

COVID-19 - Re-introduction of Heritage and Arts Services22.07.20 Reviewed
10.09.20

1	Physical distancing: signage and markings	✓	✓
2	Physical distancing: capacity	✓	✓
3	Physical distancing: workforce and visitor	✓	✓
4	Physical distancing queue management	✓	✓
5	Physical distancing: adapting services	✓	✓
6	Hygiene	✓	✓
7	Cleaning	✓	✓
8	Other methods of reducing transmission	✓	✓
9	Visitor and workforce support	✓	✓
10	Workforce safety: additional measures	✓	✓

Section Ref	1
Assessment Type	Physical distancing - Signage & Markings
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government Guidance - COVID 19 Guidance for museums, galleries and heritage attractions
Document Links	Scottish Government COVID 19 checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
1.1	Spread of COVID 19	Contracting COVID 19	Use tape or paint or other appropriate signifier to mark 2 metre distances on floors to help people comply with physical distancing regulations, recognising that care must be taken with heritage or delicate surfaces and bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia or other communication or mobility needs.	2 metre distancing floor stickers and one way system in place. Two metre distancing signage in place through the galleries. Staff to give verbal reminder about social distancing on customer arrival. Staff on hand to provide additional support and guidance to customers with additional requirements.	2	6	12				
1.2	Spread of COVID 19	Contracting COVID 19	Signage should be used to communicate key health and safety points, such as hygiene, physical distancing and that there is no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.	Signage in place at main entrance and throughout public areas, reminding visitors of the physical distancing, hand hygiene and cough hygiene. Gallery staff on hand to provide additional support.	2	6	12				
1.3	Spread of COVID 19	Contracting COVID 19	Consider using physical distance 2 metre floor markings for other common areas such as toilets and in any other areas where queues may typically form.	Single occupancy toilet only. In addition to the main galleries, 2 meter distancing signage and floor marking in place at main reception and retail areas.	2	6	12	Toilets to be adapted for separate staff and visitor participant use in response to event, detail in SOP	0	0	0

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Assessor: Craig Elliott - cultural services manager
Assessor: Esmee T Smith
Assessor: Jennifer Binnie
Assessor: Lindsay Neil

Ref	Action	By Whom	completed
1.3	Toilet use SOP	Esmee Smith	
1.1	Order tener barriers	Esmee Smith	
1.1	Reorganise furniture where possible	Esmee Smith	

Section Ref	2
Assessment Type	Physical distancing - capacity
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government Guidance - COVID 19 Guidance for museums, galleries and heritage attractions
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
2.1	Spread of COVID 19	Contracting COVID 19	Limit the number of visitors at one time so this can maintain physical distancing for the setting.	Visitor will be provided with the opportunity to book timeslots online, in advance of their visit. "walk up" visitor numbers will be controlled by staff on the door to ensure maximum capacity is not exceeded. If necessary, a one in one out system will be adopted.	2	6	12				
2.2	Spread of COVID 19	Contracting COVID 19	Decide upon the number of visitors that can reasonably follow 2 metre physical distancing within the premises. Take into account likely pinch points and busy areas and then implement relevant measures, such as spacing of tables and chairs, and sufficient passing places.	Visitor numbers controlled by staff based on calculations agreed with H&S team. Access to reception area controlled by staff to maintain safe distancing. All public seating to be spaced out or taped off in order to comply with 2m distancing	2	6	12	Furniture and shop stock to be moved to remove pinch points	1	6	6
2.3	Spread of COVID 19	Contracting COVID 19	Lifts should only be used by people with disabilities, for essential purposes, or on a basis of one person/family group per lift where possible.	N/A							

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Assessor: Esmee T Smith
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Ref	Action	By Whom	Completed
1.2a	Set up online booking system event brite and by phone	Esmee Smith	
1.2b	Caclate maximum safe capacity adhering to 2m distancing use capcity calculator	Esmee Smith	
2.2	Create SOP for dealing with visitor numbers	Esmee Smith	

