**Company name: Museum of Richmond Date of risk assessment: 15/06/2020**

# **Risk assessment – COVID-19**

**Note about the management of the Old Town Hall building:**

The Museum of Richmond is located on the second floor of the Old Town Hall on Whittaker Avenue in Richmond. The Old Town Hall is run by London Borough of Richmond upon Thames Council and therefore all access space in the building is controlled by the Council. The Museum only has responsibility and control over the area that the Museum occupies, therefore we will work in consultation with the Council for the safe management of the areas outside the Museum within the Old Town Hall building. The risk assessment below is split into two sections; the first deals with the hazards within the Museum space (for which the Museum is responsible), whilst the second deals with hazards in other areas of the Old Town Hall building (for which the Council is responsible).

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| **Risk Assessment – Museum Space** | | | | | | |
| **What are the hazards?** | **Who might be harmed and how?** | **What are you already doing?** | **Do you need to do anything else to control this risk?** | **Action by who?** | **Action by when?** | **Done** |
| Lack of social distancing inside the Museum | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others inside the Museum. | Museum is closed to the public. | Include markings on the floor to indicate safe distances.  Implement pre-booked ticketing system to monitor and restrict capacity in the Museum.  Staff members maintain social distance whilst working in the office and other Museum spaces.  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the Museum.  Train volunteers on new procedures and ensure they have all relevant guidance. | All staff  EL  All staff  All staff  All staff | Prior to reopening  Prior to reopening  Ongoing once Museum is open  Prior to reopening & ongoing  Ongoing once Museum is open | 04/08/2020  04/08/2020  Ongoing  Ongoing |
| Contact with surfaces inside the Museum | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst inside the Museum. | Museum is closed to the public.  Staff members checking the site during closure wash hands on arrival and regularly during visit. | Install hand sanitizer dispensers at the Museum entrance and by the Museum office.  Ensure guidance on use of hand sanitizer is readily available and clear to visitors both online and on arrival at the Museum.  Establish and implement a routine of cleaning for contact points in the open Museum spaces (minimum once per hour).  Remove interactive activities that cannot be routinely and reliably cleaned in accordance with the above mentioned cleaning routine.  Close shop (empty shop space of all stock) and communicate this to visitors both online and on arrival in the Museum.  Install a Perspex screen in front of reception desk.  Install contactless donation point to allow visitors to contribute without cash.  Install hand sanitizer dispenser outside the Museum office.  Engage a professional cleaner to clean the whole Museum space once per week.  Restrict access to the kitchen area to staff only and implement routine, thorough cleaning of utensil and surfaces after use. | EL  All staff & volunteers  All staff  EL  All staff & volunteers  EL  EL  EL  EL  All staff | Prior to reopening  Prior to reopening & ongoing  Prior to reopening & ongoing  Prior to reopening  Prior to reopening & ongoing  Prior to reopening  Ongoing  Prior to reopening  Prior to reopening & ongoing  Prior to reopening & ongoing | 14/07/2020  04/08/2020  14/07/2020  14/07/2020  14/07/2020  23/07/2020  14/07/2020  Ongoing  14/07/2020 |
| Lack of social distancing and contact with surfaces whilst taking deliveries inside the Museum | Staff and delivery personnel may unintentionally spread/contract COVID-19 through proximity to others and contact with surfaces when making deliveries inside the Museum space. | Museum is closed to the public.  Staff members are not arranging deliveries during closure. | Staff will include instructions for delivery personnel to follow the social distancing guidelines and contact guidelines outlined above.  Where possible, staff will arrange deliveries outside opening hours or during times when no public bookings have been made in the Museum. | All staff  All staff | As required  As required | As required  As required |
| **Risk Assessment – Old Town Hall Building** | | | | | | |
| **What are the hazards?** | **Who might be harmed and how?** | **What are you already doing?** | **Do you need to do anything else to control this risk?** | **Action by who?** | **Action by when?** | **Done** |
| Contact with surfaces when using the main entrance to the building | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst entering the building through the main entrance, namely via contact with the bannister up the external steps and the handles on the internal double doors. | OTH building is closed to the public.  Staff members checking the site during closure avoid contact with bannister and wash hands immediately once inside the building. | Liaise with Council employees to ensure hand sanitizer is available to visitors as they enter the building.  Liaise with Council employees to have double doors open and to check regularly that they have not been moved during the day.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing  Prior to reopening & ongoing | Ongoing  Ongoing  Ongoing |
| Lack of social distancing when using the main entrance to the building | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others whilst entering the building through the main entrance. | OTH building is closed to the public.  Staff members checking the site during closure consciously implement social distancing from Council employees whilst entering the building. | Liaise with Council employees to implement one-way system on the stairs into the building.  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | 04/08/2020  27/07/2020 |
| Contact with surfaces when using the step-free entrance to the building | Staff and visitors may unintentionally spread/contract COVID-19 through contact with surfaces whilst entering the building, namely through contact with the call button for the external lift, the lift itself and internal doors once inside the building. | OTH building is closed to the public. | Liaise with Council employees to have internal doors open where this does not pose a fire risk and to check regularly that they have not been moved during the day.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | 27/07/2020  27/07/2020 |
| Lack of social distancing when using the step-free entrance to the building | Staff and visitors may unintentionally spread/contract COVID-19 through proximity to others whilst entering the building through the step-free entrance. | OTH building is closed to the public. | Liaise with Council employees about how the lift can be operated whilst maintaining the advised social distance.  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | 27/07/2020  27/07/2020 |
| Contact with surfaces when using the step-free access to second floor | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing and using the internal lift. | OTH building is closed to the public.  Staff members checking the site during closure avoid using the lift. | Liaise with Council employees to ensure door between lobby and lift is open and to check regularly that it has not been moved during the day.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | Agreed but postponed until lift is repaired  27/07/2020 |
