

## **STC Services and Operational Recovery Plan – Phase 4 as of 5<sup>th</sup>** **January 2021**

The recovery plan phase 4 version 1.1 has been worked up following the Prime Ministers address to the nation held on the 4<sup>th</sup> January 2021 in consultation with all staff giving due regard to Public Health England, Government guidance and law, staff welfare, and mental health and wellbeing.

### **Guildhall:**

Guildhall to close to members of the public for the foreseeable future. Guildhall staff to work from home. Town Clerk and Assistant Town Clerk to attend the Guildhall on a rota basis for post and printing services.

No Guildhall bookings. Rooms to remain operational for staff when required to return to the Guildhall in order to maintain social distancing.

To maintain safe working practices, Councillors will not be required to visit the Guildhall and may continue to communicate via phone, email or Zoom.

All Committee and Sub Committee meetings to be conducted via Zoom as currently in place.

The council and staff to continue supporting the community by phone, email, and social media, to maintain services as can be best achieved under the current circumstances and in supporting the community, and secondly the council recognises the impact of mental health and wellbeing.

Refer to the Guildhall risk assessment phase 4 version 1.1 for tightening of safety measures and lone working.

## **Library:**

Libraries may remain open during the lockdown in line with government guidance. Libraries are classed as an 'essential service' in terms of people's mental health and learning.

Saltash library will remain open for a click and collect service only. Opening hours, Monday, Tuesday, Thursday, Friday, and Saturday 11am to 2pm. Reservations can be accessed online. At present deliveries will continue on a Tuesday and Thursday mornings.

Various community activities will continue on social media and a collection service will continue to take place for those that are unable to access online under the safe covid-19 working practices.

Cornwall Council decided to change the emphasis in their comms and are actively encouraging use of electronic resources from home to support the 'stay at home, protect the NHS, save lives' message. CC are aware that not everyone can or would want to use e-books and a-books and realise the huge benefits of reading and social interaction on mental health and wellbeing but feel that encouraging use of non-contact resources where possible is important and will help to protect customers and staff alike.

Refer to the library risk assessment phase 4 version 1.1 for tightening of safety measures.

## **Service Delivery:**

Full service and operations to continue under the safe covid-19 working practices and risk assessment. Full PPE provided and staggered start and finish times.

Staff operating in bubbles of two to help reduce the potential spread of the virus.

One member of staff per working vehicle.

Refer to the Service Delivery risk assessment phase 4 version 1.1 for tightening of safety measures.

**Costings:**

There are no further costs at this stage.

Phase five to be considered as more information is received from the Government and Public Health England.

**Summary:**

All areas were considered in light of government concerns over mental health and wellbeing and continue to support the community under these difficult times.

Staff have been consulted on all areas of the council services.

**End of Report**

## **Guildhall Covid-19 risk assessment – Phase 4 – Version 1.1**

Covid-19 is a new illness that is currently known to affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This **Risk Assessment** is designed for dealing with the current Covid-19 situation in the workplace (Saltash Town Council – Guildhall) and while carrying out 1:1 interviews on site it is not likely to cover all scenarios and employees attending should consider their own unique circumstances. To keep up to date with the latest guidance to workplaces and Covid-19 in this fast changing situation please visit the following links:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.gov.uk/coronavirus>

All staff to read and familiarise themselves with the risk assessment. Staff to contact their line manager with areas of concern.

**Company Name:** Saltash Town Council

**Assessment carried out by:** Assistant Town Clerk

**Date assessment was carried out:** 9<sup>th</sup> November 2020

**Review Date:** 6<sup>th</sup> March 2021

<u>What are the hazards?</u>	<u>Who might be harmed and how?</u>	<u>Controls Required</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Getting or spreading coronavirus by not washing hands or not washing them adequately	Employees Councillors Members of the public Contractors Delivery drivers	<p>Hands must be washed immediately on arrival for at least 20 seconds using the accessible toilet located in reception. Door to be left open for the duration of staff starting work to reduce contact and spread of the virus. The above must also be applied when returning from lunch.</p> <p>Temperature check and recording must be taken immediately on arrival</p> <p>Provide water, soap, paper towels / hand dryer  <a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Provide information on how to wash your hands properly and avoid touching your face. Display notices in the toilets and communal areas</p>	<p>Monitoring to make sure people are following the safety controls</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels / hand dryer. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands</p> <p>Display notices to remind people of the importance of washing their hands regularly</p> <p>Display notices to inform people about when and where they need to wash their hands and if they can't wash their hands provide information about how and when to use hand sanitizer</p>		

