

General

Hazard	Who might be harmed and how?	What control measures are in place? Are they sufficient?	What Further Action Required	Action by Whom	Action by When	Date Completed
Wet Floors due to liquid spills Vomit/Blood/Faeces Unclean toilets Litter on Floor	Staff, Visitors, Contractors and Public Slips, trips and falls, hygiene issues	<ul style="list-style-type: none"> Floor is cleaned every morning (see cleaning contract for LoB) Story Steps/Middle Earth – event manager to incorporate cleaning of event/activity spaces 	<ul style="list-style-type: none"> Regular visual checks by staff throughout the day. Cleaner to be contacted as required. 	All	<ul style="list-style-type: none"> Daily As and when 	
Wear and Tear – holes in the flooring etc	Staff, Visitors, Contractors and Public Slips, trips and falls	<ul style="list-style-type: none"> Regular visual checks by staff throughout the day. Issues reported via FM Facts 	<ul style="list-style-type: none"> Wear and tear observed during the day to follow the same process. 	All	<ul style="list-style-type: none"> Daily As and when 	
Leads, cables	Staff, Visitors, Contractors and Public Slips, trips and falls, hygiene issues	<ul style="list-style-type: none"> Equipment requiring a power source to be positioned on a table which will cover the source and prevent a tripping hazard The use of extension leads is minimized; leads should not be joined together Extension reels must be fully unwound; ensure cable does not form a trip hazard 	<ul style="list-style-type: none"> Trip hazard signs placed in area if needed – collected from the Foyer. 	All	<ul style="list-style-type: none"> As and when 	
Lost Child - separated from parent	Staff, Visitors, Contractors and Public Distress, mental/ physical violence	<ul style="list-style-type: none"> Follow Lost Children Procedure incl additional procedure for workshops and emergency evacuations Children are assisted by a member of staff to be handed safely back to correct guardian 	<ul style="list-style-type: none"> Annual Review of procedure 	Staff	<ul style="list-style-type: none"> As and when 	

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Inappropriate behaviour by customers Visitors under the influence of alcohol, drugs	Staff, Visitors, Contractors and Public Injury physical or mental to others	<ul style="list-style-type: none"> Staff to follow Incident Management Procedure to challenge unacceptable behaviors There is an escalation process where in the event it cannot be successfully resolved by a member of staff it is passed up to the next level and ultimately to the Police 	<ul style="list-style-type: none"> When the library is busy, Security to monitor the Story Steps via CCTV Security to contact the Children's Library and advise of any concern 	All	<ul style="list-style-type: none"> As and when 	
Faulty Electrical Equipment	Staff, Visitors, Contractors and Public Electric Shock	<ul style="list-style-type: none"> Contractors should be made aware that any equipment they are using should be kept safe and away from customers Staff to undertake a visual inspection of equipment for obvious damage before allowing the use of electrical appliances Faulty equipment should be taken out of action, labelled 'do not use', reported via FM Facts 	<ul style="list-style-type: none"> Portable heaters or other unauthorised electrical equipment must not be used in the LoB 	All	<ul style="list-style-type: none"> As and when 	
Overcrowding of the Children's Library Overcrowding of the Story Steps (general, event/activity use)	Staff, Visitors, Contractors and Public Safe movement of people evacuation restricted in the event of an emergency School groups	<ul style="list-style-type: none"> Refer to Incident and Crowd Management Procedure Audience capacity for events is established and Risk Assessed in advance Where events are likely to attract large numbers, arrangements must be made to ensure capacity is not exceeded Children's team to support H&S e.g. to request First aider, report lost child to Duty Manager Staff to be fully briefed prior to an event 	<ul style="list-style-type: none"> Monitoring of numbers in attendance to ensure capacity not exceeded – approx. 90. School groups not to exceed 90. Story Steps stairway must be kept clear to allow for access 	All	<ul style="list-style-type: none"> As and when 	
Other hazards - Injury to hands, fingers	Staff, Visitors, Contractors and Public fingers caught in doors incl toilet doors, caught on metal skirting	<ul style="list-style-type: none"> First aid box at the Children's Customer Service Desk for use by First Aider Children's team to support H&S e.g. to request First aider, report lost child to Duty Manager Young children are accompanied by parents/guardians and they are to be supervised 	<ul style="list-style-type: none"> Children's staff working at 7.45 or until 8.15 must wear a Vocera On the main entrance door to Childrens Library and those to the toilets 	All	<ul style="list-style-type: none"> As and when 	



		accordingly by them to avoid the risk of finger entrapment.	(not individual cubicles) we have finger guards to protect against fingers being inserted into the hinge side of the door".			
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Events and Activities

