



14 St Bernard's Road
 Olton
 West Midlands
 B92 7BB

Email: info@positivelybirmingham.co.uk

Health and Safety Risk Assessment and Coronavirus Compliance 22nd September 2020

Following the statement about new restrictions we have reassessed our public and private tour operations and have made the following changes to comply with immediate effect:

	Current Compliance	New Compliance – 24 th Sep 2020	Actions
Public Tours	Up to 30 people in 'bubbles' of no more than 6 people. Separated by at least 2 metres. Wear masks advised when go indoors	Up to 30 people – including the Guide and Assistant Guide. Wearing masks now mandatory when inside (only place we go inside is the Mailbox walk through).	<ul style="list-style-type: none"> • Change front page of website with new details. • Update bookings systems. • Add this new policy to the front page of the website.
Private Tours	Up to 30 people in 'bubbles' of no more than 6 people. Separated by at least 2 metres. Wear masks when go indoors or in a vehicle.	Up to 30 people – including the Guide and Assistant Guide. Wearing masks now mandatory when inside and if we go in a car or vehicle.	Change front page of website to ensure that people know we have moved to 13 guests policy.



Health and Safety Risk Assessment relating to e-Scooters 14th September 2020

Following a collision of an e-Scooter with an Assistant Guide on our walking tour we have undertaken an additional H&S risk assessment of two recent accident forms:

Ref.	Risk	Severity	Likelihood	Risk Score	Additional actions to control risk	Residual Risk
Accident Form 12 th Sep 2020	Collision with e-scooter	3	5	15	Add warning to H&S talk at start of tour. <ul style="list-style-type: none"> Careful positioning of group in areas that e-Scooters use Guide to act assertively when e-scooters come too close. Seek clarity on who is monitoring incidents so we can add incidents and help wider safety issues in the city. In Centenary Square use the security shuttering to protect our groups – and sit down when we can with Covid-19 safe operating. 	5
Accident Form 29 th August 2020	Trip on moving from kerb to road	2	5	10	Following a guest falling over on Navigation Street as she moved from kerb to road: <ul style="list-style-type: none"> Add in a specific warning about kerb to road trips on top of general warning about uneven surfaces at tour start. Guide to make any appropriate warnings on route 	3

H&S Risk Assessment for Guided Walks of Birmingham Updated 9th September 2020

Further the assessments below new UK Government advice has been issued today and Visit England has sent us information which we need to assess.



Of relevance to us are the following paragraphs:

COVID Secure venues – tourism and hospitality

- **COVID-19 Secure venues, such as places of worship, restaurants and hospitality venues, can still host larger numbers in total but groups of up to 6 must not mix or form larger groups.** This rule will not apply to individual households or support bubbles of more than 6 who will still be able to gather together.
- Premises and venues where people meet socially will be legally required to request the **contact details of a member of every party, record and retain these details for 21 days, and provide them to NHS Test & Trace without delay when required.**
- The government will support local authorities to make further and faster use of their powers to close venues that are breaking the rules and pose a risk to public health.
- Fines will be levied against hospitality venues that fail to ensure their premises remain COVID Secure.
- The government will boost the enforcement capacity of local authorities by introducing COVID Secure Marshalls to help ensure social distancing in town and city centres, and by setting up a register of Environmental Health Officers that local authorities can draw upon for support.
- **The government will restrict the opening hours of premises,** initially in local lockdown areas, with the option of national action in the future.

We must consider that we come under the term 'hospitality venue'. This being the case then we need to change our operating procedures in the following ways:

1. No group 'bubble' of more than 6 people will be allowed on tour. Thus while a theoretical maximum of 30 people is allowed on a tour this will must have separate bubbles which are socially distant.
2. We need to collect the email addresses of everyone on tour and not just rely upon the booking email.

H&S Risk Assessment for Guided Walks of Birmingham Updated 26th June 2020



Summary

1. We have audited our new practices and procedures against the latest Gov.UK guidelines published on 24th June 2020 and the audit is presented below.
2. We have updated our March 2020 H&S assessment which included Covid-19 to include the requirements of open air activities which Positively Birmingham Walking Tours are relevant to.
3. An addendum to our training and operating plans relevant to new procedures to ensure COvid-19 security issues has been produced based on the outputs of this new H&S assessment and Audit against the GOV.UK guidelines.
4. We will monitor further information and also connect with Visit Birmingham to ensure that any local guidelines are also considered.