		<p>Provide hand sanitiser for the occasions when people can't wash their hands. Hand sanitizer does not replace hand washing <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Staff encouraged to protect the skin by applying emollient cream regularly <a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></p> <p>Automatic hand sanitiser dispensers located around the building especially in areas where washing facilities are not readily available.</p>	<p>Replenishing hand washing/sanitising facilities on a daily basis</p> <p>Everyone to check their skin for dryness and cracking and to report if there is a problem <a href="https://www.hse.gov.uk/skin/professional/health-surveillance.htm">https://www.hse.gov.uk/skin/professional/health-surveillance.htm</a></p>		
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<u>What are the hazards?</u>	<u>Who might be harmed and how?</u>	<u>Controls</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Getting or spreading coronavirus in common use high traffic areas such as corridors, reception, kitchen, toilet facilities, entry/exit points to facilities, lifts, sharing of equipment and other communal areas	Employees Councillors Members of the public Contractors Delivery drivers	<p>Closure of the Guildhall to members of the public and councilors. Refer to online services wherever possible. Switchboard available 9am to 5pm for information sources</p> <p>Guildhall staff to operate from home in line with government advice and the law. Lone workers attending the Guildhall for essential services must adhere to the councils lone working policy.</p> <p>Post to be opened and hands washed immediately</p> <p>No congregating in any area of the building</p> <p>Limited number of people in the kitchen to <b>one person</b> to allow for social distancing rules to be met Cleaning of the kitchen before and after use is the responsibility of the employee to ensure their own and their colleagues safety.</p>	<p>Display notices informing people congregating will not be tolerated</p> <p>Display notices to remind people to socially distance</p> <p>Staff provided a council Employee Handbook to adhere to at all times. Town Clerk and Assistant Town Clerk to conform to the risk assessment and emergency lone working device.</p> <p>Display notices to remind people to wipe down shared surfaces / condiments</p> <p>Stagger start and finish times to avoid meeting at entrance/exit points</p> <p>Display notices informing people of the maximum number of people in certain areas and use of lift</p> <p>Display cleaning notice and products in the kitchen.</p>		

		<p>Employees to provide their own crockery / cutlery and to take home of an evening to avoid the spread of the virus Disposable cups to be provided.</p> <p>Water stations throughout the building</p> <p>Limited number of people in the toilet facilities to <b>two persons</b> to allow for social distancing rules to be met</p> <p>Limited number of people in the corridors to <b>two persons</b> to allow for social distancing rules to be met</p> <p>Limited number of people at entry and exit points to <b>one person</b> to allow for social distancing rules to be met</p> <p>Lift to be utilised for equipment transfer <b>only</b>, out of bounds as a <b>passenger lift</b> to reduce the spread of the virus</p> <p>No sharing of equipment or stationery to reduce spreading the</p>	<p>Daily deep cleaning and fogging Monitor to make sure people are following the safety controls put in place</p> <p>Review the risk assessment monthly liaising with others to help identify where controls cannot be followed or people are not doing what they should</p> <p>Display notices informing people that face coverings do not allow close contact social distancing must be adhered to</p> <p>Partition screens must be used to create a physical barrier between employees.</p>		
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		<p>virus and to allow for social distancing rules to be met Photocopiers to be shared and cleaning regime must be followed</p> <p>Reception hatch and doors to remain closed at all times to reduce contact</p> <p>Maximum people in the Guildhall long room to <b>five persons</b> to allow for social distancing rules to be met</p> <p>Maximum people in the Council Chamber to <b>four persons</b> to allow for social distancing rules to be met</p> <p>Increase the use of virtual meetings including people working in the same building to reduce the number of people moving around the building</p> <p>Doors to be left open (taking fire safety into consideration) to reduce the amount of contact with doors and to potentially improve workplace ventilation</p>			
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		<p>To prevent pockets of stagnant air in occupied spaces use floor standing/desk fans to provide good ventilation</p> <p>Face covering must be worn when entering / exiting the Guildhall and all communal areas unless medically exempt as a precautionary measure, social distancing must be applied in the first instance as per current government guidelines</p> <p>If advised that an employee has become unwell with a new continuous cough or a high temperature or loss of taste and smell in the workplace they will be sent home immediately and advised to follow the stay at home guidance. Line manager to maintain regular contact with employees during this time</p>	<p>Line managers will offer support to staff who are affected by coronavirus or has a family member affected.</p>		
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		<p>If advised that an employee has developed covid-19 and were recently at the Guildhall, the Town Clerk will contact the Public Health Authority to discuss the case, identify people who have been in contact with that person and will take advice on any actions or precautions that should be taken <a href="https://www.publichealth.hscni.net/">https://www.publichealth.hscni.net/</a> Guildhall to be deep cleaned with immediate effect</p>	<p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p>		
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<u>What are the hazards?</u>	<u>Who might be harmed and how?</u>	<u>Controls</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations	Employees Contractors Delivery Drivers	<p>Daily deep cleaning and fogging to include frequently touched surfaces i.e. handrails, door handles, communal work surfaces</p> <p>Bleach to be used to clean all surfaces on a daily basis. Employees to be provided cleaning products for work stations</p> <p>No sharing of equipment or stationery to reduce getting or spreading coronavirus</p> <p>Employees to follow the cleaning regime in place to clean before and at the end of each day</p> <p>Utilise video communications, telephone and email to reduce the need for people to move around the building</p>	Rigorous checks will be carried out by employees to ensure that the necessary procedures are being followed.		

		<p>Encourage using electronic documents rather than paperwork</p> <p>Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects</p> <p>Use bin liners and empty the bins on a regular basis</p> <p>Cover put in place should the cleaner develop symptoms of coronavirus in work</p>			
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<u>What are the hazards?</u>	<u>Who might be harmed and how?</u>	<u>Controls</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Mental health and wellbeing affected through isolation or anxiety about coronavirus	Employees	<p>Follow guidance on stress and mental health</p> <p>Management to promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help  <a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a>  <a href="http://www.hseni.gov.uk/stress">www.hseni.gov.uk/stress</a></p> <p>As required, video conference team meetings to discuss work whilst keeping in touch</p> <p>Line managers to provide staff support and make sure they know they can talk things through</p> <p>Employees to take regular breaks, exercise and set working hours to avoid long hours and fatigue</p>	Regular communication of mental health information and open door policy for those who need additional support.		

