

Top X Submission:

Dec-13

Department:

Culture Heritage & Libraries

Reference	Task	Hazard and Consequence	Likelihood Rating	Risk		Proposed Action	Revised Risk	Tolerance	Current	Tolerance	Revised
				Rating	Rank						
1	River Signals Maintenance (Tower Bridge)	Falling from height; Electricity; Manual Handling; Falling objects	3	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 desks, often alone, dealing with members 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 staff and other members of the public using the service.	3	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	
2b	Working on the Libraries/LMA reception and enquiries desks, often alone, dealing with members 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.	b. A visitor could become physically abusive. This could have a severe psychological impact as well as result in physical injuries.	3	2	3	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	
3	Deliveries often on trolleys, via the back door, on the lower ground floor of Guildhall Libraries. (This door leads from the loading bay at the entrance to the Members' car park, into the building).	The ramp is short and steep and the trolleys come down it very quickly. The door to the toilet is on the left at the bottom of the ramp. Members of the public coming out of the toilet are at risk of being hit by a trolley. 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 toilets is at the bottom of this ramp), through an inner door (which opens into the passage) into the Libraries' lower ground floor lobby area.	3	2	6	Develop a procedure to enable safe deliveries to take place. 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.	2	AMBER		GREEN	
4	City Surveyor's Department needed to repair pipes as water ingress into Whitlington 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	2	6	City Surveyor's Department to inspect as a matter of priority and repair the fault.	1	RED		GREEN	
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