



# Risk Assessment – Theatre Garden (CV19 & Normal Operations)

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NICOLA WILLIAMS, HEAD OF OPERATIONS

BRONWYN WICTOME, OPERATIONS MANAGER

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>Existing Control Measures</b>	<b>Additional control measures</b>	<b>Action by who?</b>	<b>Action by when?</b>	<b>Done</b>
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Transmission of Covid19 – public garden areas and internal staff areas.	Staff may become unwell and transmit Covid19 to customers and other staff members or customers may transmit the virus to staff members or other customers	<ul style="list-style-type: none"> <li>- There is a sign in sheet used by all staff at the start of shift to track any covid symptoms. If symptoms develop at any point over the course of the shift, the member of staff is to isolate themselves in the reception room, and contact someone to help them get home, or 999 in serious instances. This room must be fully disinfected once they have vacated.</li> <li>- It is stressed to all staff that if any symptoms of covid19 or other illnesses develop prior to work, staff must contact a senior manager and isolate for 14 days once symptoms have concluded before returning to work.</li> <li>- We are providing PPE to all staff members in public facing roles (masks, aprons, gloves) and designated toilets are to be used to avoid cross contamination. Staff members will also work on stations during shift and areas will be cleaned upon changeover.</li> <li>- Following government guidelines, we have limited the capacity of the Theatre Garden to 150, which is 50% of our standard capacity. This will be 20 tables of 6 and 10 tables of 3. The maître-d role will closely monitor the headcount of those attending to ensure it does not go above this.</li> <li>- We have implemented social distancing and ensured the layout of the tables are 2 metres apart and there will be 6 members max per group. Customers will be met by a staff member at the front gate and guided to their table to avoid excess queuing.</li> <li>- We will thoroughly clean all tables, wearing PPE, and its contents prior to the customers allocated time slot and then again upon their departure. All service areas will also be regularly cleaned throughout the shift. Menus will be laminated and wiped down after each departure. Hand sanitiser will be available at the welcome desk for customers and at the PPE station for staff members.</li> <li>- We are offering cash and card payments. When accepting cash payments, staff must wear gloves, and sanitise their hands.</li> </ul>	<ul style="list-style-type: none"> <li>- Efficiency of queue system and seating area layout to be monitored continuously, any issues recorded in an 'End Of Day' document completed by the shift lead and changes made and recorded.</li> <li>- 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.</li> <li>- We are capturing customers name and contact number for the NHS Track and Trace system. If a customer later presented with Covid19 symptoms, NHS T&amp;T may approach us to assist them and provide customer details.</li> </ul>	<p><b>NW BW GH LMc</b></p> <p><b>NW BW</b></p> <p><b>NW BW</b></p>	<p><b>30/03/21</b></p> <p><b>30/03/21</b></p> <p><b>30/03/21</b></p>	<p><b>Ongoing</b></p>
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		<ul style="list-style-type: none"><li>- As per government guidelines, table service will be enforced by staff – customers to be sat by maître-d, order at the table, and eat and drink at the table.</li></ul>				
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<p>Transmission of Covid19 – Customer toilet areas</p>	<p>Customers using internal toilets. Cleaning team cleaning internal toilets Security team (external) monitoring the use of toilets.</p>	<ul style="list-style-type: none"> <li>- Internal basement toilets will be used by staff (1 accessible toilet, one men's toilet room containing 3 toilets and 3 urinals, and one women's toilet room containing 6 toilets.</li> <li>- Face masks must be worn by anyone using the toilets, to be worn as soon as they enter the building through theatre space.</li> <li>- Signage in place in theatre room and top of stairs to toilets detailing rules for toilet use: treat with respect, maintain 2m distance at all times, masks must be worn).</li> <li>- On late evenings (6 to 10pm), security will be monitoring the toilets to ensure they are not overcrowded or misused.</li> <li>- Signage up in toilets detailing risks of covid-19 and encouraging good hygiene and hand washing.</li> </ul>	<ul style="list-style-type: none"> <li>- Any complaints or comments from customers, security or staff are to be logged accordingly with the Operation Team, who will assess and make the relevant changes.</li> </ul>	<p><b>GH NW BW</b></p>	<p><b>30/03/21</b></p>	<p><b>Ongoing</b></p>
<p>Slips and trips OUTSIDE GARDEN SPACE</p>	<p>Staff and visitors may be injured if they trip over objects or slip on spillages. Injury caused by uneven ground or wet conditions.</p> <p>Staff or visitors may be injured if they slip coming from lawn area onto resin path, especially if there are wet areas of the lawn.</p> <p>Children may be injured from climbing trees and falling</p>	<ul style="list-style-type: none"> <li>- General good housekeeping is carried out.</li> <li>- All areas in outside garden space to be clear of items, aside from the main seating and bins. Garden area will be inspected before opening, and after close to ensure there is no trip hazards caused by garden materials or objects (glasses, plates etc.) created from being open. Garden lawn inspected daily for condition to ensure there are no wet areas or holes that would create a slip/trip hazard. Wet floor signs to be distributed and used. Any issues in area identified must be cornered off, or drawn attention to with the use of cones.</li> <li>- Area is accessible – the team will seat any wheelchair users on flat ground for ease of access</li> <li>- We ask that children are supervised at all times in order to ensure their safety whilst on our premises. Appropriate signage to be displayed where necessary</li> <li>- Outside lighting has been fitted w/e 04/04/21 which increases lit space of garden, allowing sessions to run until 10pm. Visitors are warned to be careful of potential trips and hazards when leaving, as the park has little street lighting.</li> </ul>	<ul style="list-style-type: none"> <li>- If hazardous areas are noticed within the lawn space, seating is to be removed from these areas to avoid slips or trips.</li> <li>- Upon arrival, the floor manager will advise visitors to take into account any wet areas with the seating being on the lawn. Staff to be instructed to wear appropriate footwear with gripped soles for working outside.</li> </ul>	<p><b>GH NW BW</b></p>	<p><b>30/03/21</b></p>	<p><b>Ongoing</b></p>