<u>What are the hazards?</u>	<u>Who might be harmed and how?</u>	<u>Controls</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Increased risk of infection and complications for vulnerable workers	Employees	<p>Line manager to identify who in your team falls into one of the following categories:</p> <ol style="list-style-type: none"> <li>1.Clinically extremely vulnerable</li> <li>2.People self-isolating</li> <li>3.People with symptoms of coronavirus</li> </ol> <p>Line manager to discuss with employee what their personal risks are and identify what you need to do in each case</p> <p>Line manager to identify how and where someone in one of these categories will work in line with current government guidance</p> <p>Line manager to identify how to protect the employee if coming into work through social distancing and hygiene procedures</p> <p>Follow current government guidelines for employers on the NHS Test and Trace service</p>	Inform employees of the process to notify their line manager when they fall into one of these categories		

## **Longstone Depot Covid-19 Risk Assessment –Phase 3 Version 1.1**

Covid-19 is a new illness that is currently known to affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This **Risk Assessment** is designed for dealing with the current Covid-19 situation in the workplace (Saltash Town Council – Guildhall) and while carrying out 1:1 interviews on site it is not likely to cover all scenarios and employees attending should consider their own unique circumstances. To keep up to date with the latest guidance to workplaces and Covid-19 in this fast changing situation please visit the following links:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.gov.uk/coronavirus>

All staff to read and familiarise themselves with the risk assessment. Staff to contact their line manager with areas of concern.

**Company Name:** Saltash Town Council

**Assessment carried out by:** Service Delivery Manager

**Date assessment was carried out:** 17<sup>th</sup> November 2020

**Review Date:** 17<sup>th</sup> December 2020



<u>Potential Hazards:</u>	<u>Who Might be harmed and how?</u>	<u>Controls Required</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Getting or spreading coronavirus by not washing hands or not washing them adequately	Employees Councilors Members of the public Contractors Delivery Drivers	<p>Hands must be washed immediately on arrival for at least 20 seconds using the accessible toilet. Door to remain open for the duration of persons entering the building to reduce contact and spread of the virus.</p> <p>The above must also be applied every time when entering the building.</p> <p>Temperature check and recording must be taken immediately on arrival.</p> <p>Provide water, soap, paper towels / hand dryer.</p> <p><a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Provide information on how to wash your hands properly and avoid touching your face. Display notices in the toilet, the kitchen and the communal area.</p>	<p>Monitoring to make sure people are following the safety controls.</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels / hand dryer. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Display notices to remind people of the importance of washing their hands regularly.</p> <p>Display notices to inform people about when and where they need to wash their hands and if they can't wash their hands provide information about how and when to use hand sanitiser.</p> <p>Replenishing hand washing/sanitising facilities on a daily basis.</p> <p>Everyone to check their skin for dryness and cracking and to report if there is a problem.</p>		

<p>Getting or spreading coronavirus in common use high traffic areas such as stairs, signing in station, toilet facilities, entry/exit points to facilities, sharing of equipment and other communal areas</p>	<p>Employees Councilors Members of the public Contractors Delivery Drivers</p>	<p>Provide hand sanitiser for the occasions when people can't wash their hands. Hand sanitizer does not replace hand washing.</p> <p><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Staff encouraged to protect the skin by applying emollient cream regularly</p> <p><a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></p> <p>Hand sanitiser dispensers located around the building especially in areas where washing facilities are not readily available.</p> <p>Closure of the Depot to members of the public and councillors. Refer to online services wherever possible. Switchboard available 9am to 5pm for information sources.</p> <p>Post to be opened and hands washed immediately No congregating in any area of the building</p>	<p><a href="https://www.hse.gov.uk/skin/professional/health-surveillance.htm">https://www.hse.gov.uk/skin/professional/health-surveillance.htm</a></p> <p>Display notices informing people congregating will not be tolerated.</p> <p>Display notices to remind people to socially distance.</p> <p>Display notices to remind people to wipe down shared surfaces / condiments.</p> <p>Stagger start and finish times to avoid meeting at entrance/exit points.</p> <p>Display notices informing people of the maximum number of people in certain areas and use of lift.</p> <p>Display cleaning notice and products in the kitchen. Daily deep cleaning and fogging. Monitor to make sure people are following the safety controls put in place</p> <p>Review the risk assessment monthly liaising with others to help identify where controls cannot be followed or people are not doing what they should.</p>		
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		<p>Cleaning of the kitchen before and after use is the responsibility of the employee to ensure their own and their colleagues safety.</p> <p>Employees to provide their own crockery / cutlery and to take home of an evening to avoid the spread of the virus.</p> <p>Disposable cups to be provided.</p> <p>Limited number of people in the toilet facilities to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limited number of people on the stairs / at the signing in station to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limited number of people at entry and exit points to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limit the sharing of equipment or stationery to reduce spreading the virus and to allow for social distancing rules to be met.</p> <p>Photocopiers to be shared and cleaning regime must be followed</p>	<p>Display notices informing people that face coverings do not allow close contact social distancing must be adhered to.</p> <p>Partition screens must be used between office work stations to create a physical barrier between employees.</p> <p>Works vehicles and equipment to be sanitised after each use.</p> <p>Line managers will offer support to staff who are affected by coronavirus or has a family member affected.</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p>		
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<p>Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations</p>	<p>Employees Contractors Delivery Drivers</p>	<p>Maximum people in the office to <b>three persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people in the Store Room to <b>two persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people in the workshop to <b>four persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people using a works vehicle limited to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Increase the use of virtual meetings including people working in the same building to reduce the number of people moving around the building.</p> <p>Doors to be left open (taking fire safety into consideration) to reduce the amount of contact with doors and to potentially improve workplace ventilation.</p>	<p>Rigorous checks will be carried out by employees to ensure that the necessary procedures are being followed.</p>		
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<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus</p>	<p>Employees</p>	<p>Face covering must be worn when entering / exiting the premises and in all communal areas unless medically exempt as a precautionary measure, social distancing must be applied in the first instance as per current government guidelines.</p> <p>If advised that an employee has become unwell with a new continuous cough or a high temperature or loss of taste and smell in the workplace they will be sent home immediately and advised to follow the stay at home guidance. Line manager to maintain regular contact with employees during this time.</p> <p>If advised that an employee has development covid-19 and were recently at the Guildhall, the Town Clerk will contact the Public Health Authority to discuss the case, identify people who have been in contact with that person and will take advice on any actions or precautions that should be taken <a href="https://www.publichealth.hscni.net/">https://www.publichealth.hscni.net/</a> The premises to be deep cleaned with immediate effect.</p> <p>Daily deep cleaning and fogging to include frequently touched surfaces i.e.</p>	<p>Regular communication of mental health information and open door policy for those who need additional support.</p>		
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<p>Increased risk of infection and complications for vulnerable workers</p>		<p>handrails, door handles, communal work surfaces. Bleach to be used to clean all surfaces on a daily basis. Employees to be provided cleaning products for work stations.</p> <p>Limited sharing of equipment or stationery to reduce getting or spreading coronavirus.</p> <p>Employees to follow the cleaning regime in place to clean before and at the end of each day.</p> <p>Utilise video communications, telephone and email to reduce the need for people to move around the building.</p> <p>Encourage using electronic documents rather than paperwork.</p> <p>Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects.</p> <p>Use bin liners and empty the bins on a regular basis.</p> <p>Cover put in place should the cleaner develop symptoms of coronavirus in work.</p>	<p>Inform employees of the process to notify their line manager when they fall into one of these categories</p>		
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		<p>Follow guidance on stress and mental health.</p> <p>Management to promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help.</p> <p><a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></p> <p><a href="http://www.hseni.gov.uk/stress">www.hseni.gov.uk/stress</a></p> <p>As required, video conference team meetings to discuss work whilst keeping in touch</p> <p>Line managers to provide staff support and make sure they know they can talk things through</p> <p>Employees to take regular breaks, exercise and set working hours to avoid long hours and fatigue.</p> <p>Line manager to identify who in your team falls into one of the following categories:</p> <ol style="list-style-type: none"> <li>1.Clinically extremely vulnerable</li> <li>2.People self-isolating</li> <li>3.People with symptoms of coronavirus</li> </ol>			
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		<p>Line manager to discuss with employee what their personal risks are and identify what you need to do in each case.</p> <p>Line manager to identify how and where someone in one of these categories will work in line with current government guidance.</p> <p>Line manager to identify how to protect the employee if coming into work through social distancing and hygiene procedures.</p> <p>Follow current government guidelines for employers on the NHS Test and Trace service</p>			
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## Maurice Huggins Room Covid-19 Risk Assessment – Version 2

