

## Risk Assessment

Description of Activity / Person / Area / Equipment being assessed	Higham Hill Library
Section(s) / Team(s) covered	Libraries
Location(s) covered	Higham Hill Library
Date of Original Assessment	29 July 2020

What date did staff, covered by this risk assessment, have the opportunity to comment on this risk assessment?	29 July 2020	
Are staff covered by this risk assessment aware of the controls noted and understand them?	Yes	
Copy of form sent to Trade Union Safety Representative	Yes	

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:	

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:	

### Review Dates

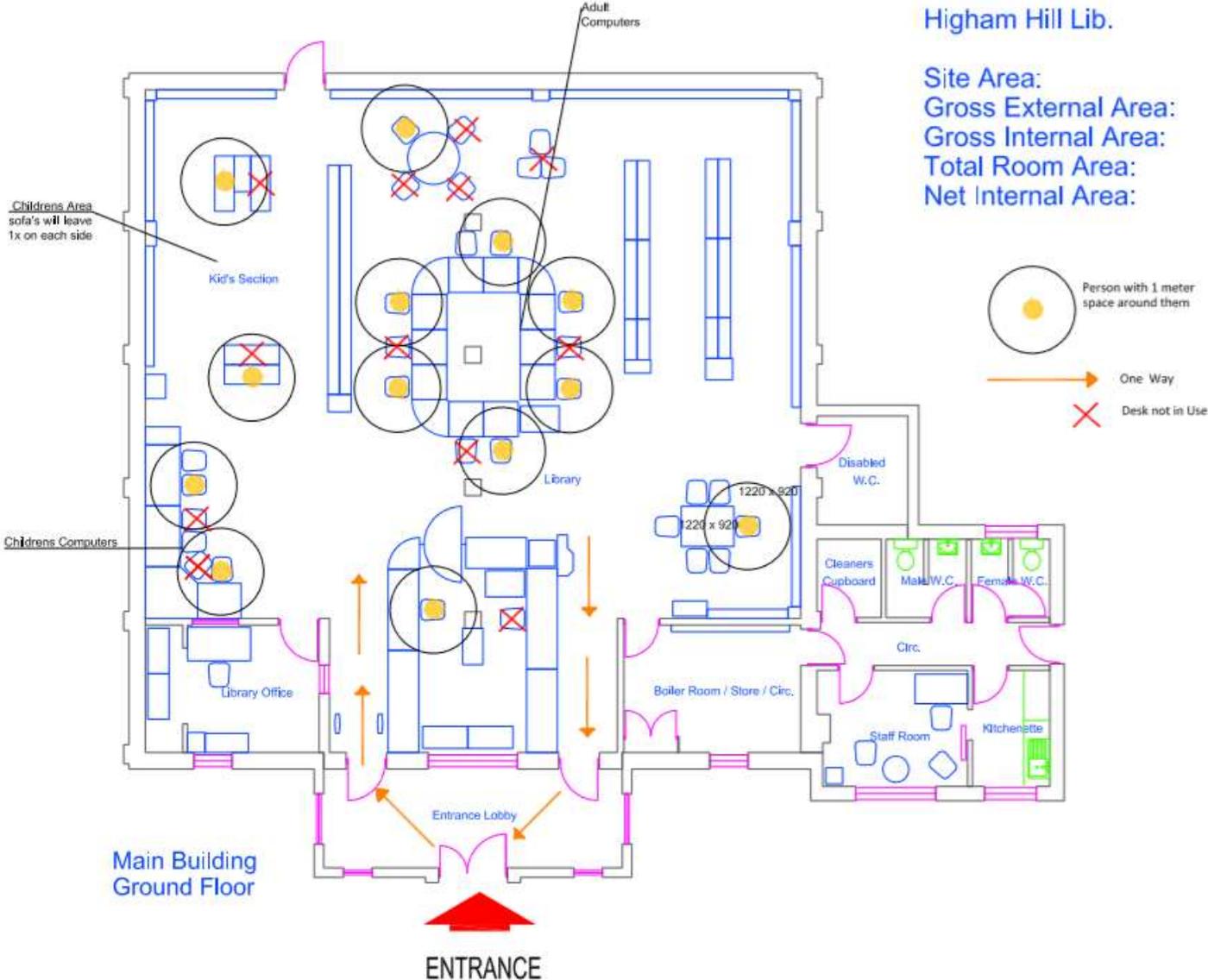
Future Review Date (depends on Action Plan findings)	Actual Review Date	Were Changes Made?	Name of Lead Reviewer	Date Staff updated about change
29/07/2020	29/07/2020	No	Aydin Sipaloglu	
14/09/2020	14/09/2020	Limits put in place for new "6 person rule"	Aydin Sipaloglu	14/09/2020
24/09/2020	24/09/2020	Face coverings for staff	Aydin Sipaloglu	24/09/2020