<p>Slips and trips INTERNAL STAFF AREAS- Kitchen and bar.</p>	<p>Potential for staff to slip on any spillage from carrying drink or food orders from the bar and kitchen space outside to customers.</p> <p>Potential for staff to trip on raised nails in floorboards. Raised edge of fireplace from floorboards creates potential trip hazard for staff.</p>	<ul style="list-style-type: none"> <li>- This area is given extra attention on cleaning and is drawn to the attention of all staff.</li> <li>- During open, a member of the operations team will inspect the spaces for potential trip hazards, and take care to inspect floorboards to ensure there are no raised nails. Operations and Facilities to amend any issues found before open.</li> <li>- Bar staff to remain behind bar counter and must regularly mop up any spillages, and maintain a clean environment to avoid hazards. Members of staff running orders between bar, kitchen and outside space are to ensure all spillages are mopped, and a wet floor sign is placed in the area.</li> </ul>	<ul style="list-style-type: none"> <li>- Due to increased use of bar area, wet floor signs to be kept behind bar ready to display if needed.</li> <li>- Fireplace floor edging to be marked with hazard tape.</li> <li>- Till cables beside fire escape to be monitored daily to ensure there are no loose cables.</li> </ul>	<p><b>GH NW BW</b></p>	<p><b>30/03/21</b></p>	<p><b>Ongoing</b></p>
<p>Fire Hazard(Ext/Int)</p>	<p>Potential for external fire exits to become blocked by debris, endangering capacity for public and staff to leave garden area safely in the event of a fire.</p> <p>Potential for fire exit into the garden from bar area to become blocked and cause a delay in the safe evacuation from the house.</p>	<ul style="list-style-type: none"> <li>- The external fire exit from garden must be kept cleared of debris and a member of the operations team to ensure this is clear throughout the day</li> <li>- Staff members are to ensure nothing is obstructing the internal fire exit into the garden. Operations team and shift lead to monitor this throughout the day.</li> </ul>	<ul style="list-style-type: none"> <li>- New Fire exit signs to be placed on garden gate fire exits. Staff to ensure other two external gates are to be shut, but have padlocks unlocked so that in the event of the main fire exit being locked there are two possible alternative exits, which public will be directed to by all staff members working in the garden.</li> </ul>	<p><b>GH NW BW</b></p>	<p><b>30/03/21</b></p>	<p><b>Ongoing</b></p>
<p>Fire</p>	<p>Staff and visitors may be injured or killed in the event of a fire.</p> <p>Risk of being trapped in the event of a fire alarm activation causing panic in the garden.</p>	<ul style="list-style-type: none"> <li>- There is a full working fire alarm system in place. Alarm is tested on a weekly basis. Shift leads will have undertaken fire marshal safety training in February 2020.</li> <li>- Main fire exit from garden is now the main black gate towards the shop. At the start of each open, the padlocks on the other two gates are unlocked, so that these gates can be used as alternative emergency exits in the event of the main exit being blocked.</li> </ul>		<p><b>GH NW BW</b></p>	<p><b>30/03/21</b></p>	<p><b>Done</b></p>
<p>Electrical Sockets</p>	<p>Staff and visitors may suffer electric shock if they are able to push fingers into sockets.</p>	<ul style="list-style-type: none"> <li>- All sockets are located at a safe distance from our visitors</li> <li>- Children are to be supervised at all times to avoid injury.</li> <li>- Garden electrical unit is locked so public cannot access electrical sockets.</li> </ul>	<ul style="list-style-type: none"> <li>- All unused sockets to be left switched off and holes filled with safety plug. Used sockets to be checked daily and where possible, plugs secured into socket</li> </ul>	<p><b>GH</b></p>	<p><b>Ongoing</b></p>	