Section Ref	3
Assessment Type	Physical distancing - workforce and visitors
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government Guidance - COVID 19 Guidance for museums, galleries and heritage attractions
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
3.1	Spread of COVID 19	Contracting COVID 19	If your site has more than one access point, introduce a one-way system at entry and exit points if possible.	There is only one usable access and egress point. A one way system utilising barriers and floor markings, will be in place to guide visitors and help maintain distancing.	2	6	12	staff will be deployed to ensure visitors adhere to one way system and 2m distancing, if necessary, and to temporarily prevent access if social distancing measures are at risk of being compromised.	1	6	6
3.2	Spread of COVID 19	Contracting COVID 19	Stagger arrival and departure times of your workforce to reduce crowding into and out of the site, if this is an issue.	Staffing levels are very low which will allow for social distancing to be adhered to on arrival and departure from the building	1	6	6				
3.3	Spread of COVID 19	Contracting COVID 19	Where possible, take measures to reduce the potential crowding of people, for example by having more entry points for your workforce into the site or change opening hours.	Staffing levels are such that crowding cannot occur	1	6	6				
3.4	Spread of COVID 19	Contracting COVID 19	Review layouts to let workforce work further apart from each other where possible	There will be single staffing behind the reception desk. Workstations will be re-arranged to accommodate 2m distancing. Where tasks require more than one person (e.g., handling large and / or heavy objects) additional PPE will be worn.	1	6	6	1 person will work in back office with door open or will be moved into the centre of gallery one to enable greater staff presence to support customers	1	6	6
3.5	Spread of COVID 19	Contracting COVID 19	Consider staggered arrival times for visitors with a queuing system in place to ensure a safe distance of 2 metre.	Historically, visitor numbers at any one time will allow for safe distancing within the gallery, while adhering to the one way and 2 m distancing signage and guidance.	1	6	6	visitor numbers will be monitored and procedures adapted if footfall increases. E.g., adopting a one in one out system and / or advance booking system	1	6	6

3.6	Spread of COVID 19	Contracting COVID 19	Identify high risk areas such as pinch-points like entrances or stairs where close physical contact is likely and/or obstructions force close physical contact. Take measures to reduce risk, i.e. a traffic light system for your workforce to manage flow	Due to the layout of the gallery, there is only one access and egress point. A one way system will be in operation from the main entrance / exit and will be followed throughout the galleries. Staff will manage visitor numbers dwelling in the main reception / retail area to ensure social distancing is maintained. This may involve asking visitors to remain in galleries while reception and retail area is cleared.	2	6	12	Identified Pinch points are office and kitchen area and reception - consider capacity limited to 1 person per area restrict kitchen area for staff only no tutors or workshop participants	1	6	6
3.7	Spread of COVID 19	Contracting COVID 19	Consider appropriate measures to ensure non-counter based services are conducted safely within physical distance guidance, such as visitor flow management and cleaning	Visitors must follow one way system and observe 2m distancing	1	6	6	2m distancing floor stickers in place, one way system clearly defined and additional H&S posters displayed at entrance and throughout the galleries. Potential for 1 staff member to be based in centre of gallery to support customer guidance with physical distancing	1	6	6
3.8	Spread of COVID 19	Contracting COVID 19	Consider appropriate measures to ensure counter based services are conducted safely within physical distance guidance or with additional PPE	All visitors to gallery and retail shop will be required to wear face coverings. Sneeze screen will be installed at transaction area	2	6	12	Refer to guidance - Scottish Government checklist for retail. Remove all paper based material from counters	2	6	12

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Ref	Action	By Whom	completed
3.4	SOP to include guidance on wearing of additionnal PPE when close working is unavoidable EG exhibition Change overs	Esmee Smith	
3.6	SOP to include guidance for monitoring dwell time in reception / retail area	Esmee Smith	
3.2	SOP to include commuication between staff between spaces EG reception and Office	Esmee Smith	
3.2	SOP to include use of pinch point areas	Esmee Smith	
3.2	Investigate viablity of WIFI in gallery	Craig Elliot	

Section Ref	4
Assessment Type	Physical distancing - queue management
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
4.1	Spread of COVID 19	Contracting COVID 19	Check for new traffic and street management plans from local authorities, and consider adjustments that might be required to your own queue management system. Organisations will need to think outside the normal trading environment to implement innovative measures such as changed opening hours to manage queues. Organisations must take all reasonable measures to ensure that there is physical distancing within queuing systems.	Historically footfall is such that queuing outside the building is highly unlikely. In the event of outside queuing, tenna barriers will be put in place. There is adequate safe outside space to keep pedestrians well away from main roads or vehicular traffic. Where a queuing system is required, 2m distancing markers will be in place.	1	6	6				
4.2	Spread of COVID 19	Contracting COVID 19	Communicate with nearby businesses to manage shared queueing areas where outside space is limited or not available. If assistance in this matter is required contact your Local Authority for advice.	liaison with shared EDC services required as part of recovery planning	1	6	6				
4.3	Spread of COVID 19	Contracting COVID 19	Use outside premises for queuing where available, such as car parks.	In the unlikely event that outside queueing is required, the extensive external entranceway will be utilised for queuing, with a queue control system in place.	1	6	6				

