p>
		<p>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.</p> <p>-</p>
		<p><b>UPDATE 1/3/2021</b></p> <p>HERAS barriers placed in replacement of planters that created the boundary of the ice cream parlour seating area. Pedestrian access through vehicle gate used by LCC has been removed, and both entry and exit points now are through the archway. Rope barriers in place to separate, and signage created asking people to exit through the archway without stopping.</p>
		<p>HERAS barriers between queue area and LSSL coach house offices, with separate gate exit for LSSL staff to minimise contact with Ice Cream Parlour queue. During timeframe when the LSSL staff are reporting back to the office (between 4 and half 4) a member of Ops will be manning the queue for closing, and will ensure there is a gap left in the queue for LSSL staff to safely move through the queue whilst maintaining social distancing.</p>

<p>Social Distancing measures cause unintended physical risks : Emergency situations</p>	<p>Staff &amp; public Risks of dangerous interaction with vehicles at exit to courtyard.</p> <p>Risk of being trapped in the queue in the event of a fire alarm activation causing panic in the courtyard.</p>	<p>TOLERABLE</p>	<p>IMPROBABLE</p>	<p>MEDIUM</p> <p>-4-</p>	<p><b>UPDATE 1/3/2021</b></p> <p>Exit from ice cream parlour courtyard in the event of an emergency: through main archway, through ice cream parlour side gate into public car park (always to be left unlocked as fire route option), and through small gate beside archway into courtyard staff carpark, and then out through main courtyard gate into public carpark. Persons in the queue will not be physically prevented from leaving queue system created by rope barriers as ropes can be easily unclipped in an emergency. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency.</p>	<p>Efficiency of measures to be constantly monitored. Consultation with LSSL and lines of communication to be maintained to ensure we are aware of and can address any issues.</p>	<p>GH, AL, BW, AC</p>	<p>03/2020</p>	<p>Ongoing</p>
<p>Social Distancing measures cause unintended physical risks: HERAS Barriers: Heras fencing added to create queue area in ICP courtyard is a temporary measure added before reopening on 6/03/21 following lockdown. This fencing has been added following the removal of damaged planters which had previously created the boundary of the public area in the courtyard which is also used by LSSL and Reader staff vehicles. The fencing is a measure taken to reduce risk of public gathering on premises once purchasing from the</p>	<p>Risk of fences barriers falling over in wind and crushing or injuring public in queue, LSSL Staff, or staff. Risk of reed backing increasing wind loading on fence panels.</p>	<p>UNDESIRABLE</p>	<p>PROBABLE</p>	<p>HIGH</p> <p>-9-</p>	<p>Heras fences added to create queue areas for public area are at risk of falling down in the event of high winds. Facilities team secured barriers with weight blocks, and Operations team are to assess security of these at the start and end of day, and throughout shift. Any additions needed to secure fences are to be carried out by Facilities Team.</p>	<p><b>Update 10/3/21 and 11/3/21 following incident</b></p> <p>Facilities team secured barriers with screws into tarmac 10/03/20 when fences on exit side fell in high winds overnight. Night of 11/3/20 in high winds the fences fell again, so measures taken to improve security and minimise risk of falling: extra weight added to secure fencing panels from ground level. Extra panels added (every other panel, a triangle formation has been created to minimise flat surface therefore decreasing wind loading and strengthening overall fence..</p>	<p>GH</p>	<p>Updated 11/3/21</p>	<p>Ops and Facilities to monitor.</p>

Ice Cream Parlour, to prevent transmission of COVID-19.

Risk of slips/trips over weight blocks of fencing.	UNDESIRABLE	POSSIBLE	HIGH -8-	Red chalk paint sprayed around weighted blocks and areas of fencing at ground level that protrudes and may cause risk of slips/trips.	Operations team to respray if chalk wears off.	BW, KM, NW	11.03.21	Ops to monitor
Risk of head trauma (especially in children) hitting head on metal handle of heras fence.	UNDESIRABLE	POSSIBLE	HIGH -8-	Handle of HERAS fence gate into LSSL staff area to be covered with Hazard tape to make parents/guardians aware of handle.	Ops to monitor. Ice packs stocked in first aid kit of ICP in the event of head trauma, and first aiders will attend.	BW, KM	11.03.21	11.3.21
Risk to the psychological wellbeing of staff	TOLERABLE	POSSIBLE	ME-DIUM -5-	Teams will be debriefed after each shift and encouraged to raise any concerns they have, and this will be recorded.	Regular catch ups between senior team members to report any issues arising, and assess	GH, AL, BW, AC	1.05.20	Ongoing
				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.	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	AL		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 once covid guidelines allow in summer 2021	Fire Risk Assessment for Ice Cream Parlour updated August 2020	GH	08/2020	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	01/2018	ongoing
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 staff to be careful when passing.	Visual checks on signage ensuring it is in place and visible to staff	NW	ongoing	
Accepting/Receiving deliveries	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 ICP along with first aid booklet. Trained first aider on site at all times</p> <p>Some staff have had manual handling training</p>	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
	Serving hot food and drinks may cause injury to staff member or customers	Staff to ensure proper equipment/utensils are used safely to serve hot food and ensure there is sufficient space behind the counter in order to safely handle food. Staff must communicate effectively with one another when serving hot food and drinks, clearly stating 'behind you' or other sufficient clear instruction. Hot drinks and food must be served in the appropriate packaging e.g. lid firmly secured on takeaway cups and bags/containers for hot food.	A verbal warning to customers when collecting hot food and/or drinks particularly when children are present. Cup holders available for customers.  Staff to avoid working 'too fast' on the coffee machine in order to avoid spillages/burns to themselves and/or customers	AL/BW/Seniors	Ongoing	Ongoing
	Allergens	Separate ice cream scooper, knife, and tongs for items containing nuts. Signage at till asking customers to let the server know if they have any allergens. Staff must then use the allergen booklet to advise, and must brief rest of team on what the allergen is for the specific customer, taking necessary precautions to ensure there is no cross contamination (separate utensils, gloves etc.)				

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