

LIMITED REOPENING OF LOSTWITHIEL LIBRARY SERVICE – PHASE 1 CLICK & COLLECT SERVICE ONLY  
Working in contact with public, Cornwall Council staff & physical materials (i.e. Books)

<b>SITE LOCATION</b>	<b>Taprell House North Street Lostwithiel</b>		
<b>UNDERTAKEN BY</b>	<b>Sandra Harris</b>	<b>DATE OF INSPECTION</b>	<b>06 October 2020</b>
<b>OVERALL RISK RATING</b>	<b>6</b>		
<b>AGREED ACTION: (Open / Close / Partially reopen)</b>	<b>Re-open for courtyard click and collect service 22 July 2020</b>	<b>REVIEW DATE</b>	<b>Monthly for duration of pandemic Reviewed 28/07/20 – no changes Reviewed 01/09/20 – changes see minutes Reviewed 06/10/20 – changes see minutes Next review 03/11/20</b>

**Instructions:**

1. This applies to all work activities that fall under this activity.
2. If this risk assessment does not cover all of the hazards and existing control measures required relevant to your service, you should add them below at 'Other risks (please detail)' and notify the Clerk and/or Service Manager by sending the risk assessment attached to the email.
3. If further controls are necessary, these should be recorded in the 'Additional controls to reduce risk' column and a revised lower score given.
4. Please communicate this risk assessment to all staff e.g. via email, team meetings etc evidencing how you do this.
5. Review the risk assessment annually, after an accident/incident or significant changes to the workplace or working processes.

**Terminology:**

- **Activity**- The use of facility being undertaken.
- **Hazard**- Something with the potential to cause harm. Harm can be physical, chemical, biological or psychological.
- **Control Measures**- Actions taken to prevent hazard being realised. Control measures can include such areas as training, supervision, safe systems of work, maintenance procedures, physical measures such as guarding and personal protective equipment.
- **Likelihood** – the chances of harm occurring on a scale of 1 to 5 with 1 being highly unlikely and 5 being highly likely
- **Risk Rating**- Multiply the likelihood figure by the severity figure to get the risk rating after the existing control measures have been considered.

- **Severity** – the level of harm/injury caused by the accident or incident, on a scale of 1 to 5 with 1 being First aid required and 5 being a fatality.

**Likelihood (L) × Severity (S)**

**= Risk Rating (RR):**

	L = 1	L = 2	L = 3	L = 4	L = 5
S = 1	1	2	3	4	5
S = 2	2	4	6	8	10
S = 3	3	6	9	12	15
S = 4	4	8	12	16	20
S = 5	5	10	15	20	25

**Possible Likelihood**

- 5 Highly likely
- 4 Likely
- 3 Possible
- 2 Unlikely
- 1 Highly unlikely

**Possible Severity**

- 5 Fatality
- 4 Major injury
- 3 Hospital treatment
- 2 First aid required
- 1 No injury

Rating	Action
<b>15-25 Very High</b>	Work should not be undertaken without reducing risk
<b>10-12 High</b>	As above
<b>8-9 Moderate</b>	Work fine to continue. Additional controls should be considered
<b>4-6 Low</b>	Work fine to continue with existing controls
<b>1-3 Very Low</b>	As above

**STAGE 1 : RISK ASSESSMENT**

Nature of hazard or issue increasing risk of transmission	Persons at direct risk	Likelihood x Severity = Risk Rating			Recommended Control Measures (if RR > 6)	Potential additional controls to reduce risk, where reasonably practical (if RR > 10)
		L	S	RR		
<b>Social distancing</b>	All.	2	3	6	As per Cornwall Council sites, volunteers will not be returning to the library in Phase 1 of library re-opening. Maximum of 2 staff in the building. Book collections from courtyard with signage to remind all users of social distancing requirements. CC delivery drivers to phone when arrived on site with delivery in order	Not applicable.

					door can be unlocked and staff member can move away from delivery area.	
<b>Safe access &amp; egress to workplace/courtyard</b>	All	2	3	6	<p>Staff to arrive at different times not within 30 minutes of anticipated arrival of CC delivery.</p> <p>Signage in courtyard to allow all users to collect books during the two weekly sessions safely</p> <p>Clear signage and promotion on website and FB to advise not business as usual</p> <p>Hand sanitiser at entrance of courtyard for use on the way in and on the way out</p>	Not applicable
<b>Book deliveries</b>	All	2	3	6	<p>Cornwall Council driver will phone to advise on site. The process will be conducted as a NO CONTACT delivery</p> <p>End library door will be unlocked by a member of staff and crates for collection put outside the door.</p> <p>Watch for delivery driver to leave (through window) then go out and collect books.</p> <p>Under no circumstances will CC driver be expected to unlock the library door or deliver to an empty building.</p> <p>Cornwall Council have agreed to process books onto library customers cards before the books arrive at Lostwithiel.</p> <p>Take book to pod or other computer logged into Soprano check customer name place book in the biodegradable plastic bag and write customer name on bag.</p>	

