

NORTHWOOD HOUSE COVID-19 RISK ASSESSMENT FOR HOUSE LOUNGE BAR OPERATION (v4)

RISK ASSESSMENT NUMBER	C-19_06 v4	ASSESSOR	DJ COOL (MANAGER)	DATE	28th Oct 2020
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Describe the location where the activities are taking place	Northwood House- (Licensed indoor spaces, indoor toilet facilities)
Describe the activities taking place	House Lounge style-bar with table service: open to the public at specific trading hours in Northwood House Function rooms.
Describe the equipment and / or substances being used	
Describe the people involved in these activities (others who may be affected)	Northwood House staff / volunteers and visiting customers.

This a specific Risk Assessment for managing the risks related to the Covid -19 virus in the House Lounge Bar at Northwood House. The following areas have been identified and assessed to reduce the risk of transmitting and catching the virus:

Section A: General Covid-19 Considerations:

- 1. Individuals with Covid-19 symptoms/Self isolating**
- 2. Individuals in clinically vulnerable groups**

Section B: Work place-related considerations for staff and volunteers working in the Lawn Bar and Tea Garden:

- 3. Arrival and departure from the workplace**
- 4. Moving around the building in non-public areas.**
- 5. Using shared kitchen, toilet facilities and common spaces**

Section C : Keeping customers and staff/volunteers safe in the workplace (Lawn Bar & Tea Garden)

- 6. Entry & Exit to venue**
- 7. Inside the venue: Moving around and customer seating**
- 8. Inside the venue: Customer service**
- 9. Inside the venue: Customer toilets**
- 10. Accidents/Emergencies**

This Risk Assessment has been produced following consultation with the individuals and then shared with them to ensure everyone understands the Covid-19 safety procedures that are being introduced to protect them from harm. The core principles of the assessment revolve around social distancing, handwashing and using shared spaces responsibly to reduce the potential spread of the virus.

Risk rating matrix:

		Consequence				
		Negligible 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	5 Almost certain	Moderate 5	High 10	Extreme 15	Extreme 20	Extreme 25
	4 Likely	Moderate 4	High 8	High 12	Extreme 16	Extreme 20
	3 Possible	Low 3	Moderate 6	High 9	High 12	Extreme 15
	2 Unlikely	Low 2	Moderate 4	Moderate 6	High 8	High 10
	1 Rare	Low 1	Low 2	Low 3	Moderate 4	Moderate 5

It has been assessed that if none of the controls were implemented as listed in this document, then the risk of transmitting the Covid 19 virus in the work place (for all listed aspects) would be rated as **high** with a risk score of 12 based on the following:

Likelihood 3 (possible) X Consequence 4 (major- moderate to extreme illness for some people, with 15% chance of death*)

Current total UK population infection total: 283,757 recorded infections out of 65.65million UK population= 0.0043% have had the virus

**Current death rate 15% based on those who contract the virus as of 2nd July 2020- 283,757 recorded cases, 43,395 recorded deaths, weighted to most susceptible individuals in higher risk groups)*

By adopting the controls listed below the risk rating has been reduced in most cases to a score of 4 which is “low to moderate”.

Section A: General considerations

1: Individuals with Covid-19 symptoms or self-isolating

What is the risk: Individuals with possible Covid 19 symptoms coming to work at/visiting the venue & spreading the virus to other people.

Who's at risk/might be harmed: staff, volunteers, visitors to House Lounge Bar

Objective: Stop individuals coming to work/visit who either have Covid-19 symptoms or have been advised to stay at home by existing government guidelines.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p>Individuals with the following symptoms told they must not enter the premises for work or to visit OR, if they develop the following symptoms while at the venue they must go home immediately:</p> <ol style="list-style-type: none"> 1. <i>New continuous cough</i> 2. <i>New shortness of breath</i> 3. <i>Temperature of 37.7 or higher</i> 4. <i>Anosmia-loss of or change in normal sense of smell or taste.</i> <ul style="list-style-type: none"> • <i>In the case of the workplace- signage has been displayed on the staff entry door and staff/volunteer given verbal instruction. Copies of this RA given to each person.</i> • <i>In the case of visitors: information displayed on website and social media pages pre-warning of the requirement not to visit. Signage displayed at lawn entry points enforcing message.</i> 	1	4	4			1	4	4
<p>Individuals who have been advised to stay at home under existing government guidance should not come into the venue to work or visit, those of which include:</p> <ol style="list-style-type: none"> 1. <i>Those that live in a household or share a support</i> 	1	4	4					

