A WARM WELCOME

SETTING UP A WARM SPACE IN YOUR COMMUNITY

A MESSAGE FROM MARTIN LEWIS

In early July 2022, while the sun was blazing, I was sitting at my desk, doing some numbers, starting to feel overcome with a sense of dread about the coming winter. It looked like the price cap rates for energy, which most of us pay, would be nearly doubling, leaving possibly 100,000s with the now almost cliched choice between heating and eating.

While mulling, I tweeted, 'Can't believe I'm writing this, but I wonder if this winter we'll need 'warm banks', the equivalent of 'food banks' where people who can't afford heating are invited to spend their days, at no cost, with heating (e.g. in libraries, public buildings, etc.)'

I wasn't the only one thinking it. I was both saddened and gladdened to quickly hear from a few councils and libraries already planning to do just that, as well as many organisations who wanted to help, but were asking how to do it.

This guide is the culmination of that. I asked CILIP to research and collate best practice information, on how to do it, and I am delighted that they accepted the commission. It's not just for libraries, it's for any organisation wanting to set up a warm space (the name has rightly changed too, a warm space is a far more approachable place than a warm bank). I do hope you find it useful.

Of course warm spaces are far from a panacea, not everyone will be able to get to warm spaces, not everyone will want to, and people will still need to heat their homes sometimes. Yet I think they will turn out to be crucial extra help to get a decent number of vulnerable people through the winter.

And while we now have the energy price guarantee, which has thankfully substantially limited the energy price rises this coming winter, on average, rates are still roughly double those of last winter. So help is still very much needed.

Martin Lewis, Money Saving Expert
October 2022

A WARM WELCOME

Local communities have stepped up in many ways to support their neighbours through the cost of living crisis. This includes groups with spaces, or those who are able to provide furnishings, activities, advice and support. Libraries and other local authority contacts are a useful first point of contact for these groups and some, like Stockton, have introduced pots of funding to support their communities' work.

Welcoming people into your space is vital to ensuring that those who need it most feel able to use your space. Hostmanship is the art of making people feel welcome. Jan Gunarsson maps out six key areas of this: serving, maintaining the big picture, taking responsibility, caring, knowledge and dialogue.

Serving is using your talents and experiences, first and foremost, because you have a genuine interest in someone else's well-being: 'What can I do to make you feel better at this particular moment in time?'

The big picture. Hostmanship is about seeing and understanding wholeness. The person who meets the guest is always the company's outward face, right there, right then. Even if we can't be responsible for everything that happens in this entirety, it is important that we understand that it is the guest's opinion of the entirety that affects their meeting with us.

Taking responsibility is about being courageous. We must take responsibility for how we choose to react to what happens. Taking responsibility is about standing on the other person's side and helping them to improve the world we are both living in: a position which isn't always appreciated in your own ranks, but at the end of the day, creates stronger and more personal meetings.

Caring is the heart of hostmanship. Allowing caring to prevail in a business is about seeing the human in the people that seek us out. Adapting our systems and our culture with the notion that the people we work with and the people we meet are human.

Knowledge is about opening to all cultures and people, regardless of origin or background. Knowledge is far more than just knowing. It is the ability to use your knowledge in the context of another person's needs.

Dialogue is being able to first listen, which is usually the toughest obstacle when a problem needs resolving. We need to listen and try to understand the context by entering into a dialogue. By opening yourself up for dialogue at every meeting, you are taking all parties at the meeting seriously.

PHYSICAL SPACE AND LOCATION

A warm welcome space should be free to use and encourage people to stay as long as they want. It also needs to be a friendly, comfortable environment where people feel at ease and at home. Opening times are a key part of this so you'll need to decide if you want to open in evenings and/or weekends as there is likely to be demand for spaces at these times. Trusted partners may be able to help you do this.

Warm Spaces in Stockton-on-Tees

As part of Stockton-on-Tees Borough Council's strategic vision to reduce and mitigate inequalities, its Fairer Stockton-on-Tees team, alongside partner organisations, are building a directory of Warm Spaces. These are places where residents can go to take part in activities, receive practical support and advice, avoid social isolation, reduce their anxiety about the cost of living and generally stay as well as possible.

Launching in October, more than 50 local venues have pledged their support to offer a Warm Space. Our team worked in collaboration with libraries, the voluntary sector, Public Health colleagues, housing providers and ward councillors to create the directory. There is a developing focus on offering rounded support to the people and families who attend Warm Spaces, such as outreach from welfare rights, health, housing, training and employment services to mitigate against the worst outcomes this winter.

