

# 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
Derek Johnson	12.12.16	No changes required
Cath Shaw	16.07.18	Removal of street interactive
Sam Jinks	12.06.19	Grammar changes
Cath Shaw	03.09.20	To include Covid hazard and controls
Cath Shaw	05.02.21	Reviewed, minor format changes
Cath Shaw	16.04.21	Reviewed to include new preventative measures in Blinds Man Alley
Cath Shaw	20.07.21	Reviewed after Governments Step 4 road map. All current controls in relation to Covid will remain in place until further notice.

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	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

**FIRE**

See specific Fire Safety risk assessment.

**COVID 19****COVID-19: a respiratory illness caused by a novel coronavirus****People can catch the virus from others infected in the following ways:**

- 1 Virus moves from person-to-person in droplets from the nose or mouth, spread when the infected person coughs, sneezes or exhales.**
- 2 The virus can survive for up to 72 hours out of the body on surfaces which people have coughed on etc.**
- 3. People can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth**

**Symptoms include a fever, continuous cough, shortness of breath, breathing difficulties, muscle pain, and loss of taste/smell.**

<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>
Exposure to Coronavirus Leading to Related Ill-Health	Visitors Staff	<ul style="list-style-type: none"> <li>•risk of COVID-19 cases entering the Museum</li> <li>•risk of COVID-19 spreading within the Museum</li> <li>•risk of COVID-19 spreading from the Museum to the wider community</li> </ul>	4	3	12	<b>Hygiene</b> <ul style="list-style-type: none"> <li>• Soap, water and drying facilities are available, stocked and maintained and are adequate for staff and public numbers</li> <li>• Sanitisation stations located throughout public and staff areas to further increase hand washing</li> <li>• Staff to encourage visitors to wash hands regularly throughout the visitor journey</li> <li>• 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.</li> <li>• Visitor Operations also carried out daily checks and further cleaning as required.</li> <li>• Signage reminding visitors to avoid touching surfaces where possible</li> <li>• Popular touch points and interactives removed</li> <li>• Close monitoring of popular areas to assess if further cleaning required</li> <li>• Visitor Operations staff regularly checking and cleaning popular areas such as cinema seating.</li> </ul>	2	3	6

					<ul style="list-style-type: none"> <li>• Seating areas to contain cleaning wipes for visitors to use, with clear signage</li> </ul> <p>Signage throughout the museum encouraging staff and visitors</p> <ul style="list-style-type: none"> <li>• to wash their hands regularly,</li> <li>• at wash points demonstrating correct hand washing practices</li> <li>• remind on social distancing.</li> </ul> <p>Government and NHS campaigns on correct handwashing have been ongoing since March 2020. General awareness of good procedure is high.</p> <p><b>Visitors</b></p> <ul style="list-style-type: none"> <li>• Visitors will be asked to wear a face covering although now it is no longer a legal requirement</li> <li>• Number of visitors will continue to be reduced to a manageable number in the museum</li> <li>• Control numbers and timed entry of visitors through pre-booking requirements. This will be monitored closely and adjusted as required.</li> </ul> <p><b>School Groups</b></p> <ul style="list-style-type: none"> <li>• These continue to take place while the museum is closed to the public on Monday's and Tuesday's.</li> <li>• Adhoc walk in groups and free booking groups are not permitted at this time.</li> </ul> <p><b>Galleries</b></p> <ul style="list-style-type: none"> <li>• Capacity monitoring to allow for greater capacity management in gallery spaces</li> <li>• One-way systems in place in each gallery, where and when needed</li> <li>• Narrow / small spaces controlled as required i.e. blocked off, monitored.</li> <li>• Queue routes planned and implemented if needed.</li> </ul>		
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						<ul style="list-style-type: none"> <li>• Barriers are available to use to reduce crowding and encourage visitor flow when needed.</li> </ul> <p><b>Staff</b></p> <ul style="list-style-type: none"> <li>• All Visitor Operations staff trained in new working procedures e.g. cleaning regimes</li> <li>• Visitor Operations staff placed in bubbles to reduce risk while working and limit close contact with as few as people as possible</li> <li>• Visitor Operations staff can communicate via radio and act on concerns where there are crowds forming.</li> <li>• Visitor Operations staff to be positioned in locations that ensure easy practice of at least one meter of social distancing</li> <li>• Barriers are available to use to reduce crowding and encourage visitor flow when needed.</li> <li>• All museum staff to wear face covering whilst out in the museum.</li> </ul> <p>Until permitted, live performances only take place in outside spaces.</p>			
<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>

<b>External Museum Grounds</b>									
<b>Coach Park</b>									
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
<b>Alley way between Menagerie &amp; Museum</b>									
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 alley way, explains this route is a shared access route for cyclists and pedestrians.  3no – Blue circle advisory signs of shared access for Pedestrians and Cyclists removed from walls.  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 Hump' signs at each end that warned of the original ramp and now the 2no new ramps below.	2	3	6