Part 1: Covid-19 guidelines adherence audit

Audit against: **Guidance for people who work in hotels and guest accommodation, indoor and outdoor attractions, and business events and consumer shows.**

Summary: We have reviewed the guidance against our new working practices and assess that we are compliant with the guidelines.



<p>1.1 Managing Risk</p> <p>1.1.1 1.1.2 1.1.3 1.1.4 1.1.5 1.1.6 1.1.7</p>	<p>Handwashing frequency increased.</p> <p>Working from home if possible</p> <p>2m or 1m</p> <p>Mitigation for social distancing</p> <p>Further mitigation</p> <p>Close working assessment</p> <p>Vulnerable people</p>	<p>Staff wash hands before tour.</p> <p>N/A to physical tours</p> <p>2m maintained</p> <p>2m rule observed</p> <p>Route and handover of items</p> <p>Keep apart at start, during and at end.</p>
<p>1.2</p>	<p>Share results of risk assessment with staff and on website.</p>	<p>All staff emailed H&S assessment.</p> <p>This document on our website with link from front page.</p>
<p>2 Managing your customers visitors &</p>		<p>We will employ an Assistant Guide on all tours that we can to ensure the our guests adhere to the safe practices that we have put in place.</p>

contractors		
2.1.1	Number of customers and density	<p>Move to a completely outside route. Do not visit:</p> <ul style="list-style-type: none"> - Library gardens - ICC Mall - St Philip's Cathedral <p>Do not stop in pinch point areas and be aware of other member of the public and minimise pinch point.</p> <p>No of customers: With use of live audio we can accommodate 30 customers and maintain social distancing. However for public tours we will aim for 20 people and private tours 25 people.</p>
2.1.3	Moving in congested areas	Reduce indoor components. Choose quieter routes. Do not run tours that go inside – Tour 2 – goes inside on numerous occasions and we will not run until issues resolve.
2.1.4	Movement of customers and adjust	<p>1. Reduce or take out indoor components of the tour.</p> <p>Tour 1: No ICC Mall, ? Mailbox, ? Hall of Memory – depends on activity levels on the day.</p>
2.1.5	Managing queues	We will meet outside the Library entrance as normal. Customers will come up in their 'bubble' groups and then

		move away once they have their audio system.
2.1.6	Queues and reasonable adjustments for disabled	No changes needed.
2.1.7	Hand sanitiser and hand washing	Remind customers on this at tour end and have gel available.
2.1.8	Children supervised	Request parents look after their children with regard to social distancing.
2.1.9	Work with local authority and landlord	Discuss plans with Library of Birmingham staff on and ongoing basis.
2.1.10	Designated positions	Clear marked position around booking in area – make use of wall in square to book people in?
2.1.11	Work with local businesses	Talk to Library of Birmingham staff and inform them of our plans and ensure fit with measures they are taking.
2.1.12	Passing things around	We will not pass things around – historical artefacts will be shown by the guide but customers will not be able to handle.
2.1.13	Toilet facilities	We will assess local facilities and make sure suitable for our clients.
2.1.14	Mix of services	N/A
Other details		We will keep a list of email contacts for everyone one tour

on 2.1		for NHS Test and Trace
2.2.2	Specific guidance for outdoor attractions	
2.2.3	Business events	
2.2.4	Heritage attractions	
2.3	Security	
2.3.1	Security issue of queues	Same as before
2.3.2	Search and screening	N/A
2.3.3	Security and stewarding	Normal precautions with regard to security of our customers covered in guide training and essentially unchanged.
2.3.4	Restricted entry points	None used
3	Who should go to work	
3.1-5	Who should go to work	Office – only one working in our booking office rule will apply. Guide; Tour guide and assistant will maintain social distancing along with our guests.
4.1-4	Social distancing for workers	Provide hand sanitiser and hand washing Contactless payments on our website when possible.
5.1-4	Cleaning and Workspace	5.1 – Library of Birmingham is used for storage of material

