

LOCATION	Visitors Property Wide				
DEPARTMENT	Property Wide	HEAD OF DEPT.	Mike Bird, Centre Manager	DATE	11/09/2020
ACTIVITY	Coronavirus Risk Assessment for Visitors using HEART				

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

Nature of hazard	Worst outcome	Groups at risk	Current precautions	Estimation of risk	Further precautions
Spread of Covid-19 Coronavirus	Death or Major Illness	Pulse members	<p>Front car park to remain closed to enable more space for queueing and ensure 2m distancing is managed on-site.</p> <p>Pulse members/room hirers to access through pedestrian gate, other users through main gate, where possible.</p> <p>Keeping café (takeaway) customers out of the main building limits the potential spread of Covid.</p> <p>Pulse members requested to use the toilets on their respective floors. Café visitors to only use Buckingham toilet.</p> <p>Wheelchair users will be allowed access through the main door to use the changing place toilet and should exit the same way: although this doesn't maintain a one-way flow it does ensure the wheelchair user doesn't exit into the middle of any takeaway queue.</p>	<p>Severity of hazard :3</p> <p>Likelihood of event :2</p> <p>Adequacy of controls :Good</p>	<p>The newest rules re-emphasise the following:</p> <p>HANDS – Wash your hands regularly and for 20 seconds.</p> <p>FACE – Wear a face covering indoors where social distancing may be difficult and where you will come into contact with people you do not normally meet.</p> <p>SPACE – Stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place.</p> <p>When 2 metre distancing cannot be met, Government guidelines allow 1 metre distancing in conjunction with mitigating factors such as wearing of masks which is commonly referred to as '1metre plus'. HEART will continue to try and maintain 2 metre social distancing and all measures within this Risk Assessment are based on that. Should individuals or groups</p>

Markings are clearly laid out for those using café ensuring a 'one-way' system. Pulse members to use fire exit to access café but ideally can pre-order and have 'delivered' their menu choices. Pulse members to be requested either to bring their own lunch or eat from Assembly rather than visiting other establishments on a lunch break. The kitchen area of Pulse should be limited to one person at a time and Pulse members should ensure they limit the use of mugs and utensils they use, washing up all items. (HEART staff and volunteers will not take on responsibility for removal of or washing up of items). Hand washing facilities with soap and water in place.

See hand washing guidance.

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Drying of hands with disposable paper towels.

<https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>

Hand sanitisers available throughout the building and directly outside Pulse

need to be closer than 2 metres they should take their own precautions for mitigating this risk.

As more people return to the building these precautions will be updated and amended as necessary. This may include additional cleaning/hygiene measures or greater emphasis on direction of travel through the building.

As soon as we have details of returning Pulse members we can then ensure the layout meets the needs of those returning and is compliant with social distancing regulations.

From 8th August the wearing of face coverings becomes mandatory for members of the public using public buildings such as community centres. The Pulse Enterprise Space is the place of work of Pulse members and secured from the rest of the building by access fob. Pulse members will not be obligated to wear a face covering whilst at their own desks but would be required to wear one whilst moving around other parts of the building for example going to the café, meeting visitors/clients, checking mailboxes or signing in/out at reception.

From 14th September new rules mean you must not meet with people from other households socially in groups of more than 6. This will apply indoors and outdoors. This change will simplify and clarify the rules on social gatherings, so they are easier to understand and easier for the police to

			<p>doors to be used when entering or exiting.</p> <p>Cleaning products available in the kitchen area alongside anti-bacterial wipes which each Pulse member should use to wipe down their own desk space and any other surfaces they have come into contact with; particularly door handles, kitchen area, kettle etc.</p> <p>All current Pulse members have been contacted about returning.</p>		<p>enforce. There will be a limited number of exemptions. COVID-19 Secure venues, such as places of worship, restaurants and hospitality venues, can still host larger numbers in total but groups of up to 6 must not mix or form larger groups. This rule will not apply to individual households or support bubbles of more than 6 who will still be able to gather together. Education and work settings are unaffected, and organised team sports will still be able to proceed, as will weddings and funerals up to 30. From Monday, this limit will be enforceable in law. See refreshed guidance on social contact, including the exceptions to the 6 person limit</p> <p>HEART has a clear duty to support NHS Track and Trace. From 18 September, it will be mandatory for us to have a system to collect NHS Test and Trace data, and keep this for 21 days. We will ask people to leave if they are not willing to comply with this request.</p>
Spread of Covid-19 Coronavirus	Death or major illness	Room hirers	<p>Front car park to remain closed to enable more space for queueing and ensure 2m distancing is managed on-site.</p> <p>Pulse members/room hirers to access through pedestrian gate,</p> <p>Keeping café (takeaway) customers out of the main building limits the potential spread of Covid.</p> <p>Markings are clearly laid out for those using café ensuring a 'one-way' system.</p> <p>Where possible toilets will be allocated per room:</p> <p>Ridge: Disabled toilet</p> <p>Claremont, Broomfield, Newport: Disabled toilet</p>	<p>Severity of hazard :3</p> <p>Likelihood of event :2</p> <p>Adequacy of controls :Good</p>	<p>The newest rules re-emphasise the following:</p> <p>HANDS – Wash your hands regularly and for 20 seconds.</p> <p>FACE – Wear a face covering indoors where social distancing may be difficult and where you will come into contact with people you do not normally meet.</p> <p>SPACE – Stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place.</p> <p>Room hirers should ensure they book the space for the time they need including set-up and clean down. It may be that additional time is needed</p>

