

**TYNE AND WEAR FIRE AND RESCUE SERVICE
GENERIC RISK ASSESSMENT AND OPERATING PROCEDURE**

OPERATING PROCEDURE DETAILS		
DESCRIPTION	CATEGORY	SECTION
VISITORS TO SAFETY WORKS	MISCELLANEOUS PROCEDURES	17
		NUMBER
		3
OPERATING ENVIRONMENT		
This operating procedure is applicable to visitors to Safety Works and all personnel working within the premises		

RISK ASSESSMENT

INTRODUCTION.

The Organisation has a general duty under Section 3 of The Health and Safety at Work Act 1974 to; ***“ensure so far as is reasonably practicable, the health safety and welfare of persons other than those in his employment”***

A common duty of care is imposed under the Occupiers Liability Act 1957 for all occupiers to ensure lawful visitors to the premises are provided reasonably safe use of the facility for the purpose intended.

Regulation 3 of The Management of Health and Safety at Work Regulations 1999 requires that the organisation make a ***“suitable and sufficient”*** risk assessment to which their employees and **visitors** are exposed. Employers are also required to provided employees and visitors with comprehensive and relevant information of the risks present and the control measures which should be taken to reduce those risks.

This risk assessment identifies the potential hazards, risks and control measures relating to visitors and personnel whilst on the premises

HOW TO USE THIS STANDARD OPERATING PROCEDURE.

This document has been designed to be read easily, quickly and with only ESSENTIAL information included. The following pages contain the information that all personnel and visitors MUST know.

The cover of this procedure has on it three coloured boxes, each relating to a specific section. Simply identify the section you want to look at, then turn to the appropriate coloured page(s).

RANGE OF DOCUMENT

This document is aimed at visitors to Safety Works! regardless of their role. Visits may be everyday occurrence to Safety Works! for a variety of reasons.

This document seeks to provide all visitors with the following information;

- Definition of visitor.
- Identify the possible hazards/risks when visiting Safety Works!

DEFINITION

Definition of a visitor;

“Those who are invited onto the premises by the management of SAFETY WORKS”

Visitors may be part of organised group undertaking community safety workshops, visitors from other organisations being offered the facilities within SAFETY WORKS! or invited onto the premises for a specific purpose. All visits will be arranged prior to the date of the visit in a formal manner.

LEGAL REQUIREMENTS

Under Section 3 of The Health and Safety at Work Act 1974 (HSWA), Safety Works has a legal duty to ensure, so far as is reasonably practicable the Health Safety and Welfare of persons other than those in their employment.

In addition, the Occupiers Liability Act 1957 indicates a common duty of care for an occupier of premises to ensure that any visitor will be reasonably safe in using the premises for the purposes for which he is invited or permitted by the occupier to be there.

As well as duties under HSWA and the Occupiers Liability Act, Safety Works also has duties under The Management of Health and Safety at Work Regulations 1999 to assess the risks to persons other than those in their employment and to take appropriate measures to prevent or reduce those risks. This includes the risks to visitors.

GENERAL

Establishing a safe environment for visitors is no different from organising the safety of employees. Heads of Department should be aware of the controls and that they are implemented to ensure visitor safety on Safety Works premises.

All visiting parties should undergo an induction before the visit takes place, during the induction an opportunity should be taken to remind those adults attending to sign the visitor's book and maintain a register of any young people they are escorting.

The induction should include:

- Emergency procedures - fire alarm, means of escape, assembly point.
- First aid, the facilities that are available and the procedures to adopt in the event of an accident/injury.

- Accessibility, detail of restricted areas, danger areas and access routes for facilities e.g. toilets

Other factors to be considered are;

- **Can the risks be adequately controlled**

Visitors should not be put at more risk than employees; additional consideration should be given to young people and people with special needs. This will require additional risk-control measures to be put in place. Precautions should take account of normal working procedures and foreseeable emergencies e.g. fire, equipment failure, illness and accidents.

- **What training is required to ensure competency in safety matters?**

A competent member of staff will liaise with the group leader and should always accompany the visitors. An employee new to this task may need to be accompanied until competency is achieved. Visitors will have to be informed of potential hazards and the control measures that are to be put in place for their safety.

- **How will the Visitors be supervised?**

The extent of supervision required depends on the risks involved and the ability of the visitor to identify and handle health and safety issues. The level of supervision required is a management decision, which should be based on the findings of a risk assessment.

The higher the risk the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

Visitors should be subject to constant supervision

- **What happens if the fire alarm actuates or the building has to be evacuated?**

In the event of the fire alarm actuating or the building being evacuated the visitor or group of visitors will be moved to a predetermined position in open air where a role call will be taken using the signing book/ visitor book as a register. Adults accompanying a group should maintain their own register of the young people within that group. The location of the predetermined open air position will be detailed to all group members on their arrival.

