


Risk Assessment – Group visits to Keats House

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Risk Rating Matrix: See Guide to Determining Risk		Severity			
		Minor	Serious	Major	Extreme
Likelihood	Likely	Low	Medium	High	High
	Possible	Low	Medium	Medium	High
	Unlikely	Low	Low	Medium	High
	Rare	Low	Low	Low	Medium

Assessment number:	KH-RA-2021-03-groups
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Department: Open Spaces	Service: Keats House	
Workplace Address: 10 Keats Grove, Hampstead, London NW3 2RR	Review Date: November 2021	

Assessment Date: July 2021	Group visits to Keats House / Ten Keats Grove, Nightingale Room.
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What are the hazards? [Or Issues]	Who might be harmed and how?	What are the existing controls?	Risk Rating (H, M, L)	What further action is necessary? <u>Always</u> when Risk is Medium or High	Action by when / whom?
An inadequately supervised group may pose a general risk to themselves and others, resulting in damage, accidents, etc.	Staff, volunteers, public / other visitors, contractors.	Visiting organisation (e.g. school) to ensure adequate supervision of all members of the group. Minimum recommended ratio of one adult to 15 students, with one to six for SEN groups / under eights and one to five for very young children.	M (P / S)	<ul style="list-style-type: none"> Keats House staff to ensure that the group leader identifies themselves on arrival and that level of supervision is adequate. 	On arrival by group leader and Keats House Duty Officer.

		At least one member of any school group (students aged 18 years and under) to be a qualified teacher.		_____	
Duty of care and safeguarding issues, resulting in harm to individuals / complaints or action against staff or volunteers.	Staff, volunteers, public / other visitors, (including children, young people and vulnerable adults) and contractors.	Responsibility rests with group leader to take all reasonably practical measures to ensure that every child under their control and supervision is safe and protected from any unacceptable risks. KH staff have current DBS check and H&S, customer service and safeguarding training. CCTV recording operational.	M (P / S)	<ul style="list-style-type: none"> • Visiting organisation to appoint a group leader with responsibility for undertaking any pre-visit assessment and remain with group at all times. • Keats House staff to ensure group leader is identified on entry and aware of responsibilities. • All incidents to be reported to the Health and Safety Incident Report Line on 020 7332 1920 	On arrival by group leader and Keats House Duty Officer.
First aid provision.	Staff, volunteers, public / other visitors and contractors.	At least one adult in visiting group to be first aid qualified and carrying first aid kit. Keats House staff have contact numbers for on-call first aid qualified staff and emergency services. Incident reporting procedure in place. Royal Free Hospital A&E Department located less than 10 minutes' walk from Keats House. Incident reporting procedure in place.	M (P / S)	<ul style="list-style-type: none"> • Visiting group leader to be made aware in the event of any accident to a person in their party requiring first aid. • CoL qualified first aider / emergency services to be summoned as required. • All incidents to be reported to the Health and Safety Incident Report Line on 020 7332 1920. 	Duty Officer / front of house staff.

<p>Visiting group unaware of emergency exit routes and muster point.</p>	<p>Staff, volunteers, public / other visitors and contractors.</p>	<p>Emergency exit routes clearly marked and checked daily before opening. Keats House Fire Evacuation plan in place and staff trained. Group to be briefed on arrival on action to be taken on hearing the fire alarm, including location of muster point in garden.</p>	<p>M (P / Ma)</p>	<ul style="list-style-type: none"> • Group to be briefed on arrival. • Visiting group to evacuate themselves on hearing the alarm, supported by front of house staff. • <u>Group leader</u> to be responsible for register of / accounting for group at muster point and reporting to Duty Officer. 	<p>On arrival by Duty Officer / front of house staff. In the event of an alarm, by group leader / accompanying adults.</p>
<p>Groups impacting negatively on other visitors.</p>	<p>Staff, volunteers, public / other visitors, (including children, young people and vulnerable adults) and contractors.</p>	<p>All groups of six or more people requested to book in advance. School sessions to be scheduled on days / times when closed to the public or at known quieter times where possible. Group leader and accompanying adults to be responsible for monitoring behaviour of their group at all times. Front of house staff trained to deal with complaints / issues and refer to Duty Officer where appropriate.</p>	<p>L (U / Mi)</p>	<ul style="list-style-type: none"> • Monitor behaviour of all visitors and refer issues to group leader / individuals / escalate to Duty Officer as appropriate. 	<p>Front of house staff and group leader.</p>

<p>Overcrowding of small interior rooms resulting in crushing or broken bone injury and death, especially during an evacuation.</p>	<p>Staff, volunteers, public and contractors.</p>	<p>General site risk assessment and fire evacuation plan in place. Groups of 15 or more advised to split into smaller groups when visiting the historic rooms within the house. Garden, Brawne and Chester Rooms have larger capacity for introducing groups of up to 20 people to the house and providing safety briefings. Groups of over 20 should only congregate in the garden or the Nightingale Room in Ten Keats Grove (up to a maximum of 100). Total site capacity for 10 Keats Grove, including all buildings and garden is 200.</p>	<p>M (R / E)</p>	<ul style="list-style-type: none"> • Ongoing monitoring of capacity. • Regular review and response to other guidance (e.g. fire safety, event <u>management</u>, and pandemic preparedness and response). 	<p>All staff.</p>
<p>Risk of transmission of disease, especially Covid-19.</p>	<p>Staff, volunteers, public and contractors.</p>	<p>Working safely during Coronavirus RA and required control measures in place. Staff and volunteers to be briefed on Covid-secure measures prevailing at any given time. Measures to control transmission communicated pre and during visit. Staff have right to close rooms, limit numbers, refuse entry or disperse visitors where staff or public safety is put at risk. Screens available to protect staff at the desk. Hand washing facilities / sanitiser stations at entry / exit points. NHS app QR code available for venue check-in.</p>	<p>M (P / Ma)</p>	<ul style="list-style-type: none"> • Continue monitoring of, and responding to, COVID19 guidance and control measures / best practice. • Continue to be aware of and follow guidance and control measures in place at any given time. 	<p>Principal Curator. All staff, volunteers, visitors and contractors.</p>

		<p>Face coverings and social distancing remain recommended for all at this small, indoor venue.</p> <p>Staff to take lateral flow tests before attendance. No one to attend site if exhibiting Covid-19 symptoms, tested positive, or self-isolating.</p> <p>Increased ventilation in staff and public rooms.</p> <p>House tours and taught sessions for groups of 15 people and over to be limited in length to 20 minutes and one hour respectively.</p> <p>Regular cleaning of premises and high-touch areas.</p>		<hr/>	
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