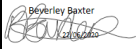



# Risk Assessment Template

Area/Department:	COVID-19	Assessment No:	C19-9	Assessment Date:	16/06/2020
		Assessment Type <small>(Delete as appropriate; see Note 1)</small>			
		Specific	Generic	Dynamic	
<b>Activity/Process:</b> Accessing the building and queue management					
<b>To be read &amp; used in conjunction with all other COVID-19 risk assessments and C19 Facility Entrance/Exit Planning Information &amp; Guidance</b>					
Guidance: <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches</a> QUEUE MANAGEMENT GUIDANCE To support the safe re-opening of businesses in Portsmouth – accessed online 16/06/2020 <a href="https://www.portsmouth.gov.uk/ext/documents-external/covid-shop-reopening.pdf">https://www.portsmouth.gov.uk/ext/documents-external/covid-shop-reopening.pdf</a> Queue Management Guidance with Social Distancing – accessed online 16/06/2020 ( <a href="https://www.great-yarmouth.gov.uk/media/5480/Queue-management-guidance-with-social-distancing/pdf/Queue_management_guidance_with_social_distancing.pdf">https://www.great-yarmouth.gov.uk/media/5480/Queue-management-guidance-with-social-distancing/pdf/Queue_management_guidance_with_social_distancing.pdf</a> )					
To be reviewed regularly in line with guidance changes – Weekly and as step changes require					
To be reviewed with appropriate team members as they return to work and become responsible named people					
	Assessor	Line Manager Acceptance <small>(See Note 2)</small>		CEO Acceptance	
Name:	Bev Baxter			Carla Priddon	
Qualified:	IOSH			IOSH	
Signature:					
Date:	16/06/2020			18/06/2020	

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
Social distancing: Coming to The Way and leaving The Way	Staff, Visitors, Volunteers, Members, Parents/Carers	Increased risk of transmission of COVID-19	Clear programmes / staff schedules to stagger arrival & departure of all known people entering the building.	2	5	10	Programmes (website/social media) / staff schedules (Microsoft Teams) displayed / available <b>**Amendment 19/02/2021**</b> <b>All staff attending the building will now have to provide evidence of a negative COVID-19 lateral flow test result, twice per week.</b>	2	5	10	YWM	Ongoing - Daily
			Markings and entry and exit to be facilitated by reception staff via CCTV								Facilities Lead	
			Hand sanitiser at entry and exit points								Facilities Lead	
			Not using touch-based security devices – fob to be dangled over pad, no physical contact								All	
			Signing in and out the building (COVID-19 secure compliance purposes) via Signin				<b>**Amendment**</b> <b>When signing in all must have temperature check (temperatures of 38 degrees or higher will not be granted access) and add</b>				Line Managers / Duty Managers	

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
			<p>App on iPad in reception or Signin companion app on personal mobile phone;</p> <p>Clock in and out for payroll purposes via Microsoft Teams on personal phone.</p>				<p><b>in to sign in when prompted, a declaration of no symptoms and request for self-isolation must also be responded to prior to sign in being accepted.</b></p>					
The Queue												
Accessibility / hidden disabilities	Staff, Visitors, Volunteers, Members, Parents/Carers	<p>Increased risk of transmission and/or contraction of COVID-19 due to reduced capacity to follow guidance</p> <p>Physical injury due to waiting</p>	<p>On booking to attend the building all will be asked if they have any specific needs around accessibility and/or disability that will require additional support from us to allow entry and exit to the building safely. This would be reiterated in email confirmation of booking when providing entry and</p>	2	5	10	<p>Staff will monitor the queue to ensure no one is in difficulty or facing challenges</p> <p>Clear guidance online provided to all who will visit, staff to provide time 5 minutes prior to session start time to avoid queuing wherever required / needed.</p> <p>In the event of accessibility / disability not being disclosed access can be obtained</p>	1	5	5	Duty Manager	Daily / throughout queue times