Covid-19 is a new illness that is currently known to affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This **Risk Assessment** is designed for dealing with the current Covid-19 situation at the Maurice Huggins Room. All users to be provided with a copy of the risk assessment prior to using the Maurice Huggins Room. It is not likely to cover all scenarios and those using the Maurice Huggins Room should consider their own unique circumstances. To keep up to date with the latest guidance and Covid-19 in this fast changing situation please visit the following links:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.gov.uk/coronavirus>

All users to read and familiarise themselves with the risk assessment. Users to contact the Guildhall with areas of concern.

**Company Name:** Saltash Town Council

**Assessment carried out by:** Service Delivery Manager

**Date assessment was carried out:** 6<sup>th</sup> January 2021

**Review Date:** 6<sup>th</sup> February 2021

<u>Potential Hazards:</u>	<u>Who Might be harmed and how?</u>	<u>Controls Required</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Getting or spreading coronavirus by not washing hands or not washing them adequately	Employees Councilors Members of the public Contractors Delivery Drivers	<p>Hands must be washed immediately on arrival for at least 20 seconds using the accessible toilet. Door to remain open for the duration of persons entering the building to reduce contact and spread of the virus.</p> <p>The above must also be applied every time when entering the building.</p> <p>Temperature check and recording must be taken immediately on arrival.</p> <p>Provide water, soap, paper towels / hand dryer.</p> <p><a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Provide information on how to wash your hands properly and avoid touching your face. Display notices in the toilet, the kitchen and the communal area.</p>	<p>Monitoring to make sure people are following the safety controls.</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels / hand dryer. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Display notices to remind people of the importance of washing their hands regularly.</p> <p>Display notices to inform people about when and where they need to wash their hands and if they can't wash their hands provide information about how and when to use hand sanitiser.</p> <p>Replenishing hand washing/sanitising facilities on a daily basis.</p> <p>Everyone to check their skin for dryness and cracking and to report if there is a problem.</p>		

