

## Risk Assessment

# The Reader Risk Assessment

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Date of risk assessment update: 17 May  
/2021

### Covid-19 Reopening the Mansion House Risk Assessment

**This document should be read in conjunction with the Covid-19 Risk Assessments for other areas of the Calderstones site and relevant events**

**Assumptions:** This risk assessment is based on the assumption that the government has permitted workplaces to open to staff unable to carry out their job at home, with workplaces adding mitigating risk factors, and covid safe processes. Businesses are now able to open inside (as of May 17) 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
Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<p><b>COVID ISOLATION PROCESS</b></p> <p>In all areas of The Reader at Calderstones, staff and volunteers are regularly checked in on for wellbeing by the operations team. Operations Manager, Bronwyn Wictome is trained in mental health first aid and any concerns are to be passed on to her with full confidentiality. If any staff or volunteer shows symptoms of covid 19 they will immediately be sent home and the area will close until a full deep clean can be completed under the supervision of the Site Ops Team. Other team members or volunteers who have had contact with this individual will then not come into work for 14 days if the member of staff receives a positive test result. A staff member/volunteer who tests positive 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. Anyone who tests positive will be supported by their manager and encouraged to seek clinical advice where appropriate. This will minimise risk to other members of the staff team using the Mansion House.</p> <p>In the event that The Reader, Calderstones is contacted by Track and Trace officials about a positive test result, the Operations team will supply Track and Trace with information around staff/volunteers and visitors present around the date and time of the covid case, and close for a deep clean if needed (following covid case planning).</p> <p>All staff members returning to work in the Mansion to discuss with their manager whether they are ready and able to return to work, any vulnerabilities or other considerations.</p>	Covid Isolation and Track and Trace protocols to be continuously reviewed by party responsible, and aligned with up-to-date government guidelines.	Director of Social Enterprise, Head of Facilities, Head of Front of House, Head of Operations	Updated 17 May 2021	Ongoing

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Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<b>AREAS OF THE HOUSE</b> Processes for the businesses have been altered to minimise staff unnecessarily moving around the building i.e. café staff to use upstairs kitchen and people room to avoid contact with volunteers in downstairs people room, and stock to be filled and prepped before shift to minimise the need for restocking during shift, meaning fewer trips to other areas of the building where other staff may be encountered.	Regular briefings with catering team and cleaning team to address any issues.	OPS, Head of Facilities	28/06/20	Ongoing
					Non-essential site staff must contact <a href="mailto:operations@thereader.org.uk">operations@thereader.org.uk</a> at least 24hr in advance if they are to visit site. Meetings are to be booked in a designated room where 6 people are able to socially distance. Operations reserve the right to refuse access to site by visiting staff if events and visiting staff levels are deemed too large, i.e. if designated hot desk spaces are full, or there is already a meeting booked onsite during the time requested.	OPS to regularly check OPS outlook email inbox, and respond before date.	OPS	28/06/20	Ongoing
					All persons entering the house are advised to wear face coverings if it is possible for them to do so (exceptions for health issues/age as outlined by government guidance) around the house (public areas, corridors, and toilets, only to be removed when in designated room away from public, .e.g. café table, designated office.	Signage placed at front of Mansion House and email sent to Heads Of 22/09/20, to ask to staff compliance	OPS, Head of Facilities	22/09/20	Ongoing
					Staff requested not to enter stairs if someone else is on them except if travelling in the same direction.				
Only one staff member in a lift at any one time.									
Regular cleaning throughout the day of all touch points.									
Staff are requested to minimise unnecessary touching of surfaces.									

