

Company/Client/Department	Trowbridge Town Council – Information Services
Date:	06/07/2020
Work Area / Activity / Task:	Information Centre

ASSESSMENT OF HAZARD / RISK (assume no controls in place)							ASSESSMENT OF CONTROLS AND ACTION PLAN					
No	Hazards Identified	Persons at Risk	What Harm Might Befall	Potential Severity	Likelihood / Probability	Risk Rating	Controls in Place	Further Action Required	Action By	Due Date	Date Done	Residual Risk After Controls In Place
1	Transmitting of COVID-19 through airborne particles	E/PUB	Catching/transmitting of COVID-19	4	5	20	<p>No more than two members of the information team is in the information centre at one time. there are clear markers in place for social distancing. Tape has been placed on the floor clearly guiding employees and members of the public where two metres is. There is a clear one way system to toilets and wash facilities.</p> <p>A screen protector is covering the reception desk and the desk of the desk will be closed off for public us. All customers are to be served through one desk. Only one bubble group/household is allowed in the Information Centre at any one time and there is clear spots on the floor for waiting.</p> <p>Masks are available for employees if they wish to use them. Once an employee uses a mask, they must make sure only they use this mask from then on.</p> <p>Toilets are not open to the public.</p>	To check tape and stickers regularly in case they unstick and to report/replace when damaged. To make sure everyone including yourself follows the procedure.				4 x 2 = 8

2	Transmitting of COVID-19 through touch to other people	E/PUB	Catching/transmitting of COVID-19	4	5	20	Anti-bacterial spray will be used before, during and after each session in the information centre. Spraying and cleaning all buttons, handles and objects that are touchable this includes the kettle, fridge, keyboards, power buttons for PC and mouse. This must be done with blue roll provided. All bins have been removed and any items for the bin must be collected during the shift and taken to the bin after the shift. Hand sanitiser is easily available and must be used when entering by all employees and members of the public.	To make sure everyone follows this procedure and reports straight away if hand sanitiser or anti-bacterial spray starts to get low				4 x 2 = 8
3	Transmitting of COVID-19 through to other people	E/PUB	Catching/transmitting of COVID-19	4	5	20	An employee with symptoms of COVID -19, and/or household members or being in contact with someone with symptoms, then the employee is not permitted into the office or building. They must stay home and follow the government guidelines and only return after following the guidelines. They must contact the manager immediately. If one of the work bubble members has symptoms, then all of the bubble must isolate following the government guidelines.	To be alert and aware of who the employee (yourself) comes into contact with outside of the building. To follow government guidelines not just when in the office/building.				4 x 1 = 4
5	Transmitting of COVID-19 through personal items/leaflets and products within the Information Centre	E/PUB	Catching/transmitting of COVID-19	4	5	20	All employees are not to bring in personal items including bags from home with them into the information centre other than what they need for that shift. Coats are to be placed on individual employees pegs only. Lunch can be stored in the fridge but bubbles must wipe down fridge and handles after each session.	All leaflets touched and not taken, must be disposed of. Employees must make sure they take all lunch items, coats and jackets home with them after each shift. To report when any cleaning products are running low to management immediately.				3 x 2 = 6

							<p>Refreshment areas must be fully cleaned down after each session and all employees are responsible for cleaning their own cups and spoons.</p> <p>Leaflets area will be closed off. Members of the public will need to ask for a leaflet. This should be placed to the left side of the screen for the visitor to take.</p> <p>Products for sell within the information centre must not be touched unless purchasing. Duck food is to continue to be produced but employees must hand sanitise before producing.</p>					
6	Transmitting of COVID-19 through members of the public not following procedures	E/PUB	Catching/transmitting of COVID-19	4	5	20	<p>All employees must actively and positively encourage all members of the public to follow the systems in place. If a member of staff feels threatened, intimidated and/or in danger, then they must calmly ask the person to leave. If the person does not leave, then the staff member must call 101 or 999 immediately.</p>	To make sure signs are clear and visible at all times when open to the public entering the building.				4 x 2 = 8
7	Transmitting of COVID-19 through deliveries and post drop off	E/PUB	Catching/transmitting of COVID-19	4	5	20	<p>Any post and delivers will have an allocated table in reception for drop offs. Employees must tell all post staff and delivery drivers that packages and post must be left on the table. The table must be wiped down with antibacterial after each drop off.</p>	To make sure once delivered, the table is cleared to allow anymore deliveries, drop offs.				4 x 2 = 8
8	Transmitting of COVID-19 through Talking News collection of envelopes	E/PUB	Catching/transmitting of COVID-19	4	5	20	<p>Talking News are to follow the same systems as the public. Once at the desk the employee must collect the correct bag from the back office and bring to the front desk. The volunteer is to then fill their bag with the envelopes.</p>	To regularly remind Talking News volunteers they must follow the current procedure.				4 x 2 = 8

							Hand sanitiser must be used immediately after the exchange.						

Persons at Risk: E (employee), YP (young person / child), CON (contractor), PREG (pregnant mother), LW (lone worker), DIS (disabled), SN (special needs), PUB (public), VIS (visitor), A (agency)
Potential Severity: 1 (No injury) 2 (Minor) 3 (Moderate) 4 (Major) 5 (Catastrophic)
Likelihood / Probability: 1 (Extremely unlikely) 2 (Unlikely) 3 (Possible) 4 (Likely) 5 (Almost certain)
Risk Rating: 1 – 4 (LOW) 5 – 10 (MEDIUM) 12 – 25 (HIGH)

Risk assessment prepared by: Aby Cooper	Date: 07/07/2020	Date of next scheduled review: As required	Contract Supervisor:
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