		<p>for our Saturday tour and BMAG for our Sunday tour. We will liaise with them on ensuring our workspace is clean.</p> <p>5.2 – Items used on tour will be cleaned between tours. Key items are the audio units which will be washed with a proprietary spray cleaner and then stored for 7 days between uses.</p> <p>5.3 Guidance on handwashing and toilets will be given to guests</p> <p>5.4 Audio units – not handled by us but taken from the box by guests. Cleaned after use and quarantined for 7 days.</p> <p>Books – if books are given out at the end guests take them directly from the box – same with any Acme whistles.</p>
6	PPE and Face Covering	<p>Clinical PPE is not required.</p> <p>Mouth and nose covering are not essential as we will be observing the 2 M rule. However we will have masks available for anyone who wishes to wear them.</p>
7	Workforce Management	<p>Shift Patterns: We will restart our tours on a limited basis with just our weekend tours and any private tours. Where possible we will endeavour to employ an assistant as well as the Tour Guide.</p>

		<p>Work related travel: We encourage guides to cycle to work or use their car rather than public transport.</p> <p>Communication and training: Our staff will undergo a training programme on the new procedures we have put in place. This will be by email contact and also at the start of their first tour back.</p>
8	Inbound and outbound goods	Items given to our guests will not be handled by tour staff.

Part 2: Update to H&S assessment

Severity	1 Minor	2 Medium	3 Severe	4 Critical
Likelihood	1 Very unlikely	2 Occasional	3 Likely	4 Will occur

1-4	5-9	10-16
Low	Medium	High



Ref.	Risk	Severity	Likelihood	Risk Score	Additional actions to control risk	Residual Risk
2020-06-01	Tour Route goes indoors				<p>Replan routes to limited indoors.</p> <p>Actions to specific tours:</p> <p>Tour 2 – BMAG to St Martins – goes indoors far too many times – no Tour 2 until further notice</p> <p>Tour 1: Consider going to Old Turn Junction round the outside of ICC rather than through the ICC. Consider whether to go through mailbox – may be better going across Gas Street Basin.</p> <p>Tour 3: Do not go in St Philips with a large group</p> <p>Tour 4 – Goes through ICC as central component – do not run at present.</p>	
2020-06-02	Tour Route Pinch Points				<p>Tour 1: Canal bridges – maintain 2m distance between ‘bubbles’.</p> <p>Tour 3: Canal tunnels – maintain 2m through Newhall tunnel.</p>	
2020-06-03	Tour Start				<ol style="list-style-type: none"> 1. Lay out audio at start on wall away from Library entrance. 2. PopUp stand has stuff for the end 3. Masks available for anyone who needs them 4. Deal with each ‘bubble’ separately. 	

					5. Tour Start: Check guests do not have any symptoms and explain 2M rule at start of tour. Explain the audio have been cleaned and are quarantined for 7 days after each tour.	
2020-06-04	During tour				<ol style="list-style-type: none"> 1. Ensure 2M rule being maintained and guide or assistant guide comments to guests if not. 2. Be aware of member of the public on route and stop tour at pinch points if required. 3. Inside spaces – avoid is the general rule but appropriate visit to for example Hall of Memory or walk through Mailbox could be possible and Guide decides. 	
2020-06-05	Tour End				Any material given out are not handled by the Guide and Assistant Guide directly.	
2020-03	Tour Guide has COVID-19	4	1	4	Guides and assistant guides must declare if they have the symptoms of Coronavirus and if so must not undertake a tour.	1
2020-03	Participant of tour may be a	3	2	6	Monitor daily prevalence of disease. Make it clear on pre-tour information and also at the start of the tour that	3

	carrier of COVID-19				anyone with symptoms of Coronavirus must declare them and not take part in the tour.	
2020-04	Use of audio devices may lead to passing on of Coronavirus between tour participants	3	1	3	Coronavirus is not thought to last long enough on plastic to be able to be passed on. We could wipe the devices between tours and/or use single use zip lock plastic bags over the devices.	2
2020-05	Handling of the artefacts that we show on tour may pass on Coronavirus	2	1	2	While this is perceived as a very low risk to cross contamination we can take reasonable steps to prevent. This can include only the guide handling the artefacts such as buckles, buttons and Elkington plate ware.	2
2020-06	Tour participants in close proximity can transfer Coronavirus	4	1	4	At present this is unlikely with the today's prevalence. However this could be very different in a few days/weeks. Mitigation here can include using a personal exclusion zone at the distance determined by current Department of Health	2

	us between each other.				guidance. Currently this is 1m but may change.	
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H&S Risk Assessment for Guided Walks of Birmingham Updated March 2020

