


\*This form may be completed by hand or word

|                      |   |
|----------------------|---|
| Assessment Sheet No. | 1 |
|----------------------|---|

|                                                                |                                                                |                                |               |                                                                                                                                                           |
|----------------------------------------------------------------|----------------------------------------------------------------|--------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Group: TELS                                           |                                                                | Section: Leighton House Museum |               | <br>THE ROYAL BOROUGH OF<br><b>KENSINGTON<br/>         AND CHELSEA</b> |
| Workplace Address, location or Section (Delete as appropriate) |                                                                | Review Date:                   |               |                                                                                                                                                           |
| Assessment Date: 20/03/10                                      | What/who is being assessed?<br>Museum Visitors Risk Assessment |                                |               |                                                                                                                                                           |
| Name of Assessor: Caroline Hill                                |                                                                | Assessors Signature:           | Caroline Hill |                                                                                                                                                           |

| Ref No. | Work Task or Activity or location  | Hazard Identified      | Person(s) at Risk            | Severity (1 to 16) | Existing Controls                                                                                                     | Probability (1 to 5) | Risk Rating | Remedial Action Required | Residual Risk |
|---------|------------------------------------|------------------------|------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------|-------------|--------------------------|---------------|
| FOH 7.1 | Road/pavement at front of building | Cars                   | Visitors, staff, contractors | 16                 | Residential area speed restrictions in place, limited one way traffic                                                 | 1                    | 16          |                          |               |
|         |                                    | Coaches                |                              |                    | Groups informed of location of set down point on pre-booking of visits                                                |                      |             |                          |               |
|         |                                    | Overcrowding on street |                              | 2                  | Staff member always on hand to welcome and process groups into house                                                  | 3                    | 6           |                          |               |
|         |                                    | Contractor deliveries  |                              | 6                  | Staff members manage deliveries to avoid unloading posing risk to visitors                                            | 1                    | 6           |                          |               |
|         |                                    | Slips, trips, falls    |                              | 6                  | Surface and standard of paving monitored by council. Jet washed when surface becomes slippery                         | 2                    | 12          |                          |               |
| FOH 7.2 | Reception and shop                 | Heavy swing doors      | Visitors, staff, contractors | 4                  | Reception manned at all times and staff available to assist with doors. Doors propped open on arrival of large groups | 2                    | 8           |                          |               |
|         |                                    | Overcrowding           |                              | 2                  | Pre booked groups have maximum numbers and large groups are split into smaller units.                                 | 3                    | 6           |                          |               |

|                |              |                                                         |                                |    |                                                                                                                                                                                                                                  |   |    |                                                  |   |
|----------------|--------------|---------------------------------------------------------|--------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----|--------------------------------------------------|---|
|                |              | Shop displays                                           |                                | 2  | <p>Tour times are staggered to reduce overcrowding</p> <p>Staff/museum guides on hand to welcome groups and process swiftly into house</p> <p>Shelving is robust, items of stock are carefully displayed to ensure stability</p> | 1 | 2  |                                                  |   |
| <b>FOH 7.3</b> | Toilets      | Limited capacity (1 per sex)                            | Visitors                       | 1  | Toilets are checked hourly by staff to ensure they are sanitary and stocked                                                                                                                                                      | 1 | 2  |                                                  |   |
|                |              | Fire alarm not audible to those with hearing impairment |                                | 16 | Flashing beacon has been installed. Staff are trained to check and evacuate all areas of building including toilets                                                                                                              | 1 | 16 |                                                  |   |
| <b>FOH 7.4</b> | Ground Floor | Water fountain/pool                                     | Visitors/<br>Children          | 10 | Fountain has rope barrier around it<br>Signage at entrance requests children are supervised at all times                                                                                                                         | 2 | 20 |                                                  | 8 |
|                |              | Perimeter floor grilles-risk of collapse                | Visitors                       | 6  | In house guided groups are warned by guide of risk of falling in fountain and requested not to stand directly on grilles                                                                                                         | 2 | 12 |                                                  |   |
|                |              | Only one means of escape                                | Visitors/staff/<br>contractors | 16 | Staff are trained as Fire Marshals and are responsible for directing visitors to primary exit and making secondary exits available if needed.                                                                                    | 1 | 16 |                                                  |   |
| <b>FOH 7.5</b> | Staircase    | No hand rail on bottom section<br><br>Slips/trips/falls | Visitors/staff/<br>contractors | 6  | Staff can assist unsteady if help requested<br>Group organisers made aware in advance of risks                                                                                                                                   | 3 | 18 | Council reviewing access issues in line with DDA |   |
| <b>FOH 7.6</b> | First floor  | Electrical equipment in<br>Video room                   | Visitors/staff/<br>contractors | 10 | Staff are responsible for switching equipment on and off.<br>Staff patrol areas regularly.                                                                                                                                       | 1 | 10 |                                                  |   |