A Cost of Living Support Hub has launched on the homepage of the council's website. This brings together resources about welfare entitlement, energy advice, free school meals, council tax reduction, housing benefit, Universal Credit, food banks and more. It also hosts information from partner organisations including libraries, housing, health and voluntary sectors.
Councillor Bob Cook, Leader of Stockton-on-Tees Borough Council

Furnishing and lighting are key to creating a cosy environment, with clear signage around the space so that people know what is available, where. Comfortable seating for longer stays is vital. Organisations like the Freecycle Network and Gumtree Freebies offer free furniture if you need it, although you normally have to arrange pick up.

Location

A city centre warm space might be in high demand, with different types of people using it, while a warm space in a residential area might have more of a family focus. The location of a warm space may open questions to a local library or community centre about how community groups can jointly use their facilities as well as how people will get to and from your space (See page 9).

Accessing the space

The following factors are important for good physical access:

- **Approach to building (e.g. dropped curbs, signage, etc.)**
- **Entrance accessibility (e.g. ramps, steps and handrails)**
- **Doors (exterior and interior) with dignified access for all and accessible routes**
- **Lifts and stairlifts that are easily accessible**
- **Keeping aisles, corridors, doorways and spaces free of obstruction and with space to accommodate wheelchair and buggy users**
- **Means for people with disabilities to leave the building quickly in the event of an emergency**
- **Alarm systems suitable for alerting the hearing impaired**
- **Critical distances (e.g. width of corridors, aisles and security sensors).**

Room sizes will vary quite a bit and when you're planning how you lay out your space, you'll have to take into account the maximum safe numbers, how people will move around the room and whether you want to (or are able to) have separate spaces for different groups, e.g. school children or families with young children. Please see the Warm and safe spaces section for more information on this. Also it's easy to forget about the outside of the building but this could be a great way to involve users in the design of the space.

Heating costs

Many organisations will need to factor in their own heating costs and projected spend on all of this.

It all depends on the type of space, the size of it, and energy prices, which fluctuate over time, but charity organisations like The Centre for Sustainable Energy have put together documents giving tips on how to save energy in community buildings, which includes ideas such as closing curtains, checking your roof insulation and fitting low cost secondary glazing on non-opening windows.

They also have a heating cost calculator, Estimating the heat demand of a hypothetical community building, to help community centres work out how much their typical heating costs could be.

> ### Example of how to estimate the costs to heat your space
>
> **Work out the cubic metres of heated space:**
> **390 m2 in total, of which 118m2 has a 'double height' ceiling**
> **390 – 118 = 272 m2 with a ceiling height of 2.6m**
> **And 118 m2 has a ceiling height of 4m**
> **272 x 2.6 = 707.2 m3**
> **118 x 4 = 472 m3**
> **The total heated space is therefore 707 + 472 = 1179 m3**
> **This will help you determine the type of boiler you will need.**
> **So if you chose a 24kW boiler, then at seven pence per KWh for gas, a 24kW boiler would cost you £1.68 per hour to run i.e. 7x24 = 168.**

If your boiler runs for an average of five hours per day, this will cost you £8.40 per day i.e. 5x£1.68. Please note that energy prices can change and the costs below are based on April 2022 averages of seven pence per kWh for gas and 26 pence per kWh for electric. You can find out your exact rate on your latest statement.

WARM AND SAFE SPACES

Warm spaces should also be safe. Lockdown may be a thing of the past but you still need to [minimise the risk of infection](#) from COVID-19 and flu, especially for those who are particularly vulnerable to infection. Measures taken to reduce infection during the pandemic should be applied to spaces which may be more heavily used this winter. Capacity, ventilation and temperature are key considerations, along with a commonsense approach to contact and proximity issues.

Space planning points to consider:

- **Ventilation.** Free-standing air filtration units can help to improve air quality and reduce the risk of infection
- **Furniture.** Avoid furniture which cannot be wiped clean, but mainly where there is frequent change of user (mainly chairs)
- **Distancing.** Where there are corners in corridors and stairwells, use mirrors to increase visibility and to avoid crossing.

Some places continue to require face masks and social distancing, especially where people are likely to remain in a space for long periods of time.

Capacity

In order to determine space needs, you will need to observe users (if possible), evaluate existing facilities and compare with other similar spaces. It will also be important to consider:

- **Opening hours (all or part of the space, including out-of-hours)**
- **Peak usage times**
- **Usage broken down by hours**
- **Days of the week that the space is open**
- **Number of users**
- **Associated activities**
- **Facilities, e.g. toilets, vending area, café, etc.**

Room capacity calculators from the pandemic are still available and offer a useful guide to safer customer numbers in any given area. However, restricting customer numbers runs counter to the idea of a warm welcome, so it's better to ensure that spaces are well organised and easily cleaned than to turn people away. You could consider extending opening hours to spread the load.