It must be emphasised that on no account will visitors be allowed to re-enter the premises until deemed safe by the person in charge of the premises.

In the event of a fire situation on no account will a visitor become involved in tackling the fire and will remain under direct supervision of a competent member of Safety Works.

- **What happens if a person becomes ill, has an accident?**

In the event of a visitor becoming ill or is involved in an accident a competent member of the Safety Works will deal with that person in accordance with current procedures. All permanent staff are trained in first aid.

Information about emergency procedures and danger areas should be given to persons who visit the premises.

Visitors will depend on staff at that location to have access to adequate first-aid facilities. Documentation will be completed in accordance with Admin Procedure 2.2

- **Groups of children and / or young people**

When working with groups of children or young people the procedures contained within the Tyne and Wear Fire and Rescue Service and Northumbria Police Child Protection Policy must be followed at all times. Key practices to reduce risk when children or young people are visiting Safety Works! include the following:

- All visits should be pre-arranged and a 'responsible' adult should always accompany any children or young people visiting Safety Works. An appropriate ratio of adults to children will be dependent on the ages and activity involved and should be agreed prior to the visit in accordance with relevant Safety Works/TWFRS and Northumbria Police Policy and Procedures and those of the visiting organisation.
- During any visit by groups of children or young people always plan to work with a minimum of two adults present at all times and ensure that procedures both for the supervision and movement of the visitors are in place.
- Extra consideration should be given to the ages and abilities of the participants prior to any activity taking place in order to achieve a satisfactory balance between the value of the activity and the risk involved.
- It is likely that some physical contact with children or young people may be necessary during a visit, for example when showing a young person how to use a piece of equipment. **Repeated** touching is not an acceptable method of working or relating to individuals.
- In order to minimise the risk or injury to personnel or children, allowing them to climb into or on any part of the scenarios or touch the display/prop equipment must be avoided and Safety Works personnel should refrain from lifting children for any reason.
- Any form of physical punishment is unlawful and all matters of discipline should be referred to the adult/s accompanying the visit.

Ultimately if any members of staff or visiting adults are unhappy with a situation, it must not be allowed to continue.

Restricted areas

On arrival all visitors will be given details of restricted areas of the premises where under no circumstances any member of the group will be allowed to go whether supervised or not e.g. Office areas and kitchen, areas secured by fences or barriers. All visitors should remain on the designated walkways

NOTE

The toilets are utilised by other organisations renting space within the building and are therefore a shared facility. Any child/young person wishing to use the toilets must be accompanied by an adult.

HAZARD 1

Contaminated floor (wet).

LEVEL OF RISK 1

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 1

- A health and safety visual Inspection/ walk round is carried out each morning. Defects are logged for action. Visitors are informed of relevant hazards.
- All participants are notified, when they initially request to attend Safety Works, that they must inform the facilitators of any spillage. In addition, this information is also outlined on the Health and Safety notice board.
- Access to the contaminated area should be restricted and a hazard warning sign should be placed in the immediate vicinity.
- Should the floor be contaminated with water, the contamination should be mopped up immediately. Alternatively, if the contamination is oil or another substance it may need to be cleaned with hot soapy water or specialist absorbent prior to mopping.
- Personnel must be aware that depth of water has little or no effect on how slippery the surface will be e.g. an area which has been mopped is just as dangerous as water which has pooled.
- When the floor has had time to dry the hazard sign must be removed to avoid familiarity.
- All personnel must ensure that these procedures are adhered to.
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 2

Contaminated floor (dry).

LEVEL OF RISK 2

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 2

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that the required measures are in place. Defects are logged for action. Visitors are informed of relevant hazards
- The dry contaminant should be cleaned by the most suitable method e.g. vacuum or brush.
- If it is decided that the area should then be mopped the control measures taken for Hazard 1 (wet) should be followed.
- The cause of the contamination should be identified and a defect note and near miss report should be submitted.
- All personnel must ensure that these procedures are adhered to.
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 3

Inappropriate cleaning regimes.

LEVEL OF RISK 3

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 3

- Only approved cleaning materials and equipment should be used. The slip resistance of a floor can be significantly degraded if the wrong cleaning material or equipment is used.
- Cleaning should be avoided at times when the building is highly populated and people are moving around.
- Before cleaning (wet) takes place, warning signs should be placed in those areas that will be affected
- Once the area has been cleaned and the floor is dry the hazard signs should be removed to avoid familiarity.
- Personnel must be aware that depth of water has little or no effect on how slippery the surface will be e.g. an area which has been mopped is just as dangerous as an area where water has pooled.
- All personnel must ensure that these procedures are adhered to.
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 4

Worn/damaged floor.