<p>Getting or spreading coronavirus in common use high traffic areas such as stairs, signing in station, toilet facilities, entry/exit points to facilities, sharing of equipment and other communal areas</p>	<p>Employees Councilors Members of the public Contractors Delivery Drivers</p>	<p>Provide hand sanitiser for the occasions when people can't wash their hands. Hand sanitizer does not replace hand washing.</p> <p><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Staff encouraged to protect the skin by applying emollient cream regularly</p> <p><a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></p> <p>Hand sanitiser dispensers located around the building especially in areas where washing facilities are not readily available.</p> <p>Closure of the Depot to members of the public and councillors. Refer to online services wherever possible. Switchboard available 9am to 5pm for information sources.</p> <p>Post to be opened and hands washed immediately No congregating in any area of the building</p>	<p><a href="https://www.hse.gov.uk/skin/professional/health-surveillance.htm">https://www.hse.gov.uk/skin/professional/health-surveillance.htm</a></p> <p>Display notices informing people congregating will not be tolerated.</p> <p>Display notices to remind people to socially distance.</p> <p>Display notices to remind people to wipe down shared surfaces / condiments.</p> <p>Stagger start and finish times to avoid meeting at entrance/exit points.</p> <p>Display notices informing people of the maximum number of people in certain areas and use of lift.</p> <p>Display cleaning notice and products in the kitchen. Daily deep cleaning and fogging. Monitor to make sure people are following the safety controls put in place</p> <p>Review the risk assessment monthly liaising with others to help identify where controls cannot be followed or people are not doing what they should.</p>		
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		<p>Cleaning of the kitchen before and after use is the responsibility of the employee to ensure their own and their colleagues safety.</p> <p>Employees to provide their own crockery / cutlery and to take home of an evening to avoid the spread of the virus.</p> <p>Disposable cups to be provided.</p> <p>Limited number of people in the toilet facilities to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limited number of people on the stairs / at the signing in station to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limited number of people at entry and exit points to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limit the sharing of equipment or stationery to reduce spreading the virus and to allow for social distancing rules to be met.</p> <p>Photocopiers to be shared and cleaning regime must be followed</p>	<p>Display notices informing people that face coverings do not allow close contact social distancing must be adhered to.</p> <p>Partition screens must be used between office work stations to create a physical barrier between employees.</p> <p>Works vehicles and equipment to be sanitised after each use.</p> <p>Line managers will offer support to staff who are affected by coronavirus or has a family member affected.</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p>		
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<p>Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations</p>	<p>Employees Contractors Delivery Drivers</p>	<p>Maximum people in the office to <b>three persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people in the Store Room to <b>two persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people in the workshop to <b>four persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people using a works vehicle limited to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Increase the use of virtual meetings including people working in the same building to reduce the number of people moving around the building.</p> <p>Doors to be left open (taking fire safety into consideration) to reduce the amount of contact with doors and to potentially improve workplace ventilation.</p>	<p>Rigorous checks will be carried out by employees to ensure that the necessary procedures are being followed.</p>		
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<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus</p>	<p>Employees</p>	<p>Face covering must be worn when entering / exiting the premises and in all communal areas unless medically exempt as a precautionary measure, social distancing must be applied in the first instance as per current government guidelines.</p> <p>If advised that an employee has become unwell with a new continuous cough or a high temperature or loss of taste and smell in the workplace they will be sent home immediately and advised to follow the stay at home guidance. Line manager to maintain regular contact with employees during this time.</p> <p>If advised that an employee has development covid-19 and were recently at the Guildhall, the Town Clerk will contact the Public Health Authority to discuss the case, identify people who have been in contact with that person and will take advice on any actions or precautions that should be taken <a href="https://www.publichealth.hscni.net/">https://www.publichealth.hscni.net/</a> The premises to be deep cleaned with immediate effect.</p> <p>Daily deep cleaning and fogging to include frequently touched surfaces i.e.</p>	<p>Regular communication of mental health information and open door policy for those who need additional support.</p>		
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<p>Increased risk of infection and complications for vulnerable workers</p>	<p>Employees</p>	<p>handrails, door handles, communal work surfaces. Bleach to be used to clean all surfaces on a daily basis. Employees to be provided cleaning products for work stations.</p> <p>Limited sharing of equipment or stationery to reduce getting or spreading coronavirus.</p> <p>Employees to follow the cleaning regime in place to clean before and at the end of each day.</p> <p>Utilise video communications, telephone and email to reduce the need for people to move around the building.</p> <p>Encourage using electronic documents rather than paperwork.</p> <p>Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects.</p> <p>Use bin liners and empty the bins on a regular basis.</p> <p>Cover put in place should the cleaner develop symptoms of coronavirus in work.</p>	<p>Inform employees of the process to notify their line manager when they fall into one of these categories</p>		
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		<p>Follow guidance on stress and mental health.</p> <p>Management to promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help.</p> <p><a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></p> <p><a href="http://www.hseni.gov.uk/stress">www.hseni.gov.uk/stress</a></p> <p>As required, video conference team meetings to discuss work whilst keeping in touch</p> <p>Line managers to provide staff support and make sure they know they can talk things through</p> <p>Employees to take regular breaks, exercise and set working hours to avoid long hours and fatigue.</p> <p>Line manager to identify who in your team falls into one of the following categories:</p> <ol style="list-style-type: none"> <li>1.Clinically extremely vulnerable</li> <li>2.People self-isolating</li> <li>3.People with symptoms of coronavirus</li> </ol>			
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		<p>Line manager to discuss with employee what their personal risks are and identify what you need to do in each case.</p> <p>Line manager to identify how and where someone in one of these categories will work in line with current government guidance.</p> <p>Line manager to identify how to protect the employee if coming into work through social distancing and hygiene procedures.</p> <p>Follow current government guidelines for employers on the NHS Test and Trace service</p>			
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Lone Working	Employees	<p>ALL team members of the Service Delivery Department have been issued with and trained on the PeopleSafe Lone Workers Device which is linked to the mobile phones issued to them.</p> <p>Telephone calls to be made to Line Manager when arriving and departing premises.</p>	Ensure that the People Safe Devices are being used at all times.		
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## **Pontoon Cabin Covid-19 Risk Assessment –Phase 3 Version 1.1**

Covid-19 is a new illness that is currently known to affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This **Risk Assessment** is designed for dealing with the current Covid-19 situation in the workplace (Saltash Town Council – Guildhall) and while carrying out 1:1 interviews on site it is not likely to cover all scenarios and employees attending should consider their own unique circumstances. To keep up to date with the latest guidance to workplaces and Covid-19 in this fast changing situation please visit the following links:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.gov.uk/coronavirus>

All staff to read and familiarise themselves with the risk assessment. Staff to contact their line manager with areas of concern.