Severity	1 Minor	2 Medium	3 Severe	4 Critical
Likelihood	1 Very unlikely	2 Occasional	3 Likely	4 Will occur

1-4	5-9	10-16
Low	Medium	High

Ref.	Risk	Severity	Likelihood	Risk Score	Additional actions to control risk	Residual Risk
2016-01	Slips, trips and falls	3	3	9	Full route assessed for hazards. Advice on slippery surfaces and increased vigilance when wet. Assess high risk participants such as young and old and pushchairs.	4

2016-02	Participant illness	3	3	9	Review at start of walk. Check for any health issues at start of tour. Training in what to do if someone becomes ill on tour to guides.	4
2016-03	Crossing roads - collision	4	1	4	Plan route to have minimal roads to cross. Advice at start of tour on crossing roads as an individual not a 'walking tour snake'.	2
2016-04	Cyclists on pavement or towpath.	3	3	9	Tour guide looks out for potential issues and warns group.	4
2016-05	Poor weather – too hot, cold, wet, icy, snowy, windy	3	4	12	Give prior warning on appropriate clothing. Alter tour route and content to ensure weather issues are overcome as far as they can be. In extreme conditions cancel tour.	4
2016-06	Lost participants	2	4	8	Guide to count group at start and ensure all know to inform guide if they are finishing early.	4
2019-01	Uneven tow-path on tours using the canal to Jewellery Quarter	2	4	8	Ensure that the H&S at start of tour mentions uneven surfaces. Reinforce if required on slippery surfaces.	4
2019-02	Accosted on street	2	4	8	Guide takes responsibility for people approaching the tour group. Tour group asked not to interact with street dwellers and others that may approach.	4
2020-01	Toilet breaks	1	5	5	Guide and assistant aware of places that we can use for a toilet break	3
2020-02	Potential spread of Coronavirus (COVID-19) between tour participants	3	2	6	Risk assessment based on current prevalence levels in population as of 9 th March 2020. During a pandemic stage need to modify tour to ensure mitigation. Produce separate operating procedure for tour guides now to take regard of likely suggestions from health professionals. Give regard to national advice with on running small public events. Inform on website and on ticket with links to our full advice. Policy on handing	4

					items around the group to show and use of audio system to be reviewed – including any servicing required, use of lanyards etc.	



COVID-19 Risk Assessment for Positively Birmingham Walking Tours

Risk assessment for Monday 9th March

Severity	1 Minor	2 Medium	3 Severe	4 Critical
Likelihood	1 Very unlikely	2 Occasional	3 Likely	4 Will occur

1-4	5-9	10-16
Low	Medium	High

Ref.	Risk	Severity	Likelihood	Risk Score	Additional actions to control risk	Residual Risk
2020-03	Tour Guide has COVID-19	4	1	4	Guides and assistant guides must declare if they have the symptoms of Coronavirus and if so must not undertake a tour.	1
2020-03	Participant of tour may be a carrier of COVID-19	3	2	6	Monitor daily prevalence of disease. Make it clear on pre-tour information and also at the start of the tour that anyone with symptoms of Coronavirus must declare them and not take part in the tour.	3
2020-04	Use of audio devices may lead to passing on	3	1	3	Coronavirus is not thought to last long enough on plastic to be able to be passed on. We could wipe the devices between tours and/or use single use zip lock plastic bags over the devices.	2

	of Coronavirus between tour participants					
2020-05	Handling of the artefacts that we show on tour may pass on Coronavirus	2	1	2	While this is perceived as a very low risk to cross contamination we can take reasonable steps to prevent. This can include only the guide handling the artefacts such as buckles, buttons and Elkington plate ware.	2
2020-06	Tour participants in close proximity can transfer Coronavirus between each other.	4	1	4	At present this is unlikely with the today's prevalence. However this could be very different in a few days/weeks. Mitigation here can include using a personal exclusion zone at the distance determined by current Department of Health guidance. Currently this is 1m but may change.	2