

ORGANISING SAFE PUBLIC CONSULTATIONS DURING THE CORONAVIRUS PANDEMIC

RISK ASSESSMENT AND PROTOCOL

INTRODUCTION

The objective of this risk assessment and protocol is to reduce the risk to the general public, our employees, venue staff, clients and co-consultants attending a public consultation during the Coronavirus pandemic to the lowest reasonably practicable level, by taking the preventative measures outlined in the tables below.

We have complied with the Government's guidance on managing the risk of Coronavirus in England (for people who work in hotels and guest accommodation, indoor and outdoor attractions, and business events and consumer shows - published 11 May 2020, updated 13 August 2020) which can be viewed in full at the link below: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

The results of this risk assessment and protocol will be shared with all Lichfields' staff, the venue, clients and co-consultants involved in the public consultation before the event.

We will make attendees aware of the risk assessment and protocol in any publicity for the event and publicise it at the event itself.

Lichfields will brief their staff, clients and co-consultants on the safety measures before the event.

Preceding the event we will request a copy of the venue's risk assessment and guidelines and liaise with the venue to ensure each party understands and agrees to their responsibilities to promote a safe and secure event.

Lichfields will appoint a person responsible for managing the event from a Covid-19 perspective, in line with the measures set out in our risk assessment and protocol below. We request the venue does the same. The Lichfields appointed person will liaise with the venue's appointed person on the day of the event.

This risk assessment and protocol is available on our website at www.lichfields.uk

RISK ASSESSMENT AND PROTOCOL: PRACTICAL MEASURES TO MINIMISE RISK

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>The number of visitors attending the public consultation</p> <p>Heightened risk of infection arising from inadequate social distancing.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Limiting the number of visitors or adjusting the crowd density at any time by controlled access at each venue. This will vary depending on venue layout and will take into account the total floorspace as well as pinch points and busy areas. However, no more than 30 people (in total) must be in any public consultation at one time.</p> <p>Everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable).</p> <p>Hazard tape, screens or barriers will be used to separate people, households or bubbles from others.</p>
<p>Hygiene</p> <p>Heightened risk of infection arising from inadequate personal hygiene.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.</p> <p>Provide regular reminders and signage to maintain hygiene standards.</p> <p>Provide hand sanitiser in multiple locations in addition to hand-washing facilities.</p> <p>Ensure social distance signage and markings are in place at each venue for common areas such as toilets.</p> <p>Ensure toilets and handwashing facilities are kept clean and clear of personal items, where possible safe ventilation is increased so that social distancing is achieved as much as possible.</p>
<p>Queuing</p> <p>Heightened risk of infection arising from inadequate social distancing.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Introduce a queuing system, use barriers/ hazard tape to demonstrate 2m social distancing requirements, and have venue staff assist and direct visitors.</p>

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>Access to public consultation for disabled people</p> <p>Heightened risk of poor access for those less able.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Ensure any changes to entry, exit and queue management, take into account reasonable adjustments for those who need them, including disabled visitors.</p> <p>Maintain pedestrian and parking access for disabled visitors.</p>
<p>Further spread of Coronavirus</p> <p>Heightened risk of assisting further spread of Coronavirus and incorrect use of personal data.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Maintain a temporary record of all staff, clients, co-consultants and visitors for 21 days, and assist NHS Test and Trace with requests for that data if required.</p> <p>Lichfields' staff, clients and co-consultants – collect names, contact phone numbers, dates and times they were at the venue. One person to collect the details – must not share a pen to record details.</p> <p>For visitors collect their name and phone number. If there is more than one person, record the name and phone number of the 'lead member' of the group and the number of people in the group, along with the date of visit, arrival time and, where possible, departure time. One person to collect the details – must not share a pen to record details.</p> <p>GDPR – It is not necessary to seek consent to collect Track and Trace data, but it is best practice to make it clear on collection why the information is being collected and what we intend to do with it.</p> <p>Visitors - giving their personal data is voluntary, however, visitors to the public consultation will be encouraged to share their details in order to support NHS Test and Trace and they will be advised that this information will only be held securely and used if requested to help stop the spread of COVID-19. After 21 days, this information will be securely disposed of/ deleted.</p> <p>If Lichfields is contacted by NHS Test and Trace all requests for personal data will be directed to Sophie Jefferson, Lichfields' Data Protection Officer, to verify and share.</p> <p>Request all visitors, Lichfields staff, clients, co-consultants to wear face coverings (unless exempt) when queuing or while inside the public consultation.</p> <p>Lichfields will have some spare masks at the venue for those who have forgotten to bring theirs.</p>

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>Air extraction and ventilation</p> <p>Heightened risk of transmitting COVID-19 through poor of ventilation.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Ventilation is an important part of mitigating against the transmission of COVID-19. Ventilation into the building should be optimised to ensure a fresh air supply is provided to all areas of the venues and increased wherever possible.</p> <p>All doors and windows will be kept open where possible.</p> <p>Where venues have air conditioning, they will operate their ventilation system throughout the public consultation, including during set up and the clear up.</p>
<p>Congested areas</p> <p>Heightened risk of congested areas preventing social distancing.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Introduce floor markings and signage, where appropriate, particularly in congestion areas, for example doorways and corridors, to encourage Lichfields staff, clients, co-consultants and visitors follow social distancing measures wherever possible.</p>
<p>PPE waste</p> <p>Heightened risk of transmitting COVID-19 through infected waste not being treated correctly.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Each venue to have an adequate number of PPE bins.</p>
<p>Accompanied children attending the public consultation</p> <p>Heightened risk of infection arising from inadequate social distancing.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Venue staff operating the doors to remind visitors who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.</p>

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>Consultation and advice whilst maintaining social distancing</p> <p>Heightened risk of infection arising from inadequate social distancing.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Have clearly designated positions and appropriate signage from which Lichfields' staff, clients and other co-consultants can provide information on the proposed project, and give assistance to visitors whilst maintaining social distance.</p>
<p>Completing questionnaires</p> <p>Heightened risk of infection arising from inadequate cleaning and hygiene procedures.</p>	<p>Visitors to the public consultation</p>	<p>Designated point/s for visitors to complete questionnaires and deposit them into the response box.</p> <p>Provide one-use only pens/ sanitise pens in between each use to complete the questionnaires.</p> <p>Provide hand sanitiser and encourage increased use.</p> <p>Clean the area and equipment where the questionnaires are completed between use, using anti-bacterial cleaning products and disposable hand towels, disposing of used handtowels in the designated PPE bins.</p>
<p>Communication</p> <p>Heightened risk of infection arising from inadequate direction.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Providing written and spoken communication of the latest guidelines to both Lichfields' staff, venue staff, clients, co-consultants and visitors inside and outside the venue.</p> <p>Display posters or information setting out how visitors should behave at each venue to keep everyone safe.</p>
<p>Being alert to possible symptoms of Covid-19</p> <p>Heightened risk of the spread of infection by anyone showing symptoms of Covid-19 or are otherwise unwell.</p>	<p>Our staff, venue staff, clients, co-consultants, visitors to the public consultation</p>	<p>Symptoms of COVID-19 – if anyone becomes unwell with a new continuous cough or a high temperature at the venue, they will be asked to leave and will be advised to follow the stay at home Government guidance.</p> <p>Any symptoms to be reported to the venue manager ASAP.</p>