

Department of Culture Heritage & Libraries

Appendix C(i)

Top 'X' Reporting

Reference:	Task	Hazard and Consequence	Rating	Likelihood	Rating	Risk	Proposed Action	Revised	Current Tolerance	Revised Tolerance
1	Deliveries often on trollies, 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 delivery trollies come down it very quickly. The door to the toilet is on the left at the bottom of the ramp, through an inner door (which opens into the passage) into the Libraries' lower ground floor lobby area. Members of the public coming out of the toilet are at risk of being hit by a trolley.	3	Occasionally, staff from other services within the Department, negotiate this area on their own, thus increasing the risk of a collision.	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. COMPLETE	2		
2	<ul style="list-style-type: none"> • Working with children, staging talks and other events. • Children attending the children's library. 	A child at risk of harm or getting lost.	2	Children in groups are supervised by school staff. Designated room capacities are adhered to. All relevant staff are DBS checked (Disclosure and Barring Service).	1	2	A checklist is completed by teachers and/or leaders of all school groups. The checklist is sent in beforehand or on arrival at CHL premises. A copy of the general risk assessment is made available to all groups.	1		

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3	Accumulator Seal Change	<ul style="list-style-type: none"> • Crushing • Trapping • Falling objects • Falling from height • Manual Handling • COSHH 	3	<p>Competent personnel. Alarms installed. Safety lock-out system employed.</p> <p>Area screened off to public. Hard hat area.</p> <p>Full body harness and lanyards worn. Fall arrest devices installed.</p> <p>PPE including protective footwear and gloves. First aid available. Emergency services to be called. No history of any accidents. Task seldom carried out – every 10 years.</p>	2	6	A full manual handling risk assessment to be carried out during next seal change and procedures put in place to try and reduce risk.	3		

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4	River Signals Maintenance	<ul style="list-style-type: none"> • Falling from height • Electricity • Manual Handling • Falling Objects 	3	No history of any accidents. Task carried out 6 monthly. 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		

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5	Flooding at Guildhall (CBL/GHL/ISS/ basement levels)	<ul style="list-style-type: none"> • Damage to collections. • Closure of public service. • Contaminated water clearance by staff. • Damage to paintwork and carpets, electrical equipment. • Reputational damage. 	2	2013 incident identified various issues for City Surveyor's Property Team to deal with. Siting of alarms and sensors has been reviewed.	1	2	<p>Raised stacks used to keep material off the floor as standard.</p> <p>Work closely with City Surveyor's and Corporate H&S to ensure all recommendations are carried out within the timescales agreed.</p> <p>City Surveyor's tendered investigation and repair work (April 2014) scheduled.</p> <p>Ongoing issues to be resolved.</p>	1		

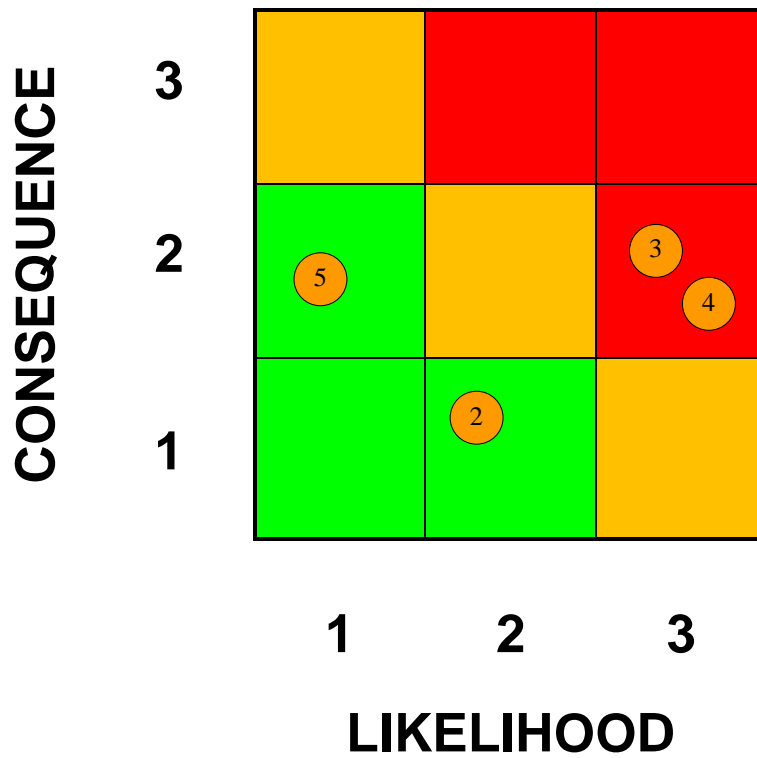
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6	Working on the public reception and enquiries desks, often alone. Duties include: answering queries, giving guidance on the collections, directing people, logging people onto PCs; collecting money for paid services; carrying out bag checks on all visitors leaving the premises.	<p>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.</p> <p>b. A visitor could become physically abusive. This could have a severe psychological impact as well as result in physical injuries.</p>	2	Front line staff are trained in basic customer care skills and attend mandatory equal opportunities courses. Panic alarms are fitted on all enquiry desks.	2	4	<p>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.</p> <p style="color: green; font-weight: bold; text-align: center;">COMPLETE</p>	3		

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The ratings in the above matrix are the revised ratings after mitigating/control actions have been taken into account.