						2no – Full width new Yellow & Black sectional 'Speed Humps' installed across each end of the alleyway (at the same time as above no cycling signs)  Further 2no – new 'No Cycling' signs fixed on side pathway walls above the smoking point area and to left of sterile yard gates (these now cover the approach path)			
<b>Armouries Square</b>									
Paving throughout all external walkways in icy weather	Pedestrians	Slip / fall	3	2	6	Area checked daily and gritted by Building Services during icy periods. Adequate gritted walkway is provided.	2	2	4
Mechanical bollards during operation	Pedestrians Cyclists Vehicles	Trip	3	3	9	Bollards clearly visible with sounder and light indicator attached.	1	3	3
		Collision	3	2	6	Manually operated by Security using CCTV/speaker. Clear signage in place explaining how bollard system operates.	2	2	4
		Vehicle damage	3	1	3	Security tell driver to wait until bollards 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.  <u>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:</u>	1	4	4

						<p>Extra staff are to be provided on the square by the host (wearing a high visibility jacket) :-</p> <ul style="list-style-type: none"> <li>To control access, parking and egress.</li> <li>To ensure any areas with reversing vehicles are kept free of pedestrians and to assist drivers with reversing operations.</li> <li>To assist with the movement of vehicles across the square.</li> </ul> <p>Vehicles are not to be parked in any position that would cause disruption to the flow of traffic within the square, such as:</p> <ul style="list-style-type: none"> <li>On the egress route down to the boulevard.</li> <li>On the access route to the main entrance of the museum.</li> <li>Blocking any fire exit doors.</li> <li>In front of the access bollards.</li> </ul>			
Paved seating within square	Pedestrians	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 always supervised by parents/guardians	1	2	2
Grates within the square									
Cannon exhibits – climbing on / bumping into	Pedestrians Cyclists	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. Signage requesting not to sit climb on the canons. Children supervised at all times by parents/guardians. Cannons checked by Conservation for wear/tear.	2	3	6
<b>External grounds at the back of the Museum</b>									
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	Fall Inappropriate behaviour	2	3	6	Step edges marked for clear visibility. Handrails for stability. CCTV on area. Children to be supervised by guardian / parent.	1	3	3
Docksides around museum	Pedestrians	Fall into water. Inappropriate behaviour	2	3	6	Barriers are positioned all the way around by the edge. Children to be supervised by guardian / parent. Majority of water edge covered by CCTV. Barriers checked and maintained by British Waterways. Life Buoys placed strategically around the Dock and are maintained by the Canal and River Trust.	1	3	3



Internal Museum									
Behaviour likely to cause damage/ injury to oneself, another, fabric of building or collection	Visitors Staff	Inappropriate behaviour Fall/Trip Impact from items dropped at height.	3	3	9	School groups given H & S Briefing on arrival by Education staff or Visitor Services (self-led). Schools to ensure pupils are told how to behave when on site e.g., no running. School group leaders reminded and agreed responsibility for young people's behaviour via sign-in form. Visitor Services to perform regular security checks. Museum Assistants monitor public behaviour on site.	2	3	6
Floor surfaces throughout museum	Visitors Staff	Fall Slip	3	2	6	Schools to ensure pupils are told how to behave when on site e.g., no running. School group leaders reminded of responsibility for young people's behaviour. 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.	2	2	4
Lift doors	Visitors	Trap fingers	3	2	6	All lifts are fitted with a sensor preventing closure. School group leaders reminded of responsibility for young people's behaviour. Warning signs and doors covered with film to discourage children leaning on the door.	2	2	4
Glass panes	Visitors	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
Doors	Visitors	Trap fingers	2	2	4	Schools to ensure pupils are told how to behave when on site. Door hinge protectors installed on high-risk area doors.	1	2	2
Public stairs within galleries	Visitors Staff	Fall Slip	2	3	6	Parental responsibility to ensure no running or playing on the stairs. School information given to ensure behave appropriately while on site. School group leaders agree their responsibility for pupil behaviour at point of entry via sign-in form. 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	Slips Fall	3	2	6	Young children to be supervised.	2	2	4

						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 overflow.			
Exhibits/hands on displays	Visitors	On contact	2	2	4	All exhibits are maintained by the Royal Armouries Technician department. All objects are cared for by the Royal Armouries Conservation department. Exhibits not suitable for hands on are either in cases or behind barriers with notices "do not touch".	1	2	2
Objects dropped from heights	Visitors Staff	Hit to the body	3	3	9	Adult supervision of all children under 16. School group leaders agree their responsibility for pupil behaviour at point of entry via sign-in form. On-site security & 24hr CCTV in operation. Staff on patrol.	2	3	6
Small items in shop	Children	Swallow of small part	2	3	6	School party numbers limited into the shop to ensure adequate supervision. School group leaders agree their responsibility for pupil behaviour at point of entry via sign-in form. Young children to be always accompanied by guardian.	1	3	3
Coffee Shops-Food/drinks	Visitors Staff	Slip due to spillages. Collision whilst carrying hot food/liquids	3	2	6	Schools to ensure pupils are told how to behave when on site e.g., no running. Adult supervision of all children under 16. Spillages cleaned up immediately by catering staff.	2	2	4
Handling sessions & education packages	See specific risk assessments.								
Contractor work on site	See specific contractor work assessment.  All work is appropriately assessed in accordance to legislation before work proceeds.								
Other specific areas within the museum	See area risk assessment.								

Approved by Health & Safety		
Name	Signature	Date
Cath Shaw		20/07/21