

# RISK ASSESSMENT

APPENDIX 3

Service Group	Persons at risk:		Brief Description of activity						
	SHDC staff, public, contractors	Public Convenience maintained by SHDC							
Assessor signature:	Name: E Widdicombe	Review date:	Other assessments required:						
	Date: 11/05/2016 updated 30.04.18	ANNUALLY	COSHH	DSE	MHO	NOISE	OTHER		
HAZARD	RISK	RISK RATING SEVERITY x LIKELIHOOD	ADDITIONAL CONTROL MEASURES REQUIRED TO REDUCE THE RISK (If none required or possible please explain)				S	L	RR
PC Cleaning	All risks arising from normal duties	3 3 9	• All cleaning staff to be trained				2	2	4
PC Cleaning	Injury from use/misuse of cleaning substances	3 4 12	<ul style="list-style-type: none"> <li>MSDS and COSHH sheets for each cleaning substance to be held by cleaner at all times.</li> <li>Cleaner to wear suitable PPE as described by COSHH sheets</li> </ul>				2	2	4
PC Cleaning	Electrocution from water/cleaning substance coming into contact with electric	2 4 8	<ul style="list-style-type: none"> <li>Cleaners to follow training</li> <li>Electric units not to be cleaned with running water</li> </ul>				1	4	4
PC Cleaning	Injury from using incorrect/mixing cleaning substances	3 2 6	<ul style="list-style-type: none"> <li>All cleaners to be trained in correct use of cleaning substances</li> <li>Only council issued cleaning substances to be used.</li> </ul>				1	2	2
PC Cleaning	Verbal/physical abuse from members of the public	3 2 6	<ul style="list-style-type: none"> <li>All staffed training in dealing with confrontational situations</li> <li>Report incidents to supervisor immediately</li> </ul>				3	1	3
Using steps to reach areas	Injury caused by falling from height	2 2 4	<ul style="list-style-type: none"> <li>Use long handled equipment to reach from floor</li> </ul>				1	1	1
Lone Working	Lone worker injured and unable to obtain immediate assistance	2 4 8	<ul style="list-style-type: none"> <li>Follow Council's lone working procedure</li> <li>Mobile phone located to each round</li> <li>Weekend emergency contact phone number</li> </ul>				2	2	4
PC Cleaning	Hygiene and potential contact with biohazards	3 3 9	<ul style="list-style-type: none"> <li>Wear suitable PPE at all times whilst cleaning</li> </ul>				3	1	3
Manual Handling	Injury from poor manual handling techniques	3 3 9	<ul style="list-style-type: none"> <li>All staff to be fully trained in manual handling</li> </ul>				2	2	4
PC Cleaning	Injury caused by slips, trips and falls due to toilets being	3 2 6	<ul style="list-style-type: none"> <li>Staff trained in cleaning procedure</li> </ul>				2	2	4

	cleaned, left in unsuitable condition, no lighting						<ul style="list-style-type: none"> <li>Warning signs to inform public of cleaning in progress</li> <li>Steps highlighted where no lighting applicable</li> <li>Seasonal closure of some toilets effected with no lights</li> </ul>		
Inspecting toilets for defects prior to cleaning	Injury due to unsafe facilities/buildings	2	4	8		<ul style="list-style-type: none"> <li>Toilets to be closed and supervisor informed immediately</li> </ul>	1	4	4
Flooding due to blocked facilities	Slips, trips or falls due to slippery surfaces. Potential contact with biohazards	2	2	4		<ul style="list-style-type: none"> <li>Toilets/area to be closed and supervisor informed immediately</li> </ul>	1	2	2
Use of Vehicle	Injury caused by unroadworthy vehicle	3	4	12		<ul style="list-style-type: none"> <li>Vehicle checks to be carried out daily</li> <li>Defects reported to supervisor immediately</li> </ul>	1	4	4
Fire	Injury or death caused by fire	2	4	8		<ul style="list-style-type: none"> <li>Leave area and contact emergency services. Do not attempt to fight fire.</li> <li>Keep others away from the area</li> </ul>	1	4	4
Needles and other hazards	Contact with unexpected hazards within the toilets	4	2	8		<ul style="list-style-type: none"> <li>Staff to use litter pickers to deposit sharps into box</li> <li>Staff to undertake a brief inspection before commencing work to establish if any present</li> <li>Adoption of sharps control box method ensuring all equipment and PPE is on vehicle at all times</li> <li>Consider providing HEP B and Tetanus injections for staff involved in this work</li> <li>Provide Kelvar gloves for team</li> </ul>	4	1	4
Drug or Alcohol user present when working on site	Drug or Alcohol user present when working on site	4	1	4		<ul style="list-style-type: none"> <li>Staff to leave site if any situation begins to develop this must be reported to appropriate team leader immediately</li> <li>Report to police if necessary</li> </ul>	4	2	8
No Lighting in toilets	Slips, trips or falls	4	2	8		<ul style="list-style-type: none"> <li>Minimum number of toilets this applies to</li> <li>Seasonal closures on some toilets</li> <li>Steps highlighted in white paint</li> </ul>	3	2	6
Use of Bleach	Risk of contact with skin and eyes, requires good ventilation	3	2	6		<ul style="list-style-type: none"> <li>Wear gloves, eye shields when handling concentrate</li> <li>Do not mix with other cleaning products</li> <li>Only provided to charge hand only and used on controlled way</li> </ul>	2	1	2

## **2.0 OPENING/ CLOSING TIMES**

2.1 All toilets must be opened to the public on each day that they are required to be opened no later than 09:00; and closed no earlier than 18:00 as a minimum requirement (but before 19:00).