					When finished processing delivery put books outside in courtyard for collection in alphabetical order.	
<b>Book returns</b>	All	2	3	6	Library customers can return read library books by 'posting' them into the wheelie bin provided. Wheelie bin has a pre cut slot for posting will have bungee cords around it & signage to prevent it being opened. At least once during the click and collect sessions the wheelie bin will need to be emptied. At the end of 2-hour collection window the books already taken out of the bin and the wheelie bin are left in predesignated quarantine corner. Books will be left 1 week before being processed. Any books to be returned to CC will be put in a crate for collection	
<b>Access to books</b>	All	1	3	3	There will be no access to the library building. Users will be encouraged to reserve their books on Cornwall Council's website. The How to Guide from Cornwall Council will be promoted on TC website & FB page Stock at Lostwithiel will not be available to other library sites.	
<b>Vulnerable customers trying to access CC services, including homeless and those in need of benefits.</b>	All	2	3	6	Signpost customers to CC using the poster supplied by CC	Not applicable

<b>Handling of membership cards &amp; cash for fines</b>	All	1	3	3	No handling, click and collect service is outside building.	
<b>Public access computers</b>	All	1	3	3	No access to building	
<b>Manual handling</b>	All	2	3	6	Ensure existing procedures are followed particularly with reference to wheelie bin which may be awkward. Remember the need for social distancing	
<b>Shared workstations</b>	All	1	3	3	Claire to work from pod computer/admin tower computer Sandra to log into Soprano on laptop/clerk tower computer No shared workstations	
<b>Proximity to customers</b>	All	1	3	3	None. Click and collect service outside building.	
<b>Emergency procedures</b>	All	2	3	6	Stock levels of First Aid box checked & box marked to indicate self-application of plasters etc due to Covid-19 & the need to social distance	Not applicable
<b>Re-opening of building to staff</b>	All	1	3	3	Arrange a legionella risk assessment Contact Cormac ask for a deep clean of the building. Obtain from Cormac a copy of their Covid 19 cleaning risk assessment. Ensure that contractor's staff will have PPE. Provide masks and gloves for TC staff and ensure they watch the CC video on safe use and disposal of masks & gloves.	

				<p>All masks and gloves to be put in the designated bin and not in other litter bins.</p> <p>Building will be reopened with Covid 19 secure measures in place and a certificate signed by Town Clerk and displayed in window.</p> <p>Hand sanitiser &amp; wipes will be available in the building at all times</p> <p>Upstairs windows will be kept open when possible</p> <p>Government Guidance will be followed and reviewed on a weekly basis</p> <p>Sneeze screen between clerk &amp; admin desks</p>	
<b>Staff measures to be taken to protect from Covid-19</b>					
<b>Covid 19 symptoms</b>	All			<p>If a person has Covid-19 symptoms i.e. high temperature, new continuous cough, loss of taste/smell. They must not come to work and must follow Government Guidelines.</p> <p>Posters to remind staff</p>	
<b>Test &amp; track</b>	All			<p>If a person has been asked to self-isolate through the Test &amp; Track app/system. They must not come into work.</p> <p>Depending on the circumstances the library building and click and collect service will be closed and deep cleaned</p>	

			Make sure that all staff are aware of the latest Government guidelines	
<b>Increase in R value</b>	<b>All</b>		If the R value increases either at a National or local level, the Town Council will need to respond to the changes included but not limited to reimplementing 'lockdown' and stopping the click and collect library service	
<b>Virus transmission</b>	<b>All</b>		Limit personal belongings brought into the building. Provide separate kettles and phone handsets for both members of staff Effective handwashing is critical – posters to remind staff put up in all areas Gloves and face masks are provided, please ensure you wear a face mask when preparing the library books for collection by customers Please use hand sanitiser regularly Please wipe down your workstation at the beginning and the end of each day	
<b>Airborne transmission</b>	<b>All</b>		Keep social distanced at all times Workstations are already side by side rather than facing, move desks as far apart as cables will allow. Library upstairs windows to be kept open whenever possible	
<b>Customer books</b>	<b>All</b>		Library books for collection will be on the customers card when they arrive at Lostwithiel and customer will have been notified book is available for collection.	

			Staff will need to log into Soprano to find customer name and pop book into bag, label with name and put outside in alphabetical order for collection. Face masks to be worn whilst processing books for collection	
<b>Library customer queries</b>	<b>All</b>		Under no circumstances open the door to deal with a query. A poster will be on the library door advising customers to phone with any queries. The phone number and the time to phone will be specified on the poster.	