Extreme Weather	Risk of falling debris from trees in the event of high wind, onto the seating area of garden. Risk of injury and death.	<ul style="list-style-type: none"> <li>- The operations team will assess the weather conditions in advance of use of the garden and where necessary particularly in excessive high winds or other adverse weather will abandon activities to ensure the safety of staff and visitors.</li> </ul>		<b>GH NW BW</b>	<b>Ongoing</b>	
Alcohol	<p>Risk of serving alcohol to inebriated customers and underage customers</p> <p>Risk of abusive behaviour to staff members and/or other customers from intoxicated customers</p>	<ul style="list-style-type: none"> <li>- Staff have undergone training in serving alcohol which includes refusing service to intoxicated customers and to underage customers. A designated premises supervisor or alcohol license holder will be on site during service in line with our alcohol license.</li> <li>- We will have security on site throughout the peak time of service to ensure the safety of staff and customers and other park users.</li> <li>- Security personnel or a senior member of staff (operations team) will ask intoxicated and disorderly individuals to leave the site. In the event of an individual exhibiting levels of aggression that would put staff at risk, staff members must ring the police on 999.</li> <li>- No open vessels, glasses, bottles or alcohol containers will be allowed to be taken beyond the delineated licensed areas.</li> <li>- To reduce the risk of customers becoming drunk and disorderly we are enforcing a 2.5hr limit on tables.</li> </ul>	<ul style="list-style-type: none"> <li>- The operations team will reiterate this to shift team at the staff briefing prior to the shift and will monitor the bar activity and customer behaviour throughout the shift.</li> <li>- Any incidents of aggression shown by members of the public towards staff must be logged by the management team, and forwarded to Safeguarding Officer, Anna Wells.</li> </ul>	<b>NW AC BW</b>	<b>Ongoing</b>	
Intruders and Abusive behaviour	Risk of intruders entering the premises without permission and causing damage/abuse to property or injury to customers	<ul style="list-style-type: none"> <li>- CCTV is in place across the site and a security guard will be on site during peak hours of an event.</li> <li>- Staff have received training in the event of this risk and the shift lead, designated premises supervisor will inform the emergency services or local authority security service where necessary</li> </ul>	<ul style="list-style-type: none"> <li>- The operations team will reiterate this to shift team at the staff briefing prior to the shift and will monitor the behaviour of customers throughout the shift.</li> </ul>	<b>NW AC BW</b>	<b>Ongoing</b>	

