

Risk Assessment

Activity Assessed	Re-opening to visitors following COVID-19
Location	West End Centre

Hazard	Who could be harmed and how?	Control measures in place
Covid-19 infection transmission – Visitor Arrival	<p>Visitors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Visitor capacity limited at any given time – limits in place for individual rooms/activities • Pre-booking required for all onsite visitors • Track and Trace system in place to collect visitor details • Start and end times for activities staggered • Safe outdoor space available queuing, if required • Automatic doors in operation at rear entrance • Signage to inform visitors of measures being taken and expected behavior • Hand sanitiser station available
Covid-19 infection transmission – Visitor / Staff Interactions	<p>Staff, Visitors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Perspex screens installed at all customer service counters and bar • Team members wear face coverings at all times in public areas. • Hand sanitiser stations available • Cashless transactions available at all points of sale • Contactless donation points available • Signage throughout venue to promote social distancing and good hygiene • Team members trained on appropriate social distancing and personal hygiene measures

<p>Covid-19 infection transmission – High Traffic Areas</p>	<p>Staff, Visitors, Contractors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Signage throughout venue to promote social distancing and good hygiene • High traffic areas to be checked and cleaned every 2 hours • Staggered start and end times for activities
<p>Covid-19 infection transmission – Toilets</p>	<p>Staff, Visitors, Contractors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Toilets open and available to visitors • Signage indicating hand and user hygiene inside the toilet facilities • All toilets will be cleaned every 2 hours • Ducted extractors in use to support good ventilation • Numbers limited in toilet facilities • Hand sanitiser readily available in the toilet facilities
<p>Covid-19 infection transmission – Classes and workshops</p>	<p>Staff, Visitors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Class capacities reduced - maximum 6 participants in Pottery Studio, 8 participants in Dance Studio, 6 participants in Function Room, 7 participants in Creative Studio, 8 participants in Theatre • High risk classes temporarily suspended or available online • All tutors and participants required to wear face coverings throughout any indoor classes and workshops (with exemptions as indicated by government guidelines) • Each participant to use their own equipment, and where this is not possible equipment to be cleaned between uses • Furniture and work stations moved to support social distancing • Classrooms and shared equipment cleaned after each session • Start and end times for classes and workshops staggered • Refunds permitted for customers unable to attend due to illness or self-isolation • Signage throughout venue to promote social distancing and good hygiene • Hand sanitiser readily available for all visitors
<p>Covid-19 infection transmission – Theatre</p>	<p>Staff, visitors, visiting artists</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Limited capacity in Theatre of 42 – socially distanced, grouped seating, customer allocated seats • Face coverings to be worn at all times during performance • Where the theatre is used for classes reduced capacities apply (8 participants) • Ceiling extractor fans in use to support good ventilation

Covid-19 infection transmission – Live streaming	Staff, visiting artists Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Individual risk assessment completed for each performance/event • Attendees limited to essential participants and ticket holders only • Safety briefing conducted for all participants on arrival • Social distancing to be observed • Each performer to use their own equipment where possible. If not possible equipment should be dedicated to one user only • All equipment to be cleaned after use • Hand sanitiser readily available for all
Covid-19 infection transmission – Café and bar	Staff, Visitors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Bar open with table service only – no purchasing of drinks at the bar • Face coverings to be worn by customers at all times except when consuming products • Cashless payments only at tables • Indoor seating reduced and spaced at 2m distances • Staff minimising product handling during transactions • Signage throughout venue to promote social distancing and good hygiene
Covid-19 infection transmission – Person displaying symptoms	Staff, Visitors, Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Team members instructed to remain at home if displaying any symptoms or to follow the latest government guidance if they are informed they are clinically extremely vulnerable from COVID-19 • Anyone displaying clear symptoms whilst on the premises will be asked to leave and any surfaces they came into contact with will be cleaned immediately • Visitor details recorded in GDPR compliant way to ensure cooperation with track and trace requirements
Covid-19 infection transmission – Emergency situations	Staff, Volunteers, Visitors Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Evacuations – exiting the building safely is the priority in case of emergency. Staff and visitors do not have to stay 2m apart if it would be unsafe. Where the threat to life is greater and/or more imminent than from COVID-19, normal procedures should apply. • Those involved in the provision of first aid to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Assessed by	Thomas Gerstenmeyer, General Manager	Date	23/09/2020	Next operational review	23/10/2020
Endorsed by	Deborah Neubauer, Head of Community	Date	23/09/2020	Next publication	01/11/2020
Approved by	Rob James, Facilities Manager	Date	23/09/2020		