### **4.12 Daily tasks (upon each programmed visit)**

#### **First Clean**

- (a) Empty waste bins, where provided, remove all refuse from the site and dispose of at proper disposal site.
- (b) Clean all hand basins, taps, mirrors, sanitary fittings, door handles and tiles, and dry. Clean Wallgate units, hand dryers and top up soap dispensers.
- (c) Clean and sanitise all urinals, sparge pipes, lavatory pans, toilet seats, leaving the latter dry.
- (d) Clean and sanitise as necessary all baby changing areas where present, toilet areas of walls, doors, ceilings or other finishes and remove graffiti.
- (e) Thoroughly sweep all floors, placing all arisings into refuse sacks which shall be disposed of in a clean and hygienic manner as agreed with the Supervising Officer. Clean floors thoroughly, including floor edges and corners.
- (f) Soap, paper towels and toilet paper are to be supplied and replenished by the Contractor as necessary at each toilet.
- (g) Clear accumulated rubbish from external paths and areas immediately adjoining and up to 5 metres from the building and, where necessary, sweep so as to leave the area in a tidy condition.
- (h) Check building for damage or structural defects including water services (to prevent wastage). Effect minor repairs and immediately report to Supervising Officer any defect of a more substantial nature. Reporting of defects shall take place on the day of discovery.
- (i) Removal of litter and detritus from open external gullies.
- (m) Wash all ledges, sills, door fittings.
- (n) Remove cobwebs at all levels.
- (o) Paint over any graffiti or offensive markings not capable of removal by other means.

#### **All subsequent cleans**

- (p) If required empty waste bins, where provided remove all refuse from the site and dispose of at proper disposal site.
- (q) Clean and sanitise all showers, urinals, lavatory pans, toilets seats, leaving the latter dry
- (r) Soap, paper towels and toilet paper to be replenished as necessary at each toilet
- (s) If required clean floors of any litter
- (t) Report any damage or defects to Supervising Officer

#### **4.13 Results of daily cleaning**

- (a) Floor to be left clean, dry and free from Litter, dust, dirt, stains and soilage.
- (b) All lavatories and urinals should be free from all dust, dirt, stains, smearing and soilage.
- (c) There should be sufficient soap, paper towels and toilet paper.
- (d) All fixtures and fittings should be free from all dust, dirt, stains, smearing and soilage.
- (e) All surfaces to be dry and safe and free from all dust, dirt, stains, soilage and drip marks.

#### **4.14 Weekly tasks**

- (a) Clean, inside and outside, all windows and frames, light fittings, door frames and handles, partitions, shelves, waste bins and signs.
- (b) Polish stainless steel fittings etc.
- (c) Eliminate all blacking/ engrained dirt.
- (d) Clean utility areas, including walls, floors, ceilings, shelving and concealed plumbing, including cisterns. Ensure all areas, including cisterns, are free from Litter.
- (e) Clear gutters as necessary of all leaves and other debris.

#### **4.15 Deep cleaning**

The Contractor shall submit a programme for deep cleaning to the Supervising Officer, stating the dates and times that these will be carried out. An initial deep clean needs to take place within 2 Months of the Services Commencement Date and then at least every Month between March and October for all toilets. For those

toilets which are open all year round, deep cleaning should continue from November to February every second Month. Those toilets which are closed for the winter period should be deep cleaned prior to being re-opened in spring.

- (a) Lavatory bowls – de-scale, clean and remove all deposits from internal and external parts of the fitment, to include flushing rim, seat, hinges, S and P traps and clean exterior of flushing tank.
- (b) Urinals – de-scale, clean and remove all deposits from the whole of the face, to include outlet traps, immediate pipe work, domical grating, sparge pipes and exterior of flushing tank.
- (c) Re-filleting of any open joints revealed by the removal of deposits from urinal stalls.
- (d) Wallgate units, wash basins and sinks – de-scale, clean and remove all deposits from the entire areas, to include the underneath. Remove sludge and deposits from waste outlet, trap, pillar cocks and waste pipe. Re-filleting of any open joints when necessary.
- (e) Miscellaneous units – gullies, open channels, baths, drinking fountains, soap dispensers, troughs etc. to be treated in the same manner as other units, to result in complete restoration. Any defects are to be reported to the Supervising Officer within 24 hours.
- (f) All signs, both internal and external, to be cleaned.
- (g) External walls to be pressure washed.
- (h) Guildhall Square – all leaves to be removed from roof and skylights to be cleaned.
- (i) Bedford Bridge – moss and leaves to be removed from roof.