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Assessor: Esmee T Smith
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Ref	Action	By Whom	Completed
4.2	Discuss re-recovery arrangements with shared services	Esmee Smith	
4.3	ensure a minimum level of queue control barriers are onsite incase they are required.	Esmee Smith	
4.1	Include q management in managing capacity SOP	Esmee Smith	

Section Ref	5
Assessment Type	Physical distancing - adapting services
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
5.1	Spread of COVID 19	Contracting COVID 19	Plan layouts accordingly within the physical distancing requirements.	Exhibitions and displays to be designed to take account of the one way system, ensuring 2 m markings coincide to allow for optimum viewing of objects, while avoiding crowding. Layouts for workshops to be 2m social distanced	1	6	6	Refer to guidance - TOOLKIT for museums re-opening by Isometric. Allow for flexibility of signage so these can be adapted to suit the exhibition or event			0
5.2	Spread of COVID 19	Contracting COVID 19	services which currently cannot maintain 2 metre physical distancing for members of the workforce and/or visitors cannot be offered while restrictions remain in place, i.e. events, guided tours. This does not prohibit goods being sold but relates to the nature of the visitor interaction.	Guided tours are not currently offered and no other activities are currently planned. General public access will be for gallery visits and retail only.	1	6	6	Refer to guidance - Scottish Government checklist for retail			0

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Ref	Action	by whom	completed
5.1	SOP for Arts Workshops referring to Space for learning guidance an S gov guidance for youth work	Esmee Smith	
5.1	SOP for Collections Care	Esmee Smith /Jen Binne	
5.1	Revise xmas show layout to accommodate art workshops	Esmee Smith/ Lindsay Neil	
5.2	SOP for retail transactions	Esmee Smith	

discussion around key pads/ readers

Section Ref	6
Assessment Type	hygiene
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	EDC Covid-19, cleaning of public toilets RA
People at risk	Employees and visitors

[Scottish Government COVID 19 checklist](#)

[Scottish Government COVID Retail checklist](#)

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
6.1	Spread of COVID 19	Contracting COVID 19	Visitors should be encouraged to use contactless or cashless payment where possible.	There will be no cash transactions. Card readers in place for contactless / card payments	2	6	12	alcohol wipes in place for cleaning down card reader(s)	1	6	6
6.2	Spread of COVID 19	Contracting COVID 19	If your workforce have to use touch-based security devices such as keypads to enter the business through controlled areas, you should either seek alternatives or implement cleaning and diversification arrangements.	All staff using controlled entry points with keypad entry must use hand saniters provied immediately before and/ or after using keypad.	2	6	12	use pencil end to input numbers to key pad.Provide staff with individual hand sanitisers so hands can be cleaned before entering building	1	6	6
6.3	Spread of COVID 19	Contracting COVID 19	Use signage, tannoy announcements and any other relevant communication tools to remind visitors to maintain hygiene standards. i.e. hand washing and coughing etiquette.	On arrival, visitors will be advised by staff of the safety measures in place and will be asked to adhere to those. Staff will monitor visitor activity and react accordingly, in a courteous manner. H&S signs will be in place reminding visitors of hygiene eitquette.	2	6	12	The wipe down of surfaces and door handles to be included in a hygiene SOP for staff	2	6	12
6.4	Spread of COVID 19	Contracting COVID 19	Encourage visitors to wash their hands by providing hand sanitation facilities at entry and exit points and in any common areas.	Hand sanitising stations in place at entrance / exit and customers advised to use this on arrival and departure.	1	6	6	Temporary removal of visitor book during COVID-19	1	6	6
6.5	Spread of COVID 19	Contracting COVID 19	Toilets – due to the likely contained space of toilet facilities careful consideration must be given to how these can be used safely and within guidance. Ensure you have checked and are following the guidance provided for safe use of toilet facilities.	The Scotttish Government COVID-19 guidance on Opening public and customer toilets will be followed in partnership with EDC FM staff and EDC's local Risk Assessment on cleaning of public toilets	2	6	12	Toilets to be managed through an engaged card system managed by gallery reception. Cleaning of toilets to be agreed with FM staff based at Milngavie town hall	2	6	12