<p><i>bubble with somebody with the Covid 19 symptoms and are self-isolating.</i></p> <p><i>2. Those that have been told to self-isolate as part of the Government's track and trace service.</i></p> <p><i>In the case of the workplace- signage has been displayed on the staff entry door and staff/volunteer given verbal instruction to comply. Copies of this RA given to each person.</i></p> <p><i>In the case of visitors: information displayed on website and social media pages pre-warning of the requirement not to visit. Signage displayed at lawn entry points enforcing message.</i></p> <p><i>A nominated member from each visiting group will be required to leave their contact details upon entry in order to comply with Track & Trace regulations which we will keep securely for a minimum of 21 days.</i></p>								
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2: Individuals in clinically vulnerable or extremely clinically vulnerable groups

What is the risk: Heightened risk of severe Covid-19 related illness

Who's at risk/might be harmed: People in high risk or extremely vulnerable groups

Objective: To protect clinically and extremely clinically vulnerable individuals when community infection rates are high.

Clinically vulnerable individuals are defined as:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):
- chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure, chronic kidney disease, chronic liver disease, such as hepatitis, chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy, diabetes
- a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant women

Extremely Clinically vulnerable individuals have severe underlying health conditions and have received a letter from their GP telling them to shield themselves during the pandemic. They are at the highest risk from severe disease and death caused by Covid-19.

Some event volunteers do fall in to these categories and therefore careful assessment of their roles must be taken.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of the work place:</i></p> <p>Clinically "extremely" vulnerable individuals strongly advised not to work while community infection rates are high at to stay at home and shield</p> <ul style="list-style-type: none"> • Clinically vulnerable individuals must take extra care in observing social distancing rules and other related guidance while at work. • Staff & volunteering roles will be carefully assessed for the operation of the House Lounge Bar and the clinically vulnerable will be offered the safest onsite roles to maintain 2m social distancing. • If social distancing cannot be maintained in a particular role and the risk is assessed to be too high they should not work in that role. • Clinically vulnerable individuals should not work in enclosed spaces or customer facing positions without a face covering and must keep a minimum 1m+ social distancing from other people at all times (eg in the prep kitchen/washing up room) -unless in same family or social bubble. A work rota for volunteers where such partnering can be implemented will be prioritised, with husband/wives/partners working together where ever possible. • Individuals who live with other clinically vulnerable people or clinically extremely vulnerable people (or have them in their social bubble) must also be identified and offered lower risk roles. 	1	5	5					
	1	4	4					

Section B: Work place-related assessment for staff and volunteers in non-public areas

3: Arrival and departure from the workplace

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers,

Objective: Maintain social distancing and ensure hand washing on arrival to limit the risk of spreading the virus to other people.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<ul style="list-style-type: none"> Individuals advised not to use public or shared transport to or from work unless absolutely necessary (Mitigation should be taken as directed by the Government if this is unavoidable) Individuals to be given slightly staggered shift times to avoid arriving at the work place at the same time. Face coverings- when entering the staff entrance to the building, wearing a face covering isn't compulsory (only when in the public areas of the venue), although staff encouraged to do so for added protection). Hand sanitiser station available in the staff entry lobby for sanitising hands which <u>must</u> be done on arrival to the building. <p>Signage on display for everyone entering/leaving the main building via the "staff" back door to:</p> <ul style="list-style-type: none"> <i>Encourage that hands must be thoroughly sanitised on arrival.</i> <i>Encourage that 1m+ social distancing must be followed at all times where possible while in the building while wearing a face covering.</i> <i>Enforce that a face covering must be worn at all times while in the public areas of the building while the Lounge is open.</i> <i>Encourage that regular hand sanitising and washing while working is required.</i> 	1	4	4	•		1	4	4

<ul style="list-style-type: none">• <i>Encourage that people must cough or sneeze into a tissue and then bin the tissue</i>• Daily enhanced cleaning schedule to include key entry pad, alarm keypad and door handles to entry door and office doors by full time staff on operational days.								
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5: Using shared kitchen, toilet facilities in non-public areas

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers

Objective: Maintaining social distancing when using communal facilities. Enforcing other Covid-19 guidance

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<ul style="list-style-type: none"> Stagger break times while on shifts to reduce pressure on communal facilities. Hand sanitiser available in place at staff kitchen and toilet, which must be used upon entry (signage enforced). Staff and volunteers to use designated staff toilets only and not the public toilets. Signage enforcing the 1m+ social distancing guidelines is achieved as much as possible in enclosed communal spaces. Signage to encourage that thorough handwashing is required after using toilets and kitchen facilities, highlighting good technique. Adequate hand drying facilities are available at all hand washing points, with a preference for paper hand towels over electrical hand driers to avoid the spread of airborne particles. More regular emptying of refuse bins in communal areas and toilets as part of enhanced cleaning schedule. To use the communal staff kitchen facility with hot drinks facility and fridge opened to reduce interaction with other building users (tenants). Requirement to sanitise kitchens surfaces, equipment and touch points after use with sanitiser spray and paper towel provided...with signage to enforce. Use outdoor "non-public" space for rest breaks if 	1	4	4	•				

