

Site specific risk assessment for managing outdoor visitor activities

Objectives for all departments

To minimise the risk of transmitting COVID-19 in work areas by developing new ways of working that include:

1. Staff continue to work at home wherever possible
2. Where staff cannot work from home the principles of social distancing are applied while at work
3. Where it is not possible to socially distance in full, and we have deemed the activity needs to continue for the business to operate, we apply a hierarchy of controls to reduce the risk of transmission:
 - a. Eliminate  (most effective at reducing the risk)
 - b. Reduce
 - c. Isolate
 - d. Administrate and Personal Protective Equipment (PPE)  (least effective at reducing the risk)
4. New hand washing, or hand sanitising, points are provided at all building entrances.
5. Implement enhanced cleaning routines of frequently touched surfaces to avoid transmission of the virus
6. New signage and posters in employee and visitor areas to re-inforce and remind everyone to social distance and wash hands regularly.
7. Regular reinforcement of the new behaviours and actions which staff must take

Actions for each Head of Department:

1. Complete all the following sections to document the department safety measures.
2. A range of further department specific risk assessments have been produced that you may adopt to reflect all the range of staff and visitor activities under your control.
3. Instruct staff in the safety measures and record evidence on each employee's safety skills record.
4. Review this document weekly in months 1-3, monthly thereafter, retaining all previous versions for audit purposes.

Completed by (name)	
Date	
Departments or tasks covered by this document	

<p><u>The risk from Covid-19</u></p> <p>Covid-19 is a new illness that can affect lungs and airways. It is caused by a virus called Coronavirus. There is a risk that employees, visitors and others on Group property may spread the virus or contract the virus from close contact with others or from a contaminated environment.</p> <p>The reasonably foreseeable worst case injury would be death.</p>	
Likelihood	Please enter answers below
How many visitors are estimated to be on site and at risk?	
Have you introduced measures to manage social distancing for visitors? For example timed tickets, restricted numbers, and management of pinch points such as gates and access points.	
Have you introduced measures to protect staff from visitor contact? For example at entry pay points and in areas where staff are working which visitors can access.	
Where staff are asked to clean and disinfect visitor facilities (toilets and hand washing posts, hand rails and gates) is it clear and documented the extent of frequency of cleaning, and what areas are to be cleaned, in particular the frequency of cleaning high frequency touch points for disinfection? If protective equipment is required for cleaning has this been provided and staff instructed in its safe use?	
Are new signs and posters for visitors on display in line with Group signage advice?	

Please complete the following sections to document all department safety measures:

1. Visitor arrival at site
2. Managing visitors on site
3. Welfare facilities for visitors
4. Visitors leaving the site

Visitor arrival at site

(see separate risk assessment for staff working in car park and ticket kiosks)

- Pre-visit information on website and social media reflects new procedures and visitor behaviour expected on site.
- Signage displayed at all visitor entrances to remind of new Covid-19 procedures and expected behaviour in line with Group signage advice.
- Visitor information to be presented verbally by staff should be kept to a minimum.
- Remind visitors to always keep socially distanced from other people, wherever possible.
- Hand hygiene facilities for visitors to use are signposted upon paid entry to open spaces, either handwashing or hand sanitising facilities.
- Visitor lockers and storage facilities to be re-organised to allow social distancing and cleaned regularly during the day.
- Gatherings of groups of visitors at entrances to be managed by use of timed ticketing
- Pinch points at entrance and exit points to be controlled with use of one way systems
- Staff and volunteers are easily identifiable with branded clothing or suitable visible ID.

Local variations and additional staff instructions - Please detail below the local department risk controls that are relevant and different to those stated above. Please include any extra staff instructions required to implement the above measures within your department.

Managing visitors on site

- Plan any 'welcoming and greeting' activities in an area where social distancing can be maintained. This will preferably be outdoors and will avoid existing 'pinch points' and / or creating a 'pinch point' itself.
- Where queuing is expected provide signage and floor markings to help with social distancing.
- Paper leaflets and maps will not be issued to minimise staff contact with visitors. Digital maps and information will be signposted for visitors, as well as on site signage.
- Proactively widen paths or cutting more, where it does not conflict with conservation, or garden design, to allow visitors to pass each other in line with social distancing.
- Use one way systems will be used to help visitors maintain social distancing on site such as narrow paths with limited passing space. Install signage to promote this.
- Outdoor play areas will remain closed. Ideally use physical barriers but if this is not practicable then through clear signage
- Boardwalks and bridges are often too narrow for social distancing should visitors meet. We will install give way advice or one-way systems for visitors.
- Built structures that allow visitor access will only remain open to visitors where visibility is clear before entering that will easily allow visitors to manage their own social distancing. Occupancy levels will be advised on signage outside each structure.
- Using stairs – signage installed where visibility is not clear to remind visitors to check before going up or down stairs. Allowing other visitors to pass safely before climbing, particularly if there is only one hand rail.
- Where the social distancing cannot be followed due to the site layout we will prevent access. For example narrow paths or those leading to dead ends such as the maze in Chatsworth gardens.
- Where possible we will lock gates in the open position to reduce handling by visitors.
- Garden furniture will be kept in good repair and inspected regularly but is not expected to be cleaned.
- All new signage and fixtures will be safe and secure to prevent accidental collapse.

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Welfare facilities for visitors

- Communal toilets to be restricted to 1 person at a time.
- Additional toilet facilities to be installed for visitor use.
- Additional hand washing and sanitising facilities to be installed for visitor use.
- Provide paper towels as an alternative to hand dryers in handwashing facilities
- The usual visitor congregation areas to be re-organised and managed to prevent gatherings and crowds.
- Tables and chairs will not be provided outside food and beverage outlets until the rules on seated dining areas are relaxed.

Local variations and additional staff instructions - Please detail below the local department risk controls that are relevant and different to those stated above. Please include any extra staff instructions required to implement the above measures within your department.

Visitors leaving the site

- Clear and obvious signage to direct visitors to exit routes, particularly if alternative exits have been introduced.
- Where queuing is expected provide signage and floor markings to help with social distancing.
- Hand stamps will not be used to allow re-entry to site.
- Visitors will not be engaged directly with questionnaires or feedback forms. Such activities will be managed online.

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