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Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	Maximum of 5 staff members in office spaces allowing room to distance. If a conversation is required between more than four team members, the group must move to a larger space, such as the Theatre Room or Old Café which are larger.	These measures also apply to other visitors to the Mansion House such as members of the public visiting to view the events space, or contractors attending to undertake works.	OPS/ all staff.	17/05/21	Ongoing
					Surface disinfectant sprays provided in all staff kitchen areas, for staff members to clean before and after use, in addition to cleaning by cleaners. Staff are requested to make use of these as appropriate.	Regular restock of supplies by GH, Head of Facilities	OPS, FACILITIES	14/03/20	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.				
					Only two volunteers are able to be in the reception space at once- and no other staff or volunteers are to enter due to the small space.	All staff encouraged to contact <a href="mailto:operations@thereader.org.uk">operations@thereader.org.uk</a> with any issues or feedback	OPS, FACILITIES	14/03/20	Ongoing
					Staff are requested not to touch furniture or items on other staff member's desks, and if they do so to disinfect the surfaces using spray and wipes provided in staff kitchens, or seek assistance from the site team.				
Staff are requested to not unnecessarily enter areas of the building such as other offices.									

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Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<b>TOILETS</b> Internal toilet (with baby changing) beside lift designated for use for public. Cleaning team onsite to monitor and clean. All customers to be asked to wear face mask when inside the mansion house (e.g. going to toilet, only to be removed when at table). Additional signage outside Mansion House.	Regular briefs with cleaning team, catering staff and ops lead to address any issues.	Facilities, OPS, Head of Front of House	17/05/21	Ongoing
					Staff to use designated toilets within the Mansion– to be thoroughly cleaned before the start of each shift and during shift where possible. Shop team to use the ground floor disabled toilet nearest the back door, café team to use main ground floor accessible loo. Office based staff to use upstairs loos nearest their offices. In the event of a private event or programming held in an area of the Mansion, the guests will have a designated toilet, and staff onsite will be briefed, and staff toilet relocated if needed. Allocated toilet will allow for different parts of the organisation to more effectively distance from one another.				
					External toilets available for general public, along external path to Reader Shop. Open with limited hours (10-4:30) so that a member of the cleaning team is available to clean and disinfect every 30 mins.				
Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<b>PPE AND HYGIENE PROCESS</b> PPE including gloves, aprons and face coverings available to staff. Designated PPE by side of main staircase available for use of all staff and volunteers, and mandatory for designated staff members performing particular roles in the businesses. Details of roles requiring PPE can be found on a document kept at the PPE station.	Regular restock of PPE by GH and BW	OPS	17/05/21	Ongoing
					Volunteers on welcome desk, reception room, shop, and heritage areas must wear a face covering, and have designated hand sanitisers for volunteer use only. Cleaning of these spaces is encouraged between volunteer shift changes. Anti-viral spray for this is located in the heritage room, volunteer room, shop and PPE station.	Regular restock of PPE by OPS	Volunteer team, OPS	17/05/21	Ongoing

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					<p>All staff must wash or disinfect hands upon entering the building. Hand sanitiser stand is located at main entrance, and wall mounted hand sanitiser located at rear door exit.</p> <p>Surface disinfectant sprays provided in all staff kitchen areas, for staff members to clean before and after use, in addition to cleaning by cleaners. Staff are requested to make use of these as appropriate</p> <p>Where possible deliveries to be handled by a single staff member (from ops team) rather than dual-manual handling.</p>	CV19 Safe document sent to suppliers for deliveries 22/09/20	OPS	17/05/21	Ongoing
Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<b>MONITORING PROCESSES</b> Staff are requested to immediately communicate any issues with CV19 protocols or distancing measures to a member of the Operations Team Lead.	CV19 Safe protocols continuously reviewed by party responsible, and aligned with up-to-date government guidelines.	Head of Operations	28/05/2020	Ongoing
Social Distancing measures cause unintended physical risks	The change in processes and procedures within the Mansion House causes dislocation, meaning staff do not know how to	TOLERABLE	IMPROBABLE	MEDIUM -4-	<p>Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency.</p> <p>All staff members will be given a re-induction to the site, comprising all aspects of CV19 measures, as well as fire escape procedures.</p> <p>Operations team to carry out daily check that no fire extinguishers or fire alarm points are obstructed.</p> <p>Operations team to ensure that the relevant fire escape gates are unlocked at the start of shift, and there are no obstructions to fire exits.</p>	Efficacy of measures to be constantly monitored.	GH, AL, BW, AC, NW	17/05/2021	Ongoing

