



Shepton Mallet Prison COVID 19 Strategy

Updated 8th December 2021



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1. Social distancing at work

Wherever possible, social distancing will be maintained throughout the prison site. Areas in which social distancing are not possible, will be closed to the public and re-opened when it is safe to do so. This course of action will limit the risk of transmission between our staff and customers.

The following actions have been introduced,

- Increasing the frequency of hand washing and surface cleaning
- Hand sanitiser available to staff at all times
- Encouraging lone working, but where this isn't possible make sure our working areas are able to support 1m social distancing
- Using screens to separate staff from customers
- Limiting the amount of staff and customers on site
- From December 10th, we will implement government guidelines and only allow customers on site if they are wearing face coverings. All Staff members will also be required to wear face coverings whilst on site excluding communal areas and when behind the screen in the ticket office.

1.1. Coming to work and leaving work

For the safety of our employees and customers, we have implemented a number of measures to ensure all staff coming and leaving work are maintaining social distancing.

The following actions have been introduced,

- Providing hand wash facilities for employees on their arrival and departure.
- Stagger arrival and departure times to reduce any crowding through the staff entrance of the prison. However, we will still ensure that once open to the public we have an adequate amount of staff on site to maintain Health and Safety.
- Provide a designated area in the building for staff members to leave bikes, as well as encouraging all those who are able to walk, bike or run to work thus avoiding public transport.
- If employees are unable to do the above, we will encourage them to use their own vehicles solely, and not commute together.
- Operate a one in one out system to reduce congestion in staff areas.
- A one-way system has been introduced through all staff areas with designated exit and entry points.
- Provide hand sanitiser dispensers at both the entrance and exit for employees to use and within the main workspaces.
- We will continue to use touch-based security; however, all site keys and radios will be designated to individual employees, sharing will be forbidden.



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1.2. Moving around buildings and site

For the safety of our employees and customers, we have implemented a number of measures for employees travelling through the workplace.

The following actions have been introduced,

- Reduced movement by discouraging non-essential trips within the different buildings.
- Require employees to communicate with their colleagues via radios and telephones (all telephone units have hands free ability and supported by desktop applications which are assigned to individual employees).
- Enforce a one-way flow through the building and provide floor markings and signage which will remind both workers and customers to follow social distancing.
- We will regulate use of high traffic areas to maintain social distancing.
- From December 10th, we will adhere to the government guidelines and implement mandatory face coverings throughout the site for staff members and customers

1.3. Workplaces and workstations

For the safety of our employees and customers, we have implemented a number of measures for employees' workplaces and workstations.

The following actions have been introduced,

- For employees with single use offices, workstations will allow them to maintain social distancing throughout their workday.
- For employees with shared offices, work areas are assigned to individual employees, (at no stage are work areas to be shared).
- Where possible and required each employee will be given their own single use office.
- All office designs have been reviewed ensuring the office layout allows employees to work further apart maintaining social distancing.
- Floor tape has been applied to ensure and remind employees to maintain a 1m distance.
- Under no circumstances will employees work face-to-face.
- Physical barriers have been introduced to separate employees and customers (front of house).
- Ensured minimise contacts around transactions and encourage customers to use contactless payment.
- Consideration of Tours and Activities held in the prison have been assessed and restructured to minimise direct contact and maintaining social distancing for customers and employees.



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1.4.Meetings

For the safety of our employees and customers, we have implemented a number of measures for employees' meetings

The following actions have been introduced,

- Use of virtual meeting tools such as Zoom and Microsoft Teams to avoid meetings in person.
- Physical meetings between employees will not take place until recommendations confirm it is safe to do so.
- Once recommendations allow face to face meetings the following measure will be implemented,
 - No items shall be shared within meetings, e.g. pens, water jugs, stationary items or other objects.
 - Hand sanitiser will be available throughout.
 - Meetings will be held outdoors or in well ventilated rooms.
 - Floor signage to ensure and remind employees to maintain a 1m distance.
 - Staff members will be required to wear face coverings if meetings are to take place on site in non communal areas

1.5.Common Areas

For the safety of our employees and customers, we have implemented a number of measures for employees' common areas.

