

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			

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

<p>Difficult behaviour from a visitor. Anxious, upset or frustrated / angry/aggressive</p>	<p>All those in the House.</p>	<p>Staff/volunteers to be aware of and sensitive to hidden disabilities and just people having a bad day and maintain a measured response.</p> <p>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.</p> <p>Staff to be trained in dealing with difficult customers.</p> <p>Staff/volunteers to identify a safe space for visiting individuals to go if they feel anxious / upset.</p> <p>Suggest the Chamomile seat near the vegetable patch or the bench near the orchard.</p> <p>Staff/volunteers to attempt to find out if visitor has anyone with them to calm the situation.</p> <p>If the visitor is distressed and struggling to communicate ask if they have a Keep Safe Card which</p>	<p>M</p>	<p>L</p>	<p>M</p>							
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Fire	Staff, Volunteers and Visitors Risk of burning and smoke inhalation, crushing on exit.	Follow Emergency Evacuation Procedures	H	L	M							
Over Crowding	Volunteers/Visitors anxiety panic crushing, falling,	<ul style="list-style-type: none"> Maximum capacity of the first floor is 50 people. Tour groups to be split into groups of no more than 20 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 Volunteers to carry a radio so that they are able to alert LCC staff to overcrowding in house 	H	L	M							
Fatigue	Volunteers	<ul style="list-style-type: none"> Volunteers reminded to take sufficient breaks Hot and cold drinks available in the mess room 	M	L	L							

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 as 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.

Risk Assessor (s) Name(s):	Genna Bowley	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	High 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
	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium

	Low The event is unlikely to happen.	Medium It is fairly likely to happen.	High 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 High , 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.