

Risk Assessment Form

LOCATION/DEPARTMENT:	CATHEDRAL AND VISITORS' CENTRE	Ref. No:	RA-COVID19-4
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DATE	THIS VERSION 2ND JULY 2020
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TASK/ACTIVITY/PROCESS/WORKPLACE/EQUIPMENT: (Being Assessed)

Opening the Cathedral, Gift Shop and Refectory to general visitors and for acts of worship under COVID-19 Guidance in place at the time of writing. This document focusses on COVID-19 specific risks and where relevant modifications to existing risk assessments with the intention of reducing the risk of transmission via airborne, hand hygiene or surfaces

People/Persons at Risk							
General				Specific - Vulnerability			
1. Employees/Staff	x	5. Customers	x	9. New & Expectant Mothers		13. Shift/Night Workers	
2. Co-Workers	x	6. Clients		10. Young Persons	x	14. Temporary/Volunteer Workers	x
3. Public	x	7. Patients		11. Mobile Workers	x	15. Homeworkers	
4. Pupils/Students		8. Service Users/Residents		12. Disabled People	x	16. Visitors	
Others:							

TASK/ACTIVITY	HAZARD		EXISTING CONTROL MEASURES	INITIAL RISK H/M/L	ADEQUATELY CONTROLLED
List significant steps in Job/Task	Describe all hazards identified and their effects for each task	People at Risk	Describe fully all controls applicable for each hazard. All controls must be valid in that they reduce severity, likelihood or both.	Classify risk rating from matrix for each hazard	Yes/No
Social Distancing	<ul style="list-style-type: none"> Government Guidance is that 2m should be applied wherever possible. Where this is not possible 1m+ additional precautions should apply 	ALL	<ul style="list-style-type: none"> The Cathedral is large enough that 2m distancing can be applied at all times. Visitors will not be permitted to travel around the Cathedral in large groups, group bookings are not currently being taken and no guided tours are being offered to visitors. 	Overall – LOW L= Low S= Medium	Yes
Face Coverings	<ul style="list-style-type: none"> The Government guidance is that provided social distancing is maintained then face coverings are not required. 	ALL	<ul style="list-style-type: none"> Any visitors, volunteers or staff who wish to wear a face covering will be permitted to do so. Staff responding to a first aid call will wear full PPE including gloves, facemasks and visors 	Overall – LOW L= Low S= Medium	Yes
External queuing	<ul style="list-style-type: none"> Maintaining social distancing where visitors are required to queue outside the Cathedral 	5	<ul style="list-style-type: none"> Where visitors are required to queue outside the Cathedral (either if they arrive before opening time or the internal queuing capacity is reached during opening hours) there is a clearly defined queuing area following the railings from the top of the disabled access ramp into the Cathedral. The railings carry signs asking visitors to maintain the 2m social-distancing gap. If extremely busy there will be a Duty Manager or other member of staff to assist with queue management. 	Overall – LOW L= Low S= Medium	Yes

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Hand Sanitising	<ul style="list-style-type: none"> All those entering the Cathedral should apply good hand hygiene 	ALL	<ul style="list-style-type: none"> Immediately upon arrival inside the entrance door to the Cathedral all visitors, staff, volunteers etc. will be asked to use the hand sanitiser provided. Staff and volunteers will also be instructed to use the hand washing facilities available to them. 	Overall – LOW L= Low S= Medium	Yes
Internal queuing	<ul style="list-style-type: none"> Maintaining social distancing where visitors are required to queue inside the Cathedral 	5	<ul style="list-style-type: none"> The space between the hand sanitising station and the Entrance Desk is sufficient for 5 household units to queue inside the Cathedral while maintaining a 2m gap. A3 signs have been put in place to identify where to queue. 	Overall – LOW L= Low S= Medium	Yes
Managing Capacity to ensure social distancing	<ul style="list-style-type: none"> Too many people inside the Cathedral would make social distancing difficult to achieve 	ALL	<ul style="list-style-type: none"> The capacity has been reduced to 200 people at any point in time for this phase of opening to assist with social distancing. The Entrance Desk staff will ask visitors to follow the one-way system in place around the Cathedral and to maintain social distancing throughout their visit. The Duty Manager or Virgers on duty will monitor the capacity and if it is approached then visitors who are arriving will be asked to wait until those inside have left on a “one in, one out” basis. 	Overall – LOW L= Low S= Medium	Yes

