

Activities Covered by this Assessment	House	Reference:	LRA06				
Site Address / Location	1620s House & Garden	Department / Service / Team	Adult & Communities				
			Museums and Heritage				
Note: Young persons, disabled staff and new and expectant mothers conducting this activity are included in this Risk Assessment							

			Initial Risk		Final Risk				<b>.</b>			
Hazard (Something with a		Existing Controls (Consider Hierarchy of Control)		Rating (S x L		Further Controls Required	Rating (S x L)		_	Action Required		
potential to cause harm)	Who might be Harmed & How?					(Consider Hierarchy of Control)	Severity	Likelihood	Risk Rating	Who (Initial)	Date By: (/)	Done ?
Exploring the house		Visitors not to run when on site.				Not possible to reduce						
Steep wooden stairs		Care to be taken on the stairs.				likelihood due to nature of the House.						
Uneven flooring		Visitors with mobility issues are to										
Low level lighting Confined spaces	All those in the	be recommended not to climb stairs and the upstairs views to be shown on the tablets. The fire escape steps can be used as	М	М	М							
Tripping on rugs	House	required with appropriate security										
Low doors and beams		Good housekeeping of site – e.g.,										
Sword and armour		no litter, no objects, or cables on										
Hot heaters		the floors.  Verbal caution to be given around										



		edges of rugs.						
		Verbal caution to be given around low doorways and beams.						
		First Aid Box available in admission hut, mess room and barn – Several LCC staff are trained first aiders, but this will depend on the rota as to whether the site is covered.						
		Monthly formal health and safety inspections are undertaken (including fire alarm and legionella tests). Daily casual inspections are undertaken, and issues reported or fixed.						
		Heaters to be set to moderate temperatures unless very cold in which case verbal warnings given.						
Exploring the furnishings	All those in the House  Crushed fingers,	Visitors to be shown and told how to handle and use objects and furniture safely and correctly.						
	strained backs Injury such as cuts, stabs,	With the correct care, all the objects and furniture in the house are safe to be handled by visitors and volunteers.  Handling of the sword in the lobby	M	L	L			



		to be supervised when possible.  Visitors not to carry anything large up or down the stairs.  Volunteers not to carry anything large up and down the stairs without assistance.  Anyone dressing up to be aware of						
		the limits of movement, e.g., long skirts as a trip hazard especially on steps.						
Injury/illness suffered whilst in the house	All those in the House	Minimum of two House     Volunteers on duty daily, LCC     site staff/ volunteering officer     to use call out list for additional     volunteers if required	L	L	L			
		House Volunteers must carry a radio to contact site staff in case of emergency						
Upstairs floor damage The floor was never designed to hold a large number of people. The maximum acceptable is 30.	All those in the House.  Repeated high numbers cause the floor to crack and those in the are to	Restrict the maximum number permitted upstairs at any one time to 30.  Do not allow dancing or rhythmic jumping to take place upstairs.	M	L	L			
	fall.	Staff to report any issues or changes to the floor.						



Difficult behaviour	All those in the	Staff/volunteers to be aware of						
from a visitor.	House.	and sensitive to hidden disabilities						
Anxious, upset or	Tiouse.	and just people having a bad day						
frustrated /		and maintain a measured						
angry/aggressive								
aligi y/ aggi essive		response.						
		Volunteers to radio staff as soon as						
		any of these behaviours arise. The						
		alarm button on the radio means						
		no speaking is necessary, but this						
		does not give specific location.						
		Hold down speak button so other						
		radio users can hear what's going						
		on and give clue to location.						
		on and give clae to location.						
		Staff to be trained in dealing with	М	L	М			
		difficult customers.						
		Staff/volunteers to identify a safe						
		space for visiting individuals to go if						
		they feel anxious / upset.						
		Suggest the Chamomile seat near						
		the vegetable patch or the bench						
		near the orchard.						
		medi ene oronara:						
		Staff/volunteers to attempt to find						
		out if visitor has anyone with them						
		to calm the situation.						
		If the visitor is distressed and						
		struggling to communicate ask if						
		they have a Keep Safe Card which						



