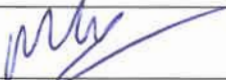


# Risk Assessment

Title: General Museum	Assessment Ref: FN-VS-RISK-0001-16
<p>Activity: Visiting the museum during advertised daytime opening hours</p> <p><b>Ratio of 1 adult to 10 children required for visiting groups</b></p> <p><b>All children under the age of 16 must be accompanied by an adult</b></p> <p>Signage at the entrance to the site advises visitors of the uneven nature of the site:</p> <p><b>“Fort Nelson is a scheduled ancient monument and contains areas of uneven ground. Please wear sensible footwear, take extra care in poor weather.</b></p> <p><b>Do not climb on the banks – there are steep drops and ground may contain sharp stones.”</b></p> <p>The Daily programme handed out to visitors on entrance to the site also contains important safety information:</p> <p><b>“Take care when exploring the site, be aware of changes in walking surfaces, be careful when using steps, staircases and ramps, take extra care in icy and wet conditions, and observe all warning and information signs, please do not climb on exhibits, please keep children safe by ensuring that all under 16s are kept in sight and under supervision at all times”</b></p> <p><u>Covid-19 measures – Separate Covid -19 risk assessment completed for site</u></p> <p>Staff and members of the public except those with recognised exemptions are requested to wear face coverings in indoor spaces. Fort Nelson has a limited visitor capacity for all sessions to comply with social distancing requirements. Social distancing markers are in place at entrances and till points for public queuing. Visitors can pre book online, the NHS QR code is available on entry for those who wish to check in. Visitor groups will be processed one at a time through the main entrance.</p> <p>For the purposes of this risk assessment the term staff covers both staff and volunteers</p>	
Location: External and internal site and museum, Fort Nelson	Date Originally Compiled: 17/03/16

Original Author: Lindsay Shepherd (Visitor Services Manager)		Supported by: Nigel Hosier (Operations Manager)
Approved by (Manager of dept.): 		Date: July 22nd 2021
Reviews:		
Review By	Date	Amendments Made
Lindsay Shepherd	05/07/17	Moved assessment onto new form, reviewed and clarified control measures on selected hazards
Lindsay Shepherd	09/04/18	Hazards and control measures updated for revised facilities onsite during Poppies: Wave
Lindsay Shepherd	06/04/19	Hazards and control measures reviewed, references to Poppies Wave event removed
Sam Jinks	19/07/19	Grammatical changes
Lindsay Shepherd	16/04/20	Hazards and control measures reviewed and updated
Lindsay Shepherd	21/07/21	Hazards and control measures reviewed and updated. Covid hazards and controls updated

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**

1 = Very unlikely	1 = No Injury	1-3 = Low
2 = Unlikely	2 = Minor Injury	4-6 = Medium
3 = Likely	3 = Major Injury	7-9 = High
4 = Very Likely	4 = Fatality / Multiple	10-16 = Very High

<b>Minor injury</b>	<b>Major injury</b>
Treatment usually requiring first aid only	Treatment requiring further medical assistance
Cuts / grazes	Fractures
Bruising	Illness
Bumps	Muscle strains / tears

Hazards to consider

Plant and Equipment Hazards	Materials and Substance Hazards	General Workplace Hazards	Environmental Hazards	Work Method Hazards	Misc Hazards
Trapping	Combustion	Access	Lighting	Manual Handling	Non Employees
Impact	Flammability	Work at Height	Temperature	Repetition	New Employees
Contact	Oxidiser	Obstruction	Ventilation	Posture	Organisation
Entanglement	Explosion	Confined Space	Weather	Housekeeping	Situations
Ejection	Reactive	Stacking & Storage	Biological (insects/waste etc)		Vehicles
Electrical	Corrosive	Slips & Trips			
Pressure	Irritant				
Potential Energy	Sensitizer				
Stability	Carcinogen				
Overload	Toxic/Harmful				
Radiation	Biological				
Noise	Asphyxiates				
Vibration	Dust				
Thermal					

