

Risk Assessment

Title: Generic Museum		Assessment Ref: LS-HS-RISK-0001-16
Activity: Visiting the Museum		Date Originally Compiled: 20.07.2011
Original Author: Cath Shaw		Supported by: Corina Burnett
Reviews:		
Review By	Date	Amendments Made
Cath Shaw	19.12.24	Previous reviews archived
Cath Shaw	09.02.22	Reviewed to reflect the Governments COVID control changes such as face coverings; social distancing are now only recommendations and not a legal requirement.
Cath Shaw	01.04.22	Reviewed considering Royal Armouries COVID control changes within the Museum.
Cath Shaw	26.08.22	Reviewed to show while there is no longer a requirement to explicitly consider COVID -19, risk assessments should now look to consider the wider risk and control of general respiratory infections such as COVID-19, Flu.
Cath Shaw	23.09.22	Reviewed to include stained glass windows.
Cath Shaw	17.11.23	Reviewed to remove control of hand sanitizers as no longer provide these around the museum, minor format changes
Cath Shaw	19.12.24	Reviewed and amended current signage by the Craft court regarding cyclists and ramps, added in falls from height and cross-referenced consumption of alcohol for corporate events.
Cath Shaw	12.02.25	Reviewed after assessing the ram barriers on Armouries Square.
Cath Shaw	03.12.25	Reviewed wording of "schools' responsibility" of children and replaced to be more generic to any child 15 and under to state their care and behaviour are the responsibility of the responsible adult they are with. Added in the new arcade machines located in the Gallery and Master's cafe.

This Risk Assessment has been completed in accordance with **"The Management of Health & Safety at Work Regulations 1999"** and the **"Health & Safety at Work Etc Act 1974"**, to the best knowledge and understanding of the assessors.

[*Frequency x Severity = Risk](#)

F	x	S	=	R	<u>Minor Injury</u>	<u>Major Injury</u>
1 = Very unlikely		1 = No Injury		1-3 = Low	Treatment usually requiring first aid only or home care such as	Treatment requiring further medical Assistance such as
2 = Unlikely		2 = Minor Injury		4-6 = Medium		
3 = Likely		3 = Major Injury		7-9 = High	Cuts / grazes	Fractures / muscle strains and tears
4 = Very Likely		4 = Fatality		10-16 = Very High	Bruising / Bumps	Illness

Hazard	Whom	Risk	F	S	R	Control Measures	F	S	R
Exposure to respiratory infections such as COVID-19, Flu.	Visitors Staff	Risk of respiratory infections spreading within the Museum	3	2	6	<p>Hygiene</p> <ul style="list-style-type: none"> • Soap, water, and hand drying facilities are available, stocked and maintained and are adequate for staff and public numbers • Cleaning schedules are in place for both the Visitor Operations and Cleaning dept. to ensure all relevant areas within the museum are covered, seven days a week. • Visitor Operations also carry out daily checks and further cleaning as required. • Close monitoring of popular areas to assess if further cleaning required <p>Galleries</p> <ul style="list-style-type: none"> • Capacity monitoring to allow for greater capacity management in gallery spaces • Signage and barriers will remain as necessary to manage visitor flow. • Narrow / small spaces controlled as required i.e. Blocked off, monitored. • Queue routes planned and implemented if needed. <p>Live performances are monitored by Visitor Operations and Event staff and capacity levels managed to ensure there is no unsafe overcrowding. Performances may be cancelled, adjusted, or rescheduled if it is not deemed safe.</p> <p>Ventilation</p> <p>The Museum uses both mechanical and natural methods to ensure there is adequate ventilation throughout all areas of the museum therefore helping reduce the concentration of respiratory particles. This in turn lowers the risk of airborne transmission of respiratory viruses.</p>	2	2	4
External Museum Grounds Coach Park									