The following actions have been introduced,

- Staggered breaktimes to reduce congestion and pressure on the employees break rooms.
- Common areas are to be cleaned after each use.
- Provide outside facilities for employees to use during breaks.
- Using screens to protect workers in the Ticket Office.
- Encouraging staff to bring packaged meals to reduce the usage of employee catering facilities on site
- Reconfiguration of seating and tables to optimise spacing and maintain a 1m distance.
- Ensuring all employees stay onsite for the duration of their shift, including break periods.
- Minimising queues in staff areas by reducing the number of workers on site.



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1.6. Accidents, security and other incidents

For the safety of our employees and customers, we have implemented a number of measures to manage any accidents, security or other incidents which may occur.

The following actions have been introduced,

- Advise all customers and employees to be respectful in an emergency.
- Advise all customers and employees to listen and adhere to instructions given by the site manager
- Employees involved in assisting others will be able to do so by ensuring they are wearing appropriate PPE, including a face mask, gloves and if required zoot suit.
- Employees dealing with incidents are required to wash hands immediately before and after the incident.
- Employees dealing with incidents are required to dispose of all equipment and PPE used, placing it separate refuse bags and disposed of immediately.
- If (and only if) it is deemed that life may be in danger, then an employee may break the 1m distancing rule. Any such instance will be reported to the HSE (RIDDOR), local authority council and any other parties whom are involved.
- In the event of an incident, it may be necessary to remove the face covering of the person involved to allow easier breathing.



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2. Managing your customers, visitors and contractors

At all times social distancing will be maintained throughout the prison site for areas where customers are able to access. Any area that is not able to support social distancing will be closed to the public and re-opened when it is safe to do so. This course of action will limit the risk of transmission between our customers and employees.

The following actions have been introduced,

- Increasing the frequency of hand washing and surface cleaning
- Hand sanitiser available to customers at all times
- Using screens to separate customers from employees
- Limiting the number of customers on site
- Requesting and regulating that customers maintain and social distance at all times during their visit.
- All customers will be issued with a site map at the start of their visit which is theirs to keep or dispose of when they leave the site. They will not be returned nor reused.
- All customers entering the site will be required to wear a face covering from December 10th. This will be mandatory for over 11-year-old and those without exemptions. Anyone refusing to wear a face mask will be refused entry.

2.1. Manage Contacts

For the safety of our customers, we have implemented a number of measures to manage customer contacts.

The following actions have been introduced,

- Defining the number of customers that can reasonably follow 1m social distancing regulations onsite. Calculations have taken into account total floorspace as well as pinch points and busy areas.
- We can comfortably achieve 499 customers on site at any one time.
- Limiting the number of customers in high traffic areas, by operating a one in, one out policy.
- Suspending certain tours and activities that cannot be undertaken without contravening social distancing guidelines.
- Encouraging all customers to visit the site with people from the same household only.
- Remind all customers who visit with young children are responsible for supervising them at all times and should follow the strict social distancing guidelines.
- Reduce congestion in our Ticket Office by implementing a one-way system as well as using floor stickers to manage any queue lines.
- Use outside areas for queuing.
- We will work with our local authority to take into account the impact of our processes on the local public car parks.



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- Work with car parking companies to take into account the impact of our processes on their public car parks.
- Clearly designated standing positions from which employees can provide advice or assistance to customers whilst maintaining social distancing including locations within the prison site and at the ticket office.
- Adapt all refreshment services to a takeaway model only.
- Chairs and tables available inside and outside are positioned a minimum of 1m from each other. Cleaning facilities available for customers to use as before and after use.
- All refreshment servers will maintain social distancing throughout.
- Requesting customers pay where possible via contactless payments and providing hand sanitisation at every pay point.
- All changes to these areas have been made taking into account reasonable adjustments as necessary.
- All customers entering the refreshment areas must wear face coverings from 10th December as per government guidelines. Anyone refusing will not be permitted on site.

2.2. Providing and explaining available guidance

For the safety of our customers, we have implemented guidance materials to encourage and enforce social distancing within the prison site.

The following actions have been introduced,

- Provision of clear guidance on social distancing to all customers using signage, visual aids and spoken communication.
- Provision of clear guidance on hygiene best practices to all customers using signage, visual aids and spoken communication.
- Provision of all guidelines clearly visible at the entrance to the prison site.
- Provision of all guidelines clearly visible on our website, and in a downloaded format.
- All customers will be issued with a site map at the start of their visit for their sole use.
- Designating an employee as a social distancing champion to help demonstrate social distancing to customers and answer any specific questions, queries or concerns they may have.
- Provision of all guidelines clearly visible to customers regarding our policy on face coverings



3. Cleaning the workplace and prison site

Implementing a more enhanced and robust cleaning schedule for both work areas and customer areas will help protect customers and employees from the risk of transmission.

