



North York Moors
National Park

57.

North York Moors National Park Authority Risk Assessment

Activity: The Moors National Park Centre – VC working under Covid-19 restrictions	Site (where applicable) The Moors National Park Centre
Assessors Name(s): Rita Rudsdale	Additional Information: Updated by Ian Nicholls
Date: 10 May 2021	Review Date: 21 June 2021

What are the Hazards?	Who Might be Harmed & How?	Risk rating			Control measures
		L	S	R	
Transmission of coronavirus at reception area (Till, PC's & Telephones).	North York Moors (NYM) Staff, Visitors, Contractors, and Volunteers	2	3	6	<ol style="list-style-type: none"> 1. One information assistant designated to utilise/control behind desk operations & equipment for periods agreed between the two duty information assistants. One information assistant to patrol shop and exhibition areas. Staffing in team pairs as far as practicable. Maintain only one information assistant behind the desk at any one time. 2. Keyboards, screen and telephone pads to be cleaned at the start of the day and on each changeover of desk duties 3. Regular hand washing and hand sanitiser use to be maintained. Hand sanitiser to be retained behind desk. 4. Contactless/card payments are preferred but speak to us if this is a problem. 5. Sneeze screens to be in place - one on cash desk area and one on information area. 6. Personnel PPE is not required as long as points 1 – 5 above are in place and maintained.
Shop floor – interaction with public and stock control/restocking	NYM Staff, Public, Volunteers and Contractors.	2	3	6	<ol style="list-style-type: none"> 1. Signage to be placed requesting minimal handling of stock items by public. 2. Re-stock shelves outside opening hours. If stock is depleted (nil stock on shelves) items to be replenished maintaining social distancing limits.



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				3	<ol style="list-style-type: none"> 3. Realignment of stock items (shelf tidying to be completed with gloved hands). 4. Floor feet position markers, direction indicators and social distancing guidelines.
Utilisation of shared spaces.	NYM Staff, Volunteers, Contractors and Public	2	2	4	<ol style="list-style-type: none"> 1. Toilet facilities. Upstairs toilets out of use due to refurb; indoor disabled toilet for staff use only. Access to upstairs exhibition area to be roped off and the lift isolated. 2. All toilets areas to be cleaned as per caretaker/cleaner inspection results, minimum of two times per day. 3. Individual users to be encouraged to clean toilets before and after use. Cleaning materials (sanitiser & hand wipes) to be made available. Should excessive cleaning materials loss be experienced, toilet inspection frequency to be increased. 4. Kitchen area cleaning to be daily before 0900hrs. Only one person in the kitchen at a time. 5. All crockery/cutlery used in the kitchen must be placed in the dishwasher immediately after use and washed on Quick & Clean 60C or Intensive 70C; if the washer is full/in use the items must be washed/dried and stored.
Deliveries of shop stock and stationary items.	NYM staff, Delivery vehicle drivers	2	3	6	<ol style="list-style-type: none"> 1. Deliveries to be accepted by information assistants during opening hours if time/visitor numbers allow. On other occasions a member of staff will attend. All deliveries to be handled with gloved hands. 2. Drivers are to be discouraged from entering the building, if access is vital then use of hand sanitisers as a minimum must be applied.



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Office and office equipment use.	NYM staff Volunteers Contractors and Public	3	3	9	<ol style="list-style-type: none"> 1. Staff members using offices must maintain social distancing guidelines at all times. 2. All workstations/phones etc. to be cleaned at the start of the working day. 3. Where shared facilities (PC's, phones etc) exist, the equipment must be cleaned between each change of user of the equipment. 4. Photocopier/printers control panels to be sanitised before each use.
Access/exit to shop, exhibition areas, gallery and offices.	NYM staff, Public Contractors and Volunteers	3	3	9	<ol style="list-style-type: none"> 1. One way system and guidance indicators placed on the floor together with directional arrows and barriers. 2. Maximum of ten persons in the Centre at any one time. Overall control of the numbers lies with the information assistant behind the desk in conjunction with and via radio communication with the information assistant in the shop area and the gallery volunteer. Control of access/exit will be via the key operated sliding door. 3. The routine cleaning operations will continue. 4. Hand sanitiser to be placed at the shop entrance (outside on a stand for positioning with noticeboards).
First aid Incident Contamination	NYM Staff, Public, Contractors and Volunteers	2	3	6	<ol style="list-style-type: none"> 1. Minor first aid items (Band aids) to be dispensed to public on request. 2. Contact details and surgery opening hours to be readily available behind the information desk. 3. It is recommended that no mouth to mouth with CPR is undertaken.



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Public, staff, volunteers or contractors are not respecting signage, advice or instructions on social distancing.	NYM Staff, Public, Contractors and Volunteers	3	3	9	<ol style="list-style-type: none"> 1. Daily inspection of signage and direction indicators for compliance and clarity by caretaker. 2. Beyond a verbal request to adhere to social distancing/signage, no members of staff are to enforce the same. If confrontation continues information assistants must seek help either face to face or by telephone from a senior member of staff.
Conflicting messages between Park Life Café and Centre Staff.	NYM staff, public, contractors and volunteers.	2	3	6	<ol style="list-style-type: none"> 1. Weekly joint consultation between Moors Centre Manager and Park Life Manager on risk assessments and methodology. 2. Maintain team working philosophy including Park Life on site staff in all discussions with regards to alterations in operating procedures and Covid 19 recommendations from Government sources/ Head Office staff
Play area, Mud kitchen, Dragon, Crow Wood sky pillars & picnic benches. Contamination.	Public, NYM staff, volunteers.	3	3	9	<ol style="list-style-type: none"> 1. Signage to be placed at car park personnel exits to "Welcome" visitors but at the same time reminding them of the need to carry out personal sanitation and frequent hand washing. Also to advise that they may experience delays/waiting times in periods of high volumes and that we are asking their help to comply with current Covid 19 recommendations/instructions. 2. Signage at play area to remind parents and guardians of their responsibility to maintain social distancing and the need to closely supervise their children. 3. Minor accidents - see first aid section recommendations.



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Downstairs exhibition area	Public, NYM staff, volunteers	3	3	9	<ol style="list-style-type: none">1. Information staff in charge of numbers.2. Public to be responsible for themselves.3. Plenty of hand sanitiser to be available.4. Fishing game and log seats to be sanitised regularly.5. Exhibition area to be checked regularly.



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SEVERITY

Description	Minor injury	Injury requiring first aid	Injury or industrial disease requiring medical treatment	Serious injury or long-term medical effects (industrial disease)	Major injury or fatality
Effect	Cuts & abrasions, minor skin or eye irritations, etc.	Any injury that requires first aid	Deep wounds, fractures, scalds, burns, eye injuries, respiratory infections, temporary blindness or hearing loss, etc.	Loss of digits damage to eyes, serious medical effects	Loss of limbs, sight, hearing, long term illness or death
Outcome	No lost time (sick leave not required)	1-3 days absence	More than 3 days absence – RIDDOR reportable	Weeks – months off work (hospitalisation) RIDDOR reportable	Permanent disability or long term sick RIDDOR reportable

LIKELIHOOD

Percentage probability	Likelihood	No.	1	2	3	4	5
0 – 20	Highly Unlikely	1					
21 – 40	Reasonably Unlikely	2					
41 - 60	Likely	3					
61 - 80	Highly Likely	4					
81 - 100	Almost Certain	5					

Low Risk Score 1 - 4	Medium Risk Score 5 - 12	High Risk Score 15 - 25
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