		<p>Granby, Beckett, Shire Oak: groundfloor toilets. Staff and wheelchair users: Changing place. Hand washing facilities with soap and water in place.</p> <p>See hand washing guidance.</p> <p>https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Drying of hands with disposable paper towels. https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</p> <p>Signage in all toilets indicates the need to wash hands and anti-bacterial wipes to wipe down surfaces on leaving the toilets. All room organisers to explain toilet allocation to their clients/those attending their group or session. Rooms will have anti-bac wipes and, at the close of the meeting, surfaces should be wiped down including chairs, tables and door handles before leaving the room. Gloves will be available and these can be worn by both room organiser and clients but it should be recognised this is not a substitute for good hand washing procedures. Social distancing should be adhered to by all room users. HEART will ensure – as much as possible that rooms are set</p>		<p>to ensure Covid precautions are all in place and it is the responsibility of the room hirer to book that time as necessary. HEART will try to keep bookings spaced out as much as possible to avoid any unnecessary crossover of groups and schedule sufficient time between bookings in the same room for cleaning of furniture and equipment.</p> <p>As more people return to the building these precautions will be updated and amended as necessary. This may include additional cleaning/hygiene measures or greater emphasis on direction of travel through the building. In particular circumstances (the return of Solace or the AA as an example) there may be a need to review current practice and look at revised room occupancy and/or the use of Reception as an area where people meet.</p> <p>From 8th August it is mandatory for visitors to public buildings such as community centres to wear face coverings. It will be necessary for all room hirers and users to wear face coverings in public areas, such as reception and whilst moving between rooms, unless an individual is exempt for medical reasons or caring responsibilities. The use of face coverings during the hire period will be assessed on a case by case basis for each hire. For example, for a private meeting of 2 people sat 2 metres apart face coverings may offer little benefit and</p>
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with a layout to enable 2m spacing. However, it is up to the individuals at each meeting/session to maintain good social distancing.

Furniture in reception will remain but clients will be asked to wait near the room of the person they are meeting: Hollin on the first floor and at the end of the corridor for Granby.

There is no access to Assembly through reception and, if room hirers or clients want food or drink they would either join the queue for takeaway from the front car park or we could provide teas and coffees in the room.

Where possible groups who wish to book will be offered larger rooms to safely accommodate their numbers. HEART may ask groups to move the time of their bookings if this makes things safer and easier to staff.

People attending meetings will be asked to go directly to the room they are meeting in or wait in an outside area (eg the front car park) to ensure Reception is kept free and to avoid potential pinch points. It is the responsibility of the room hirer to be aware of this and understand where their cohort will be waiting.

Groups meeting in the hall should ensure a separate entrance and exit utilising both doors.

HEART will only provide water for groups where requested and this will be in the form of bottles from Assembly. A charge will be made for these. It should be noted that all taps on the premises provide drinking water and users are able to access this themselves.

Any rubbish accumulated during meetings should be disposed of by the

instead impact negatively on the outcome of the meeting. For a class or larger meeting face coverings would mitigate some of the extra risk of louder voices and more people.

From 14th September new rules mean you must not meet with people from other households socially in groups of more than 6. This will apply indoors and outdoors. This change will simplify and clarify the rules on social gatherings, so they are easier to understand and easier for the police to enforce. There will be a limited number of exemptions. COVID-19 Secure venues, such as places of worship, restaurants and hospitality venues, can still host larger numbers in total but groups of up to 6 must not mix or form larger groups. This rule will not apply to individual households or support bubbles of more than 6 who will still be able to gather together. Education and work settings are unaffected, and organised team sports will still be able to proceed, as will weddings and funerals up to 30. From Monday, this limit will be enforceable in law. [See refreshed guidance on social contact, including the exceptions to the 6 person limit](#)

HEART has a clear duty to support NHS Track and Trace. From 18 September, it will be mandatory for us to have a system to collect NHS Test and Trace data, and keep this for 21 days. We will ask people to leave if they are not willing to comply with this request.