The following actions have been introduced,

- Increasing the frequency of surface cleaning
- Increasing the frequency of cleaning public areas
- Hand sanitiser available to customers at all times
- Reducing the physical interaction between customers and interpretation spaces.
- Clearly defined cleaning schedule
- Requesting customers to maintain and respect reduction in interaction with interpretation spaces.

3.1. Keeping work areas clean

For the safety of our customers and employees, we have ensured that our location once open implements and maintains a high standard of cleanliness and hygiene throughout public and work areas.

The following actions have been introduced,

- Increased frequency of cleaning work areas and equipment between uses and at the end of day.
- Increased frequency of cleaning objects and surfaces that are touched regularly such as card machines, handrails, telephones and computer equipment.
- Increased frequency of cleaning workspaces, removing waste and personal belongings from the work area.
- Increased cleaning checks by employees and the site manager

3.2. Keeping public areas clean

For the safety of our customers and employees, we have ensured that our location once open implements and maintains a high standard of cleanliness and hygiene throughout public and work areas.

The following actions have been introduced,

- Increased frequency of cleaning public areas throughout the day with a deep clean at the end of each day.
- Increased frequency of cleaning objects and surfaces that are touched regularly such as card machines and handrails.
- Reducing and removing the items that can be touched by customers during their visit.



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- Reducing customers touching items with hands such as door handles, by propping non fire doors open.
- Requesting customers use contactless payments wherever possible.
- Increased frequency of removing waste and ensuring customers personal belongings are not left in public areas.
- Increased cleaning checks by employees and the site manager

3.3. Hygiene – Handwashing, sanitation facilities and toilets

To prevent the risk of spreading any infection and promote the safety of our customers and employees, we have ensured that our location has suitable hand washing and sanitation facilities available at all times.

The following actions have been introduced,

- Display signs and posters to build awareness of good handwashing techniques and the need to increase handwashing frequency.
- Display signs and posters to build awareness to avoid touching your face, to cough or sneeze into a tissue which is to be binned safely, or into your arm if a tissue is not available.
- Display regular reminders and signage to maintain hygiene standards for both employees and customers.
- Provision of hand sanitiser in multiple locations in addition to washrooms and a reminder to use the sanitiser.
- Display clear use of cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Enhanced cleaning for busier and high traffic areas.
- Ensuring the adequate amount of waste facilities and waste collection are in place with approved collections companies.
- Provision of disposable paper towels in all washrooms as an alternative to hand dryers.
- Provide a notice to ask customers to use their hand towel to turn tap off to avoid cross contamination
- Display regular reminders to continuously wear face coverings whilst on site from December 10th.

3.4. Handling goods, merchandise and other materials

For safety of our customers and employees, we have ensured implementation of best practices when handling goods to reduce transmission.

The following actions have been introduced,

- Encourage regular handwashing for employees and customers. As well as using hand sanitiser.



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- Prevent customers from handling merchandise by displaying necessary signage asking not to touch unless to purchase
- Employees will use gloves or hand sanitiser before and after handling merchandise and sale items will be bagged for customers by employees.
- Sale items that have been bagged will be placed into a designated area for customers to collect.
- Requesting customers use contactless payments wherever possible.
- Reducing customers touching items with hands such as door handles, by propping non fire doors open.
- Display signage around the site remind and request customers avoid touching unnecessary items such as signage, doors etc
- Display signage requesting a one-in-one-out policy in areas with social distancing is more difficult or any pinch points.



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4. Personal Protective Equipment (PPE) and face coverings

PPE protects the user against health and safety risks. The use of PPE, above what you usually wear, is not beneficial to managing the risk of COVID – 19, this is done through social distancing, hygiene and fixed teams*. (*source from the UK Government). From December 10th, a new government guideline for the public to wear face coverings in museums and indoor venues and other buildings, Shepton Mallet Prison is categorised as a museum and indoor venue.

As a company, we will be enforcing customers entering the site to wear a face covering. This is a mandatory requirement as of December 10th. Those refusing this policy will not be permitted on site. (excluding those with exemptions or under 11 years old).

