

RISK ASSESSMENT FOR WHITBY MUSEUM CORONAVIRUS PUBLIC

CARRIED OUT June 2020 updated 20th July 2021

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.

This assessment has been undertaken consulting government and industry COVID-19 guidance updated on 12th July 2021

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

Attention will be continually paid to the latest government updates and the infection rate in our area and this assessment amended accordingly.

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 From 19 th July the legal requirement to socially distance has been removed, however we will still advise that people keep their distance from other groups	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		May 2021
	Administration of first aid.	Where first aid needs to be administered social distancing cannot be observed although PPE will be provided.		Responsibility - WTC		May 2021
	Queueing to enter the museum	Even though the legal requirement to distance has been removed existing queue markers will be left in place allowing visitors to observe a distance should there be a need to queue.		Responsibility - Art Gallery Curator and Museum Manager		July 2021
	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		Responsibility - WTC		July 2021

		the front door to minimise risk. Signage is in place to indicate one-way entry and exit. There is no longer a limit on the amount of people allowed in the building, however, if the building feels particularly crowded we will temporarily close the building until numbers reduce.			
	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 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.		Responsibility - Museum Manager	May 2021
	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. Signage will be in place to advise contactless payment is preferred wherever possible.		Responsibility – Museum Manager	July 2021
	Moving around the museum	Entrance to the geology and abbey collections blocked off making people walk to centre of hall. At least one member of the museum team will be circulating around the museum whilst undertaking cleaning duties.		Responsibility – Museum Manager	July 2021

		Signage advising distance between groups is displayed, guidelines have been communicated to all staff and volunteers.			
	Accessing upper and lower floors	Stairs and lift to upper floor should only be used by one party at a time. Give Way signage is in place reflecting these measures		Responsibility – Museum Manager	May 2021
	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 Manager	May 2021
	Accessing Exhibition Room	There is no limit on numbers in the exhibition room although the film area does have a limited number of seats to restrict use in this area.		Responsibility – Museum Manager	July 2021
	Accessing Normanby Room	Normanby Room closed to the public until further notice. Public booking of the Normanby Room will be suspended until further notice. No entry sign displayed		Responsibility – Museum Manager	May 2021
	Accessing Costume Gallery	Limit no longer in place on number of people in the costume gallery, however this will be monitored.		Responsibility – Museum Manager	July 2021
	Accessing Library and collection research	The library will be reopened for research by appointment only. Signage will be in place reflecting this. A maximum of 2 researchers and 2 volunteers at any one time.		Responsibility – Museum Manager & Librarian	July 2021
	Tea Room	There is no longer a social distance capacity imposed on the tea room, however if all seats are taken a barrier will be pulled across to restrict access, queueing markers will be left in place to aid distancing whilst queueing if	4 (1x4)	Responsibility – Museum manager & Tea Room Proprietor	July 2021

		necessary. A protective screen is installed at the tea room counter.			
	Use of cloakroom and lockers	Cloakroom is closed to the public until further notice, however lockers will now be available with a sanitiser next to them. Communication made via website, social media and signage advising visitors to limit the items brought to the museum.		Responsibility – Museum Manager	July 2021
	Use of public toilets	All toilets will be open to the public although one urinal will be taped off to allow social distancing. Signage reflecting this and personal hygiene will be displayed. Visible cleaning schedule is displayed.		Responsibility – Museum Manager. WTC	May 2021
	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 guidance.		Responsibility – Museum Manager	July 2021
	Browsing shop and paying for purchases	Screen installed opposite book counter.		Responsibility – Museum Manager	July 2021
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 sanitisers are placed around the museum.		Responsibility – Museum Manager	May 2021
	Entering building	Door handles and frequent touch points to be cleaned regularly and a hand sanitising station available on		Responsibility - WTC	May 2021

		entry. Cleaning guidelines have been communicated to all relevant staff.			
	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 Manager	May 2021
	Entry payment	Contactless payment to be used wherever possible. Desk surfaces and card machine to be cleaned frequently after each touched use if possible. Signage in place and instructions communicated via website and social media. Relevant staff trained in procedures.		Responsibility – Museum Manager	July 2021
	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 before being taken out of the building to be washed. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Manager	May 2021
	Hands on exhibits, information etc	Touchscreens in use in exhibition galleries with sanitisers positioned next to them with instructions to use. Other hands on exhibits and quizzes have been removed although this will be reviewed.		Responsibility – Museum Manager	July 2021
	Internal doors	Frequent cleaning of door handles and areas of frequent touching to be carried out by museum team.		Responsibility – Museum Manager	May 2021