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Checks on Arrival	<ul style="list-style-type: none"> Visitors may be displaying symptoms of COVID-19 	ALL	<ul style="list-style-type: none"> Visitors will be asked to confirm that no one in their party is displaying any of the main symptoms of COVID-19. If so they will be asked to leave the Cathedral immediately and check NHS111. To support the government Track & Trace scheme, visitors will be asked to provide a lead name and contact number. This information will be retained for 28 days in case it is required but will then be securely disposed of. Perspex screens have been provided at the Entrance Desk to reduce the risk of transmission as this is an area where the 2m social distancing may be difficult to maintain at all times. 	Overall – LOW L= Low S= Medium	Yes

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Ensuring social distancing during their visit	<ul style="list-style-type: none"> There are some locations where social distancing would not be possible. 	5	<ul style="list-style-type: none"> A one-way system has been put in place to direct visitors around the Cathedral in such a way that the risks of breaching the 2m distancing are kept to a minimum. All side chapels, the Crypt and the Treasury have been closed to visitors as the access points to these are narrow two-way flows. There is one element of two-way flow in the South Presbytery Aisle but this is sufficiently wide to keep visitors adequately separated. By necessity those requiring to use the wheelchair lift to reach the East End of the Cathedral will not be able to follow the one-way system and will need to return to the wheelchair lift to exit. As the use of the lift is by trained staff and volunteers only they will be able to ensure social distancing is maintained. 	<p>Overall – LOW</p> <p>L= Low S= Medium</p>	Yes
Cleaning Regime	<ul style="list-style-type: none"> A robust cleaning regime will reduce the potential risk of transmitting COVID-19 	ALL	<ul style="list-style-type: none"> The Virgers have “decluttered” the Cathedral as much as possible and implemented an enhanced cleaning regime before, during and after the Cathedral is open to the public. 	<p>Overall – LOW</p> <p>L= Low S= Medium</p>	Yes

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Maintaining safety of Volunteers – All volunteers	<ul style="list-style-type: none"> The Cathedral has a duty of care to all its volunteers 	1, 14	<ul style="list-style-type: none"> Those who have been classified as Clinically Extremely Vulnerable (via letter and/or their GP) will be advised that they should NOT volunteer at the Cathedral. Those who have been identified as Clinically Vulnerable (over 70 and/or with specific health conditions) will be advised that they should only volunteer at the Cathedral where they feel fit and able to do so and where they can maintain social distancing at all times. Volunteers are under no obligation to attend the Cathedral and for the avoidance of doubt any decision not to attend will not be held against that volunteer. Hand sanitiser or hand washing facilities will be available to all volunteers. Gloves will be made available on request. Facemasks will not normally be provided but volunteers may wear a face covering if they wish. 	<p>Overall – LOW</p> <p>L= Low S= Medium</p>	Yes
Guides Vestry	<ul style="list-style-type: none"> Guides and other volunteers make use of a shared space to store personal property etc. 	1, 14	<ul style="list-style-type: none"> Only one person should use the Vestry at a time and wipes will be available to ensure that shared locker spaces are kept clean to reduce potential risk of contamination 	<p>Overall – LOW</p> <p>L= Low S= Medium</p>	Yes

