

RISK ASSESSMENT FOR WHITBY MUSEUM CORONAVIRUS PUBLIC

CARRIED OUT June 2020 updated 12 Aug 2020

Risk Assessment matrix used

Probability; 1=Unlikely, 2= Likely, 3=Very Likely, 4=Certain

Consequence; 1=Minor, 2=Serious, 3=Very Serious, 4=Fatal

Multiply probability times consequence to give level of risk eg 3x4=12. Risk scores are determined with control measures in place. Reassessed after control measures/future action carried out and scores adjusted accordingly. Risk number 6 and above require further action.

Prior to reopening a thorough clean of the whole building was undertaken

This assessment has been undertaken consulting government and industry COVID-19 guidance

Social distance measures will be implemented using the 2 metre rule, certain pinch points (doorways) may mean that this distance may be compromised temporarily although the 1 metre rule will always be maintained. Signage displayed will reflect the 2 metre social distancing rule.

Maximum capacity has been calculated by using the available floor space for the museum (450sqm), this gives a maximum capacity of 134. To ease social distancing, it was decided that a maximum capacity for the building should be set at 50 in the short term for constant review.

Changed operating practices has been communicated to the public via our website and social media channels. Signage has been produced being mindful of clarity and accessibility.

ACTIVITY	POTENTIAL HAZARD	MEASURES TAKEN TO CONTROL RISK	ESTIMATED LEVEL OF RISK	FURTHER ACTION REQUIRED & WHOSE RESPONSIBILITY	DATE TO BE COMPLETED BY	DATE COMPLETE
Social Distancing	Risk of becoming infected after being too close to an infected person		4 (1x4)			
	Ensuring infected people do not enter the building	Signage about the symptoms of the disease and not entering the building if you have any of them.		Responsibility - WTC		Aug 2020
	Administration of first aid.	Where first aid needs to be administered social distancing cannot be observed although PPE will be provided.		Responsibility - WTC		Aug 2020

	Queueing to enter the museum	Visitors will queue to the left of the building at 2 metre intervals, the member of staff at the first art gallery desk will admit visitors as it is safe to do so. Once inside the Art Gallery queueing positions are in place to enter the museum. The public seating on the terrace adjacent to the queue has been removed.		Responsibility - Art Gallery Curator and Museum Operations Manager		Aug 2020
	Entering and exiting the building	Entry and exit will be through the same doors as at present. Entry and exit will be made via opposite sides of the front door to minimise risk. Signage is in place to indicate one-way entry and exit. Maximum number of people in building to be limited to 50 at any one time including staff and volunteers. Signage in place indicating limits on party size of no more than six people.		Responsibility - WTC		Aug 2020
	Entering and exiting the museum	Entry and exit will be through the same doors as at present. Entry and exit will be made via opposite sides of the museum reception desk to minimise risk. Maximum number of people in the building to be limited to 50 at any one time including staff and volunteers. Maximum party size 6 decided by WLPS trustees and Whitby Town Council		Responsibility – WLPS trustees		July 2020
	Entering and exiting the building using the level access rear door	The rear entrance must still be available for all those requiring level access to the building. Those wishing to access the building in this way should press the buzzer as already		Responsibility - Museum Operations Manager		July 2020

		indicated. The museum assistant will then speak to the visitor via the intercom system advising them to enter the building and wait at the inner door until the access to the reception desk is clear. Guidelines have been issued to all the museum team.			
	Paying entry fee	Once the reception area is clear the museum assistant will admit the next group in the queue. Signage will direct them to the left hand side of the desk where protective screens are in place around the counter. Payment will be made by card only this is communicated via signage and website.		Responsibility – Museum Operations Manager	July 2020
	Moving around the museum	Entrance to the geology and abbey collections blocked off making people walk to centre of hall where it is easier to observe where social distancing is possible. At least one member of the museum team will be circulating around the museum whilst undertaking cleaning duties and will intervene if social distancing guidelines are not being observed. Social distancing signs have been placed around the museum and guidelines have been communicated to all staff and volunteers.		Responsibility – Museum Operations Manager	July 2020
	Accessing upper and lower floors	Lower floor only to be accessed on permission of museum reception for use of baby changing facilities, as it is likely that prams/pushchairs will be needed access should be gained via		Responsibility – Museum Operations Manager	July 2020

