



**SEVERITY**

|                |                  |               |              |                |              |
|----------------|------------------|---------------|--------------|----------------|--------------|
| <b>H&amp;S</b> | <b>No Injury</b> | <b>Slight</b> | <b>Minor</b> | <b>Serious</b> | <b>Major</b> |
|----------------|------------------|---------------|--------------|----------------|--------------|



| <b>RISK RANKING</b> |                  |  |
|---------------------|------------------|--|
| 1 - 5               | MINOR RISK       | MONITORING REQUIRED                          |
| 6 - 15              | SIGNIFICANT RISK | LOOK TO IMPROVE / REDUCTION OF RISK REQUIRED |
| 16 - 25             | MAJOR RISK       | STOP PROCESS - TAKE IMMEDIATE ACTION         |

|                        |  |  |
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| Doc Ref: HSF001        | Health and Safety Risk Assessment Template   |  <b>Bromsgrove District Council</b><br>www.bromsgrove.gov.uk<br> <b>REDDITCH BOROUGH COUNCIL</b><br><i>making a difference</i><br>www.redditchbc.gov.uk |
| Date: 02/01/19         | <b>CASHIERS OPERATIONS AT TOWN HALL AND PARKSIDE<br/> DURING CORONAVIRUS (COVID-19) CRISIS</b> |  |
| Version: 1.0           |  |  |
| Author: Martyn Bradley |  |  |

**Date of Assessment:** 25.06.20



**Risk Assessment Number:** TRA032

**Assessor(s):** Martyn Bradley / Paul Stephenson



**Review Date:** 30.09.20

**Person(s) at Risk:** Employees, Contractors and Members of the Public

| Hazard                                 |   | Current Controls  | Initial Risk |            |         | Additional Controls             | Residual Risk |            |         |
|--|---|---|--------------|------------|---------|---------------------------------|---------------|------------|---------|
| Hazard Description                     | Hazard Effect   | Operational Controls  | Severity     | Likelihood | Ranking | Operational Controls            | Severity      | Likelihood | Ranking |
| Transmission of Coronavirus (COVID-19) | Coronavirus presents with flu-like symptoms including a fever, a cough, or difficulty breathing, which can lead to significant illness or death | <p>COVID-Secure Measures Checklist completed for Town Hall and Parkside to ensure compliance with Government guidance and published accordingly – the general guidance therein applies to this process (as does the general COVID-19 risk assessment for offices)</p> <p>At Town Hall the Reception to be dedicated as entrance and exit for members of the public only with employees using the Lift Lobby (the basement entrance will remain in use for Lifeline, Print Room and, upon their return, the Parking Enforcement Officers)</p> <p>At Parkside the main public entrance will be for the sole use of BDC customers and all staff will need to enter via the usual staff entrances</p> | 5            | 1          | 5       | No additional controls required | 5             | 1          | 5       |

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| Transmission of Coronavirus (COVID-19) | Coronavirus presents with flu-like symptoms including a fever, a cough, or difficulty breathing, which can lead to significant illness or death | <p>At Town Hall, the lift lobby door upgrade due for completion early July, which will enable a staff only route avoiding the Reception area which will only be for the public access and egress</p> <p>From 6th July at Town Hall (and until the lift lobby door upgrade is complete) all RBC staff will need to enter and exit the building via the basement (the service lift is operational) and to ensure as little interaction with the public as possible – all staff to be notified in advance (signing in / out will take place in basement entrance)</p> <p>The routes in and out for all staff (and indeed the public) at both locations will be suitably signposted with directional signs, social distancing reminders and maintaining security via the exit route to ensure all exit points are properly closed each time etc.</p> | 5            | 1          | 5       | No additional controls required | 5             | 1          | 5       |



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| Transmission of Coronavirus (COVID-19) | Coronavirus presents with flu-like symptoms including a fever, a cough, or difficulty breathing, which can lead to significant illness or death | <p>At Town Hall customers who would require ramp access once inside the Reception (to access the Cashiers counters) will be advised to contact the Caretakers using a dedicated phone who will then offer assistance – Caretakers will stop the flow of the queue and assist the ramp access customer with nitrile gloves and a face mask available to the Caretaker (in absence of Caretaker support on this activity a CSO may be required to assist, observing the same controls)</p> <p>Air flow system behind Town Hall Cashiers counter to be checked that it is clean and serviced if required by Property Services</p> | 5            | 1          | 5       | No additional controls required | 5             | 1          | 5       |

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| Transmission of Coronavirus (COVID-19) | Coronavirus presents with flu-like symptoms including a fever, a cough, or difficulty breathing, which can lead to significant illness or death | <p>A maximum of two Cashiers on the counter at any one time, operating from windows 1 and 3 only at Town Hall and a maximum of one Cashier at Parkside</p> <p>Existing Cashiers counter at Town Hall is already a suitable and sufficient barrier by design and there is a newly constructed screen at Parkside Cashiers</p> <p>Cashiers provided with hand sanitiser spray that can work safely on hands and on hard surfaces too</p> <p>Alcohol wipes also provided for regular wiping down of equipment such as PC keyboards, mouse, counters, scanners, printers etc. that are subject to frequent hand contact</p> <p>Caretakers will regularly wipe down surfaces and handles / rails in customer areas, including the phone for the ramp access customers and card machines</p> | 5            | 1          | 5       | No additional controls required | 5             | 1          | 5       |

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| Transmission of Coronavirus (COVID-19) | Coronavirus presents with flu-like symptoms including a fever, a cough, or difficulty breathing, which can lead to significant illness or death | <p>When handling customers' documents for scanning / return of house keys / cash the CSO will wear nitrile gloves and / or use hand sanitiser after the transaction</p> <p>A supply of face masks is available for Cashiers who choose to wear one if they feel more comfortable, although they can also choose to wear their own washable face covering, although this is not mandatory – nitrile gloves are available if desired</p> <p>If a role can be undertaken from home, such as Switchboard Operator, then that role should still be undertaken as such</p> <p>Disposable face masks, gloves and alcohol wipes are to be removed carefully to avoid transmission (removing gloves first, turning them inside out in doing so and then removing face mask from behind the ears) and disposed of as clinical waste (which can be via black bin waste after 72 hours – cleaners will remove black bags from bins at the end of each working day)</p> | 5            | 1          | 5       | No additional controls required | 5             | 1          | 5       |

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| Transmission of Coronavirus (COVID-19) | Coronavirus presents with flu-like symptoms including a fever, a cough, or difficulty breathing, which can lead to significant illness or death | <p>Through ventilation will be provided at both Town Hall and Parkside through the opening of main entrance doors and windows where possible</p> <p>Wall-mounted hand sanitiser stations available for customer use upon entrance and exit</p> <p>CSOs to observe social distancing at all times from each other and from contractors such as Security Plus when undertaking those transactions (no change to how Security Plus access etc., but with social distancing)</p> | 5            | 1          | 5       | No additional controls required | 5             | 1          | 5       |

|                        |   |   |
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**Additional Control Measures:**

| Task                            | Responsible Person(s) | Date Completed |
|---------------------------------|-----------------------|----------------|
| No additional controls required | N/A                   | N/A            |



I hereby confirm that I have read and understood the contents of this risk assessment and will work with the controls laid out herein.

| Name | Signature | Date |
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