|  |  |                                    |                      |    |                                                                                                                                                                                                                        |   |    |  |  |
|--|--|------------------------------------|----------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----|--|--|
|  |  |                                    |                      |    | Signage at entrance requests parents to supervise children at all times<br>Plug sockets are concealed<br>All electrical equipment is PAT tested and procedures are in place for reporting faulty electrical equipment. |   |    |  |  |
|  |  | Zennana balcony                    | Visitors/contractors | 16 | Visitors not permitted to stand on Zennana, area barred off.<br>Staff regularly patrol.<br>Signage at entrance requests parents to supervise children at all times                                                     | 1 | 16 |  |  |
|  |  | Glass doors in Winter Studio       | Visitors/children    | 10 | Design includes elements of frosting to reduce transparency.<br>Hinges have slow closing mechanism<br>Signage at entrance requests parents to supervise children at all times                                          | 1 | 10 |  |  |
|  |  | Stage area; raised platform        | Visitors/children    | 2  | Members of staff patrol areas regularly, parents asked to supervise children<br>Stage not used to display info/exhib panels                                                                                            | 1 | 2  |  |  |
|  |  | Screen staircase/balcony           | Visitors/Children    | 2  | Staircase roped off to prevent unauthorised access to balcony                                                                                                                                                          | 1 | 2  |  |  |
|  |  | Temporary exhibition installations | Visitors/Children    | 10 | All exhibitions are carefully designed and installed to ensure stable, secure and safe                                                                                                                                 | 1 | 10 |  |  |
|  |  | Artists equipment on display       | Visitors/Children    | 10 | All displays assessed by curatorial team to ensure stable, secure and safe. Any potential hazards require artist or staff to supervise space.                                                                          | 1 | 10 |  |  |

|                |                          |                                             |                            |    |                                                                                                                                                                                                                        |   |    |                                                  |    |
|----------------|--------------------------|---------------------------------------------|----------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----|--------------------------------------------------|----|
|                |                          | Large easels                                | Visitors/Child ren         | 10 | Stored around perimeter of room to minimise chance of visitors leaning on them. Stability regularly assessed by staff.                                                                                                 | 1 | 10 |                                                  |    |
| <b>FOH 7.7</b> | Back stairs and basement | Slips, trips and falls                      | Visitors/staff/contractors | 6  | Access to basement only granted to groups that are supervised by a LHM guide<br><br>Guides warn visitors about steepness of stairs and unsuitability for those with mobility problems                                  | 3 | 24 | Council reviewing access issues in line with DDA |    |
|                |                          | Evacuation                                  | Visitors/staff/contractors | 16 | Guides/ Staff trained to check these areas in event of emergency and direct people to evacuation routes                                                                                                                | 1 | 16 |                                                  |    |
| <b>FOH 7.8</b> | Museum general           | Low level lighting                          | Visitors                   | 6  | Groups made aware of low lighting levels before visits.<br>Lighting can be adjusted by members of staff                                                                                                                | 2 | 12 |                                                  | 16 |
|                |                          | Lack of seating                             | Visitors                   | 5  | 10 foldable chairs are available for visitors to carry around the house with them.<br>Additional seating is provided in studio and exhibition space. Groups are made aware that visit will require periods of standing | 1 | 5  |                                                  |    |
|                |                          | Uneven floor surfaces/rugs                  | Visitors                   | 6  | Groups are made aware that there are some uneven floor surfaces in the building prior to their visit.                                                                                                                  | 2 | 12 |                                                  |    |
|                |                          | Fire or other emergency procedures          | Visitors/staff/contractors | 16 | Museum Fire Policy and emergency procedures are in place. Staff receive regular training. Separate Fire RA in place                                                                                                    | 1 | 16 |                                                  |    |
| <b>FOH 7.9</b> | Museum garden            | Refuse/contractors access/unloading/loading | Visitors/staff/contractors | 4  | Visitors use different entrance to garden and access through contractor gate is discouraged with a no entry sign                                                                                                       | 1 | 4  |                                                  |    |

|                           |         |             |               |        |
|---------------------------|---------|-------------|---------------|--------|
| Corporate Health & Safety | CSF/008 | Revision: A | Date: 20/3/10 | 5 of 5 |
|---------------------------|---------|-------------|---------------|--------|

|  |  |        |                       |   |                                                                                  |   |    |  |  |
|--|--|--------|-----------------------|---|----------------------------------------------------------------------------------|---|----|--|--|
|  |  | Statue | Visitors/<br>children | 6 | Parents are requested to supervise children at all times. Staff regularly patrol | 2 | 12 |  |  |
|--|--|--------|-----------------------|---|----------------------------------------------------------------------------------|---|----|--|--|

**Key: E (Employees) V (Visitors) MOP (Members of the Public) A (Agency), C (Contractors), R (Residential), CL (Cleaners)**