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
			collection details				via fire doors at climbing wall entrance, manned by staff. This would be managed by the DM, communicating by radio and having a staff member attend the doors internally to assist					
Extended waiting times	Staff, Visitors, Volunteers, Members, Parents/Carers	Anti-social and or aggressive behaviour – Personal Injury / emotional trauma  Not following social distancing guidelines – Increased risk of transmission of COVID-19  Increased risk of Contracting COVID-19 and becoming unwell	Queue capacity limited to 10  Queue monitored for impact of environmental factors i.e. weather conditions	1	5	5	First aid qualified staff available if anyone becomes unwell or faints, risk assessment C19-5 PPE should be followed				YWMs – scheduling  Duty Manager – during delivery time	Rota system  As required when on Duty
Queueing in incorrect space	Staff, Visitors, Volunteers, Members,	Increased risk of transmission of COVID-19	Queue monitored by staff	1	5	5					Duty Manager	Through session / queueing

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
	Parents/Carers	<p>Increased risk of Contracting COVID-19 and becoming unwell due to increased engagement with general public / passer by</p> <p>Physical injury due to collision with traffic</p>	<p>Clear guidance, through floor marking, signage and staff direction of where to queue</p> <p>If the queue is at capacity, people directed to safe space to wait / back to car</p> <p>Under no circumstances should anyone queue on the road – staff to manage and direct</p>									
Face to face contact	Staff, Visitors, Volunteers, Members, Parents/Carers	<p>Increased risk of transmission of COVID-19</p> <p>Increased risk of contracting COVID-19 and becoming unwell</p>	<p>Floor marking will be clear 2m blocks with spots to highlight standing central to ensure social distance is maintained</p> <p>Clear signage through posters</p>	1	5	5				YWM & Facilities lead to ensure all in place	Prior to reopening	

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
			<p>Staff supervision to monitor and provide guidance/direction</p> <p>One way system: IN queue up ramp, OUT via steps</p> <p>No one displaying symptoms of COVID-19 should remain in the queue</p>				Staff would ask anyone displaying symptoms to return home and advise to self-isolate and get tested				Duty Managers to monitor	Daily / while queues in place
Misunderstanding of social distancing and hygiene rules	Staff, Visitors, Volunteers, Members, Parents/Carers	<p>Increased risk of transmission of COVID-19</p> <p>Increased risk of contracting COVID-19 and becoming unwell</p>	<p>Clear guidance provided in advance via website, social media and emails advising of arrival and collection times</p> <p>Clear floor marking and signage</p> <p>Staff supervision of queues</p>	1	5	5				YWM & Facilities lead to ensure all in place	<p>Prior to reopening</p> <p>Daily / while queues in place</p>	

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
General public	Staff, Visitors, Volunteers, Members, Parents/Carers	Increased risk of transmission of COVID-19	If there is contact with someone displaying symptoms, all involved would be asked to return home	2	5	10				Duty Managers to monitor	Daily / while queues in place	
		Increased risk of contracting COVID-19 and becoming unwell	Members of the public made aware of queuing via signage on A frame boards advised to keep socially distant									
		Anti-social and or aggressive behaviour	Safety of staff and those queuing takes priority – if it is unsafe to approach and manage the situation 999 should be called	2	3	6				Duty Managers to monitor	Daily / while queues in place	
		Suspicious activity / behaviour presenting safeguarding risk	Safeguarding of all is a priority, if appropriate ask people to refrain from behaviour causing concern, if it continues 999	2	3	6				Duty Managers to monitor	Daily / while queues in place	

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
			should be called									
Accidents, security, and other incidents	Staff, Visitors, Volunteers, members Parents/Carers	Increased risk of harm / injury due to emergency / lack of assistance	<p>In an emergency (e.g. accident or fire), if unsafe people do not have to stay 2m apart</p> <p>Staff aiding others MUST pay attention to sanitation measures immediately afterwards including washing hands</p>	2	5	10	<p>If providing first aid: PPE provision as 2m distance not possible – gloves, apron, face covering, eye protection</p> <p>Where possible provision of first aid equipment and advice to person requiring treatment – physical contact only in most urgent cases where lack of intervention would result in increased harm.</p> <p><b>In the event of cardiac arrest:</b></p> <ul style="list-style-type: none"> <li>Use a towel or piece of clothing and lay it over the mouth and nose</li> </ul>	1	5	5	YWMs / Duty Managers	Ongoing



# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
						5	of patient <ul style="list-style-type: none"> <li>• <b>Do not do mouth to mouth / give rescue breaths</b></li> <li>• CHEST COMPRESSIONS ONLY</li> </ul>			5		
Insufficient level of hygiene	Staff, Visitors, Volunteers, members	Increased risk of transmission of COVID-19  Increased risk of contracting COVID-19 and becoming unwell	As the queue will be outdoors the environment is less hospitable for COVID-19 to survive in however between queues, handrails and high touch areas should be cleaned down  Everyone entering the entrance lobby will either be asked or told via sign to clean hands with sanitiser  During the day on entry (when hygiene table is unmanned),	1	5	5					YWMs / Duty Managers	Ongoing

# Risk Assessment Template

What is the hazard?	Who might be harmed?	How might people be harmed?	Existing risk control measures	Risk Rating L*C=R			Additional controls	New risk rating (Residual) L*C=R			Action/ By who	Action/ By When
				L	C	R		L	C	R		
			receptionist will double check this has occurred									

Line Manager Assessment Review (See Notes 2 and 6)							
Review Date:	18/06/2020	Review Date:	09/12/2020	Review Date:	17/01/2021	Review Date:	12/02/2021
Name:	Bev Baxter	Name:	Bev Baxter	Name:	Bev Baxter	Name:	Bev Baxter
Qualified:	IOSH	Qualified:	IOSH & Covid-19 officer	Qualified:	IOSH & Covid-19 officer	Qualified:	IOSH & Covid-19 officer
Signature:		Signature:		Signature:		Signature:	
Line Manager Assessment Review (See Notes 2 and 6)							
Review Date:	19/02/2021	Review Date:	08/03/2021	Review Date:		Review Date:	
Name:	Bev Baxter	Name:	Bev Baxter	Name:		Name:	
Qualified:	IOSH & Covid-19 officer	Qualified:	IOSH & Covid-19 officer	Qualified:		Qualified:	
Signature:		Signature:		Signature:		Signature:	

# Risk Assessment Template

## Notes:

1. If using a 'Generic' risk assessment, Assessors and Line Managers are to satisfy themselves that the assessment is valid for the task and that all significant hazards have been identified and assessed. If additional hazards are identified they are to be recorded and attached to the Generic assessment.
2. Line Managers are to note that they are appropriately qualified, responsible for production of the risk assessment and that they are signing to indicate that the risk assessment is suitable and sufficient, and they consider the risks to be acceptable.
3. When recording the Risk Rating ensure that both the Likelihood and consequence scores are included.

Likelihood (L)	Frequency	Score
<b>are</b>	This will probably never happen	1
<b>Unlikely</b>	Do not expect it to happen but it is possible it may do so	2
<b>Possible</b>	May happen occasionally	3
<b>Likely</b>	Will probably happen but it is not a persisting issue	4
<b>Almost Certain</b>	Will undoubtedly happen, possibly frequently	5

Consequence (C)	Harm	Score
<b>Negligible</b>	Minimal injury requiring no / minimal intervention or treatment	1
<b>Minor</b>	Minor injury or illness, requiring minor intervention	2
<b>Moderate</b>	Moderate injury requiring professional intervention	3
<b>Major</b>	Major Injury leading to long term incapacity / disability	4
<b>Catastrophic</b>	Incident leading to death / life changing injury; an event which impacts many people	5

		Likelihood				
		1	2	3	4	5
		Rare	Unlikely	Possible	Likely	Almost Certain
Consequence	Level 1	1	2	3	4	5
	Level 2	2	4	6	8	10
	Level 3	3	6	9	12	15
	Level 4	4	8	12	16	20
	Level 5	5	10	15	20	25

## Risk Assessment Template

4. Ensure appropriate action (described below) is taken once the Risk Rating is calculated

1	-2	No Action	No further action, but ensure controls are maintained and reviewed
3	-6	Monitor	Look to improve at next review or if there is a significant change
8	-12	Action	Improve within specified timescale
15	-16	Urgent Action	Take immediate action and stop activity if necessary, maintain existing controls rigorously
20	-25	Stop	Stop activity and immediate action

5. Record the residual Risk Rating to demonstrate that the risk has been reduced to an acceptable level; record Likelihood and Consequence scores.
6. Risk Assessments are to be reviewed:
- Annually.
  - If there is reason to doubt the effectiveness of the assessment.
  - Following an accident or near miss.
  - Following significant changes to the task, process, procedure, or Line Management.
  - Following the introduction of more vulnerable personnel.
  - If “Generic” prior to use.