<p>the weather is clement (socially distance seating required if other staff/volunteers are present)</p> <ul style="list-style-type: none"> • Use the library for rest breaks if weather inclement (socially distance seating required). • Individuals encouraged to remain on site if possible during rest breaks and to maintain social distancing if they go off site (eg to the shops), with thorough handwashing/sanitation on return and re-entry to the premises. • Daily enhanced cleaning schedule to include door handles and touch points in communal areas (light switches, taps, refrigerator handles etc). Individuals to clean the communal area thoroughly after they've used the facility. <p>Use the Face Hands Space protocol to Communicate covid-19 related guidance by using signage in communal spaces to that:</p> <ul style="list-style-type: none"> • <i>Thorough and regular hand washing/sanitising is required.</i> • <i>Wearing a face covering at all times while in public spaces while the bar is open is required.</i> • <i>To maintain 1m + social distancing at all times where possible.</i> 								
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Section C : Keeping customers and staff/volunteers safe in the work place (House Lounge Bar)

In each of the following areas the risks and objectives are:

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers, visitors

Objective: Implement full list of measures to minimise the risk of transition and protect the health of customers and staff/volunteers based on the latest published Government advice

6: Entry & Exit to venue

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers:</i></p> <ul style="list-style-type: none"> Maximum group size permitted to enter is 6. <i>-Signage enforced</i> No under 18's permitted to enter-<i>Signage enforced</i> A face covering must be worn to enter the building and at all times until seated in the Lounge. <i>-Signage enforced</i> The entry point to the Lounge bar area is managed by staff. Customers must not enter without permission from a staff member. <i>-Signage enforced</i> A safe queueing space at the entry point will be clearly marked, with customers asked to queue patiently and in a socially distanced fashion, with a minimum of 1m+ between individuals (those not in "a family or social bubble").- <i>Signage enforced,</i> Other signage to be placed at each entry 	1	4	4	<ul style="list-style-type: none"> New Test & Trace QR code to be downloaded specifically for bar visitors 30/10/20 	For 30 th Oct 2020	1	4	4

<p>point to enforce the main rules about visiting the venue..</p> <ul style="list-style-type: none">• Individuals with Covid-19 symptoms or self-isolating must not enter "- <i>Signage enforced</i>• Upon entry all customers must sanitise their hands"- <i>Sanitiser station provided at entry point and signage enforced</i>• At least one person in the social group must give their full name, address and telephone number upon entry to the Lounge bar area at the internal check-in desk (staff managed) for the Government's Track and Trace system*. Customer details will be kept securely for a minimum of 21 days. <i>Signage enforced</i> <i>(*Note: customer to complete the "Track and Trace register" after sanitising their hands.)</i>• The entry table has the Track and Trace Register with be sanitised and wiped down regularly by the staff with cleaning materials provided. Paper towel to be disposed of in bin near table and emptied regularly.• Customers to receive a printed drinks menu upon entry (disposable after each use) to save need for having permanent table menus).• A seating plan with the socially distanced furniture marked at the plan is available at the entrance, along with a booking register for those who have pre-booked.• Social distance signage (1m+) immediately visible following entry to enforce the guidance. <i>Signage enforced</i>• Entry staff to enforce the Face/Hands/Space protocol and other key messages verbally on						
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entry.

- Once all the designated tables and grass seating is taken in the venue, no other customers are permitted to enter the venue and a “one group in-one group out” policy enforced by stewards.

General Note:

-Children under 18 will not be permitted to enter the Lounge Bar.

-A “Challenge 25” policy is adopted at the venue with regards to alcohol and other strict conditions are imposed to minimise behaviour that would jeopardise the public safety measures we have put in place. We reserve the right to refuse entry to the venue or to eject anyone unable to provide photo ID (passport or driving licence) if so requested, or if they appear to be intoxicated or are exhibiting behaviours and/or actions that are not permitted by the measures set out here.

Dogs not permitted unless guidance dogs.