		Cleaning instructions devised and communicated to all relevant staff.			
	Internal handrails	Frequent cleaning of all stair handrails. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Manager	May 2021
	Exhibition Room	As above regarding use of touchscreens.		Responsibility – Museum Manager and exhibition team	July 2021
	Library	Surfaces and seating to be cleaned down after each use.		Responsibility – Museum Manager and Librarian	July 2021
	Tea Room	Surfaces and seating will be cleaned down after each customer, signs will indicate which tables have been cleaned and which not. Condiments will not be left on the table. The menu will be displayed on the blackboard only. Payment will be by card wherever possible. Wifi has been upgraded to ensure this is possible. All children’s toys and reading material will be removed.		Responsibility – Museum Manager and Tea Room Proprietor	July 2021
	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. WTC staff to clean toilets and mark on timetable each time completed		Responsibility – Museum Manager and WTC	May 2021
	Browsing shop products	Sanitiser available close to shop stock.		Responsibility – Museum Manager	July 2021
	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 Manager	May 2021

Person taken ill with suspected COVID-19	Risk of infection from person taken ill during their visit				
	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.	4 (1x4)	Responsibility – Museum Manager	July 2021
	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 Manager Art Gallery Curator	May 2021
	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 Manager	May 2021

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. Bags to be tied and disposed of in the non-recyclable wheelie bin, Instructions have been communicated to the team.	4 (1x4)	Responsibility – Museum Manager	May 2021
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 no longer a legal requirement to provide details for the NHS Test and Trace scheme. However, we will continue to display the test and trace QR code at all entrances and have paper slips available for those wishing to give their details but not in possession of the app.	4 (1x4)	Responsibility – Museum Manager and Art Gallery Curator	July 2021
	Tea Room	The tea room should have its own test and trace QR code which it will continue to display for those wishing to use it. Paper slips will also be available as above.		Responsibility – Museum Manager & Tea Room Proprietor	July 2021
Ventilation	Risk of airborne transmission of the disease	Air conditioning serviced June 2021. Art Gallery automatic doors to be set at open for 10 minutes every hour. Main front doors to be left open to allow through flow of air. Tea Room ventilator/extractor to be turned on and door to be left open. If meetings are held in Normanby or Keepers Rooms windows should be	4 (1x4)	Responsibility – Museum Manager, WTC and Tea Room Proprietor	July 2021

		opened for the duration of the meeting. Offices should be used by the occupier only. When in use the library door should be left open with a sign indicating that admittance is by appointment only.			
Face Coverings	Risk of transmission of disease from airborne droplets	It is no longer a legal requirement to wear a face covering in a museum setting. However, we will issue signage and instruction that we advise all visitors to wear a face covering during their visit for their own safety and that of others.		Responsibility Museum Manager and WTC	July 2021
	Tea Room	Advice to wear a face covering on entry to the tea room will be issued although this is not necessary once seated. Staff may still wear a face covering if they wish although this is not necessary in the kitchen area as a separation screen has been installed.		Museum Manager and Tea Room Proprietor	July 2021
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 Manager	May 2021
Provision of refreshments/water	Free water for those who may need extra hydration	Free water will be made available in exceptional circumstances.	2 (2X1)	Responsibility – Museum Manager and Art Gallery Curator.	July 2020

Compiled by Hazel Wright, Museum 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 quarterly in the short term and on any change to government guidance for our sector. Next review October 2021.