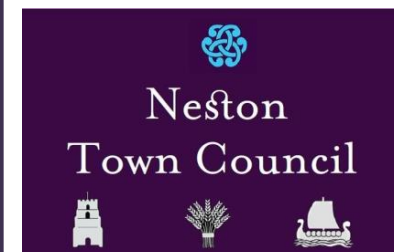


## Risk Assessment Schedule Warm Welcome Spaces (reception area)

**Assessment date: 24.10.24**

**Reviewed by: Market & TH Manager**

**Next Review Date: 24.10.25**



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
<b>Slips and trips</b> Doorways (rain), uneven surfaces,	Visitors may be injured if they trip over objects or slip on spillages	<ul style="list-style-type: none"> <li>Doormats are placed at the entrance for wet weather</li> <li>No trailing electrical leads/cables</li> <li>Areas are kept tidy and checked when area is opened and closed</li> <li>Drinks not offered in area</li> <li>Contact number for staff clearly visible</li> </ul>	Periodic review  Checks when area is open is staff available	Market & Town Hall Manager	When area is opened and closed	Ongoing
<b>Emergency Situation</b> Someone taken ill etc..	Visitors	<ul style="list-style-type: none"> <li>Clear signage of staff contact details in an emergency situation or to phone the police/ambulance on 999</li> <li>Sign for location of nearest defibrillator</li> </ul>		Market & Town Hall Manager	Make sure signage out & prominent when opening area	Ongoing
<b>Toilet facilities</b>	Visitors	<ul style="list-style-type: none"> <li>No access to toilet facilities in the building as this would mean allowing access further into the building</li> <li>No public toilet as not insured for this</li> <li>Provide signage to the nearest toilets for public use in Sainsbury's</li> </ul>		Market & Town Hall Manager	Make sure signage out & prominent when opening area	Ongoing
<b>Manual handling</b> Lifting and moving Tables, chairs.	Staff, visitors risk injuries or back pain from handling heavy/ bulky objects and erecting market stalls.	<ul style="list-style-type: none"> <li>Ensure all staff have been trained in manual handling where relevant.</li> <li>No requirement or need for visitors to move items</li> </ul>	Periodic review and regular reminders to staff to adhere to guidance and training	C&MO officer Agency Staff Other NTC Staff	Annual review for staff	Ongoing

<b>Hazardous substances</b>	<p>The cleaner risks skin irritation or eye damage from direct contact with cleaning chemicals.</p> <p>Vapour from cleaning chemicals may cause breathing problems</p>	<ul style="list-style-type: none"> <li>• Mops, brushes, strong rubber gloves and protective clothing provided</li> <li>• Users shown how to use products safely, e.g. follow instructions on the label, dilute properly and never transfer to an unmarked container</li> <li>• Cleaning products stored securely</li> <li>• Ensure relevant staff have COSHH awareness</li> <li>• Check that hall cleaner knows which products to use on which type of floor</li> <li>• Use of safety signs and good housekeeping particularly in areas where chemicals kept</li> <li>• No cleaning products left out in area</li> </ul>	Ensure we have up-to-date COSHH sheets for existing and new hazardous substances.	C&MO Market & Town Hall Manager	<p>Quarterly and when new staff start.</p> <p>When new substance purchased for cleaning purposes</p>	Ongoing
<b>Fire</b> Faulty electric	If trapped, staff or visitors could suffer fatal injuries from smoke inhalation/ burns.	<ul style="list-style-type: none"> <li>• Fire risk assessment by Terrain completed, and necessary action taken (<a href="http://www.gov.uk/workplace-fire-safety-your-responsibilities">www.gov.uk/workplace-fire-safety-your-responsibilities</a>)</li> <li>• Area has wide exit point (shutter will be raised) and fire exit is immediately adjacent to area,</li> </ul>	Carry out any action as a result of the Fire Risk Assessment	Market & Town Hall Manager / C&MO	<p>Annually</p> <p>Ongoing</p>	Ongoing
<b>Threat of robbery and violence</b> Verbal abuse, assault or threatening behaviour	Staff may suffer stress and/ or injury from assaults, threats or abuse from members of the public.	<ul style="list-style-type: none"> <li>• Staff trained to provide good, polite service, e.g. not to confront customers.</li> <li>• Information is shared with police and other relevant premises in the area</li> <li>• Staff trained not to resist a robbery.</li> <li>• Staff report any incidents of abuse etc to manager for discussion/support.</li> <li>• Nothing of value left in area</li> <li>• Storage cupboards locked securely and any valuable items removed</li> <li>• Staff to carry panic alarm when visiting area when open</li> <li>• Middle doors to be kept locked to prevent further access into building</li> </ul>		Market & Town Hall Manager	Annual review or when new staff start	Ongoing

<b>Falling objects</b>	Staff and customers may suffer crush/impact injuries	<ul style="list-style-type: none"> <li>• Heavy items to be kept at low level.</li> <li>• No heavy items that could potentially fall to be kept in area</li> </ul>	Staff to check for when opening and closing area	Market & Town Hall Manager	When opening and closing area	ongoing
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Signed: *N McMahon*

Date: 25.10.24