Nettle/plant sting, insect bites/stings	Staff, Visitors	<ul style="list-style-type: none"> <li>- The risk from stinging insects cannot be effectively mitigated in this setting due to the nature of being in a park and having food/drink. First Aid kits are available at the Mansion House at Calderstones, as is a designated first aider. This is not essential however, given the very low risk nature of the activity.</li> </ul>	<ul style="list-style-type: none"> <li>- This risk cannot be wholly mitigated in this environment while still running the garden event. If customers feel there are too many insects in the area (etc wasp/bees swarming) staff will try to move them to a different table if one is available</li> </ul>	Senior Supervisors, LmC	Ongoing	
Altercations with Dogs	Staff, Visitors sustain injuries from dog attacks	<ul style="list-style-type: none"> <li>- Customers will be allowed to bring dogs into the Secret Garden. All dogs must be kept on a short lead. If a dog is showing aggression to staff or customers, staff must not approach the table, and the customer will be asked to remove the dog.</li> <li>- Appropriate signage will be displayed and information on expected conduct to be included in the House Rules</li> <li>- First Aid kits are available at the Mansion House at Calderstones, as is a designated first aider.</li> </ul>	<ul style="list-style-type: none"> <li>- In the event of a dog attack, the senior member of the team must report the incident to the police, and inform the owner / victim that this is a precaution and process we must take to ensure the safety of all involved.</li> <li>- If the situation escalates, security or a senior member of the team must escort those involved offsite and await the police or relevant emergency services.</li> </ul>	Lmc, NW, BW	30/03/21	
Access for Emergency Services	Delay in casualty receiving medical attention due to lack of access to Garden area	<ul style="list-style-type: none"> <li>- Gates and pathways leading into the garden are to be kept clear of any vehicles or obstructions – entrance gate to garden and fire exit gate at the back of the garden. Front entrance to the Mansion House to be free from obstruction and route into the garden from the house to be clear.</li> <li>- If emergency services are called, a member of the Ops Team is to make themselves identifiable (wearing a hi-viz) and be the point of call for the emergency services and coordinating access to the casualty, they will also ensure the area is kept safe and clear for emergency services</li> </ul>	<ul style="list-style-type: none"> <li>- Evacuation procedures to be implemented where necessary and Ops member of staff to lead on this process</li> </ul>	LmC NW BW KM GH		



Safeguarding children and vulnerable adults	Risk of children or vulnerable adults becoming separated from their parents/carers	<ul style="list-style-type: none"> <li>- House Rules will state that children and vulnerable adults are to be supervised at all times by their responsible adults.</li> <li>- The Reader team to ensure vigilance during service and monitor any children/vul adults leaving the garden unsupervised and express any concerns to the shift lead or the ops team.</li> <li>- The Reader team to call emergency services if the situation requires.</li> </ul>	<ul style="list-style-type: none"> <li>- All key members of staff to be equipped with a working walkie-talkie for quick communications. Code words to be implemented in the event of a lost child/vul adult.</li> <li>- The shift lead to brief all staff prior to service reminding them of vigilance during service and ensure correct modes of communication are carried out</li> <li>- Any incidents of safeguarding must be logged by the management team, and forwarded to Safeguarding Officer, Anna Wells.</li> </ul>	<b>LMc</b> <b>BW</b> <b>NW</b> <b>KM</b> <b>GH</b>		
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