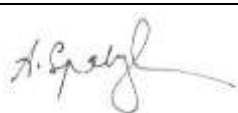


## Risk Assessment

Description of Activity / Person / Area / Equipment being assessed	Registrars Service – Births, Deaths and Notices of Marriage
Section(s) / Team(s) covered	Registrars
Location(s) covered	Walthamstow Library
Date of Original Assessment	01/06/2020

What date did staff, covered by this risk assessment, have the opportunity to comment on this risk assessment?	03/06/2019	
Are staff covered by this risk assessment aware of the controls noted and understand them?	<b>Yes</b>	
Copy of form sent to Trade Union Safety Representative	<b>Yes</b>	

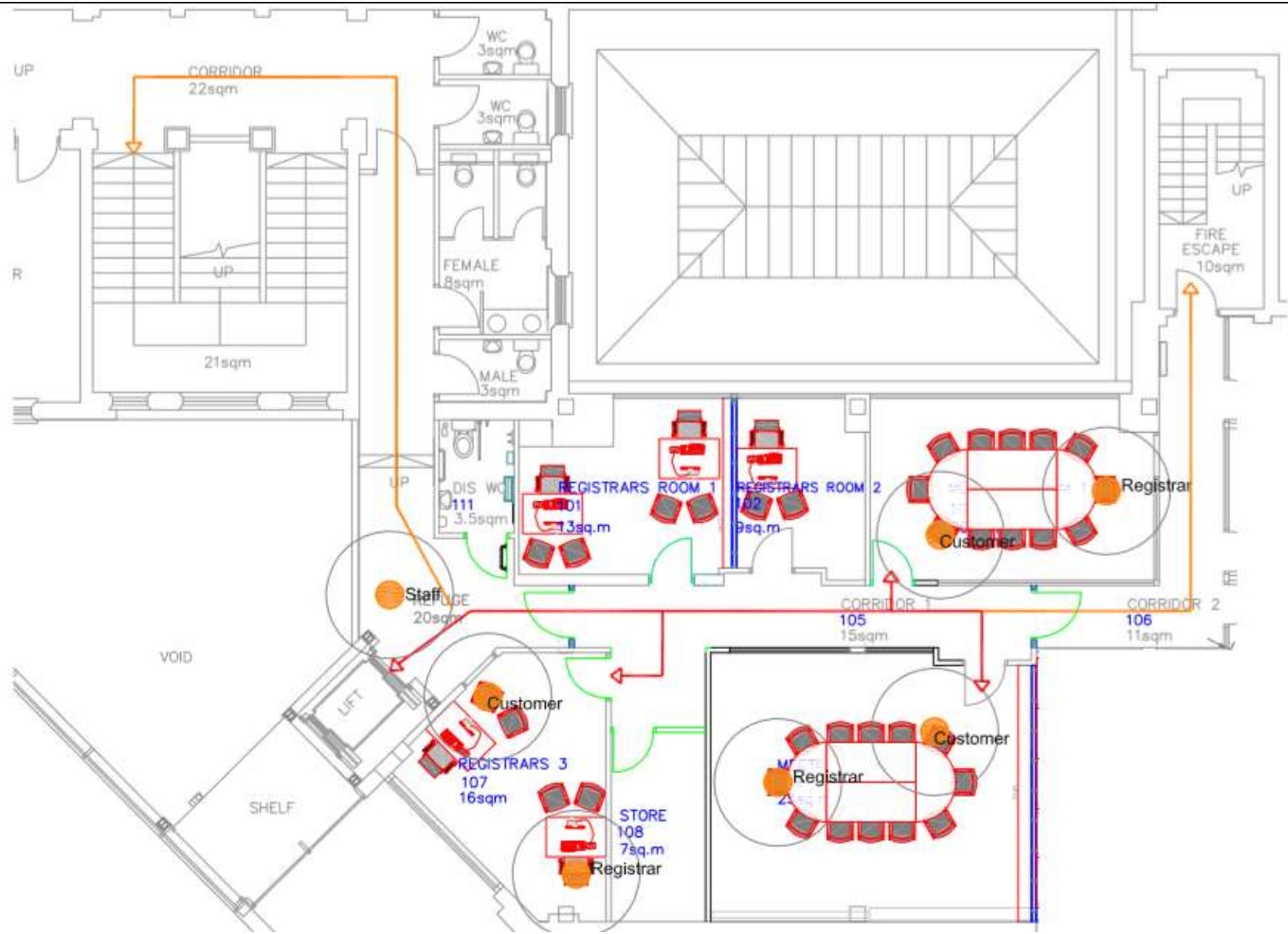
Has action been taken	<b>YES / ONGOING</b> Action has been undertaken but will remain under constant review
Confirmed by Line Manager?	<b>YES</b>
Lead Assessors name (print)	Jo Tanner
Lead Assessor's signature	
Date:	01/06/2020