The relationship between room sizes and numbers inside is not an exact science. Again, it depends on what people are doing, for example, browsing bookshelves or taking part in collective activities. There is even a difference between genders because men breathe more heavily than women, exhaling more CO2 and, potentially, airborne viruses so more men means, ideally, lower numbers using the space. Please also be mindful of fire safety regulations and make sure you do not exceed capacity in this respect.

The table on the following page gives guidance on the number of users in a classroom setting, relative to room size but is equally applicable to community spaces.

Dimensions	Square feet	6 x 6 Block	6 ft Circle	8 x 8 Block	8 ft Circle
30 x 30	900	19	24	11	14
30 x 25	750	16	20	9	11
25 x 25	625	13	17	7	9
25 x 20	500	10	13	6	8
20 x 20	400	8	11	5	6

There are rules about workspaces too. Regulation 10 of the Workplace, (Health Safety and Welfare) Regulations 1992 states that the total volume of a room, when empty, divided by the number of people normally working in it should be at least 11 cubic metres, assuming a height of 3.0m. The figure of 11 cubic metres per person is a minimum and may be insufficient if, for example, much of the room is taken up by furniture, etc.

For a community room, in order to calculate the number of people you can have safely in at any one time, the guidance is to allow 1m square per person, so in the case of a room with a length of 5m and a width of 17m, the total area is length x width = 85m squared. Therefore, to calculate maximum occupancy, you use the following formula:

85m2 ÷ 1m2 per person = 85 (max occupancy).

Of course, during the day, you'll have peaks and flows, so this figure is the maximum you can have during busy periods.

Ventilation

Ventilation remains key to creating safer customer spaces. However, opening windows to let fresh air in will also lower temperatures, and quite dramatically so on colder days. The balance between warmth and safety presents a challenge and installing a mechanical ventilation system is one way to address this.

People exhale airborne viruses when they breathe out CO_2 and so CO_2 monitors are useful for measuring these levels. A well-ventilated room has CO_2 levels of 600 to 800 ppm (parts per million). Free-standing air filtration units, such as high efficiency filters, can also help to improve air quality, reducing the risk of infection, and can be bought on Ebay or the high street.

Be careful about using fan heaters for a quick warm up as they circulate air and require more ventilation. Organise spaces as openly as possible, for example, remove room dividers to improve the air flow.

Temperature

Standard guidance for libraries suggests a temperature of 23.5 to 24.5 degrees and a relative humidity of 45 - 60% are comfortable for people. The ambient temperature will be affected by the passage of cold air through external doorways, opening windows to increase ventilation and, to some extent, the number of customers inside.

The ideal room temperature is not the same for everyone. It depends on how individuals respond to temperatures, what they are wearing, and what they are doing. Young children and the elderly often need a slightly warmer ambient temperature. Long periods sitting still and reading, for example, also make a difference.

Here are some basic benchmarks for indoor temperatures:

- **24°C.** Very warm, could be unsafe for heart conditions
- **18-21°C.** Comfortable temperature
- **18°C.** Minimum for being comfortable
- **12-16°C.** Fairly cold, could be unsafe for respiratory conditions
- **12°C.** Cold, could be unsafe for heart conditions
- **9°C.** Very cold, could be a risk for hypothermia.

The basic level of warmth for a healthy person wearing warm clothing is 18°C. This standard is recognised by the World Health Organisation and is the minimum standard in the government's latest UK cold weather plan. Warm spaces should therefore aim for 18 - 20°C as a minimum.

Community spaces may need to set the thermostat higher and allow a more relaxed dress code for staff. Providing coat racks is a good idea but customers should be able to keep their coats on if they wish. It may also be appropriate to offer blankets to those sitting still for any length of time, or near open windows.

Hygiene and distancing

The warm space will encourage more people into community spaces, who stay longer, so hygiene is really important. You may wish to re-introduce sanitising stations, and regular cleaning of seating, surfaces and keyboards is essential. Avoid furniture that can't be wiped clean to minimise infection risks.

Consider a temporary reconfiguration of spaces to accommodate social distancing, for example, between desks and workstations. However, be mindful of the needs of families and other groups who may wish to be together. A combination of different configurations is recommended to provide social, family-friendly and separate spaces in which different customers will be comfortable and can interact.

