	Top X Submission:	Dec-13					& Libraries			
Reference:	Task	Hazard and Consequence	Rating	Likelihood	Rating	Risk	Proposed Action	Risk	Current Tolerance	Revised Tolerance
1	River Signals Maintenance (Tower Bridge)	Failing from height; Electricity; Manual Handling; Failing objects	з	No history of any accidents. Task carried out 6 monthy. Dedicated ladders used. Barriers used to cordon off area. Signage displayed to warn of work. 3 man task. Procedure in place. Low voltage system 12V. Staff have received manual handling training and refresher training as required. Compound gates are locked closed – restricted access. All tools tethered to user.	2	6	Design and fit new ladder resting points and hand rails. Carry out structural survey of platforms. Fit intermediate hand rails to working platforms to achieve gap of 470mm or less. Fit hand rails around cabin roof or provide guarded walkway to river signal platform.	3	RED	AMBER
2a	Working on the Libraries/LMA reception and enquiries desis, often alone, dealing with nembers of the public. Duties include: answering queries, giving guidance on the collections, directing people, logging people onto PCs; collecting money for paid services; carrying out bag checks on all visitors leaving the premises.	a. We have experienced an increase in visitors behaving aggressively and being verbally abusive. This could have an adverse psychological impact on saff and other members of the public using the service.	3	Front line staff are trained in basic outsomer care kellis and attend mandatory equal opportunities courses. Panic alarms are fitted on all enquiry desks.	2	6	Specialist training in conflict management and how to deal with difficult situations is needed. To be sourced by the Department in conjunction with corporate H&S. Clear signage displayed including library byelaws.	3	AMBER	GREEN
	Working on the Libraries/LMA reception and enquiries desks, often alone, dealing with members of the public. Duties include: answering queries, qiving guidance on the collections, directing people, logging people onto PCs: collecting money for paid services; carrying out bag checks on all visitors leaving the premises.	b. A visitor could become physically busive. This could have a severe psychological impact as well as result in physical injuries.	3	Front line staff are trained in basic customer care skills and attend mandatory equal opportunities courses. Panic alarms are fitted on all enquiry desks.	1	3	Specialist training in conflict management and how to deal with difficult stuations is needed. To be sourced by the Department in conjunction with corporate H&S. Clear signage displayed including library byelaws.	3	AMBER	GREEN
	Deliveries often on trollies, via the back door, on the lower ground filter of cluidhail Libraries. (This door leads from the leading bay at the entrance to the Members' car park, into the building).	The ramp is short and skep and the trelias come store. It built is on the left at the bottom of the ramp. Members, of the public coming out of the tole at an the left at the boltom of the ramp. Deliveries come in through the back door. along a short, narrow passage, then down a short wooden ramp, which covers two steps (the door to the public gentlemen's tolets is at the bottom of this ramp). Hrough an inner door (which opens into the passage) into the Libraries' lower ground floor lobby area.	3	Occasionally, staff from other services within the Department, negetiated this area on their own, thus increasing the risk of a collision.	2	6	Develop a procedure to enable self-adilverte of staff to be present each time. Totels to be checked before temporarily closing whils the delivery takes place. Manual handling training of all staff to be rifereshed and include site trolley handling.		AMBER	GREEN
4	City Surveyor's Department needed to repair pipes as water ingress into Whittington Room on Lower Ground Floor currently means ceiling tiles are dislodged and water leaks in.	Ceiling tiles may fall on members of the public during seminars due to water leaks. May result in an insurance or damages claim against the City of London Corporation.	3	Water is emptied from ceiling troughs at least twice a week by Services team to prevent leakage. Ceiling tiles have fallen several times and been replaced by our staff.	2	6	City Surveyor's Department to inspect as a matter of priority and repair the fault.	1	RED	GREEN
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## **Top X Action Plan**

Reference:	Proposed Action	Nominated Officer	Resolution Proposed	Date	Reference or Order Number	Target Date	Completion Date	Met Y / N	Further information or alternative/interim action.
	Design and fit new ladder resting points and hand rails. Carry out structural survey of platforms. Fit intermediate hand rails to working platforms to achieve gap of 470mm or less. Fit hand rails around cabin roof or provide guarded walkway to river signal platform.	Jamie Bottono and Peter Moore (CS)	Project in hand.	Dec-12					Structural survey carried out in Sept 2010, all 4 platforms were found to be in a very poor condition, and hence no access is allowed until remedied. Peter Moore of Property Services has been tasked with repairs. Design drawings approved. Quotes received and listed building consent given. Project in progress. South side platforms are being repaired at present, once complete work will begin on the North side.
2a	Specialist training in conflict management and how to deal with difficult situations is needed. To be sourced by the Department in conjunction with corporate H&S. Clear signage displayed including library byelaws.	Saeed Khadki	External H&S trainers to be sourced (through CLPS) for suitable supplier. Tailored sessions for CHL staff to be worked up with real examples. Dates to be set up and staff to attend the session.	18/12/13		31/12/14			
2b	Specialist training in conflict management and how to deal with difficult situations is needed. To be sourced by the Department in conjunction with corporate H&S. Clear signage displayed including library byelaws.	Saeed Khadki	External H&S trainers to be sourced (through CLPS) for suitable supplier. Tailored sessions for CHL staff to be worked up with real examples. Dates to be set up and staff to attend the session.	18/12/13		31/12/14			
:	Develop a procedure to enable safe deliveries to take place. Consider: A member of staff to be present each time/ toilets to be checked before temporarily closing whilst the delivery takes place. Manual handling training of all staff to be refreshed and include site trolley handling.	Alan Day/ Joanne Forte	Procedure implemented.	18/12/13		31/03/14			
	City Surveyor's Department to inspect as a matter of priority and repair the fault. Services team to empty water from ceiling troughs at least twice a week to prevent leakage and replace fallen ceiling tiles.	Stephen Bursi/Matt Green (CS) and Saeed Khadki/Chris Nichols	a) Inspection by H&S (Property) Officer to take place. b) Liaison meetings with City Surveyors to be set up as a priority. c)Inspection works to be planned.	18/12/2013 b) Feb 2014			a) 31/01/14; b) 28/02/14; c) 31/03/14		29/01/14 - CS met with Highways Highways to identify the affected area. Awaiting costings in order to go forward. 13/02/14 - a pump has been fitted into the ceiling of the Whittington Room.
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