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Maintaining safety of Volunteers – Guides	<ul style="list-style-type: none"> How the Cathedral will ensure that Guides are kept safe 	1, 14	<ul style="list-style-type: none"> Guides will NOT provide guided tours during this phase. Guides will “perambulate” around the Cathedral to answer any questions from visitors. They will be instructed to maintain a 2m gap at all times (if necessary they may need to ask visitors to move to a different location where there is more space) 	Overall – LOW L= Low S= Medium	Yes
Maintaining safety of Volunteers – Welcomers	<ul style="list-style-type: none"> How the Cathedral will ensure that Welcomers are kept safe 	1, 14	<ul style="list-style-type: none"> Welcomers will not issue leaflets as they would normally to ensure social distancing is maintained. In addition to their normal duties the Welcomers will ask visitors to hand sanitise on entry and to maintain the 2m gap while queuing. 	Overall – LOW L= Low S= Medium	Yes
Maintaining safety of Volunteers – Sidesmen	<ul style="list-style-type: none"> How the Cathedral will ensure that Sidesmen are kept safe 	1, 14	<ul style="list-style-type: none"> In addition to their normal duties Sidesmen will be asked to meet and greet those attending services to ensure that they hand sanitise and are directed to head straight to the location of the service. Sidesmen will also assist in the capture of Track & Trace data for services and in guiding attendees to specific seats to ensure social distancing is maintained. Sidesmen will be instructed to ensure that they maintain 2m social distancing at all times 	Overall – LOW L= Low S= Medium	Yes

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Virgers Vestry	<ul style="list-style-type: none"> This is a common area normally shared by many people 	1	<ul style="list-style-type: none"> Maximum capacity to be set as THREE. Access to be restricted to Virgers and essential others only (general discussions should be held elsewhere in the Cathedral where social distancing can be maintained). Tea breaks etc. should be staggered as much possible. Enhanced cleaning regime especially with regards to the shared workstation. 	Overall – LOW L= Low S= Medium	Yes
Entrance Desk	<ul style="list-style-type: none"> Ensuring the safety of Entrance Desk staff 	1	<ul style="list-style-type: none"> Maximum capacity to be set as THREE in this area. Only essential staff be in the desk area. Enhanced cleaning especially on shared workstations. Hands to be sanitised after any cash transaction. 	Overall – LOW L= Low S= Medium	Yes

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Kings & Scribes Exhibition	<ul style="list-style-type: none"> • The exhibition includes a large number of interactive elements which potentially increase the risk of surface transmission. • There is a lift to enable access to Mezzanine and Triforium levels. • There is also a relatively narrow staircase descending from Triforium level 	ALL	<ul style="list-style-type: none"> • When opened to the public there will be a one-way system in place that will require visitors to use the lift to ascend to the Triforium level to start their visit to the exhibition. • There will be a member of staff or volunteer on duty to manage the flow into the exhibition and to ensure that hand sanitising is repeated at this point and only household units travel together in the lift (the travel time of the lift will therefore help with social distancing throughout the exhibition. • On the Triforium level visitors will be directed to proceed in an anti-clockwise fashion to maintain a one-way route around the Triforium. • Visitors will then be directed to descend via the staircase (with the exception of those who require to use the lift). • The library exhibit will be closed to the public as the access point is too narrow. • On the ground floor visitors will again be asked to follow an anti-clockwise route to maintain a one-way flow. • While hand sanitising at the entry to the exhibition should significantly reduce the potential for contamination this will be reinforced by regular wiping down of all common touchpoints including the interactive elements of the exhibition. 	<p>Overall – LOW</p> <p>L= Low S= Medium</p>	Yes

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Maintaining safety of Volunteers – Exhibition Stewards	<ul style="list-style-type: none"> How the Cathedral will ensure that Exhibition Stewards are kept safe 	1, 14	<ul style="list-style-type: none"> By asking all visitors to hand sanitise immediately before entering the exhibition the risks of transmission will be reduced. Stewards will be provided with gloves on request and there will be regular cleaning of the exhibits. 	Overall – LOW L= Low S= Medium	Yes
Chairs	<ul style="list-style-type: none"> Some visitors may require to rest during their visit 	ALL	<ul style="list-style-type: none"> Chairs will be provided for this purpose around the Cathedral and these will be included in the regular wiping down arrangements. There will also be cleaning completed before and after the Cathedral is opened to the public. 	Overall – LOW L= Low S= Medium	Yes
Deliveries	<ul style="list-style-type: none"> Ensuring the safety of staff and volunteers 	1	<ul style="list-style-type: none"> Wherever possible deliveries should be quarantined for 72 hours. 	Overall – LOW L= Low S= Medium	Yes