TRAVEL AND ACCESSIBILITY

It is important that your warm space can be used by everyone and to look at barriers that may prevent this, not just for wheelchair users, but also for visitors with additional or special needs. For example, bright lighting is important for those with visual impairments, while blue LED lights and quieter spaces are more autism friendly. You may also need to give some thought to making space for assistance animals (or indeed other pets!) who may visit with their owners. Some local disability charities may also come and do an accessibility audit of your space.

Travel

Organisations need to be mindful that travel costs could be a barrier to many potential users, and not only the costs to get to the warm places, but also potentially parking. It's important to consider how you can make it easier for people to get to your space, especially if they live in more remote areas or have a disability. For example:

- **There may be options for community transport (e.g. Driving Mobility is a national organisation which may be able to help with transport)**
- **Ensure at your warm place, that you are able to direct users to local bus and train timetables and stops/stations**
- **You may be able to hire, or loan from a minibus to transport visitors to your venue**
- **Check with your local council that they are not running any localised transport schemes e.g. home to school transport that may be underused during the day.**

There are lots of ways that customers can get to venues such as walking, cycling, public transport, park and ride, driving and car sharing and community transport.
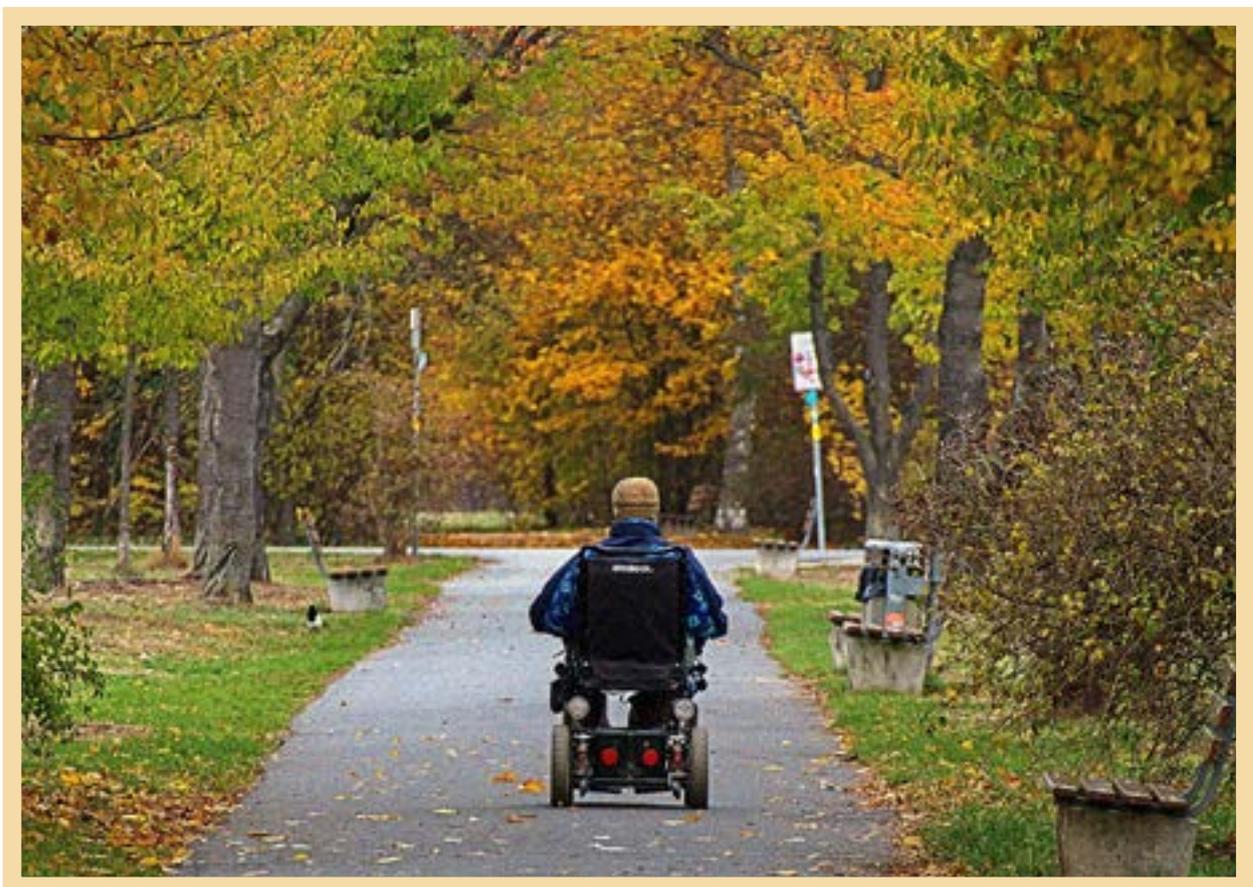
WHAT ABOUT YOUR DISABLED VISITORS?