If room users require more furniture or a change of set-up they should inform a member of HEART staff so we know of

			<p>group themselves and bins are available – and clearly labelled – for this purpose. Where groups require a flipchart and pens these can still be provided but will be charged and become the property of the group using them as they will be expected to take them away when their meeting has finished. Whiteboards are available in most rooms but, again, pens needed for these will be charged and become the property of the group.</p> <p>Ventilation is important and, where possible, doors and windows should be kept open in rooms to allow for this.</p>		<p>any additional items that may have been moved or need cleaning etc once the meeting has ended.</p> <p>HEART reserves the right to stop any meeting and disperse the participants if, in our judgement, the rules on social distancing or other Co-vid guidelines are being flouted.</p>
Spread of Covid-19 Coronavirus	Death or major illness	General users or visitors eg those looking to hire space, look at art etc (Please note risk associated with customers using the café is covered in the Café Risk Assessment)	<p>Front car park to remain closed to enable more space for queueing and ensure 2m distancing is managed on-site.</p> <p>Keeping café (takeaway) out of the main building limits the potential spread of Covid.</p> <p>Markings are clearly laid out for those using café ensuring a 'one-way' system. Where possible, if people have come to enquire about the space, hiring rooms etc this will have been notified in advance and either space dedicated in reception or a room booked for staff member to meet them.</p> <p>Ad hoc visits will occur and these people kept at reception (or ideally outside) until a staff member is able to see them safely. At a minimum the 2m social distancing should be adhered to.</p> <p>Signage on office door indicates no-one should now be entering without</p>	<p>Severity of hazard :3 Likelihood of event :2 Adequacy of controls :Good</p>	<p>The newest rules re-emphasise the following:</p> <p>HANDS – Wash your hands regularly and for 20 seconds.</p> <p>FACE – Wear a face covering indoors where social distancing may be difficult and where you will come into contact with people you do not normally meet.</p> <p>SPACE – Stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place.</p> <p>From 8th August it is mandatory for visitors to public buildings such as community centres to wear a face covering inside the building, unless an individual is exempt for medical reasons or caring responsibilities. Signage to notify visitors of these new guidelines will be clearly displayed at entrances. Face coverings will be available to visitors</p>

permission other than current working members of staff.
Hand washing protocols exist for all visitors and, at a minimum, all visitors should use the hand sanitiser available at reception.
A perspex screen on reception ensures a barrier between volunteers and visitors.
Any payments (for tickets, books etc) should be made by card only.
Plants from the Green Yard should also be bought by card.
There is no access to Assembly through reception

who have arrived without their own face covering.

It may be possible to allow visitors to look at the art exhibitions if we can do that safely and ensuring 2m social distancing. We need to ensure having people in corridors and rooms does not adversely affect Pulse users or room hirers.

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Emergency – First Aid, Fire Evacuation	Fatality	Visitors, Staff and Volunteers	<p>5 members of staff have current First aid although some continue to be furloughed. Additional care needs to be taken due to the possible transmission of Covid. If a user has Covid-like symptoms the current procedure is to find a room (or outdoor space) well away from others for them to stay in until further advice can be sought. First Aid Kits available from reception and the café.</p> <p>Weekly testing of fire alarm completed. Regular servicing of fire alarm and fire extinguishers by competent contractor. Fire risk assessment undertaken April 2014. Fire exits and routes to fire exits are well sign posted and exit routes and doorways are kept clear. Appointed fire wardens. Emergency procedures training and booklet issued to all members of staff and volunteers. Full evacuation tests carried out 6 monthly.</p>	<p>Severity of hazard :3 Likelihood of event :1 Adequacy of controls :Good</p>	<p>Need to re-assess all first-aiders and have protocols in place for Covid related issues.</p> <p>The existing fire procedures cover the building for evacuation. If any changes are made these will be detailed on the individual room ‘maps’.</p> <p>(During a fire evacuation the 2m rule does not need to be complied with if there is an issue of immediate safety.)</p> <p>Most recent evacuation – 7th August 2020</p>
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Assessment carried out by	Mike Bird / updated Leann Sykes-Hooban	Date of previous assessment	27/05/2020/ updated 30/06/2020 updated 04/08/20
Job title	Centre Manager	Date of this assessment	11/09/2020
Signed	Leann Sykes-Hooban	Assessment review	As and when required if regulations change but within two months of the above date