**Company Name:** Saltash Town Council

**Assessment carried out by:** Service Delivery Manager

**Date assessment was carried out:** 17<sup>th</sup> December 2020

**Review Date:** 17<sup>th</sup> January 2021

<u>Potential Hazards:</u>	<u>Who Might be harmed and how?</u>	<u>Controls Required</u>	<u>What further action do you need to consider to control the risk?</u>	<u>Who needs to carry out the action</u>	<u>When is the action needed by?</u>
Getting or spreading coronavirus by not washing hands or not washing them adequately	Employees Contractors	<p>Hands must be washed immediately on arrival for at least 20 seconds using the sink. Door to remain open for the duration of persons entering the building to reduce contact and spread of the virus.</p> <p>The above must also be applied every time when entering the building.</p> <p>Temperature check and recording must be taken immediately on arrival.</p> <p>Provide water, soap, paper towels / hand dryer.</p> <p><a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Provide information on how to wash your hands properly and avoid touching your face. Display notices in the toilet, the kitchen and the communal area.</p> <p>Provide hand sanitiser for the occasions when people can't wash their hands.</p>	<p>Monitoring to make sure people are following the safety controls.</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels / hand dryer. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Display notices to remind people of the importance of washing their hands regularly.</p> <p>Display notices to inform people about when and where they need to wash their hands and if they can't wash their hands provide information about how and when to use hand sanitiser.</p> <p>Replenishing hand washing/sanitising facilities on a daily basis.</p>		

<p>Getting or spreading coronavirus in common use high traffic areas such as, entry/exit points to facilities, sharing of equipment and other communal areas</p>	<p>Employees Contractors</p>	<p>Hand sanitizer does not replace hand washing.</p> <p><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Staff encouraged to protect the skin by applying emollient cream regularly</p> <p><a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></p> <p>Hand sanitiser dispensers located around the building especially in areas where washing facilities are not readily available.</p> <p>No congregating in any area of the building</p> <p>Cleaning of the kitchen before and after use is the responsibility of the employee to ensure their own and their colleagues safety.</p> <p>Employees to provide their own crockery / cutlery and to take home of an evening to avoid the spread of the virus.</p> <p>Disposable cups to be provided.</p>	<p>Everyone to check their skin for dryness and cracking and to report if there is a problem.</p> <p><a href="https://www.hse.gov.uk/skin/professional/health-surveillance.htm">https://www.hse.gov.uk/skin/professional/health-surveillance.htm</a></p> <p>Display notices informing people congregating will not be tolerated.</p> <p>Display notices to remind people to socially distance.</p> <p>Display notices to remind people to wipe down shared surfaces / condiments.</p> <p>Stagger start and finish times to avoid meeting at entrance/exit points.</p> <p>Display notices informing people of the maximum number of people in certain areas and use of lift.</p>		
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<p>Getting or spreading coronavirus by not cleaning surfaces and equipment</p>	<p>Employees Contractors</p>	<p>Limited number of people at entry and exit points to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Limit the sharing of equipment or stationery to reduce spreading the virus and to allow for social distancing rules to be met.</p> <p>Maximum people in the mess room to <b>two persons</b> to allow for social distancing rules to be met.</p> <p>Maximum people in the Office Room to <b>one person</b> to allow for social distancing rules to be met.</p> <p>Doors to be left open (taking fire safety into consideration) to reduce the amount of contact with doors and to potentially improve workplace ventilation.</p> <p>Face covering must be worn when entering / exiting the premises and in all communal areas unless medically exempt as a precautionary measure, social distancing must be applied in the first instance as per current government guidelines.</p>	<p>Display cleaning notice and products in the kitchen. Daily deep cleaning and fogging.</p> <p>Monitor to make sure people are following the safety controls put in place</p> <p>Review the risk assessment monthly liaising with others to help identify where controls cannot be followed or people are not doing what they should.</p> <p>Display notices informing people that face coverings do not allow close contact social distancing must be adhered to.</p>		
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<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus</p>	<p>Employees</p>	<p>If advised that an employee has become unwell with a new continuous cough or a high temperature or loss of taste and smell in the workplace they will be sent home immediately and advised to follow the stay at home guidance. Line manager to maintain regular contact with employees during this time.</p> <p>If advised that an employee has development covid-19 and were recently at the Guildhall, the Town Clerk will contact the Public Health Authority to discuss the case, identify people who have been in contact with that person and will take advice on any actions or precautions that should be taken <a href="https://www.publichealth.hscni.net/">https://www.publichealth.hscni.net/</a> The premises to be deep cleaned with immediate effect.</p> <p>Daily deep cleaning and fogging to include frequently touched surfaces i.e. handrails, door handles, communal work surfaces. Bleach to be used to clean all surfaces on a daily basis. Employees to be provided cleaning products for work stations.</p>	<p>Line managers will offer support to staff who are affected by coronavirus or has a family member affected.</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Rigorous checks will be carried out by employees to ensure that the necessary procedures are being followed.</p>		
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<p>Increased risk of infection and complications for vulnerable workers</p>		<p>Limited sharing of equipment or stationery to reduce getting or spreading coronavirus.</p> <p>Employees to follow the cleaning regime in place to clean before and at the end of each day.</p> <p>Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects.</p> <p>Use bin liners and empty the bins on a regular basis.</p> <p>Cover put in place should the cleaner develop symptoms of coronavirus in work.</p> <p>Follow guidance on stress and mental health.</p> <p>Management to promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help.</p> <p><a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></p> <p><a href="http://www.hseni.gov.uk/stress">www.hseni.gov.uk/stress</a></p>	<p>Regular communication of mental health information and open door policy for those who need additional support.</p>		
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		<p>As required, video conference team meetings to discuss work whilst keeping in touch.</p> <p>Line managers to provide staff support and make sure they know they can talk things through</p> <p>Employees to take regular breaks, exercise and set working hours to avoid long hours and fatigue.</p> <p>Line manager to identify who in your team falls into one of the following categories:  1.Clinically extremely vulnerable  2.People self-isolating  3.People with symptoms of coronavirus</p> <p>Line manager to discuss with employee what their personal risks are and identify what you need to do in each case.</p> <p>Line manager to identify how and where someone in one of these categories will work in line with current government guidance.</p>	<p>Inform employees of the process to notify their line manager when they fall into one of these categories</p>		
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		<p>Line manager to identify how to protect the employee if coming into work through social distancing and hygiene procedures.</p> <p>Follow current government guidelines for employers on the NHS Test and Trace service</p>			
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## Library Risk Assessment Phase 7 - lockdown 05.01.21 – Covid-19