A PPE pack containing a disposable facemask and disposable gloves will be available to all customers for £1.50 per pack from the ticket office. Shepton Mallet Prison Branded facemasks are available on entry for £5.00

The following information is available at the ticket office customers before purchase,

- Please wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly throughout your visit.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in waste bins provided.
- Practise social distancing wherever possible.
- Use Hand Sanitiser after touching something when hand washing is not available.



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5. Workforce Management

Protecting our employees and customers is the main priority of our company. Ensuring all of our employees are treated fairly, protected at all times and are working in a safe and secure environment.

The following actions have been introduced,

- Limiting the number of employees on site.
- Identifying areas of congestion.
- Promoting travel means which enables social distancing.
- Management and handling of goods by employees and customers.
- Effective communication process between employees and for customers.
- Each member of staff is supplied with a face covering to wear whilst on site from December 10th.

5.1. Shift patterns and working in groups

For safety of our employees and customers, we have created distinct groups and reduced the number of contacts each employee has during their work hours.

The following actions have been introduced,

- Limiting the number of employees on site.
- Partnering up employees so that jobs that require more than one person, are carried out by the same people. (e.g. heavy lifting).
- Alternating employee teams on shift each week, (maintaining the same employee partners throughout).
- Identified areas in which employees need to work in groups and reduce these where possible. Where this is not possible provide the suitable PPE for each employee.
- If employees are working on site, they will be required to wear a face covering. The only exception is when behind the screen in the ticket office when answering the telephone and when in non-communal areas. Each employee has been provided a reusable mask.

5.2. Work related travel

For safety of our employees and customers, we have made sure all unnecessary work travel is avoided and employees maintain social distancing during travel.

The following actions have been introduced,

- All employees that can work from home will do so.
- Prevent employees travelling together in any one vehicle. This relates to employees that commute work together, but not from the same household.
- No employee will be required to stay away from their home.



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5.3. Communication and training

To ensure the safety of our employees and customers, we have ensured each employee understands all of the companies COVID–19 safety procedures.

The following actions have been introduced,

- Provision of clear, consistent and regular communication with employees to improve the understanding and direction of working with Covid-19.
- Engage with employees through existing communication channels to explain, agree and make changes in working arrangements.
- Develop communication and training materials for employees prior to returning to the prison site.
- Closely monitor and engage with all employees to understand any unforeseen impacts or changes to working environments.
- An awareness and support programme to focus on the importance of mental health during this time of uncertainty.
- Using simple and clear messaging so that all employees understand the procedures clearly.
- Supplying staff with appropriate PPE when required.



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6. Inbound and outbound of goods

As a company we have to have goods delivered and collected to operate and maintain our business. To protect our employees and customers we have implemented procedures to reduce the risk of transmission from goods collection and delivery.

The following actions have been introduced,

- Designated drop off point for all goods being delivered to the prison site using signage and markings.
- Communicate designated drop off points with suppliers via direct communication with the supplier.
- Where possible have goods delivered outside of normal opening hours or via separate entrances not accessible to customers.
- Reduce all unnecessary contact between supplier and employees, as well as maintaining the 1m social distancing regulations.
- Reduce the frequency of deliveries by making larger orders.
- All goods being received are stored in a sterile area where they are disinfected and cleaned prior to use.



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7. Risk Assessments

A Covid-19 risk assessment has been produced; all risks identified have been reduced as far as reasonably possible. The risk assessments are checked and reviewed on a daily basis by the site manager and updated where required. Upon updating of risk assessments all employees will be notified and trained on the changes.

[Risk Assessments on Following pages – The rest of this page is blank]