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Ref	Action	By whom	completed
6.1	update website with cashless payment notice. Card payment only notices in display at main entrance / retail area and around galleries.	Esmee Smith	
6.1	Purchase alcohol wipes	Esmee Smith	
6.3	SOP to include guidance for staff on hygiene in relation to customer and staff care	Esmee Smith	
	Confirm toilet cleaning and checking arrangements with Milngavie town hall FM	Craig Elliot	

Action AKM

accessible toilet in AKM for visitors

card reader sorted

hand washing instructions for public

Section Ref	7
Assessment Type	cleaning
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	EDC Covid-19, cleaning of public toilets RA Scottish Government COVID 19 checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
7.1	Spread of COVID 19	Contracting COVID 19	Work areas, break rooms, canteens and equipment should be cleaned frequently between uses. A cleaning schedule should be designed and your workforce trained to implement the schedule.	Cleaning procedures agreed and implemented in partnership with EDC FM team. Use of communal crockery, cutlery and appliances not permitted. Staff encouraged to bring in their own cups etc, and to take responsibility for cleaning and removing all personal items such as cups, lunch containers etc at end of work shift.	2	6	12	No sundries to be provided for gallery	1	6	12
7.2	Spread of COVID 19	Contracting COVID 19	Frequent touch points should be identified and disinfected regularly including all objects and surfaces that are touched regularly such as door handles, vending machines, or workforce handheld devices. Adequate disposal arrangements should be made available for any additional waste created.	Antibacterial sprays and wipes available for the regular cleaning down of work surfaces, keyboards, door handles etc. Noting that specialist cleaning may be required for some collections. Existing waste removal likely to be sufficient.	2	6	12	Staff responsibilities in terms of hygiene to be included in SOP. Waste levels monitored and removal increases as necessary.	1	6	6
7.3	Spread of COVID 19	Contracting COVID 19	Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, i.e. water bottles, mugs, stationary etc.	Revised SOP to include clearing and cleaning of all work areas / surfaces at end of work shifts and all personal belongings removed from the premises by staff each day. Safe disposal of waste incorporated into revised SOP	1	6	6				
7.4	Spread of COVID 19	Contracting COVID 19	Set clear use and cleaning guidance for toilets to ensure they are kept clean.	EDC's risk assessment on cleaning of public toilets to be adopted by FM and gallery staff as appropriate. Clear signage in place in relation to good hygiene.	1	6	6	toilet check notices in place and used by gallery and FM staff	1	6	6
7.5	Spread of COVID 19	Contracting COVID 19	Consider whether you can provide additional waste facilities and more frequent rubbish collection, to ensure appropriate disposal of PPE.	footfall and staffing levels not expected to increase the need for waste uplift. Levels monitored by staff and reported to FM colleagues as necessary.	1	6	6	additional waste bins in place in case of build up of excess waste.	1	6	6

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Ref	Action	by whom	completed
	Staff confirmed at Milngavie town hall for toilet cleaning/checks	Craig Elliot	
7.2/7.4	Include monitoring waste and toilet procedure in SOP	Esmee Smith	

Section Ref	8
Assessment Type	other methods of reducing transmission
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

Ref	Hazards Identified	How might people be harmed	Recommended control measures to examine (based on industry practice)	Control Measures in Place	PLR	PSR	RRN	Further controls measures (risk reduction action plan)	PLR	PSR	RRN
8.1	Spread of COVID 19	Contracting COVID 19	Use screens to create a physical barrier between people, for example at till points/reception and service desks.	Sneeze screens in place at reception / sales desk	2	6	12	Remove paper based material flyers and postcards from reception. Removal of paper copy visitor book to reduce risk of transmission and visitors encouraged to make comment online, such as Trip Advisor. Investigate roller blind solution for reception area	2	6	12
8.2	Spread of COVID 19	Contracting COVID 19	When handwashing is not practical provide a nearby supply of hand sanitiser for your workforce to use when i.e. handling deliveries. Ensure your workforce have access to and are able to regularly wash their hands. Provide hand sanitiser if hand washing is not practical	Hand sanitising station in place at main entrance for staff and visitor use. Additional hand sanitisers located in staff areas.	2	6	12	Additional sanitisers at retail points with instructions/signage for handling of shop stock. Disposable gloves provided for consumers who must handle a product before buying.	1	6	6
8.3	Spread of COVID 19	Contracting COVID 19	Increase ventilation where possible and were it is safe to do so. i.e. do not keep fire safety doors open.	Weather permitting and when it is safe to do so, windows and non-fire escape doors will be left open.	1	6	6				