Has action been taken	<b>YES / ONGOING</b> Action has been undertaken but will remain under constant review
Manager's name (print)	AYDIN SIPALOGLU
Manager's signature	
Date:	02/06/2020

### Review Dates

Future Review Date (depends on Action Plan findings)	Actual Review Date	Were Changes Made?	Name of Lead Reviewer	Date Staff updated about change
19/06/2020	19/06/2020	No – all staff teams meeting – no concerns raised	Aydin Sipaloglu	
26/06/2020	26/06/2020	No	Aydin Sipaloglu	
21/09/2020	21/09/2020	Track and Trace	Aydin Sipaloglu	21/09/2020
24/09/202	24/09/2020	Face coverings for staff	Aydin Sipaloglu	24/09/2020

# Walthamstow Library First Floor Layout



-  Two way
-  Emergency exit

## **Walthamstow Library**

As the physically largest library in the borough, Walthamstow library enables us to adhere to all of Public Health England's guidance with regard to controlling the spread of Covid-19. There are two phases to the recommencement of face to face registration services. The first will commence on 08 June 2020 and will be targeting the pipeline of birth registrations that have accumulated during the lockdown in London.

Whilst we are not running events in our libraries, this provides us with exceptionally large, well ventilated spaces to conduct registration services from. Our appointments can all be conducted providing in excess of 2 metres between customers and staff during all interactions.

The second phase will commence when pipelines are at normal levels, expected to be approximately at the end of the first week of July. This is when registrars services will recommence in a socially distanced fashion from existing registration offices and we will recommence Notice of Marriage services

Given the size of our spaces at Walthamstow library, we will adhere to PHE's principles as follows:

- Handwashing
  - Substantial handwashing facilities are available on site and clearly signposted as well as hand sanitiser and alcohol wipes. Customers will be asked to wash/sanitise prior to entering the building and public toilets will be available for handwashing.
- Social Distancing
  - All interactions between staff and between the staff and the public will be conducted in a socially distanced way. We will be setting up all of our spaces with an absolute minimum of 2m between staff and customers. In most cases the distance will be far greater.
- Enhanced Cleaning
  - Enhanced cleaning will be undertaken with the addition of customers being provided alcohol wipes to use when using study and computer areas to reduce the risk of spread.
- Face Covering (FC)
  - Members of the public are reminded it is now a legal requirement to wear face coverings, for the protection of those around them, whilst in Libraries. Signage has been displayed and the library may be able to provide a mask if the member of the public has forgotten to bring one. Members of the public are also reminded on entry to sanitise their hands and also maintain 2m gap whenever approaching any library staff. When wearing a mask please speak clearly and slowly as the member of staff is unable to get the normal visual clues from your lip movement.
  - From 24 September it is a legal requirement that staff in libraries who are not subject to an exemption, must wear a face covering at all times when on the library floor or delivering other customer services including at all times during the provision of registration services. Staff are reminded to regularly wash or sanitise their hands and to speak loudly, clearly and slowly when dealing with customers to aid in the continuation of 2m social distance when dealing with customers.
  -
- Limit of 6 people from the same or linked households in gatherings
  - Members of the public will be asked not to gather in groups larger than six from the same or linked households. This will apply to meetings and events held in libraries also. This is in line with government guidance published on 14 September 2020.