<u>Potential Hazards:</u>	<u>Risk Level</u>	<u>Implemented Control Measures:</u>
<p>Working in contact with colleagues, public and with physical materials.</p> <p>Level of Service</p> <p>Level of Service</p>	<p>High</p>	<p>Measures in place to prevent further spread of COVID-19 and to safeguard staff, Councillors, volunteers, Cornwall Council Registration staff and the community:</p> <p>Community Hub Team Leader to support the library team.</p> <p>Provide a click and collect service only 11 a.m. to 2 p.m. and phone and online service for the remainder of the day. Data presented from the first lockdown indicates the opening hours are convenient for customers. Saturday service hugely successful especially to those who work.</p> <p>Operational on a Monday, Tuesday, Thursday, Friday and Saturday. Total weekly hours 15.</p> <p>Liaise with staff as their safety is paramount and ensure safety working practices are in place and adhered to at all times. PPE available for staff. Notices and social media posts advertising the reduced service.</p> <p>Provide a click and collect service only 11 a.m. to 1:00 p.m. and 1:30 p.m. to 3:30 p.m. (closed for 30-minute lunch break) and phone and online service for the remainder of the day. Data presented from the first lockdown indicates the afternoon opening hours are not utilised in comparison to a Saturday.</p> <p>Operational on a Monday, Tuesday, Thursday and Friday. Total weekly hours 16.</p>

