

SPORT AND LEISURE SITE FLOW RISK ASSESSMENT - Revised

LOCATION:	Leisure Centres	DEPARTMENT:	Sport and Culture	SERVICE AREA:	Sport & Leisure	TEAM:	Sport & Leisure
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WHO IS AFFECTED BY THE RISKS? (e.g. employees, members of the public, tenants, contractors, trainees etc.)	Employees & Customers
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HOW MANY ARE AFFECTED? (e.g. one person, 2-5, 6- 10, 11-50, 51-100)	100+	ASSESSMENT DATE:	04/03/21 (Revised)
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Before completing this Risk Assessment template, Managers must understand the requirements identified within the Corporate Safety Manual - *Safety Policy & Arrangements - 'Risk Assessment'*

ACTIVITY / AREA OF ASSESSMENT	HAZARD/S	EXISTING CONTROL MEASURES	RISK RATING			ADDITIONAL CONTROL MEASURES REQUIRED TO REDUCE THE RISK	ADDITIONAL ACTIONS ASSIGNED TO AND DATE TO BE COMPLETED
			SEVERITY (S)	LIKELIHOOD (L)	RR		
See reverse side for explanation of risk assessment, activity / area of assessment, hazard, risk, control measures, severity, likelihood, risk rating.							
			S	L	RR		
							Name
							Date

Reception	Contact	<ul style="list-style-type: none"> - social distancing marked out pre entry - queuing pre entry introduced if required and adhering to current government guidelines with regards to wearing a mask -amend start/end times across programmes to stagger arrival and departures eliminating congestion in reception area - Clear one way directional floor signage installed (entry/egress through reception) - Provide clear information on external entrance to building around pre booking and payment providing CST details for queries -Screens installed on reception counters to protect staff/customers -Tablet concierge checking in -Limited saleable stock available New membership record created online or via phone to reduce need for face to face contact All non valuable lost property to be disposed of 	2	1	2	<p>Hand sanitisation and anti- bacterial gel dispensers provided for staff and customers on entry</p> <p>Ensure clear desk policy to reduce contact points</p> <p>All reception hardware wiped down at shift handover and at the start and end of the day (mouse, keyboard, webcam, tablets)</p> <p>-Included as part of cleaning schedule for changeover .Touch pens used instead of fingers.</p> <p>Maintaining social distance between staff and member for protection and viewing data. GMs include as part of site cleaning schedule</p> <p>-hand sanitisation before and after handling of items</p> <p>Use hand sanitisation units pre barrier</p> <p> </p> <p>-Signage to be displayed to make customers aware</p>	<p>Centre Staff</p> <p>Reception Staff</p> <p>Reception Staff</p> <p>Reception Staff</p> <p>Asst Manager</p>	<p>Ongoing</p> <p>Start and end of shift</p> <p>At Change over</p> <p>At time</p> <p>Before re-opening</p>
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Check-In and Booking at site	Cross Contamination	<ul style="list-style-type: none"> - FastTrack contactless check-In provided via turnstiles and/or card readers and surface pro tablets - Reduce transactional contact- Pre-booking/payment mandatory via online, mobile app or over the phone with CST or via check-in kiosk for members - New AN account set up over the phone or through digital platforms only during first phase of opening - High use areas to be wiped down as part of revised cleaning schedule such as barriers and card readers - Installation of check in- kiosks for member bookings before and after usage at site 	2	1	2	<p>Where tablets are used by concierge for checking adherence to access 360 guide (login provided once signed use of guidance)</p> <p>Where transactions take place on reception receipt option turned off unless customer requests one</p> <p>Hand sanitisation and anti-bacterial gel dispensers provided in suitable located areas</p> <p>If used post sanitisation reduced risk</p> <p>GMs include as part of site cleaning schedule</p> <p>Use hand sanitisation units pre barrier</p> <p>Keep social distance</p>	Asst Manager	Before re-opening
Payment	<p>Handling cash and cheques</p> <p>Debit/Credit Card</p> <p>Banking monies</p>	<ul style="list-style-type: none"> - Book and pay pre entry mandatory - introduction of card payments for cashless account top up / fobs, cards and arrears payments - Reduce transactional contact - Introduce cashless payment options "Top up" and pay pre visit - Remove cheques as payment method - regular handwashing and anti-bacterial gel available post cashing up and banking 	2	1	2	<p>Upgrade card machines so that they work direct from the till system</p> <p>Cashing up and banking procedure reviewed.</p>		
Membership Sign-ups	Paper application	<ul style="list-style-type: none"> - Online and Over the Phone functionality -New Enquiries tablet – existing members to be introduced 	1	1	1	<p>-Enquiries via Gymsales and enter on Plus2 creating AN account</p> <p>-If used post sanitisation reduced risk</p> <p>GMs include as part of site cleaning schedule</p> <p>Use hand sanitisation units pre barrier</p> <p>Keep social distance</p>		