## Significant hazards and current controls

No	Hazard/Hazardous Event (What can go wrong)	People at risk	What is currently being done to control the hazard/hazardous event	Risk Rating - High/Med/Low
1.	Library Entrance and Waiting Area - Walthamstow	Registration Officer & Public	<p>Customers will be advised via their appointment confirmation that they should arrive on-time (neither early nor late) to their appointments. Customers will not be granted entry to the building until their appointment time/when their registrar is available. In the unlikely event that customers wish to queue, they will be asked to do so outside on the markings similar to those used in supermarkets. Customers will be strongly advised to come back at their actual appointment time.</p> <p>Upon entry, customers will be asked to move inside the library atrium and provided with sanitiser. The security guard will ensure there is not a customer in the lift and will advise the customer which registration room to go upon exiting the lift and asked to wear a face covering (where they are not exempt)</p> <p>A staff member will greet the customer two metres from the lift and assist them with wayfinding to their appointment room.</p> <p>Registration rooms will be clearly signposted.</p> <p>Customers will be provided with alcohol wipes to use while using the lift and asked to use these to press buttons.</p>	Medium
2.	Registrar Room 2 & 3 - Walthamstow  <b>(Room 2 will be used in phase 2 once the library is reopen and the meeting rooms become unavailable)</b>	Registration Officer & Public	<p>This room is 16sqm and contains two desks and a printer. The room is sufficiently large to maintain social distancing at all times. Prior to appointments, customers will be asked to use provided sanitiser to sanitise their hands or wash their hands in provided facilities.</p> <p>Customers will at all times be seated a minimum of two metres from LBWF officer (this will be marked on the ground). The door will remain open at all times.</p> <p>Customers are required to use a fountain pen in order to sign official registration documents. These will be sanitised with an alcohol wipe after every use. Customers are also required to proof the information entered into the system by the registration officer. This is typically done by turning the officer's screen around. Given the distance, the secondary screen has been set up near the customers.</p>	Medium

No	Hazard/Hazardous Event (What can go wrong)	People at risk	What is currently being done to control the hazard/hazardous event	Risk Rating - High/Med/Low
3.	Meeting Room 1 – Walthamstow	Registration Officer & Public	<p>This room is 20sqm. The room is sufficiently large to maintain social distancing at all times. Prior to appointments, customers will be asked to use provided sanitiser to sanitise their hands or wash their hands in provided facilities. Customers will at all times be seated a minimum of two metres from LBWF officer (this will be marked on the ground). The door will remain open at all times.</p> <p>Customers are required to use a fountain pen in order to sign official registration documents. These will be sanitised with an alcohol wipe after every use. Customers are also required to proof the information entered into the system by the registration officer. This is typically done by turning the officer’s screen around. This room contains a wall mounted television and the information will be mirrored to this screen.</p>	Medium
4.	Meeting Room 2 - Walthamstow	Registration Officer & Public	<p>This room is 25sqm. The room is sufficiently large to maintain social distancing at all times. Prior to appointments, customers will be asked to use provided sanitiser to sanitise their hands or wash their hands in provided facilities. Customers will at all times be seated a minimum of two metres from LBWF officer (this will be marked on the ground). The door will remain open at all times.</p> <p>Customers are required to use a fountain pen in order to sign official registration documents. These will be sanitised with an alcohol wipe after every use. Customers are also required to proof the information entered into the system by the registration officer. This is typically done by turning the officer’s screen around. This room contains a wall mounted television and the information will be mirrored to this screen.</p>	Medium
5.	Lack of public information about Covid-19	Staff and Public	None	Medium
6.	Member of staff shows symptoms of Covid-19	Staff & Public	<p>If a staff member becomes unwell with a new continuous cough, a high temperature, or loss of taste or loss of smell, in the workplace they will be sent home and advised to follow the stay at home guidance. The manager and employee will arrange for a <a href="#">Covid-19 Test</a> and follow the instructions given by Public Health England/NHS</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were</p>	Low