Please be aware that these lists are not exhaustive

<b>Hazard</b>	<b>Whom</b>	<b>Risk</b>	<b>F</b>	<b>S</b>	<b>R</b>	<b>Control Measures</b>	<b>F</b>	<b>S</b>	<b>R</b>
Traffic movements within visitor centre car park coaches, cars, contractor/delivery vehicles	Staff Visitors	Road traffic accident	2	4	8	Accessible spaces indicated on hardstanding car park Drop kerb at edge of car park to allow accessible entry on to path at front of visitor centre Pedestrian pathway across hardstanding car park kept clear and without obstruction	1	4	4
Automatic glass entry doors (Geze doors)	Children Staff Visitors	Trapping fingers as door slides back into opening	3	2	6	Signage (Automatic doors and Keep Clear) in place on doors installed by contractor in line with manufacturers requirements	2	2	4
Café – food & drinks	Staff Visitors	Slips due to spillages Collision whilst carrying hot food/liquids	3	2	6	Spillages cleaned up immediately by staff Under 16s supervised by an adult whilst on site School groups given briefing on required behaviour on arrival	2	2	4
Café seating area – use of microwave for warming children's food	Visitors	Electric shock Burn/scald	2	3	6	Microwave is only for use by customers who wish to warm their children's food they have brought with them Equipment is PA tested Instructions for use of Microwave posted at Microwave for public use. Staff can provide guidance but will not warm baby food for parents.	1	3	3
Toilets	Staff Visitors	Slips Falls	3	2	6	Under 16s supervised by an adult whilst on site All spills to be reported and cleaned up immediately Visitor centre toilet taps are fitted with a timed flow to prevent overflow Toilets checked regularly during opening hours by cleaners/staff	2	2	4
Small items in the shop	Children	Swallowing small parts	2	3	6	Schools to supervise groups whilst in the shop Under 16s supervised by an adult whilst on site Staff monitor activity in Shop	1	3	3
Behaviour likely to cause harm to oneself, another, the fabric of the building or collection	Children Staff Visitors	Trips Falls Bruises	3	2	6	Under 16s supervised by an adult whilst on site School groups given briefing on required behaviour on arrival Museum Assistants monitor behaviour of visitors on site	2	2	4

Contact – Glass doors and full length windows in gallery	Children Staff Visitors	Bruises	3	2	6	Visual markers stuck on all appropriate doors and windows between 850mm-1000mm from floor level and 1400mm-1600mm above floor level in compliance with building regulations approved document part K	1	2	2
Contact – collection items on site there is space to move between collection items, items are not all behind barriers	Staff Visitors	Cuts Bumps Bruises	3	2	6	Location/position of collection items agreed between operations and collections staff Monthly area checks completed in area with any defects and or hazards reported to Duty Manager for action Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager with area closed/access restricted if unsafe	2	2	4
Contact – Visitors climbing on or playing with exhibits	Children Staff Visitors	Cuts Bumps Bruises	3	2	6	Signage requesting 'Do not climb or sit on the guns' in place Open ends of identified collection items filled in with acrylic panel Collection items have been checked and made safe prior to going in the gallery, potential concerns can be raised by staff to report any required maintenance or additional safety precautions	2	2	4
Lift – malfunction or misuse	Staff Visitors	Panic situation Bruises Cuts Crush Falls	3	3	9	Instruction on use inside the lift Lift fitted with interlocking doors to prevent door being opened when lift is at other floor Lift maintained and safety checked at 6 month intervals via contractors instructed by Hampshire County Council Lift safety checked on an annual basis by an independent insurer Alarm button inside lift to raise awareness with audible alarm which sounds in gallery School groups supervised by teachers whilst on site	2	3	6
Contact – items dropped from upper walkways	Staff Visitors	Cuts Bruises	2	2	4	School groups supervised by teachers whilst on site Under 16s supervised by an adult whilst on site Museum assistants patrol areas on regular basis	1	2	2
Low lighting levels in tunnel, North Caponier, North	Staff Visitors	Cuts Bruising Fracture	3	3	9	Main tunnel has emergency lighting which is checked annually by external contractor as instructed by site landlords	1	3	3