Disabled people, their friends, families and carers tell us they need to be able to find out where warm spaces are and what facilities are available. For example, they need to know about level access, accessible toilets, parking, public transport, hearing loops, sensory-friendly areas and more. But our community is concerned that warm spaces will be created without considering their needs.

Having access to trusted disabled access information inspires confidence, breaks down the barriers of exclusion and removes the fear of the unknown, so Euan's Guide is:

- Producing guidance on making warm spaces more accessible for disabled people
- Generating a searchable directory of accessible warm spaces by encouraging venues
- Operating a warm banks list for free on EuansGuide.com/WarmBanks
- Enabling disabled people to find information about accessible warm spaces before visiting and to share their experiences on Euan's Guide to benefit others.

Euan's Guide is the disabled access charity. We're best known for our disabled access review website, EuansGuide.com, which is a trusted source of information written by and for disabled people. But we also make tens of thousands of accessible toilets safer, run the UK's largest Access Survey and lots more!

ACTIVITIES AND SERVICES

Creating a welcoming space is a great chance to involve people in other activities that can support their wellbeing and sense of connectedness to their local community. Planning a range of fun and engaging activities can be a great way to encourage people into your space, and these can be as simple as quiz or games nights, film screenings or a knit and natter.

Regular resources where possible is another huge advantage. So if you are able to provide things such as IT and Wifi access, homework clubs, device charging, etc., these can make a big difference to people's lives. However, you will have to factor in the costs of providing some of these services carefully, given the rise in energy costs. You might plan on having a television in your space but this also raises the issue of increased noise levels. Busier community spaces will inevitably be noisier and a relaxed approach to this is important.

Serving food and warm drinks is also a good idea, although there may be local licensing requirements if you want to regularly prepare food. Visitors should be allowed to bring in their own flasks. You don't have to manage all of this yourself however, working with partner organisations is a great way to extend the activities and services you offer.

Kindness campaign by Suffolk Libraries

Suffolk Libraries have structured a winter campaign around the concept of kindness. We believe that no matter what people are experiencing they do not deserve labels which can be negative i.e. 'poor' or 'in poverty'. By framing this as a kindness campaign, people can take help as they need it and with dignity. On the flipside, people in a position to help can show their love for their local library by contributing in ways they feel are appropriate.

We will be open as normal and people will be encouraged to come in and spend time to warm up with no pressure to do anything specific. In addition, we will offer the following:

- **Kindness racks where the public can donate quality coats, scarves etc. and people who need warm clothing can help themselves, no questions asked**
- **A stream of warm drinks such as tea/coffee/cup-a-soup and hopefully healthy bars for children, etc. in collaboration with key partners such as the East of England Coop and Christie's Care**
- **An expansion of our Pride & Periods service as well as working with the Hygiene Bank**
- **Events for our older people's groups to knit blankets, scarves, hats, etc. to donate**
- **Bolstering our partnership advice pop-ups with partners such as Citizens Advice**
- **Looking at funding to create 'warm bags' of essentials for people to take home.**

VOLUNTEERS, STAFF CARE AND SAFEGUARDING

It's been wonderful to see how many local people want to help their local community through this crisis, either by donating goods or money or by volunteering their time. While most organisations will have volunteer policies in place, it's important that they are supported and trained properly as they may well come into contact with higher numbers of vulnerable people. You should always avoid having staff working alone in your space.

Taking care of staff and volunteers is also vital because they themselves may be facing financial hardship. You could look at creating a peer support or buddy scheme where team members can discuss issues that arise, air concerns and even just vent if needed. You may also have team members who may be more vulnerable to Covid and the National Joint Council agreed guidance with employers about how they should be supported.

It's important to make sure that your staff and volunteers have the confidence to interact with a wide range of people and to manage problem behaviour if it arises, and they must be given clear instructions on how to call in extra support if necessary. You should also carry out an assessment of each staff and volunteer role to see if it requires a police check.

This is where a thorough risk assessment is really useful to highlight potential issues and try to prepare for them in advance. You'll also need to double check to make sure that your insurance covers any new activity you take on.

Volunteers support in North Yorkshire Libraries

North Yorkshire Libraries work closely with communities and local volunteers to deliver services across all libraries, and 31 of their 43 libraries are volunteer managed. These relationships are seen as partnerships, working together to find solutions that work best for communities. Delivering services alongside volunteers needs to be a mutually beneficial relationship to make it work, and being aware and responsive to volunteer needs and motivations is key.

