

Activities covered by this assessment:	Workplace General Risk Assessment		
Site Address/Location:	Market Harborough Library	Department/Service/Team:	Adults & Communities - Libraries
Note: A person specific assessment must be carried out for young persons, disabled staff and new and expectant mothers conducting this activity.			

Hazard (Something with a potential to cause harm)	Who Might be Harmed & How?	Existing Controls	Initial Risk Rating (SxL)			Further Controls Possible (What reasonably practicable control measures could be considered to further reduce the risk rating?)	Final Risk Rating (SxL)			Action Required		
			Severity	Likelihood	Risk rating		Severity	Likelihood	Risk rating	Who: (Initial)	Date By: (--/--/--)	Done? ✓/✗
General	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> Health & Safety is a standing agenda item at Staff meetings. Quarterly H&S inspections carried out Risk Assessments reviewed annually Joint Union/Management H&S inspections. Training Matrix for all staff to monitor and ensure validity of specific training undertaken. H&S posters displayed in line with legal and departmental requirements. 	N/A	N/A	N/A							
Travel from Site to Site	Staff Volunteers	<ul style="list-style-type: none"> Site informed of travel plans and procedure to adopt following non arrival. MOT certificates, driving licenses and insurance certificates checked and details recorded annually. Staff advised to check lights, brakes, tyres and fuel levels before each journey. Valuables to be kept out of sight, car doors locked if feeling vulnerable. Hitch hikers not to be offered lifts 	High	Low	Low	All travellers to carry mobile phones.						

<p>Maintenance of Services and Equipment</p>	<p>Staff Customers Visitors Volunteers Students Contractors</p>	<ul style="list-style-type: none"> • Heating Systems serviced annually. • Air Conditioning Units serviced at 6 months • Automatic doors & Shutters serviced in line with manufacturers recommendations. • Electrical Equipment PAT tested every two years • Fire extinguishers serviced annually • Emergency lighting and sprinklers serviced in line with manufacturers' recommendations. • Ladders/Step ladders inspected quarterly (ladders/steps inspection checklist). • Sack barrows and lifting equipment checked quarterly. • Racking/shelving checked quarterly • Water temperatures checked monthly • Records kept of all servicing, inspections and maintenance. 	<p>High</p>	<p>Med</p>	<p>Med</p>	<ul style="list-style-type: none"> • Use of Premises Building file and wall planner for monitoring. • Ad hoc Health & Safety walk round inspections. 						
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Use of Equipment	<p>Staff Customers Visitors Volunteers Students Contractors</p>	<ul style="list-style-type: none"> • Roller Shutter Doors – Staff to ensure door is clear of people (particularly children) and hands, feet and clothing are away from moving parts before operating shutters. • Automatic Door - Children not allowed to 'play' with doors. "Automatic Door" sign prominently displayed on door. Problems reported immediately and door disabled if considered a danger. • Step Ladders – Training given and recorded. Top step not used unless constructed as platform with handrail. User's knee kept below level of top step. User not to lean or stretch. Bystanders kept clear (signage used). Steps placed on solid base and, if practicable, at right angles to workface. • Laminator/Shredder/Guillotine not to be used by under 18s • Faulty Equipment - to be reported, removed from use and labelled "not to be used". • Equipment Jams - cleared in line with manufacturers instructions. Ensure equipment unplugged from electrical supply before attempting clearance. • Toys left out in the library All children's toys should conform to current UK legislation CE marked. Toys are regularly checked to ensure that they are suitable and safe for the age of the child. 	High	Med	Med	<ul style="list-style-type: none"> • Induction for new staff to use equipment. • Work should only be carried out by experienced staff or under supervision 						
Asbestos (not present on site)	<p>Staff Customers Visitors Volunteers Students Contractors</p>	<ul style="list-style-type: none"> • Asbestos Survey file maintained up to date and readily available to staff and contractors. • Visiting contractors to sign to acknowledge that this has been viewed. 	High	Med	Med							