		the lift. Stairs and lift to upper floor should only be used by one party at a time. Signage is in place reflecting these measures				
	Use of lifts	Signage displayed asking that visitors only use the lift if they have a genuine need to and that the lift should not be used by more than one household at a time.		Responsibility – Museum Operations Manager		July 2020
	Accessing Exhibition Room	Exhibition Room closed to the public until further notice as difficulty in observing social distancing to gain access. No entry sign displayed.		Responsibility – Museum Operations Manager		July 2020
	Accessing Normanby Room	Normanby Room closed to the public until further notice as difficulty in observing social distancing to gain access. Public booking of the Normanby Room will be suspended until further notice. No entry sign displayed		Responsibility – Museum Operations Manager		July 2020
	Accessing Costume Gallery	Maximum of 4 people at any one time in gallery or a family group. Signage in place reflecting this; queueing position and social distancing.		Responsibility – Museum Operations Manager		July 2020
	Accessing Library and collection research	Library to remain closed to the public until further notice. All behind the scenes collection research will be suspended until further notice. Signage reflecting this in place.	4 (1x4)	Responsibility – Museum Operations Manager		July 2020
	Use of cloakroom and lockers	Cloakroom and lockers are closed to the public until further notice. Communication made via website, social media and signage advising		Responsibility – Museum Operations Manager		Aug 2020

		visitors to limit the items brought to the museum.				
	Use of public toilets	Lower floor toilets to be used by staff only. Baby changing facilities will be available upon request. Only toilet available to public will be upper floor which also has disabled facilities and is able to operate on a one in one out basis. Signs reflecting closure, social distance queueing and hygiene inside toilets in place.			Responsibility – Museum Operations Manager.	July 2020
	Children moving around the museum	Children must always be accompanied by an adult. Signage displayed to remind accompanying adults that they are responsible for ensuring that children observe the social distancing rules.			Responsibility – Museum Operations Manager	July 2020
	Pinch points	At certain points within the building such as doorways the 2 metre rule may be more difficult to observe at these points stop or wait signs are displayed.			Responsibility – Museum Operations Manager	July 2020
	Browsing shop and paying for purchases	Limited stock only to be on display. Use book area as far as possible to display goods so that browsers are facing away from the counter. Screen installed opposite book counter.			Responsibility – Museum Operations Manager	July 2020
Contaminated surfaces	Risk of becoming infected due to touching a contaminated surface		4 (1x4)			
	Personal Hygiene	Signs displayed for both visitors and staff reminding of frequency and technique of hand washing, coughing and sneezing guidelines. Hand			Responsibility – Museum Operations Manager	July 2020

		sanitisers are placed around the museum.			
	Entering building	Door handles and frequent touch points to be cleaned regularly and a hand sanitising station available on entry. Cleaning guidelines have been communicated to all relevant staff.		Responsibility - WTC	July 2020
	Entering museum	Door handles to be cleaned frequently at both front and rear entrances including buzzer and keypad. Hand sanitising station on entry to museum. Cleaning guidelines have been communicated to all relevant staff.		Responsibility – Museum Operations Manager	July 2020
	Entry payment	Contactless payment only to be used wherever possible. Desk surfaces and card machine to be cleaned frequently after each use if possible. Signage in place and instructions communicated via website and social media. Relevant staff trained in procedures.		Responsibility – Museum Operations Manager	July 2020
	Glass display cabinets	All glass display cabinets to be cleaned frequently using alcohol based antibacterial glass cleaner. The current washable cloths will be used, once used the cloths will be placed in a designated pedal bin which is lined with a self-sealable water soluble bin liner, when the bin is emptied the bag will be sealed and placed in the cloakroom for 76 hours before being taken out of the building to be washed. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Operations Manager	July 2020
	Hands on exhibits, information etc	All hands on exhibits removed. No returnable information sheets, quizzes etc are to be given out. This will also		Responsibility – Museum Operations Manager	Aug 2020