<p>Inadequate provision of rest, hygiene, and welfare facilities</p> <p>Setup / Shared work stations for staff use.</p>		<p>Liaise with staff as their safety is paramount and ensure safety working practices are in place and adhered to at all times.</p> <p>PPE available for staff.</p> <p>Notices and social media posts advertising the reduced service.</p> <p>Provide a reduced level of service throughout the day (closed for lunch 30 minutes) and no Saturday service. Based on the data presented in the previous lockdown shows there is very little and sometimes no customer visits in the afternoon however this could change exposing</p> <p>Hand sanitizer, soap, warm water and paper towels.</p> <p>Handwashing remains the best defence against a virus alongside coughs and sneezes being caught in a tissue and then disposed of. Wash your hands on a regular basis and before and after eating to avoid the spread of the virus. Avoid touching your face. Social distancing in place in staff room and throughout the library building. Disposable cups or own cup to be used to avoid the spread of the virus and water station provided. Staff and councillors provided PPE and worn as necessary.</p> <p>You must maintain social distancing (approximately 2 metres/6 feet) with everybody. Government guidance provided. Clear signage about social distancing and hand washing and floor markings in place.</p> <p>You must wash your hands and take your temperature immediately on arrival. If 38 degrees or more leave the building immediately reporting to your line manager.</p>
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<p>Lone working</p> <p>Safe access and egress to a workplace.</p>		<p>Good ventilation can help reduce the risk of spreading a virus. Where possible, opening of windows and doors and using air conditioning if available. To prevent pockets of stagnant air in occupied spaces use ceiling and desk fans provided good ventilation is maintained. Fans in place to assist ventilation.</p> <p>Partition screens and sneeze guards in place to ensure a safe working environment. If practicable and feasible no sharing of computer equipment, phones and stationery, if not, workstation and equipment to be wiped down after use.</p> <p>There is no requirement for lone working at the Library. Rotas support scheduling for a minimum of two members of staff working at any one time. On any day the library is closed 'home working' is procedure for any full-time staff.</p> <p>Functions to be maintained in phase 7: Monday, Tuesday, Thursday, Friday, Saturday</p> <p>Access to library restricted to small walk in lobby for collection and return of books. All books returned by customers must be placed on a quarantine shelf for 72-hour isolation. Notices in place informing customers.</p> <p>A staff managed online / phone click, collect and return service to be continued and operated behind safety screening. Minimal staff interaction with public.</p> <p>Scheduled work rotas. Staff to arrive 10 minutes prior to the start of your shift and no earlier to reduce time spent on site.</p>
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<p>Vulnerable customers use the service, including homeless and those in need of benefits.</p> <p>Emergency procedures.</p> <p>Books on open shelves.</p> <p>Handling of Membership cards.</p> <p>Handling of cash and cheques, card payments</p> <p>Handling of customer documents e.g. evidence for Assessments/Housing</p> <p>Proximity to customers</p>		<p>Staff to contact Cornwall Council department for advice at the time of enquiry. Mobile phone available for direct use – full sanitizing of mobile after use.</p> <p>Full emergency procedures provided – first aid contact and fire evacuation.</p> <p>Confirmed 72-hour quarantine for returned items, held in closed area before processing and shelving.</p> <p>Card scanner available at welcome desk. Membership card to be placed on desk, customer returns to 2-meter point, staff scan card, customer collects.</p> <p>Cancellation of overdue charges, no cash handling. Printing costs added to customers account for future collection. No Cornwall Council payments accepted, direction to online or telephone payment, nearest PayPoint or Post Office.</p> <p>Handling of customer documents limited to vulnerable customers who have no other means of providing evidence (e.g. no smartphone, no access to photocopier, no friends and family support) Box provided for customer to drop documents, no staff handling. Internal Cornwall Council collection and distributed through normal channels.</p> <p>Refer to online services wherever possible, maintain social distancing when handling documentation.</p>
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<p>Manual Handling</p> <p>Display Screen Equipment (DSE)</p> <p>Public Access Computers</p> <p>Cornwall Council Deliveries and Collections</p> <p>Stress/Anxiety as dealing with unknown visitors/issues</p>		<p>Follow manual handling procedures (this will be specific to job roles) – manual handling risk assessment carried out and appropriate instruction provided.</p> <p>DSE advice, guidance and procedures provided and staff completed DSE e-learning.</p> <p>Currently no access to any public computer, scanning and printing service.</p> <p>Delivery drivers to access the library building by the side entrance. Delivery drivers to ring the bell and step back from the door, member of staff to open the door and move away from the area allowing the driver to enter. Deliveries left behind the door against the wall. Collections will be left in the same location. No access to the rest of the building or toilet facilities. Hand sanitiser to be used. Clear signage. Out of hours: No access.</p> <p>Supervision sessions to ensure staff and customers following guidelines and can discuss concerns or issues.</p> <p>Employees have access to means of communication e.g. landline, mobile, virtual platform and email and direct access to Library Hub Team Leader.</p> <p>Employees prepared to undertake ongoing dynamic assessment.</p> <p>Staff encouraged to use CC HS&amp;W resources.</p> <p>Access to information, documents, internal communications and contact directories.</p>
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<p>Other Council services expecting or assuming that a full reception service has resumed, including use of meeting rooms, advising customers to visit.</p> <p>Safe use and disposal of PPE.</p>		<p>Other Council services are informed of the restricted service in sites and adhere to the limitations and do not put LIS staff or customers at risk by offering access. Agreements in place and up to date contact details for each service.</p> <p>Registration Service informed of the restrictions and cleaning practices in place and required when accessing Saltash library and sharing of staff room and toilet facilities.</p> <p>Hygiene notices on display, procedure for use, gloves can be worn if preferred to complete a task but must then be removed and disposed of safely. Good hand hygiene and sneeze guard screen to reduce the risk of transmission and protection of staff and customers.</p> <p>Staff to wear a face covering if unable to adhere to social distancing within the work place or when engaging directly with the public without a safety screen unless medically exempt (please inform your line manager). Please ensure your face covering is cleaned regularly with appropriate cleaning products. Staff provided with their own cleaning spray and cloth to clean equipment prior and after use.</p> <p>Vulnerable and extremely vulnerable staff members are to work in back office away from direct contact with public adhering to all safety protocols.</p>
<p>Screens and PPE to be available, quarantine area identified and operating process written up and shared with the team.</p> <p>Browsing and restricted click and collect areas set up. No public access to the rest of building. Clear signage. Communications that Cornwall Council payments are not being taken at sites. Vulnerable protocol updated and shared with teams. Internal delivery service restarted. Agreement and contact details from Cornwall Council Services to recognise that full reception services are not in place. Daily deep cleaning of building delivered by the Service Delivery Department.</p>		



P x S		SEVERITY				
		Minor 1	Moderate 2	Significant 3	Serious 4	Major 5
PROBABILITY	Rare	1	2	3	4	5
	Unlikely	2	4	6	8	10
	Possible	3	6	9	12	15
	Likely	4	8	12	16	20
	Almost Certain	5	10	15	20	25
	Risk Level	=	Low 1-5	Medium 6-10	High 11-15	Very High 16-25

### Risk Rating

#### Initial Risk

Probability (1 to 5)	X	Severity (1 to 5)	=	Risk Rating (1 to 25)
4		4		20

#### Residual Risk

Probability (1 to 5)	X	Severity (1 to 5)	=	Risk Rating (1 to 25)
3		3		9

All staff to read and familiarise themselves with the risk assessment and refer questions to your line manager.

Further guidance can be found at the following links:

[Corona Virus – COVID-19](#)

[Working Safely in Offices during COVID19](#)

**Date assessment was carried out:** 5<sup>th</sup> June 2020

**Review date:** Monthly

**Last reviewed:**

- 5<sup>th</sup> July 2020
- 5<sup>th</sup> August 2020
- 11<sup>th</sup> August 2020
- 2<sup>nd</sup> October 2020
- 4<sup>th</sup> January 2021

**Next review date:**

- 5<sup>th</sup> August 2020
- 5<sup>th</sup> September 2020
- 2<sup>nd</sup> November 2020
- 8<sup>th</sup> February 2021