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	respond to other incidents, such as a fire alarm activation.				Facilities to test fire alarms and emergency lighting every week to ensure that all measures are working effectively Rope barriers in front of main ground floor corridor and in front of stairs can be unclipped with ease so will not create risk of obstruction. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency and unclip all rope barriers.				
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.	TOLERABLE	POSSIBLE	MEDIUM -5-	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. All staff members returning to work in the Mansion to discuss with their manager whether they are ready and able to return to work, any vulnerabilities or other considerations. No staff known to have CV19 relevant vulnerabilities will return to work at this stage. Staff returning to work will be monitored by their line manager and encouraged to discuss any issues they are having.	Regular catch ups between senior team members to report any issues arising, and assess any developing support that team members may require. Mental Health First Aider available (BW) to contact in the event of concerns raised around the wellbeing of staff.	GH, AL, BW, AC, NW	17/05/21	Ongoing

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## RISK MATRIX

### RISK RATING KEY

<b>LOW</b> 0 – ACCEPTABLE  OK TO PROCEED	<b>MEDIUM</b> 1 – ALARP as low as reasonably practicable  TAKE MITIGATION EFFORTS	<b>HIGH</b> 2 – GENERALLY UNACCEPTABLE  SEEK SUPPORT	<b>EXTREME</b> 3 – INTOLERABLE  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	<b>LOW</b> - 1 -	<b>MEDIUM</b> - 4 -	<b>MEDIUM</b> - 6 -	<b>HIGH</b> - 10 -
POSSIBLE RISK WILL LIKELY OCCUR	<b>LOW</b> - 2 -	<b>MEDIUM</b> - 5 -	<b>HIGH</b> - 8 -	<b>EXTREME</b> - 11 -
PROBABLE RISK WILL OCCUR	<b>MEDIUM</b> - 3 -	<b>HIGH</b> - 7 -	<b>HIGH</b> - 9 -	<b>EXTREME</b> - 12 -

A risk matrix template focuses on two aspects:

- **Severity:** The impact of a risk and the negative consequences that would result.
- **Likelihood:** The probability of the risk occurring.

To place a risk in the risk matrix, assign a rating to its severity and likelihood. Then plot it in the appropriate position in your chart, or denote the rating in your table. The typical classifications used are as follows:

#### Severity:

- **Insignificant:** Risks that bring no real negative consequences, or pose no significant threat to the organization or project.
- **Minor:** Risks that have a small potential for negative consequences, but will not significantly impact overall success.
- **Moderate:** Risks that could potentially bring negative consequences, posing a moderate threat to the project or organization.
- **Critical:** Risks with substantial negative consequences that will seriously impact the success of the organization or project.
- **Catastrophic:** Risks with extreme negative consequences that could cause the entire project to fail or severely impact daily operations of the organization. These are the highest-priority risks to address.

#### Likelihood:

- **Unlikely:** Extremely rare risks, with almost no probability of occurring.
- **Seldom:** Risks that are relatively uncommon, but have a small chance of manifesting.
- **Occasional:** Risks that are more typical, with about a 50/50 chance of taking place.
- **Likely:** Risks that are highly likely to occur.
- **Definite:** Risks that are almost certain to manifest. Address these risks first.

We use a numeric scale to assign specific risk rankings, as well as rankings falling into a few broad categories, which are colour-coded:

- **Low:** The consequences of the risk are minor, and it is unlikely to occur. These types of risks are generally ignored, and often color-coded green.
- **Medium:** Somewhat likely to occur, these risks come with slightly more serious consequences. If possible, take steps to prevent medium risks from occurring, but remember that they are not high-priority and should not significantly affect organization or project success. These risks are often color-coded yellow.
- **High:** These are serious risks that both have significant consequences, and are likely to occur. Prioritize and respond to these risks in the near term. They are colour-coded orange.
- **Extreme:** Catastrophic risks that have severe consequences and are highly likely to occur. Extreme risks are the highest priority. You should respond to these immediately, and do so with the greatest care and attention.