Coaches Cars Contractor/ Delivery vehicles	Pedestrians	Road traffic accident	2	4	8	Clear signage on display for both public/vehicles. Road markings clear and visible to all. Light levels sufficient and fit for purpose. Speed signs on display 5mph. Speed ramps in place reducing speed, entering and exiting coach park. Public walkways clear and without obstruction.	1	4	4
Uneven pathway	Pedestrians	Trip/Fall	3	3	9	Area checked monthly and maintained by Royal Armouries Building Services. Area adequately lit. Alternative route available using level paving surface.	2	3	6
Motorbikes parked on pedestrian's walkway	Pedestrians	Trip/fall	2	3	6	Bikes are clearly visible or easily felt by visually impaired people using a stick for aid. Adequate space either side to allow a wheelchair user to get past.	1	3	3
Alley way between Menagerie & Museum									
Hazard	Whom	Risk	F	S	R	Control Measures	F	S	R
Cyclist riding through at speed	Cyclist Pedestrians	Collision	3	3	9	This is clearly a pedestrianised area. There is a mirror on the blind corner for all who use the alley to view oncoming traffic. Signage on the wall of the alleyway, explains this route is a shared access route for cyclists and pedestrians. 2no – Blue rectangular 'Cyclists Dismount' new signs fixed in place of above at each end of alleyway on Craft Court wall face. Initial 2no – Red circle 'No Cycling' new signs fixed on Craft Court end approach walls to alleyway. These are paired up along with the existing Red rectangular 'Caution Ramp' signs at each end that warn of the ramps. 2no – Full width Yellow & Black sectional 'Speed Ramps' installed across each end of the alleyway.	2	3	6
Armouries Square									
Paving throughout all external walkways both in general and in icy weather	Pedestrians	Slip / fall	3	2	6	Checks are carried out monthly and after events on the square to check for broken and uneven flags. These are then repaired either in house or through an external contractor. Area checked daily and gritted by Building Services during icy periods. Adequate gritted walkway is provided.	2	2	4

Mechanical hydraulic barriers during operation	Pedestrians Cyclists Vehicles	Trip	3	3	9	Barriers painted and clearly visible with sounder and light indicator for when barriers in motion.	1	3	3
		Collision	3	2	6	Manually operated by Security using CCTV/speaker.	2	2	4
		Vehicle damage	3	1	3	Clear signage in place explaining how barrier system operates. Security tell driver to wait until barriers down.	2	1	2
Vehicle movement around the museum	Pedestrians	Road traffic accident Crush between vehicles	3	4	12	Controlled vehicle access onto the square by mechanical bollards. Deliveries only allowed between the hours of 7am – 10am & 5pm – 7pm All vehicles entering the square are told to have their hazard lights always flashing and drive no faster than speed of 5mph. Signs stating speed on the square 5mph. 3 areas only designated for loading/unloading. Reversing of vehicles is circumscribed. Parked vehicles and drivers are the responsibility of the owner, under the authority of their host on site. Restricted number of vehicles allowed on the Square at any one time. See <u>Operation Specifications for Armouries Square</u> for further details. Area covered on CCTV / 24 Hrs. Security. Additional vehicle access over and above agreed number (as stated in the Operation Specifications for Armouries Square) can only be allowed providing the following further controls are put in place: Extra staff are to be provided on the square by the host (wearing a high visibility jacket):- <ul style="list-style-type: none"> To control access, parking and egress. To ensure any areas with reversing vehicles are kept free of pedestrians and to assist drivers with reversing operations. To assist with the movement of vehicles across the square. Vehicles are not to be parked in any position that would cause disruption to the flow of traffic within the square, such as: <ul style="list-style-type: none"> On the egress route down to the boulevard. On the access route to the main entrance of the museum. Blocking any fire exit doors. In front of the access bollards. Vehicles entering outside the permitted times must be escorted by a banksman.	1	4	4
Paved seating within square Grates within the square	Pedestrians Children	Fall	2	2	4	Paving, seating, and grates checked monthly and repaired accordingly, by the Royal Armouries Building Services dept. Area gritted in winter. Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in this area	1	2	2

Cannon exhibits – climbing on / bumping into	Pedestrians Cyclists Children	Bump to head Fall	3	3	9	Cannons securely fitted, cannot be moved and open ends filled in. Clearly visible and area lit at night. Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in this area. Signage requesting not to sit / climb on the cannons. Cannons checked by Conservation for wear/tear.	2	3	6
External grounds at the back of the Museum									
Hazard	Whom	Risk	F	S	R	Control Measures	F	S	R
Uneven pathway/old style stonework around back and side of museum	Pedestrians	Trip Fall	2	3	6	Area checked monthly and repairs carried out accordingly by the Royal Armouries Building Services dept. Area adequately lit and ground conditions clearly visible. Alternative route available using level paving surface.	1	3	3
Amphitheatre steps	Pedestrians Children	Fall Inappropriate behaviour	2	3	6	Step edges marked for clear visibility. Handrails for stability. CCTV on area. Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in this area.	1	3	3
Docksides around museum	Pedestrians Children	Fall into water. Inappropriate behaviour	2	3	6	Railings are positioned all the way around by the edge. Majority of water edge covered by CCTV. Railings checked and maintained by Canal and River Trust. Life Buoys placed strategically around the Dock and are maintained by the Canal and River Trust. Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in this area.	1	3	3
Internal Museum Young people age 15 and under must always be accompanied by a responsible adult									
Behaviour likely to cause damage/ injury to oneself, another, fabric of building or collection	Visitors/Children Staff	Inappropriate behaviour Fall/Trip Impact from items dropped at height.	3	3	9	Groups are given H & S Briefing on arrival either by Education staff or Visitor Services (self-led). Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while visiting the museum. Visitor Services department will perform regular security checks and will stop an unreasonable behaviour i.e. running in the galleries. Museum Assistants monitor public behaviour on site.	2	3	6
Floor surfaces throughout museum	Visitors/Children Staff	Fall Slip	3	2	6	Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while visiting the museum.	2	2	4