Exit:

- Customers to exit via the designated exit point adjacent to the entry point, keeping socially distanced and wearing a face covering (enforced by large hanging signage)

In the case of the workplace (Lawn Stewards):

- Staff to maintain minimum 1m+ distance from customers as they enter and guided to a table

<ul style="list-style-type: none">• Sanitiser available for regular hand sanitisation at covered entry point.• Staff to sanitise hands after contact with 1) Track and Trace Register and pen... 2) If requesting customer ID (for Challenge 25 purposes)• Staff to monitor queuing area and enforce social distancing measures verbally if customers not respecting the guidelines.• Staff to monitor that venue signage is in place and refer customers to the "wait here" entry board if further guidance is required so they understand the rules in place are to keep everyone safe.• Staff to ensure all visitors sanitise their hands upon entry and at least one person from each group fills in the Track and Trace Register (ensuring they sanitise hands first) or checks in with the venue App.								
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7: Inside the venue: Moving around and customer seating

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers (monitored by stewards-enforced by signage)</i></p> <ul style="list-style-type: none"> • No more than 6 people in group may sit at a table.. • Groups/individuals should not move between tables (and between groups) once allocated by staff member • Groups or individuals not to leave their table or unless to use the toilets or to exit when a face covering must be worn. • Table service is provided by staff and customers must not approach the bar. • If moving to the toilet/exit customers must maintain 1m+ social distancing from other customers and staff • Tables not to be moved around or together to ensure the correct spacings are maintained. • Tables spaced to ensure a minimum 2m social distancing is maintained between individual groups. Tables have a designated number for referencing to a plan. • No singing, dancing, shouting and overly raised voices permitted in the House Loune seating areas to reduce airborne transmission of virus. (Background or live music to be played at appropriate level to 	1	4	4		By opening on 17 th July 2020	1	4	4

mitigate this)

In the case of the workplace (Staff/volunteers):

- Staff to maintain minimum 1m+ distance from customers and other staff as they manage the Lounge spaces, serve and clear tables.
- A face covering must be worn at all times while in the public spaces of the house.
- Sanitiser available for regular hand sanitisation at work stations.
- Staff to clear tables and plates etc from tables regularly and after each group leaves.
- Customers to pay by contactless card if possible to avoid cash handling.
- Once cleared of all glass and tableware tables and chairs must be sprayed over with the designated sanitiser, wiped over with blue towel and then left for 30 seconds, sprayed again and allowed to air dry before another group can be seated.(Disposed of paper towel in black sack).
- No new group permitted to sit at table until this cleaning procedure has been completed.
- Staff may wear blue nitrile gloves to perform cleaning task, although thorough and regular handwashing/sanitising should mitigate the need for this.
- Once full, black refuse sacks to be tied and double bagged and taken to general waste bin for disposal.
- After any table clearing/clean down has been performed, gloved hands should be sanitised (to prevent heightened risk of accidentally touching face while working)

<ul style="list-style-type: none">• Staff may challenge any customer to meet our licencing “Challenge 25” requirements Hands to be sanitised after the task has been performed if handling a customers ID document.• If wearing a face covering/shield, stewards to be mindful not to touch and adjust the covering unless absolutely necessary...and to sanitise hands before and afterwards if they do. This to include after putting on and taking off the covering/shield. (Verbal reminders from management.)• Staff to change face covering if it becomes damp or wet, disposing of black general waste bin. (Verbal reminders from management.)• If the face covering is disposable, discard it at the end of the shift in to a black general waste bin.(Verbal reminders from management.)• Visor-style see-through face shields should be sprayed over with sanitiser and wiped clean at the end of each shift. (Verbal reminders from management.)								
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8: Inside the venue: Bar counter

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers (monitored by stewards-enforced by signage)</i></p> <ul style="list-style-type: none"> Table service only. Customers not to approach the bar to purchase a drink or food. <p><i>In the case of the workplace:</i></p> <ul style="list-style-type: none"> Bar, service and back of house staff to maintain a minimum 1m+ distance (where ever possible) from customers and other staff as they manage the food and drink service points and back service kitchen areas. A face covering must be worn at all times while working the public side of the venue. Sanitiser available for regular hand sanitisation in all staff work areas. Hands must be sanitised when starting and finishing shifts and after serving each customer. Table service staff to encourage customers to pay by contactless means where possible to avoid increasing risk of transmission from paper money or coins. Staff to regularly clean their work stations and till points with designated sanitiser/cleaner spray, wiping over with paper towel, disposing of towel in black general waste bin. <p>Note: Work stations, kitchen and prep areas</p>	1	4	4		By opening on 17 th July 2020	1	4	4