| Lack of social distancing when using the step-free access to second floor | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others whilst using the internal lift. | OTH building is closed to the public.  Staff members checking the site during closure avoid using the lift. | Liaise with Council employees to implement restrictions on sharing the lift with others.  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors online, on arrival and throughout the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | 27/07/2020  27/07/2020 |
| Contact with surfaces when using stairs to access the second floor | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst using the internal staircases. | OTH building is closed to the public.  Staff members checking the site during closure avoid unnecessary contact with surfaces and regularly wash hands. | Liaise with Council employees to implement cleaning of bannister and door handles on this route.  Liaise with Council employees to have doors open where this does not pose a fire risk and to check regularly that they have not been moved during the day.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing/disinfecting is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing  Prior to reopening & ongoing | 27/07/2020  27/07/2020  27/07/2020 |
| Lack of social distancing when using stairs to access the second floor | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others whilst using the internal staircases, in particular the second staircase which is small and cramped. | OTH building is closed to the public.  Staff members checking the site during closure avoid unnecessary movement on the staircases and  consciously implement social distancing from Council employees. | Liaise with Council employees to implement safe system of use for the staircase  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors online, on arrival and throughout the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | 31/07/2020  27/07/2020 |
| Contact with surfaces whilst accessing public toilet on first floor | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing the toilet on the first floor. | OTH building is closed to the public.  Staff members checking the site during closure wash hands regularly during visit. | Liaise with Council employees to implement regular cleaning of toilet and door handles on route to the toilet.  Liaise with Council employees to have doors open where this does not pose a fire risk and to check regularly that they have not been moved during the day.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing/disinfecting is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing  Prior to reopening & ongoing | Council staff have decided the toilet will be inaccessible for the foreseeable future |
| Lack of social distancing whilst queuing for use of public toilet on first floor | Staff, visitors and volunteers may unintentionally spread/contract COVID-19 through proximity to others outside the public toilet, particularly as this space is accessed from the stairwell to the second floor so is also a thoroughfare. | OTH building is closed to the public.  Staff members checking the site during closure  consciously implement social distancing from Council employees. | Liaise with Council employees about how the toilet can be accessed whilst maintaining the advised social distance.  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors online, on arrival and throughout the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | Council staff have decided the toilet will be inaccessible for the foreseeable future |
| Contact with surfaces whilst accessing public toilet by step-free entrance | Visitors may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing the toilet on street level by the step-free entrance. | OTH building is closed to the public.  Staff members checking the site during closure do not have access to this toilet. | Liaise with Council employees to implement regular cleaning of toilet.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing/disinfecting is readily available and clear to visitors both online and on arrival at the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | Council staff have decided the toilet will be inaccessible for the foreseeable future |
| Lack of social distancing whilst queuing for use of public toilet by step-free entrance | Visitors may unintentionally spread/contract COVID-19 through proximity to others outside the toilet on street level by the step-free entrance. | OTH building is closed to the public.  Staff members checking the site during closure do not have access to this toilet. | Liaise with Council employees about how the toilet can be accessed whilst maintaining the advised social distance.  Ensure guidance on maintaining a safe social distance is readily available and clear to visitors online, on arrival and throughout the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | Council staff have decided the toilet will be inaccessible for the foreseeable future |
| Contact with surfaces whilst accessing staff toilet on first floor | Staff and volunteers may unintentionally spread/contract COVID-19 through contact with surfaces whilst accessing the staff toilets on the first floor. | OTH building is closed to the public.  Staff members checking the site during closure wash hands regularly during visit. | Liaise with Council employees to implement regular cleaning of toilet and hand sanitizer for use before touching door handles  Liaise with Council employees to have doors open where this does not pose a fire risk and to check regularly that they have not been moved during the day.  Ensure guidance on avoiding unnecessary contact with surfaces and regular handwashing/disinfecting is readily available and clear to staff and volunteers both prior to and on arrival at the building. | All staff  All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing  Prior to reopening & ongoing | 27/07/2020  27/07/2020  27/07/2020 |
| Lack of social distancing whilst accessing staff toilet on first floor | Staff and volunteers may unintentionally spread/contract COVID-19 through proximity to others when accessing the staff toilets on the first floor. | OTH building is closed to the public.  Staff members checking the site during closure  consciously implement social distancing from Council employees. | Liaise with Council employees about how the toilet can be accessed whilst maintaining the advised social distance.  Ensure guidance on maintaining a safe social distance is readily available and clear to staff and volunteers both prior to and on arrival at the building. | All staff  All staff | Prior to reopening & ongoing  Prior to reopening & ongoing | 27/07/2020  27/07/2020 |
| Lack of social distancing and contact with surfaces when deliveries arrive at and move through Old Town Hall | Staff and delivery personnel may unintentionally spread/contract COVID-19 through proximity to others and contact with surfaces when making deliveries. | OTH building is closed to the public.  Staff members are not arranging deliveries during closure. | Staff will include instructions for delivery personnel to follow the social distancing guidelines and contact guidelines for the building outlined above.  Where deliveries cannot be made directly to the Museum, staff will arrange to meet delivery personnel outside the building at the mandated social distance and with PPE to allow collection of package without direct contact. | All staff  All staff | As required  As required | As required  As required |

You should review your risk assessment if you think it might no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to [[http://www.hse.gov.uk](http://www.hse.gov.uk/).](#_Hlk110917549%091,4557,4611,0,,%13%20HYPERLINK%20%22http://www.hse.gov.)

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>

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Combined risk assessment and policy template published by the Health and Safety Executive 08/14