						Visitor Services monitor areas and will report any issues such as spillages, raised floor tiles. All spillages reported to daytime cleaners and cleaned up immediately. Warning signs on display at museum entrance on wet days advising of extra care required.			
Glass panes	Visitors/Children	Walk or run into glass	3	2	6	All large glass panels have etching marks to break the panels up in accordance with legislation.	2	2	4
Stained glass windows	Visitors	Glass shattering due to no protective film	1	2	2	The location and positioning of these 2 glass windows reduce the risk of damage / injury occurring. 6 Monthly inspections carried out by museum technicians checking for cracks / damage.	1	2	2
Doors	Visitors/Children	Trap fingers	2	2	4	Door hinge protectors installed on high-risk area doors. These are checked by Facilities dept / Visitor Services dept. Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while visiting the museum.	1	2	2
Public stairs within galleries	Visitors/Children Staff	Fall Slip	2	3	6	Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in these areas. All stairs have handrails and are high visibility with a highlighted anti-slip step nosing. Lighting is adequate in each area. No food or drink is allowed in the galleries. Any spillages are cleaned up immediately once reported to our daytime cleaners.	1	3	3
Toilets	Visitors/Children	Slips Fall	3	2	6	Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in these areas. All spills to be reported to a staff member immediately. Toilets checked regularly throughout the day by daytime cleaners. All taps fitted with push button taps to prevent overspill.	2	2	4
Exhibits/hands on displays	Visitors	On contact	2	2	4	All exhibits are maintained by the Royal Armouries Technician department and Exhibitions and Display department. All objects are cared for by the Royal Armouries Conservation department. Exhibits which are sensitive collection pieces and not suitable for hands on contact are either in cases or behind barriers with notices "do not touch".	1	2	2
Electric Arcade Shooting Game	Children	Gaining access to the side/back of the machine. Trapping of fingers if placed in the mesh	3	2	6	Children are the responsibility of the responsible adult they are with, and it is their responsibility to ensure children behave appropriately while in these areas and playing on the arcades. Barriers, signage and Perspex in place. Visitor Services dept carry out daily checks to ensure controls in place for the Arcade in the Gallery.	1	2	2

		guard at the side of the machine.				Catering dept carry out daily checks to ensure controls in place for the Arcade in the Master's cafe. The Arcade situated in the Master's café is a portable one. The assessment for both moving and the different areas it goes to will be carried out by RA Venues H & S dept.			
Falls from height from the balconies/bridge/ Displays.	Visitors	Fatality should anyone purposely climb over handrails or onto displays in the street.	2	4	8	Barriers and signage to deter climbing on exhibits. Balcony handrails at legal required heights. Museum assistants on constant patrols of all galleries. CCTV manned 24/7	1	4	4
Objects dropped from heights	Visitors Staff	Hit to the body	3	3	9	Museum assistants on constant patrols of all galleries. Children are the responsibility of the parents/guardians/carers, and it is their responsibility to ensure children behave appropriately while in these areas.	2	3	6
Small items in shop	Children	Swallow of small part	2	3	6	Group numbers limited into the shop to ensure adequate supervision. Children are the responsibility of the parents/guardians/carers, and it is their responsibility to ensure children behave appropriately while in these areas.	1	3	3
Coffee Shops-Food/drinks	Visitors/Children Staff	Slip due to spillages. Collision whilst carrying hot food/liquids	3	2	6	Children are the responsibility of the parents/guardians/carers, and it is their responsibility to ensure children behave appropriately while in these areas. Spillages cleaned up immediately by catering staff.	2	2	4
Member of public entering museum under the influence of alcohol	Visitors Staff	Visitors and staff may suffer from stress or physical injury if person becomes abusive	4	2	8	Staff trained in good, polite behaviour and how to avoid confrontation. Security on site can be called to assist if required. Contacts with local police	2	2	4
Fire Risk		See specific risk assessment.							
Crossbow Range		See specific risk assessment.							
Handling sessions & education packages		See specific risk assessments.							
Contractor work on site		See specific contractor work assessment. All work is appropriately assessed in accordance with legislation before work proceeds.							
Other specific areas within the museum		See area risk assessment.							
Consumption of Alcohol at authorised events		RA Venues Corporate company hold responsibility of this and hold the risk assessment for this hazard.							

Approved by Health & Safety		
Name	Signature	Date
Cath Shaw		03.12.25