An extensive ongoing support and training package is vital to the success of the model, as well as building volunteer confidence and skills, while ensuring service quality. Keeping in touch with over 1200 volunteers over a wide geographic area is a challenge. Regular visits to libraries, keep in touch meetings, a weekly newsletter, and county-wide conferences bring people together and keep teams informed of news, initiatives and celebrates and shares best practice. Two-way communication is vital.

The volunteers working with North Yorkshire Libraries are invested in their communities and their valuable contribution cannot be overstated.Their insights influence the way that the wider library service responds to local need. They are well placed to respond to issues such as the cost of living crisis, opening their doors to offer a warm welcome to everyone.

HOW TO PROMOTE YOUR SPACE

While you're working hard to create a safe and welcoming space, it's vital to recognise the significant stigma that many may still feel when coming into your space. The language you use to describe your space, and the way in which you present the services you host there, are vital to reducing these feelings. Terms to avoid would be warm banks, heated rooms, free meals, benefits advice, etc.

Another way to reduce this feeling is to focus on the activities you offer in the space, rather than the fact that they'll be held in a warm room. This may mean services you offer that are income related, such as benefits advice or job support, are not highlighted specifically in your communications but perhaps spoken about more generally such as 'local services or advice'. You could also produce a discreet leaflet that listed the contacts for local support services that is left in the space.

It's also important to remember that some people do not use the internet or social media. Ways to reach them could include creating flyers for public facing council buildings, cafes and community centres and working with your local council who may have a telephone customer service line that they could use to promote your services.

Top tips from Camerados for your warm space

Camerados have been bringing people together to get through tough times for years. There are now 100 Public Living Rooms across the world. We know how to make shared public spaces work. Beyond the financial struggle we are concerned people are sliding into a cost of connection crisis too as they are forced to reduce social events to save money. Shared warm spaces provide an opportunity for vital connections to continue.

Tips for making sure warm spaces also give a warm welcome and foster connection:

- **Make it welcoming: Fairy lights, a kettle and we are big fans of sofas.**
- **Language matters: The term warm banks might make people feel rubbish about themselves and might even put them off coming.**
- **Everyone putting the kettle on makes it feel like mutual support rather than charity. Putting people into the role of a charitable recipient is unempowering and depressing.**
- **If people are struggling to pay their bills, there's a good chance they're spending a lot of time battling with forms and bureaucracy. Give them a place to take a break.**
- **Don't wait for funding - there's always a way. Ask, people want to help.**
Camerados.org
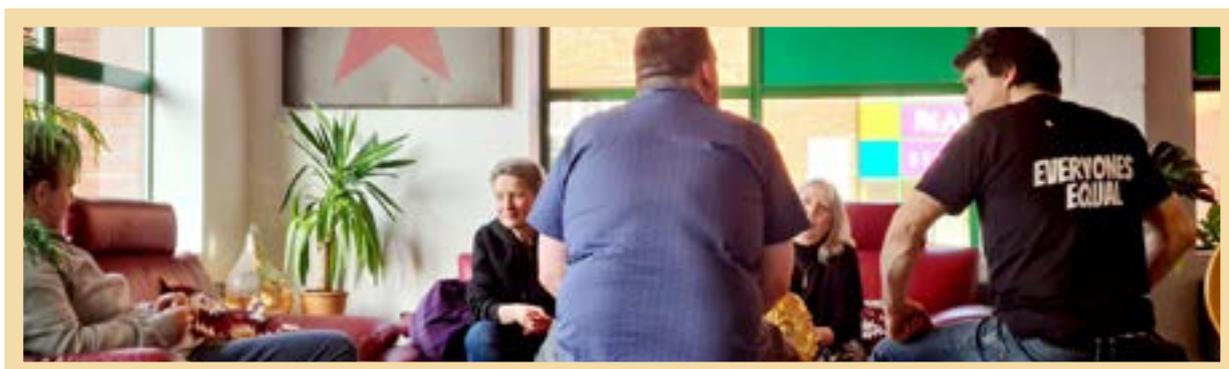
KEY RESOURCES

Funding

Cost of living crisis grant funding for UK charities & community groups and crisis grant funding for individuals & families

National Lottery Grants (N.B. These currently take 12 weeks to process.)