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What are the hazards?	Who might be harmed and how?	Probability (Likelihood)	Severity (Level of Impact)	Risk Score	Risk Management (What are we doing to manage the risk)
Employee entry times, doors and locks	Employees	1	3	3	Employees will be scheduled to arrive onsite at different times. All employees have been trained on how to reduce the cross contamination of locks and doors that maybe locked and closed. Personal entry keys will be provided as necessary.
People not adhering to the 1m distance	Customers and Employees	1	4	4	Displayed clear signage and posters to request the 1m distance at the entrance to the prison site and throughout. Floor markings have been placed throughout the prison site to remind and manage social distancing rules. Designated employee as a social distancing champion.
People not maintaining adequate hygiene	Customers and Employees	1	5	5	Providing adequate hand washing facilities accessible to both employees and customers. Posters explaining handwashing techniques. Hand sanitizer available throughout the prison site.
Transmission via employees and customers	Customers and Employees	1	5	5	Placing physical barriers between employees and customer using screens and 1m distancing. Removing hand-to-hand contact. Making washing facilities available and hand sanitizer available throughout the prison site.
Transmission between employees	Employees	1	5	5	Creating one-way systems in employee areas, staggering arrival/departure times as well as break times. Removing face-to-face working. Removing shared commuting and the use of public transport. Staff training in cleanliness and hygiene to reduce risk of transmission.
Use of electrical equipment by employees	Employees	1	3	3	Prison site lights including public and employee areas will be turned on and off by one employee only. Regular handwashing schedule implemented for employees using electrical equipment. Gloves, hand sanitiser and necessary PPE are provided to reduce possible contamination.
Prison site vehicles	Employees	1	1	1	Vehicles can only be driven by the designated employee. Appropriate PPE will be worn, and vehicle interiors are cleaned after each. All vehicles are closed to public access

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Transmission from customer to customer	Customers	1	5	5	<p>Creating a signed, one-way system around the prison site, adhering to 1 m distancing.</p> <p>Floor markings have been placed throughout the prison site to remind and manage social distancing rules.</p> <p>Displayed clear signage and posters to request the 1m social distance at all times.</p> <p>Providing adequate hand washing facilities accessible to customers throughout the prison site.</p> <p>Posters explaining handwashing techniques.</p> <p>Hand sanitizer available throughout the prison site.</p> <p>Limiting number of customers on site.</p> <p>Signage to remind customers to use hand sanitizer and not touch items.</p> <p>Warning notices and instructions at 'pinch points'.</p>
Transmission via merchandise and possible touch	Customers and Employees	1	5	5	<p>Remove hand to hand contact. Limit what customers can touch with signage requesting items not to be touched unnecessarily</p> <p>Employees to place merchandise in bags and use a drop off point.</p> <p>Hand sanitizer available throughout the prison site.</p>
Transmission via cash	Customers and Employees	2	5	10	<p>Encouraging customers to pay with contactless or card.</p> <p>Cleaning card machine between used (if not contactless).</p> <p>Hand washing facilities available at prison site entrance</p> <p>Hand sanitizer available throughout the prison site.</p>
Transmission via accident in the workplace	Customer and Employees	1	5	5	<p>Employee attending the incident will wear appropriate PPE. Where possible social distancing will be followed and only breached if there is a threat to life.</p> <p>After incident all PPE is disposed of and hand washing by all employees involved.</p>
Transmission via touch points through the site	Customer and Employees	2	5	10	<p>Customers are verbally requested not to touch interpretation items or spaces.</p> <p>Regular signage to remind customers not to touch items.</p> <p>In high risk areas, sanitizer will be provided for customer and staff to use</p> <p>All non-fire doors will be kept open to reduce need to touch handles.</p> <p>Regular cleaning of high-risk areas to reduce risk possible contamination</p>
Cleaning equipment	Employees	1	5	5	<p>Employees will ensure cleaning equipment is washed after use.</p> <p>All cleaning equipment is stored in a secure locked store.</p>
Demonstrations	Employees and customers	1	5	5	<p>Floor markings are in place to ensure social distancing is maintained during talks & presentations.</p> <p>Customer numbers will be limited to suit the size of area.</p> <p>Any chairs and equipment used will be cleaned and sanitised after use.</p>

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Interpretation spaces	Customers and Employees	1	5	5	<p>Interpretation spaces will only be accessible from behind screens or from a distance to remove touching of the items.</p> <p>Warning notices and instructions at 'pinch points'.</p> <p>A one in one out control system in place for any single entrance interpretation spaces.</p>
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8. Site Maps

To ensure the protection and safety of customers and employees a designated route has been implemented for anyone visiting the prison site. The designated route will remove a number of risks and ensure social distancing for all customers and employees.

All customers will be issued with a site map within the visitors guide at the start of their visit.

The site route is checked and reviewed on a daily basis by the site manager and updated where required. Upon updating of site maps all employees will be notified and trained on the changes.