# Higham Hill Library

Higham Hill Library

Higham Hill Lib.

Site Area: 315.3  
 Gross External Area: 315.3  
 Gross Internal Area: 289.1  
 Total Room Area:  
 Net Internal Area:



## Higham Hill Library

Higham Hill Library is a *Library Local* and provides traditional library services to local residents. It is open Monday, Thursday, Friday 10am to 6pm; Saturday 10am to 4pm. The size, layout and normal footfall of the library enables us to adhere to all of Public Health England's guidance with regard to controlling the spread of Covid-19. After the government announced the easing of lockdowns allowing libraries to open in England from July 4, Higham Hill will be open with full service resumption from Monday 3<sup>rd</sup> August 2020.

Higham Hill Library is 289 square metres with the library itself housed entirely on the ground floor of the building accessed via the entrance lobby. The ground floor also houses an office, a Kitchen, a staff room, staff toilets and a boiler/storage room. It is expected that capacities will be managed by staff who will be conducting their regular floor walking in the library. Clear signage will advise customers of capacities in the library. The public use computer areas have been measured and every second computer will only be available for use by customers.

The existing customer service reception is set up so customers stand well back from staff and all excess furniture will be removed from the library to aid in social distancing.

Our overarching principles are detailed below:

- 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. 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.
- Track and Trace
  - Members of the public will be asked to use a QR code provided at gov.uk with posters prominently displayed to enter track and trace details. Where customers are unable to do this, these will be manually collected by staff members via a Microsoft Office form in and information saved to a central location. This information will be purged every 21 days. Customers who do not wish to complete track and trace information will not be admitted to the library.

In addition to this, all staff working in libraries will be asked to complete an individual risk assessment which will then be discussed with the relevant manager to determine any actions required to ensure staff safety.