<p>should be thoroughly cleaned in accordance with normal Health & Hygiene requirements as well as in regards to Covid-19 specific control measures.</p> <ul style="list-style-type: none">• Service staff may choose to wear nitrile gloves while serving customers, but if regular hand washing and sanitisation is being done, then this isn't a stipulation.• Once full, any black sacks from bins to be tied and double bagged and taken to general waste bin for disposal.• When wearing a face covering/shield, staff/volunteers to be mindful not to touch and adjust the covering unless absolutely necessary...and to sanitise hands before and afterwards if they do. This to include after putting on and taking off the covering/shield.(Verbal reminders from management.)• Change face covering if it becomes damp or wet, disposing of black general waste bin.• If the face covering is disposable, discard it at the end of the shift in to a black general waste bin.• Visor-style see-through face shields should be sprayed over with sanitiser and wiped clean at the end of each shift• In back of house/kitchen/prep areas one way systems should be adopted to help manage social distancing measures. Where appropriate to do so, social distancing tape should be applied to floors unless its provides a trip hazard or cleaning issue.								
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<ul style="list-style-type: none">• Moving stock/deliveries:• Always wash/sanitise hands thoroughly after moving stock from a stock room to the service point and visa versa.• Always wash/sanitise hands thoroughly after taking delivery of stock and moving it the stock room. • Third Party concessionaires if used (DJ's/Musicians):• Must comply to all the risk controls adopted by this Risk Assessment.• Must carry out their own Risk Assessment of their own catering unit and operation to ensure the safety of customers and staff and provide a copy to Northwood House Management.								
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9: Inside the venue: Customer Toilets

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<p><i>In the case of customers (monitored by stewards-enforced by signage)</i></p> <ul style="list-style-type: none"> • Strict arrangements put in place to manage the Northwood House public toilets inside the main building to ensure social distancing and good hygiene procedures observed. • Face coverings must be worn while travelling to and from the toilets and while using the facilities. <i>Signage enforced</i> • A maximum of two gents and three ladies may enter their respected toilets to maintain 1m+ social distancing at any one time- <i>Signage enforced</i> • Customers to sanitise hands upon entering the toilet, with hand sanitiser put in place in the toilet corridor. <i>Signage enforced</i> • 1m+ social distancing guidance -<i>Signage enforced</i> • Disabled toilet is designed only for use by one person and thus has a maximum limit already in place. However, a disabled person may need the assistance of a carer, so on these occasions that is permitted. -Gents doors to be propped open for added ventilation and visibility if possible. -1m+ social distancing, thorough handwashing techniques encouraged while 	1	4	4		21/8/2020	1	4	4

<p>in toilet areas. <i>Signage enforced</i></p> <ul style="list-style-type: none">-Gents urinal closed off to make only two divided cubicles available at any one time.-Enhanced cleaning to be undertaken on periodic basis by cleaning contractor during open periods. Spraying over and wiping down with designated santiser & paper towels: taps, sinks, hand driers, toilet bowls, flush handles and any other touch points.-cleaner to check that hand towels are topped up <ul style="list-style-type: none">• Staff to check that sanitiser bottles in queueing areas are replenished as required. <p><i>In the case of the workplace:</i></p> <ul style="list-style-type: none">• Staff to use private toilets and not use public ones while the venue is open.								
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10: Emergencies and first aid

What is the risk: Spreading of the Covid 19 virus.

Who's at risk/might be harmed: Staff members, volunteers, visitors being treated for first aid or providing treatment

Objective: Mitigating Covid risks when applying first aid to an injured person. Reminding that the preservation of life in emergency situations take priority over covid-19 related guidance.

What risk controls are currently in place	Current Risk Rating			Are Further Controls Needed?	Date to be completed	Residual Risk Rating		
	L	C	R			L	C	R
<ul style="list-style-type: none"> In the event of first aid provision, fire or an emergency situation the individuals are made aware that they don't have to comply with social distancing guidelines if it would be unsafe to do so or it would cause a heightened risk to life. If administering emergency first aid and social distancing is not possible, individuals to mitigate some risk by using PPE if available and practical to do so including disposable gloves and face coverings. Individuals to thoroughly wash for 20 seconds or more hands immediately after administering first aid to a patient. Record of patient to be keep in first aid book as normal but may be used to assist with track and trace if required. 	2	4	8	<ul style="list-style-type: none"> Face masks to be added to all company first aid kits to mitigate risk. Check first aid kit for standard PPE stock 		2	4	8

ASSESSOR SIGNATURE	<i>DJ Cool Esq</i>		
MANAGER	DJ Cool	MANAGER SIGNATURE	<i>DJ Cool Esq</i>
REVIEW DATE	28 th October 2020, or as government guidelines dictate if sooner.		