		should indicate best method of					
		communication and contact details					
		for support (if not present).					
		Volunteers to appreciate that not					
		everyone will want to, or be able to					
		touch or smell certain things					
		Volunteers to recognise that					
		according to the Manual Handling					
		Operations Regulations 1992					
		(amended 2002) Manual Handling					
		includes "the lifting, putting down,					
		pushing, pulling, carrying or					
		moving thereof by hand or bodily					
		force"					
		10.00					
	Staff and	Volunteers undertaking manual					
Manual Handling:	Volunteers	handling should have completed					
		the Manual Handling workbook in					
		advance, so a supervisor is satisfied					
Risk of Dropping	Ctraining arushing	that they understand the					
Objects:	Straining, crushing	implications of the task					
Objects.	bruising, cutting.	implications of the task					
		Individual(s) completing the task					
		must be physically capable and fit					
		and have no history of heart					
		conditions or other medical					
		conditions that would be					
		aggravated by this type of work					
		assistance by this type of work					
		Volunteers to carry a radio so they					
		can swiftly alert LCC staff of any					



incidents					
Volunteers to only carry loads they feel comfortable with and as					
deemed safe by staff					
Loads carried by volunteers should not reduce their field of vision					
Hot reduce their field of vision					
Correct lifting procedure to be used					
and shared lifting practices encouraged					
encourageu					
Appropriate clothing to be worn -					
sturdy shoes with grip, no open toed shoes/sandals.					
Volunteers not to carry anything					
substantial up or down the stairs without assistance.					
If an item is dropped and broken LCC staff must be informed by					
radio immediately. Volunteers to					
alert visitors/other volunteers to					
the risk of broken shards on the					
floor/surface. LCC staff to supervise					
that the area has been cleaned of					
any debris.					



Fire	Staff, Volunteers and Visitors  Risk of burning and smoke inhalation, crushing on exit.	Follow Emergency Evacuation Procedures	Н	L	М			
Over Crowding	Volunteers/Visitors anxiety panic crushing, falling,	<ul> <li>Maximum capacity of the first floor is 50 people.</li> <li>Tour groups to be split into groups of no more than 20</li> <li>Numbers of visitors in house to be observed and if high levels are reached then visitors to be asked to return later - queue and timed tours if necessary</li> <li>Volunteers to carry a radio so that they are able to alert LCC staff to overcrowding in house</li> </ul>	I	L	М			
Fatigue	Volunteers	<ul> <li>Volunteers reminded to take sufficient breaks</li> <li>Hot and cold drinks available in the mess room</li> </ul>	M	L	L			



		<ul> <li>One free drink available from the barn café each shift</li> <li>The house will be open 10:30—4:30. Volunteers can do a full/half day shift.</li> </ul>					
Dogs in the House	Staff, volunteers, public Trips, falls, scared or bites Damage to objects.	The House is dark and there is restricted space. Only registered Assistance dogs to be permitted in the House.	L	 L			

To add more rows to the risk assessment, place the cursor within the last row right click and select insert row below.

During this activity, what could go wrong resulting in an emergency situation?	Staff or visitor could fall badly inside or outside the house. Aggressive behaviour from a visitor could affect staff or other visitors. Allergic reaction from plants or insect in the garden. (Tearoom provision on a separate RA)
How could this emergency situation be prevented / controlled?	Site staff ensuring the site is a safe as possible with clear instructions to visitors for their own safety. Staff have radios to call for assistance if needed. First aid kits are on site. Site staff can call 999 if needed.
Who should respond to a potential emergency situation and how? Have staff been trained to respond to this emergency situation?	Emergency first aiders (both paid staff and volunteers) are on duty on most days. First aid kits are on site. EMAS will be called if deemed necessary.  Volunteers have radios to call for assistance if threatening or violent behaviour shown. Police will be called if necessary.
Could any non – routine changes affect the safety arrangements in place for this activity? (E.g. weather, people, equipment etc.) What can be done?	Emergency first aiders (both paid staff and volunteers) are on duty on most days. First aid kits are on site. EMAS will be called if deemed necessary. Volunteers have radios to call for assistance if threatening or violent behaviour shown. Police will be called if



necessary.

	Genna Bowley			
Risk Assessor (s) Name(s):		Risk Assessor(s) Signature (S):		
		_		
Authorised By:	Liz Esnouf	Authoriser Signature:		
Date Conducted:	31 October 2024	Date Review Due	Date of Review	Initial
		21 March 2025	18 March 2025	LE

Potential Severity of Harm	<b>High</b> Death, paralysis, long term serious ill health.	Medium	High	High
	Medium  An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High
	<b>Low</b> Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium



<b>Low</b> The event is unlikely to happen.		<b>High</b> It is likely to happen.
	Likelihood of Harm Occurring	

Risk Rating Definitions			
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.		
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.		
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a <b>High</b> , then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious considerations should be given to the validity of carrying out the activity at all. Regular monitoring of the activity should occur.		