Accessibility

Disability etiquette

Euan's Guide on supporting disabled customers

Leonard Cheshire support for employers

Reading Sight advice on helping the visually impaired to get around your space

RNIB - accessibility support for the visually impaired

Health and wellbeing

A-Z of mental health organisations

Autism friendly environments

Food banks

Mind

Dementia friendly communities

Young Minds

Health and safety

UNISON Coronavirus guidance

Reducing spread of Covid-19 in the workplace

Guidance on protecting staff from Covid-19

Local authority/library/ voluntary sector contacts

CILIP

Libraries Connected

Local Government Association

National Association for Voluntary and Community Action

National Council for Voluntary Organisations

Safeguarding

Gateshead warm space charter

Safeguarding for organisations

Safeguarding vulnerable clients

Setting up a space

Camerados - how to set up a public living room

Discounted IT equipment and software for charities

Free PCs and IT equipment for charities

Freecycle for furnishings

Gumtree for furnishings

Safer spaces - how to adapt community

spaces post Covid by architects IF_DO

Warm Welcome - helping faith and

community groups to set up

Welfare/legal advice and support

Citizens Advice

Law Centres Network

Welfare Rights

APPENDICES

1. RISK ASSESSMENTS

As you go about setting up your warm spaces this winter it is important to conduct a risk assessment. You will be using spaces differently and need to consider what this might mean in terms of visitor safety.

The assessment needs to cover:

- **Fire exits and alarms**
- **Cleaning and general hygiene**
- **DBS checks for staff and volunteers taking on new responsibilities**
- **Checks on additional electrical equipment such as portable heaters or ventilation units**
- **Risks associated with the provision of hot food or drinks**
- **Additional capacity and length of stay.**

2. Risk assessment example: Suffolk Libraries

Risk Assessment For: Generic Risk Assessment – Warm Spaces 2022		**Workplace / Location:**	
Risk Assessors Name:	**Job title:**	**Date of assessment:** 29/09/2022	**Next Review Date:** 29/09/2023

Description of Event/Task/Group:
- General use of library and resources by customers
- Issuing and discharging books
- Using computers
- Reading newspapers/periodicals
- Taking books off shelves
- Adults, children, elderly, physical and mental health issues
- Drinking hot drinks
- Receiving donations of warm clothing
- Increase in number of vulnerable people in library specifically to keep warm

This assessment considers the general risks present for customers using the library and supplements any risk assessments which may be in place such as regular and one off events or activities and groups customers may attend and any Lone working risk assessments for the library

What are the Hazards	Who will be affected				Mitigation and control measures *What is already being done to reduce risk and what else can be done to further mitigate the risk*	Action by whom?	Action by when?	Done Y/N
	E	P	V	C				
Fire - Unable to escape building, become trapped burns, smoke inhalation, death	X	X	X	X	● Good housekeeping standards to continue – separation of materials from ignition sources. ● Staff vigilance at all times ● Daily fire exits checked on opening and closing ● Staff aware of local emergency procedures ● Managing any donations of warm clothing are kept away from fire escape routes and away from sources of heat and ignition.	All Staff	ongoing	
					● Fire drills carried out on premises twice per year minimum ● Staff aware of local emergency procedures ● Appropriately trained Fire warden on site at all times the library is operating ● Emergency lighting in place, tested weekly and serviced regularly ● Portable appliance testing in place every two years on all appliances ● Personal Emergency Evacuation Plan to be put in place if necessary ● Up to date fire risk assessment in place and is reviewed annually when necessary, whichever is sooner to ensure it is up to date and effective ● General Emergency Evacuation Plan in place and reviewed annually or when necessary whichever is sooner, to ensure it is up to date and effective ● Planned preventative maintenance schedule in place for all equipment in accordance with PUWER 1998 & LOLER 1998 ● Fire extinguishers in place throughout the premises and serviced on an annual basis.	Library manager	Ongoing	
Medical Emergencies - become unwell while using library, Scalds from hot drinks		X			● Spillages to be dealt with promptly ● Urns and Kettles must be kept away from main area where possible ● Kettles and urns on stable surfaces with no dangling cables and kept away from edges ● Where possible trays and/or trolleys used for serving.	All Staff	Ongoing	
					● Staff appointed persons trained and are available at all times library is operating ● Staff aware of local emergency procedures ● Appropriately stocked First aid kit is on hand in an emergency ● Personal Emergency Evacuation Plan to be put in place if necessary	Library Manager	Ongoing	