No	Hazard/Hazardous Event (What can go wrong)	People at risk	What is currently being done to control the hazard/hazardous event	Risk Rating - High/Med/Low
			<p>recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact <a href="mailto:public.health@walthamforest.gov.uk">public.health@walthamforest.gov.uk</a> to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>If staff members have contracted Covid-19 and there is a probability it was an exposure at work this must be reported on the AIR line call 03300 586 469 so an investigation can be completed and a RIDDOR report made, where required</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a constantly changing situation.</p>	
7.	Staff wellbeing deteriorates due to Covid-19 Pandemic	Staff	<p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>Manager and staff refer to stress policy for guidance <a href="https://foresthub.walthamforest.gov.uk/sites/default/files/stress_v2-2.pdf">https://foresthub.walthamforest.gov.uk/sites/default/files/stress_v2-2.pdf</a></p> <p>Staff are aware of and are regularly reminded of the employee assistance programme</p>	Low
8.	Staff who are exempt from wearing face coverings	Staff and public	<p>Staff who fit under the exemption provisions for the wearing of face coverings may be challenged by members of the public as to the reason why they are not wearing a face covering. Staff have been instructed to advise customers that they are subject to an exemption under government guidance.</p>	Low

**Risk Rating : if High or Medium use Action Plan**

High = current controls totally inadequate with serious consequences: death(s), serious injury, long-term ill health, or there is a very high frequency of the hazard/hazardous event occurring Immediate action required, may require task to be suspended until issue resolved

Medium = current controls still poor but consequences less serious: minor injury, short-term ill health with no lasting effects, Action required in specific timeframe, normally within 3/6 months, may be sooner dependent on how serious an issue it is

Low = current controls are adequate to minimise the risk so far as reasonably practicable, check still relevant at next review date

**Action Plan for Improvement**

No.	Hazard/Hazardous Event (What can go wrong)	Action required to reduce risk so far as is reasonably practicable	Residual Risk	By Whom	Target Date	Completion Date	Completed By
1	Library Entrance and Waiting Area - Walthamstow	As two -way routes are necessary appointments will be spaced so as to minimise the potential for customers crossing each other's path	Low	Mngr	10 June 2020		
2, 3 & 4	Use of rooms	Tissues will be easily accessible to the customer and the registrar in case anyone wishes to cough or sneeze so they can Catch it Bin it Kill it  Pedal bins will also be provided to minimise the need to handle lids when disposing of the tissue	Low	Mngr	15 June 2020		
5	Lack of public information about Covid-19	Covid-19 Posters will be displayed to remind the public and staff on good hand hygiene, social distancing and Catch it, Bin it, Kill it	Low	Mngr	15 June 2020		
		2m space marking are required outside the library entrance to advice on safe social distancing whilst queuing	Low	Mngr	15 June 2020		
		Covid-19 Posters will be displayed to remind the public and staff on good hand hygiene, social distancing and	Low	Mngr	15 June 2020		

No.	Hazard/Hazardous Event (What can go wrong)	Action required to reduce risk so far as is reasonably practicable	Residual Risk	By Whom	Target Date	Completion Date	Completed By
8	Physical discomfort of staff wearing face coverings	Catch it, Bin it, Kill it					
		Staff will be reminded of the need to regularly sanitise and take breaks for “fresh air” in order to maximise adherence to face covering legislation.	Low	Mngr	24 Sept 2020		

**Risk Assessment Review:** During review of this risk assessment, any new controls identified in the action plan that are now in place should be transferred to the “Significant hazards and current controls” page to reflect the improvements made.