		be taken into account in any future gallery redisplay or exhibitions.			
	Internal doors	Frequent cleaning of door handles and areas of frequent touching to be carried out by museum team. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Operations Manager	July 2020
	Internal handrails	Frequent cleaning of all stair handrails. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Operations Manager	July 2020
	Public Toilets	Public toilets to be cleaned frequently and signs displayed to ensure that people observe high personal hygiene standards. Cleaning timetable to be displayed daily in all toilets. Antibacterial wipes to be available for public to clean hard surfaces. WTC staff to clean toilets and mark on timetable each time completed. Hygiene signage in place. Antibacterial wipes available in toilets.		Responsibility – Museum Operations Manager and WTC	July 2020
	Browsing shop products	Only limited stock on public display. Sanitiser available close to shop stock. Sign in place asking not to touch.		Responsibility – Museum Operations Manager	Aug 2020
	Exiting museum	All door handles to be frequently cleaned. Museum staff to clean handles at rear exit during the day. WTC staff to clean handles at main entrance/exit		Responsibility – Museum Operations Manager	July 2020
Person taken ill with suspected COVID-19	Risk of infection from person taken ill during their visit		4 (1x4)		

	Procedure for illness of visitor with COVID-19 symptoms	If a person is taken ill during their visit and is displaying COVID-19 symptoms; if they have transport at the building they should leave immediately and return straight home; if they do not have transport available, they should inform a member of staff from a safe distance who will open the cloakroom for them to wait in whilst a member of their household can be contacted to take them home. Once home they should arrange to be tested and let us know the outcome. The museum will be closed whilst a thorough clean can be carried out. Guidelines have been communicated to staff.		Responsibility – Museum Operations Manager		July 2020
	Procedure for illness of visitor non-COVID related	If a person is taken ill with a non-COVID related illness eg epilepsy, diabetes etc and feels faint the Normanby Room should be used as a rest area where a drink can be obtained. Measures communicated to all relevant staff.		Museum Operations Manager Art Gallery Curator		Aug 2020
	If someone tests positive after having visited the museum	If we are informed of a positive test via NHS Test and Trace we will follow the relevant government guidance https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance If we are informed of more than one confirmed case we will contact our local Public Health England Health Protection Team via www.gov.uk/health-protection-team who will advise of any necessary measures. These instructions are displayed in the manager's office.		Museum Operations Manager		July 2020

Disposal of used tissues	Risk of infection from contaminated rubbish				
	Disposal of contaminated rubbish	Foot operated, lidded bins are placed around the museum. Bins to be emptied at least daily and to be signed as to their purpose. Bin bags to be tied and placed in another bag which is also tied. The tied bags are to be stored in the locked cloakroom for 72 hours before putting in the wheelie bin. Instructions have been communicate to the team.	4 (1x4)	Responsibility – Museum Operations Manager	July 2020
NHS Test and Trace	Tracking of those who may have come into contact with a person later to be tested positive for COVID-19				
	Taking details of all those who enter the building	It is a legal requirement that museums take part in the NHS Test and Trace scheme which entails taking the contact details of all those who enter the building. The details will be kept for 21 days in case of need after which time they will be securely destroyed. Details will be taken on entry to the building by WTC, where someone enters at the rear door the museum assistant will complete a form which will be kept securely for 21 days then destroyed.	4 (1x4)	Responsibility – Museum Operations Manager and Art Gallery Curator	July 2020
Air conditioning	Risk of transmission of disease through air conditioning units	Date of air conditioning service checked. All air conditioning units to be set to outside circulation not recirculating.	4 (1x4)	Responsibility – Museum Operations Manager and WTC	Aug 2020
Face Coverings	Risk of transmission of disease from airborne droplets	The current government guidance states that face coverings should be worn by all those entering museums,		Responsibility Museum Operations Manager and WTC	July 2020

		unless they are exempt. We will enforce these guidelines via messaging and signage.				
Provision of seating	Rest points for people needing them eg if they have mobility problems	Some seating will still be provided within the museum and will all have wipeable surfaces which will be cleaned as part of the museum cleaning routine. Cleaning procedures have been communicated to all relevant staff.	2 (2x1)	Responsibility – Museum Operations Manager		July 2020
Provision of refreshments/water	Free water for those who may need extra hydration	The museum tea room will be closed until further notice as social distancing cannot be implemented in the space. Free water will be made available in exceptional circumstances.	2 (2X1)	Responsibility – Museum Operations Manager and Art Gallery Curator.		July 2020

Compiled by Hazel Wright, Operations Manager in collaboration with other members of the museum team.

Copies to be stored in Health & Safety folder in Manager's office and copies also to be available in Registrar's Office.

Assessment to be reviewed at least monthly in the short term. Next review in 2 weeks 26 Aug 2020.