## 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.	Entrance, exit and public use computers	Library Staff & Public	<p>Upon entry, customers will be provided with sanitiser and alcohol wipes (to wipe down computers etc.), asked to wear a face covering (where an exemption does not apply) and advised to maintain social distancing during their time in the library.</p> <p>Customers will also be advised of the requirement to wear a face covering whilst in the library</p> <p>There will be a poster at the entrance politely asking members of the public to wear a face covering for the protection of staff, as required by law. Staff will not police the wearing of face coverings as they are unaware of who has a legitimate reason for not wearing one.</p> <p>Entrance to the library will be via the main street entrance and the exit will be via the rear right hand side fire exit, promoting a one-way system on the ground floor.</p> <p>Of the public access computers, every second computer will be available for use to ensure 2m social distancing. In addition, excess seating will be taken away.</p>	Low
2.	Reception	Library Staff & Public	Reception is typically used by a staff member to deliver library services. This area will be well signed to ensure social distancing. There will be extra sanitiser and wipes at this desk should customers and staff require extra.	Low
3.	Main Library	Registration Officer & Public	Clear signage will be put in place around the book shelves advising people to maintain social distancing. In addition, floor walking staff will advise customers who do not adhere to this. The desks at the back of the main library will be available at 50% capacity as per the diagram.	Low
4.	Staff Work Room/Office – ground floor	Staff	This room will be used for admin purposes and is large enough for 1 members of staff to be in this space in a socially distanced way. Signage will instruct staff of room capacity.	Low
5.	Kitchen/Staff room ground floor	Staff	This room has a capacity of one person. Signage will instruct staff of room capacity.	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
6.	Lack of public information about Covid-19	Staff and Public	Posters are prominently displayed in the library to remind customers on the need to <ul style="list-style-type: none"> <li>• Clean their hands regularly for 20 seconds,</li> <li>• Catch it Bin it, Kill it,</li> <li>• Keep 2m socially distanced at all times</li> </ul> Wear a Face Covering, for the protection of those around them	Medium
7.	Member of staff shows symptoms of Covid-19	Staff & Public	Management will engage fully with the local authority's public health team's <a href="#">Local Outbreak Control Plan</a> and the NHS Test and Trace system Staff and have been advised they will need to be ready and willing to: <ul style="list-style-type: none"> <li>○ <a href="#">book a test</a> if they are displaying symptoms. Staff must not come into the library if they have symptoms and must be sent home to self-isolate if they develop them in the library.</li> <li>○ provide details of anyone they have been in close contact with if they were to test positive for coronavirus (COVID-19) or if asked by NHS Test &amp; Trace</li> <li>○ <a href="#">self-isolate</a> if they live in a household with someone who develops coronavirus (COVID-19) symptoms or they have been in close contact with someone who tests positive for coronavirus (COVID-19), or if asked to do so by NHS Test and Trace</li> </ul> Tests can be booked online through the NHS <a href="#">testing and tracing for coronavirus website</a> , or ordered by telephone via NHS 119 for those without access to the internet.	Low
8.	There is a library confirmed case of Covid-19	Everyone	As set out in the <a href="#">Local Outbreak Control Plan</a> , if made aware of a positive case in a staff, the manager will immediately contact the London Coronavirus Response Centre (LCRC) on 0300 303 0450 for advice on isolation of contacts and for a risk assessment to be completed. The manager will notify the <a href="#">Public Health Team</a> , The LCRC will provide guidance on communications and letter templates for the library to send to staff, customers, and the wider community. Ongoing infection control advice and support will be made available to library via the Public Health team	Low
9.	Staff wellbeing deteriorates due to Covid-19 Pandemic	Staff	Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help 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> Staff are aware of and are regularly reminded of the employee assistance programme	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
10	Member of the public shows signs of Covid-19	Staff and public	Member of public will be asked to leave the library immediately and advised to go straight home and call NHS 111 for advice.  The area they are in will be closed and cleaned before access is allowed to other members of the public  The member of public will be advised tests can be booked online through the NHS <a href="#">testing and tracing for coronavirus website</a> , or ordered by telephone via NHS 119 for those without access to the internet.	Medium
11	Members of the public do not follow social distancing guidance, do not wear a face covering, or are aggressive towards staff	Staff	Staff will maintain social distance and call for assistance. Any assistance should then don face mask and shield to take over from the original member of staff and allow them to move to safety  The library staff will not police the wearing of face masks, as they are unaware of any customers with exemptions. Staff will continue to maintain a safe social distance at all times.	Low
1 2	Physical discomfort of staff wearing face coverings	Staff	The wearing of face coverings for extended periods can cause discomfort to those staff wearing them which may result in excess hand to face contact. Staff will be reminded to regularly wash and sanitise their hands and carry a personal sanitiser if they have one. Staff will also be encouraged to take regular short fresh air breaks from the floor.	Medium
1 3	Staff who are exempt from wearing face coverings	Staff and public	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.	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
11	Members of the public do not follow social distancing guidance, or are aggressive towards staff	Staff will maintain social distance and call for assistance. Any assistance should then don face mask and shield to take over from the original member of staff and allow them to move to safety	Low	Mngr	10 <sup>th</sup> August 2020		
6	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	10 <sup>th</sup> August 2020		
		2m space marking are required inside and outside the library entrance to advice on safe social distancing whilst queuing	Low	Mngr	10 <sup>th</sup> August 2020		
10	Member of the public shows signs of Covid-19	The temperature of members of the public will be measured before being allowed access into the library	Low	Mngr	13 July 2020		
12	Physical discomfort of staff wearing face coverings	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	Mgr	24 Sep 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.