Water	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> Monthly temperature tests carried out and recorded. Legionella log book made available to view. External contractor to review and report. Hot water systems fitted with blend valves to ensure temperature does not exceed 50o C 	High	Low	Low							
Glazing	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> Site survey carried out on all buildings over 5 years old. Glazing replaced or made safe to comply with current standards. 	High	Low	Low	<ul style="list-style-type: none"> Action and plan any remedial work required to be undertaken by competent contractor. 						
Electricity	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> Buildings have a fixed electrical installation test certificate every 5 years. All portable electrical equipment tested annually. Portable appliance inventory maintained at each site. 	High	Low	Low	<ul style="list-style-type: none"> Action and plan regular maintenance regimes. Monitor through Premises Building file and wall planner. 						
Gas	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> Buildings gas installation subject to external inspection every 5 years. Annual servicing of boiler and heating system/equipment. 	High	Low	Low	<ul style="list-style-type: none"> Action and plan regular maintenance regimes. Monitor through Premises Building file and wall planner. 						

<p style="text-align: center;">Fire</p>	<p style="text-align: center;">Staff Customers Visitors Volunteers Students Contractors</p>	<ul style="list-style-type: none"> • Separate and detailed fire risk assessment (Type 1) carried out for each building by local management. • Type 2 fire risk assessment carried out at each building by qualified external buildings surveyor. • Fire log book available to access. • Quarterly inspection of site and conformity checks. • Regular management/union inspections and audits by H&S dept. • "Fire Action" notices displayed detailing actions to be taken and location of assembly points. • Clear Evacuation Routes. • Emergency exit signs compliant with regulations. • Fire Detection Equipment in place. • Fire Fighting Equipment available (including extinguishers and fire blankets) • Records of testing etc • Emergency procedures practiced and recorded (at least 6 monthly) • Trained / competent staff • Fire Extinguisher Training • Risk Assessment Training • Personal Emergency Evacuation Plan (PEEP) where appropriate. • No smoking policy enforced • No naked flame heating/cooking to be used. • No easily combustible materials (e.g. paper/cardboard rubbish) to be stored in or around the building unless in designated containers. 	<p style="text-align: center;">High</p>	<p style="text-align: center;">Low</p>	<p style="text-align: center;">Low</p>	<ul style="list-style-type: none"> • Action and plan any remedial work recommended. • Monitor through Premises Building file and wall planner. 						
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Accidents	<p>Staff Customers Visitors Volunteers Students Contractors</p>	<ul style="list-style-type: none"> Quarterly inspection of site to identify, eliminate or reduce risks. First aid box fully stocked with in-date supplies and easily located. Where possible, trained first aiders on duty (to comply with legislation). Floor area kept clear of rubbish, boxes, books and other hazards No trailing electrical leads Safe handling procedures used when lifting heavy items (see section on manual handling below). Spillages mopped up immediately (personal protective equipment available). Only authorised steps/step ladders used (records of inspection/ maintenance kept) Rock salt (shovel and gloves) provided to clear staff pathway to building in event of snow/ice. COSHH manual available. 	Med	Med	Med	<ul style="list-style-type: none"> Review the pattern of accidents and have control measures in place. 							
Manual Handling	<p>Staff Volunteers</p>	<ul style="list-style-type: none"> Staff trained in manual handling and record kept. Boxes of books to be only part filled to reduce weight. Where possible assistance available to lift/move heavy items. Equipment provided to carry heavy items (sack barrows, stacking chair carriers, trolleys etc) Avoid overloading book trolleys. Load evenly to prevent tipping. Boxes not stacked too high. 	Med	Med	Med	<ul style="list-style-type: none"> Monitor and review training requirements. Keep up to date with current advice. 							
Display Screen Equipment	<p>Staff Volunteers Students</p>	<ul style="list-style-type: none"> Regular users undertake an on line risk assessment. Work station equipment is provided to ensure safe/comfortable working. Regular breaks are programmed into shifts to avoid strain. 	Med	Low	Low	<ul style="list-style-type: none"> Monitor and Review 							