What are the Hazards	Who will be affected				Mitigation and control measures *What is already being done to reduce risk and what else can be done to further mitigate the risk*	Action by whom?	Action by when?	Done Y/N
	E	P	V	C				
					● Appropriate signage on urns and kettles used in the public area stating "Caution hot water".			
Slips / Trips / Falls - over furniture, & equipment - sprains, bumps, bruises, head injuries and fractures		X			● All accidents reported promptly ● Any hazards reported to the manager and removed from the area ● Spillages to be dealt with promptly ● Staff vigilance looking for items left on floors by users ● Wheels on mobile shelving must be turned in at all times and checked regularly ● No trailing cables allowed in the customer areas ● Ensure any donated clothing is managed to eliminate trip hazards	All Staff	Ongoing	
					● Staff appointed persons trained and are available at all times library is operating ● Staff aware of local emergency procedures ● Internal areas and external pathways, ramps and steps checked on daily basis for trip hazards.	Library manager	Ongoing	
Antisocial behaviour – exposed to & participating in Antisocial behaviour	X	X	X		● Staff to be vigilant at all times and deal with situations as they arise ● Any incidents to be reported to the Library Manager immediately ● Sharing of knowledge of incidents and among colleagues.	All Staff	Ongoing	
					● Where necessary, antisocial behaviour plan in place and to be discussed at Staff meetings ● Staff have completed ASB training. ● Antisocial behaviour policy in place and shared with staff and volunteers.	Library Manager	Ongoing	
Electrocution from wiring or equipment		X			● Equipment to be checked before use ● Ensure wiring is tidy and as much as possible away from area likely to be accessed ● Any defects to be reported to Library Manager immediately ● Removal or section off area of defective equipment as required.	All staff	Ongoing	
					● Portable appliance testing in place on all appliances ● Five year building wiring check in all libraries ● Staff appointed persons trained and are available at all times library is operating ● Staff aware of local emergency procedures	Library Manager	Ongoing	

What are the Hazards	Who will be affected				Mitigation and control measures *What is already being done to reduce risk and what else can be done to further mitigate the risk*	Action by whom?	Action by when?	Done Y/N
	E	P	V	C				
					● Staff aware of utility cut off points ● Appropriately stocked first aid kit is on hand in an emergency.			
Shelving- Falling over, coming off walls, falling stock, falling shelves, Cuts from sharp shelf brackets, crush injuries		X			● All accidents reported promptly ● Staff ongoing vigilance ● Ensure mobile shelving is loaded evenly and wheels are tucked under units. ● Ensure shelving is in a general good condition. And shelves not overloaded with stock ● Ensure heavy stock items are not stored on high shelves. ● Any defects to be reported to library manager immediately ● Removal or section off area of defective equipment as required	All Staff	Ongoing	
					● Appropriately stocked First aid kit is on hand in an emergency ● Staff aware of local emergency procedures ● Staff appointed persons trained and are available at all times library is operating ● Monthly Checks on all shelving with special attention to castors on wheeled shelving.	Library Manager	Ongoing	
Stairs - trip / fall down stairs, sprains, bruises, head injuries, fractures		X			● All accidents reported promptly ● Appropriately stocked First aid kit is on hand in an emergency ● Staff ongoing vigilance ● Any defects to be reported immediately and area sectioned off until can be made safe. ● Internal and external stairs checked on daily basis for trip hazards	All Staff	Ongoing	
					● Staff appointed persons trained and are available at all times library is operating ● Staff aware of local emergency procedures.	Library Manager	Ongoing	
Lifts - trapped in lift- failure of equipment / medical emergencies		X			● Incidents to be reported immediately ● Ongoing staff vigilance ● Any defects to be reported immediately and area sectioned off until can be made safe ● Instructions of what to do in an emergency to be readily available and staff aware of procedures.	All staff	Ongoing	

What are the Hazards	Who will be affected				Mitigation and control measures *What is already being done to reduce risk and what else can be done to further mitigate the risk*	Action by whom?	Action by when?	Done Y/N
	E	P	V	C				
– anxiety, panic, delayed treatment					● Staff to be aware of local emergency procedures ● Lifts serviced regularly in line with PUWER 1998 & LOLER 1998 ● All staff instructed on how to use the lift and what to do when lift stops working ● Staff appointed persons trained and are available at all times library is operating.	Library Manager	Ongoing	

Summary:
● Warm spaces provide a welcoming environment for everyone struggling with the cost of living increases, with it comes a potential increase in vulnerable people who are worried and anxious about their situation, this could cause an increase in antisocial behaviour due to frustration. Staff need to be mindful of this when dealing with people.
● Customers have a wide age range and a variety of needs which can potentially put them at risk. These risks apply to all customers, however the level of risk to the individual will vary considerably depending on the circumstances. E.g., a fall of an older person is usually far more serious than that of a young child.
● Slips, trips and falls tend to be the most common injuries along with people taken ill, possibly with a condition or people suffering from the effects of drugs or drink.
● While it is impossible to eliminate all risks associated with using a library the mitigations in place reduce risk level to a manageable level.
● This risk assessment is to be used together with any library activity/group/event or lone working risk assessment that may be in place for the library.