Telephone calls inbound/outbound	Cross contamination	- Inbound calls via CST to be restricted queries to be emailed through	1	1	1	Telephones allocated to a person on shift and sanitised at changeover	Asst Manager	Start of shift
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Use the tab button to add extra rows (each new activity or area of assessment must be on a new row. This will make the assessment easier to view and understand

ASSESSOR (please print):	Nicola Smyth/Louise Langley	SIGNED:	<i>N. Smyth/L. Langley</i>	DATE:	04/03/21				
MANAGER (please print):	Geoff Ritson	SIGNED:	<i>G. Ritson</i>	DATE:	04/03/21				
DATE ACTION TO BE COMPLETED BY:		DATE COMPLETED:							
LINE MANAGER'S COMMENTS / ACTIONS: Review by 21/06/21			IS THERE PROOF THIS ASSESSMENT HAS BEEN COMMUNICATED TO ALL AFFECTED COLLEAGUES		<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	YES	NO	<input type="checkbox"/>	<input type="checkbox"/>
YES	NO								
<input type="checkbox"/>	<input type="checkbox"/>								

Managers Note. Until this document is signed and dated by the 'Assessor' and 'Manager', it is not compliant with the policies identified within the Corporate Safety Manual

Risk Assessment

This assessment must be completed in line with the requirements identified within the Corporate Safety Manual, [Safety Policy & Arrangements – ‘Risk Assessment’](#)

The purpose of carrying out risk assessments is to identify those activities where action needs to be taken to improve existing control measures (or introduce new ones) in order to eliminate accidents at work (or as a result of work being carried out on behalf of the City Council) which result in personal injury or ill health. Please note that written assessment of significant risks in the workplace are required by law - ref. the Management of Health and Safety at Work Regulations 1999 (Regulation 3).

There is no need to repeat earlier risk assessments such as manual handling, COSHH, etc., but they should be referred to in this general risk assessment.

Standard Risk Assessment Definitions

- **Activity** - is identified as the type of work being carried out in the working environment. e.g. using a piece of electrical equipment.
- **Hazard** - is the *potential* to cause harm. e.g. an electric shock from using electrical equipment.
- **Control Measures** - are the actions taken to prevent harm (e.g. an electric shock) as a result of using electrical equipment - such as regular visual inspections to ensure there is no damage to the cable or the plug, making sure the cable is gripped correctly, making sure the right fuse is fitted, making sure sockets are not overloaded, arranging for an annual check by a ‘competent’ person (i.e. a qualified electrician) etc. Control Measures include such areas as training supervision, instruction, information, safe systems of work, proper maintenance procedures, as well as physical measures such as guard rails (to prevent falls), barriers (to prevent access to hazardous areas), guarding of machinery, etc.
- **Risk** - is the likelihood that harm will occur, after the control measures have been carried out.
- **Severity (S)** - rated as follows:
 - **MAJOR** i.e. fatality or specified injury as defined by RIDDOR 2013 (e.g. a fracture). = **FACTOR 3**
 - **MODERATE** i.e. ‘over 7 day’ injury - ref. RIDDOR 2013. = **FACTOR 2**
 - **SLIGHT** i.e. injuries where persons may be off work for less than 7 days (or not at all). = **FACTOR 1**
- **Likelihood (L)** - rated as follows:
 - **LIKELY** i.e. could happen anytime. = **FACTOR 3**
 - **POSSIBLE** i.e. might happen sometimes. = **FACTOR 2**
 - **UNLIKELY** i.e. where harm is unlikely to occur. = **FACTOR 1**
- **Risk Rating (RR)** - is a means of ‘measuring’ the risk by multiplying the *severity* by the *likelihood* e.g. a *severity* factor ‘MODERATE’ with a *likelihood* factor ‘POSSIBLE’ would give a risk rating of 2 x 2 which, of course, gives a ‘score’ of 4.
- **Additional Control Measures** – is what further action could be implemented to further mitigate the risk. If an action is identified, who will do this action and the time frame for implementation will also need to be identified.
- **Risk Rating**
 - from 6 - 9 requires **IMMEDIATE** action to achieve a reduction in risk.
 - from 3 - 4 requires action **AS SOON AS POSSIBLE**.
 - from 1 - 2 may be considered acceptable (although action may be possible to reduce the risk even further can be considered).

Advice on carrying out risk assessments is available from Corporate Safety Advice

Simple Risk Matrix			
	Consequences		
Likelihood	Minor	Moderate	Major
Likely	Yellow	Red	Red
Possible	Green	Yellow	Red
Unlikely	Green	Green	Yellow

Risk Treatment Key

Intolerable Risk Level. Immediate action required
Tolerable Risk Level. Risks must be reduced so far as is practicable.
Broadly Acceptable Risk Level. Monitor and further reduce where practicable.