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Acts of Worship in the Cathedral	<ul style="list-style-type: none"> How the Cathedral will keep those attending services safe 	ALL	<ul style="list-style-type: none"> Initially there will be a limited number of services (Sunday at 8.00 and Wednesday at 12.00) which will normally be held in the Quire. There is a capacity of 50 set for this location to maintain social distancing and the Virgers and Sidesmen will monitor the numbers attending. There are designated overflow areas where attendees will be able to hear the service while maintaining social distancing. The official guidelines state a maximum capacity of 30 for weddings, funerals and other separate life cycle services. This capacity and all other Church of England guidance on the safe conduct of services will be fully complied with. Any books issued for a service will be quarantined for a minimum of one week between uses. Where special orders of services are provided attendees will be asked to take these away with them. There will be no musical instruments that are blown into (with the exception of the Cathedral Organ). The organ will be wiped clean before and after use. 	<p>Overall – LOW</p> <p>L= Low S= Medium</p>	Yes

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Acts of Worship in the Cathedral (cont...)	<ul style="list-style-type: none"> How the Cathedral will keep those attending services safe 		<ul style="list-style-type: none"> Currently there is no singing at any of the planned services – where this eventually resumed all guidance specified will be applied. At the end of the service Virgers/Sidesmen will direct people to leave by row to ensure a staggered departure. Exit arrangements will be via the South Presbytery Aisle to ensure compliance with the one-way flow in place for the Cathedral. 	Overall – LOW L= Low S= Medium	Yes
Deliveries	<ul style="list-style-type: none"> Ensuring the safety of staff and volunteers 	1	<ul style="list-style-type: none"> Wherever possible deliveries should be quarantined for 72 hours. 	Overall – LOW L= Low S= Medium	Yes
Contractors	<ul style="list-style-type: none"> Ensuring the safety of contractors 	ALL	<ul style="list-style-type: none"> Contractor visits will be kept to a minimum with priority given to essential works only. Wherever possible contractors will work outside of opening hours or in areas where there is no public access. The objective is to keep contractors in their own specific “bubble” 	Overall – LOW L= Low S= Medium	Yes

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Cathedral Gift Shop	<ul style="list-style-type: none"> Ensuring the safety of shoppers, staff and volunteers 	ALL	<ul style="list-style-type: none"> The numbers inside the shop will be restricted to maintain social distancing and a one-way flow has been applied. Screens are in place at the till and shopping baskets will be wiped before being re-used. 	Overall – LOW L= Low S= Medium	Yes
Public Toilets	<ul style="list-style-type: none"> Ensuring the safety of the public and staff 	3	<ul style="list-style-type: none"> At this phase of reopening it is not possible to ensure the safe use of the toilets by the public and so they will only be accessible by staff. The toilets inside the Refectory will be available for use by patrons only as supervised by Baxter Storey. The public will be directed to the nearest public toilets. 	Overall – LOW L= Low S= Medium	Yes
Refectory	<ul style="list-style-type: none"> Ensuring the safety of those attending the Refectory 	3	<ul style="list-style-type: none"> The Refectory is contracted out to Baxter Storey and they have their own Risk Assessment and operating practices to ensure the safety of their customers and staff. 	N/A	Yes

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Risk Assessment Circulation list (tick box)					
Employees	x	Management	x	Contractors	x
Other – Specify:	Volunteer Section Heads				
Assessor:	Bruce Winton		Signature:		
Date Assessed:	3 July 2020		Review Timescale:	1 month	

Health & Safety Officer Reviewed (Signature & Date)	As above		
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MATRIX		LIKELIHOOD		
		Low	Medium	High
SEVERITY		Unlikely to occur	Reasonably likely to occur	Certain or near certain to occur
High	Fatality; major injury or illness causing long term disability	MEDIUM	HIGH	HIGH
Medium	Injury or illness causing short term disability	LOW	MEDIUM	HIGH
Low	Other injury or illness	LOW	LOW	MEDIUM
		RISK		