Mortar battery Lack of natural light as well as artificial light.						Monthly area checks completed in area with any defects and or hazards reported to the Duty Manager for action In the event of a lighting failure the tunnel will be closed by the Duty Manager Museum assistants carry torches to assist in the event of an evacuation			
Outdoors area, low temperature in winter, high temperature in summer	Staff Visitors	Cold Chills Sunburn Heatstroke Dehydration	3	3	9	Website shows outdoor areas as part of the visitor attraction Kiosk (seasonal) operational for visitors to purchase refreshments Onsite café open all year round for visitors to purchase refreshments Regular breaks for staff in hot and cold conditions with suitable clothing provided for time of year and staff able to get hot / cold drinks Outdoor working risk assessment in place for staff	1	3	3
Contact – stones and flint in grass banks	Visitors	Cuts Bruising	4	2	8	Signage placed at entry and around site to warn of hazard, all visitors are required to observe warning signage Rope barriers in place on parade ground to guide visitors to the appropriate pathways for use to access the ramparts/viewing areas Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager	2	2	2
Access to non-public areas, roof of mortar battery, ramparts	Staff Visitors	Bruising Cuts Fracture Fall from height	2	4	8	Signage and fencing around site to warn visitors and restrict access to non-public areas Site patrolled as part of museum assistants museum duties, staff to report any concerns to the Duty Manager Staff aware of risks and do not enter the area unless further assessment made	1	4	4
Vehicle movement on parade ground	Staff Visitors	Cuts Bumps Bruises Run over	2	4	8	Controlled entry to parade ground 5mph speed signs on display, driver of vehicle informed of this at point of access All movement of vehicles taking place whilst the museum is open is approved in advance by the Duty Manager Duty Manager informed of vehicle access to and exit from site Staff to act as a marshal wearing a high vis vest and will accompany the vehicle to cross the parade Vehicle movement for events is risk assessed separately	1	4	4

Slip and trips	Staff Visitors	Bumps Bruising Cuts	2	2	4	Signage at entry to site to warn of uneven ground and nature of site Monthly area checks completed in area with any defects and or hazards reported to the Duty Manager for action	1	2	2
Site evacuation	Staff Visitors	Bruising Cuts Crush injury	2	3	6	Site evacuation plan in place, staff are trained in evacuation procedure (3 drills per year) Duty Manager on site to manage the evacuation of site Fire exits identified by signage Capacities for areas/events observed as required	1	3	3
Clearing and locking site	Staff Visitors	Panic situation	2	2	4	Procedure in place to check and clear site of visitors, prior to locking at the end of the museum opening hours Staff trained in opening and closing procedure	1	2	2
Covid-19 – exposure to the virus via surface transmission	Staff Visitors	Exposure Infection	2	3	6	Anti-viral spray provided to staff for cleaning of all surfaces 70% proof alcohol hand gel provided to public and staff via sanitiser dispensers Frequent cleaning of high touch points completed by cleaning staff during the day Table located next to till for customers to put retail purchases on	1	3	3
Covid-19 – exposure to the virus by droplet transmission	Staff Visitors	Exposure Infection	3	3	9	Face coverings are requested to be worn by staff and visitors unless exempt Polycarbonate screens installed at till spaces Separate queuing line in place at admissions till for retail purchases, floor markers in place to assist with social distancing	2	3	6
Gun firings						Separate risk assessments completed for all firings			
Fire						Separate risk assessment in place			
Education sessions						Separate risk assessments for all sessions in place			
Events						Separate risk assessments completed for all events			
Contractor work						Separate risk assessments apply for each activity			