Substances Hazardous to Health	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> • COSHH file maintained and stored for easy access to manufacturers' Safety Data Sheets. • Cleaning materials (other than approved hand gel) locked away or placed in an area away from the public. • Only essential substances kept on site. 	Med	Low	Low							
Contractors working on Site	Staff Customers Visitors Volunteers Students Contractors	<ul style="list-style-type: none"> • Library staff advised in advance before contractors arrive on site. • ID cards examined and if any doubt staff to refuse to allow work to commence. • Contractors sign Buildings Maintenance Log Book and Asbestos Report before commencing work. • Any work likely to compromise H&S of staff, customers etc to be carried out when premises are closed. • Any hot works carried out on site require a permit before work commences. 	Med	Med	Med							
Personal Attack - Physical	Staff Volunteers	<ul style="list-style-type: none"> • Personal safety paramount • If in any doubt leave the situation/building immediately. • Try to keep distance between you and potential attacker. • Use panic alarm or personal alarm. • Call for assistance – use 'volume 99 procedure' and/or dial 999. • If attacked staff to prioritise their own safety – let attacker have cash etc. • Cash on site monitored to ensure excesses are banked. • Counting of cash carried out in back room away from sight. • Staff room can be locked and used as safe haven. • Suitable security lighting for exiting library after dark. • Where possible staff parking close to library. • Incident report process after event. 	High	Low	Low							

<p>Personal Attack - Verbal</p>	<p>Staff Volunteers</p>	<ul style="list-style-type: none"> • Customer care training techniques to deal with difficult/aggressive customers. • Staff to keep calm and not rise to provocation • Clear and consistent operating instructions and guidelines. • Support of Supervisor or other member of staff. • Use of 'volume 99' procedure to report ongoing incident. • Incident report process after event. 	<p>Med</p>	<p>Med</p>	<p>Med</p>	<ul style="list-style-type: none"> • Refresher training to be made available. 						
<p>Cleaning and Infection Transmission</p>	<p>Staff, volunteers and public</p>	<ul style="list-style-type: none"> • Premises cleaned in line with agreed schedule with contractor. • Phone Clean and Screen Clean available for staff use. • Touch sensitive screens (self service kiosks) wiped daily with approved screen cleaner. • Computer keyboards wiped regularly with approved cleaning agent. • Rubbish or other items found on floor removed immediately. • Approved hand gel available for staff and customer use • Customer toilets inspected on daily basis 	<p>Low</p>	<p>Med</p>	<p>Low</p>							
<p>Disabled toilets</p>	<p>Staff, volunteers and public</p>	<ul style="list-style-type: none"> • The baby changing unit is serviced regularly and inspected on a quarterly basis • The equipment should be used with adult supervision 										
		<ul style="list-style-type: none"> • 				<ul style="list-style-type: none"> • 						

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Risk Assessor(s) Name(s):	Jacob Sohanpal	Risk Assessor(s) Signature(s):	Jacob Sohanpal			
Authorised By:	Jacob Sohanpal	Authoriser Signature:	Jacob Sohanpal			
Date Conducted:	06/12/2021	Date Review Required:	06/12/2022	Date of Last Review:	06/12/2022	
		Date Review Required:	06/12/2023	Date of Last Review:		
		Date Review Required:		Date of Last Review:		

Potential Severity of Harm	High Death, paralysis, long term serious ill health.	Medium	High	High
	Medium An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High
	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium
	Low The event is unlikely to happen.	Medium It is fairly likely it will happen.	High It is likely to happen.	
	Likelihood of Harm Occurring			

Risk Rating Definitions	
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a High, then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious consideration should be given to the validity of carrying out the activity at all. Monitoring of the activity should occur.