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Entrances/Fire exits blocked with buggies	Staff, Visitors, Contractors, Public and Performers Evacuation impeded	<ul style="list-style-type: none"> Staff to request parents/carers move buggies to another area Request customers use the Buggy Park on the Ground Floor or the lockets between the Children's and Music Library 	<ul style="list-style-type: none"> Inform Duty Manager Staff on site with Vocera system to manage problems 	All	<ul style="list-style-type: none"> As and when 	
Food and drink (only to be consumed in the Children's meeting room if part of an event)	Staff, Visitors, Contractors, Public and Performers Food poisoning Burns Slips, trips and falls	<ul style="list-style-type: none"> Ensure foods are refrigerated/stored as per instructions Ensure any hot food or drinks are stored safely and have appropriate lids Ensure audience has space to sit and eat Make sure equipment is available so any spills can be cleaned up quickly 	<ul style="list-style-type: none"> Staff on site with Vocera system to manage problems Ensure no food/drink is taken out of the meeting room 	All	<ul style="list-style-type: none"> As and when 	
Staff and audience unable to evacuate safely	Staff, Visitors, Contractors, Public and Performers Evacuation impeded Slips, trips and falls Burns, smoke inhalation	<ul style="list-style-type: none"> Evacuation procedure explained to performers, public Health and Safety talk at the beginning of the performance highlighting fire exits and assembly point 	<ul style="list-style-type: none"> 	All	<ul style="list-style-type: none"> As and when 	
First Aid incident Incidents during/after performances	Staff, Visitors, Contractors, Public and Performers Slips, trips and falls,	<ul style="list-style-type: none"> First aid box is at the Customer Service Desk; cold pack available in CM workroom Call for First Aider/Security Adequate space allowed for performance 	<ul style="list-style-type: none"> Performers undertake own risk assessment Stewarding for 	All	<ul style="list-style-type: none"> As and when 	



	physical injury	<ul style="list-style-type: none"> Assess event re potential crowd control requirements 	busy events (Steps and to facilitate accessing & leaving the event/building)			
Egress from the Story Steps	Staff, Visitors, Contractors, Public and Performers Evacuation impeded	<ul style="list-style-type: none"> All staff aware of where the fire curtain comes down on the Story Steps Staff to monitor the Story Steps, and request customers do not remove footwear or leave belongings on the Steps that would prevent them from exiting the Steps before the fire curtain is fully lowered. 	<ul style="list-style-type: none"> Story Steps good use guide available for customers and staff 		<ul style="list-style-type: none"> 	

The Story Steps

Hazard	Who might be harmed and how?	What control measures are in place? Are they sufficient?	What Further Action Required	Action by Whom	Action by When	Date Completed
Falling down the Steps Running, jumping, sliding on cushions	Staff, Visitors, Contractors and Public Broken limbs Slips, trips and falls,	<ul style="list-style-type: none"> Regular visual checks by library staff To prevent slips/trips, no food or drink allowed on the Story Steps To prevent slips, socks and shoes must not be taken off 	<ul style="list-style-type: none"> When the library is busy, Security to monitor the Story Steps via CCTV See Story Steps Guidelines	All	<ul style="list-style-type: none"> As and when 	

Story Steps – A Good use guide

The Story Steps is a seating area that is ideal for families to sit and read together, share books; for individuals to enjoy a book; for library performances such as author events, and so on. Cushion pads are available to sit on.

Access to the stories being told and performed is important to us. Whenever events are held, appropriate and suitable equipment will be used to facilitate participation and engagement by all customers - including the use of a portable projector/screen at ground level for customers with mobility issues; as well as ground level space for customers with wheelchairs.

All customers are welcome to use and share the Steps together. The Story Steps are not a public bookable space, when busy; the area will need to be shared.

Please respect each other and the books you have with you when using the Story Steps. It is not a play area.

- Footwear should always be worn, and belongings not left on the Steps. In the event of fire, a fire curtain will be lowered down from the end of the Children’s Library ceiling over the Story Steps. Once fully lowered, there will be no access off the Story Steps or to any left footwear/belongings.
- The Story Steps amplify sound. Please respect this by keeping noise to a minimum.
- Food and drink cannot be consumed on the Steps or in any other part of the Children’s Library. Please help our cleaners to keep the Steps clean and free of spilt drinks, dropped food etc to prevent damage to library books and resources, such as the cushions.
- Books taken to the Story Steps should always be removed to prevent slips/trips. Return your item to where it was taken from or place on a trolley if this is not known.
- Please do not touch the digital screen as it is not a touch screen.
- Power points below the digital screen and in the floor boxes are not for customer use.

Story Steps seating capacity

The seating capacity varies according to usage. Maximum capacity is approximately 90

What are the Story Steps?

There are seven big steps with a stairway of small steps to the right (as seen when facing the steps). To the top far right, there is also a digital screen. The screen showcases content from the library website, clips of events and artwork.

Further Information

Hazard	Additional Information

See also:

- General Risk Assessment for Public/Visitors/Contractors at Library of Birmingham