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Ref	Action	By Whom	completed
8.1	Refer to retail guidance and check list on scottish gov website to inform retail SOP	Esmee Smith	

Section Ref	9
Assessment Type	visitor and workforce support
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

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9.1	Spread of COVID 19	Contracting COVID 19	Make your risk assessment available to staff and visitors and keep under regular review (for businesses with 5 or more staff).	Risk assessment shared with all staff and made available online. The risk assessment will be reviewed regularly by the assessment team and amended to reflect changes to guidance or operating procedures.	1	6	6				
9.2	Spread of COVID 19	Contracting COVID 19	Provide written or verbal communication of the latest guidelines to both your workforce and visitors inside and outside the premises.	Staff briefed to engage positively with visitors on safety measures as per SOP. Signage in place at entrance and throughout the galleries. Video available online providing visitor information on guidelines.	1	6	6				
9.3	Spread of COVID 19	Contracting COVID 19	You should take reasonable steps to ensure that people with disabilities are informed about new procedures, and are able to access facilities, i.e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc.	Adapted toilet, with handwashing available to disabled visitors. Staff available to assist visitors with additional information and support	1	6	6				
9.4	Spread of COVID 19	Contracting COVID 19	To encourage your workforce and visitors to walk or cycle to premises where possible provide active travel facilities, such as bike-racks. Building arrangements will determine whether this is appropriate.	Promote bike racks at town hall and train line	1	6	6				

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Ref	Action	By Whom	completed
9.1	RA published online		
9.2 / 9.3	Customer care section on SOP		
9.4	Update website to include active travel advice		
	Create customer videos		
	Promote train link to LAG		

Section Ref	10
Assessment Type	Additional workforce safety
Assessment Title	COVID-19 Re-opening of Lillie Art Gallery
Documents used in	Scottish Government COVID-19: opening public and customer toilets
Document Links	Scottish Government COVID 19 Checklist
People at risk	Employees and visitors

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10.1	Spread of COVID 19	Contracting COVID 19	Use remote working tools to avoid in-person meetings.	Home working to continue for non-frontline staff with online meeting apps or audio only meetings utilised as available and appropriate	1	6	6				
10.2	Spread of COVID 19	Contracting COVID 19	Stagger break times and make use of outdoor space for breaks where possible	Rota's in place to ensure only one member of staff on a break at any given time.	1	6	6				
10.3	Spread of COVID 19	Contracting COVID 19	Be clear on what actions you must take if you encounter an incidence, or suspected incidence, of COVID-19 in your premises, whether in staff or visitors.	Staff who display symptoms must follow EDC policy and procedure as highlighted in staff bulletins and during training. Members of the public should adhere to guidance and local signage	2	6	12	Create an isolation area at Milngavie town hall for any staff member or member of the public who displays symptoms but cannot leave directly.	2	6	12
10.4	Spread of COVID 19	Contracting COVID 19	Use a consistent pairing or grouping system where employees work on shifts together, to increase organisational resilience if one team is required to self-isolate due to a colleague developing COVID-19 symptoms.	Small staff team dedicated to Lillie Art Gallery. In the event of one or more members of staff developing symptoms, relief workers will be brought in to provide cover.	1	6	6				
10.5	Spread of COVID 19	Contracting COVID 19	Consider contingency and risk plans for future events i.e. if circumstances require the re-imposition of lockdown measures or visitor behaviour results in breakdown of physical distancing requirements.	In the event of re-imposition of lockdown EDC / EDLCT policy and procedure will be adopted. Staff to follow guidance on control of visitor numbers and procedures (as per SOP) for dealing with non-compliant visitors.	1	6	6				

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Ref	Action	By Whom	completed
10.5	customer non-compliance procedures included in SOP	Esmee Smith	
	Create outdoor staff area	Esmee Smith	
10.3	SOP to include actions to take when displaying symptoms	Esmee Smith	
10.3	Create isolation area	Esmee Smith	