LEVEL OF RISK 4

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 4

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that the required measures are in place. During this walk round the condition and suitability of the floor surface is inspected. Defects are logged for action. Visitors are informed of relevant hazards
- In addition to the above a weekly H&S Inspection is carried out by trained personnel
- Any hazard that has been identified should be brought to the attention of all personnel by means of the Health & Safety Board. The fault should be highlighted by using hazard tape and suitable signage, these items can be found in the Health & Safety Tool Kit.

HAZARD 5

Rushing, not paying attention or running in Safety Works

LEVEL OF RISK 5

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 5

- All personal should not rush/run and be aware of their surroundings at all times.
- Children will be supervised by leaders or carers and under no circumstances will they be permitted to run whilst on Safety Works premises.

HAZARD 6

Trailing cables or extension leads.

LEVEL OF RISK 6

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 6

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that the required measures are in place. Defects are logged for action. Visitors are informed of relevant hazards
- In addition to the above a weekly H&S Inspection is carried out by trained personnel
- Cables that are attached to fixed appliances such as computers, telephones, photocopiers etc should be grouped together and fixed to a wall or office furniture to prevent them trailing on walkways and causing a trip hazard.
- Cables and extension reels used with portable appliances such as Hoovers and floor scrubbers should be stowed away immediately after use.

- Participants to be informed to remain on the designated walkways and behind identified floor markings.
 - Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
 - All scenario instructors will brief participants of relevant hazards and control measures
 - A feedback process is in place whereby staff and visitors can inform management of identified hazards
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HAZARD 7

Obstructions or rubbish on the floor.

LEVEL OF RISK 7

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 7

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that the required measures are in place. Defects are logged for action. Visitors are informed of relevant hazards
- In addition to the above a weekly H&S Inspection is carried out by trained personnel
- Obstructions on or over walkways, should be avoided. If this is not possible they should be removed as soon as practicable.
- Rubbish should only be stored in waste bins that are provided.
- Rubbish bins should not be placed on walkways.
- Rubbish or other obstacles should not be allowed to accumulate near doorways, on stairs or on landings
- For the scenarios where obstructions are positioned to maintain effect (e.g. rubbish at subway scenario) or where participants are exposed to changes in floor level or step over specific obstructions (e.g. metro ballast) facilitators must ensure that such slipping, tripping hazards are brought to the attention of all participants and that the party is suitable controlled.
- Signage, when applicable, is in place warning of potential tripping hazards from props

- Facilitators to lead party safely past scenario obstructions
- Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 8

Changing of artificial lights

LEVEL OF RISK 8

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 8

- The use of artificial lighting should be used when appropriate.
- If there are any defective lights or if light fittings require cleaning the matter should be reported via the defect procedure.
- If there is a concern over the level of artificial lighting, those concerns should be reported via Heads of Department to the Property Services Department and by submitting a near miss report from 5-4/0516.

HAZARD 9

Matches and fireworks

LEVEL OF RISK 9

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 9

- Matches and fireworks have been made inactive

- Under no circumstances should additional matches or fireworks be brought into Safety Works without the knowledge of management
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HAZARD 10

Portable electrical equipment

LEVEL OF RISK 10

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 10

- All electrical equipment to be regularly PAT tested by a competent person
 - All plugs are to be removed from equipment when not in use
 - A health and safety visual Inspection/ walk round is carried out each night to ensure that all plugs have been removed.
 - Participants will be supervised by leaders/carers and facilitators.
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HAZARD 11

Battery operated flashover

LEVEL OF RISK 11

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 11

- A health and safety visual Inspection/ walk round is carried out each morning and each night to ensure the control box operating the battery Operated Flash Over Unit has been switched off. Visitors are informed of relevant hazards.
- In addition, a weekly H&S Inspection is carried out by trained personnel

- The control box operating the Battery Operated Electrical Flash Over Unit should be switched off when not in use.
- The control box can only be operated by trained personnel and designated key holders.
- Participants will be supervised by leaders or carers and under no circumstances will they be permitted to cross the safety line on the 'park scenario'.
- Demonstration not to begin until participants are positioned a safe distance away e.g. seated
- Participants to be informed to remain on the designated walkways and behind identified floor markings.
- Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
- All scenario instructors will brief participants of relevant hazards
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 12

Prop tablets/substances

LEVEL OF RISK 12

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 12

- All substances/tablets are removed and replaced by props
- All containers to be marked with the letter P for the props

HAZARD 13

Changes in level of flooring

LEVEL OF RISK 13

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 13

- Hazard tape identifies changes in level
- Facilitators to warn participants of changes in level
- Signage is in place to warn participants of changes in level
- During park scenario participants to remain in the marked area, seated where possible.
- Each scenario has a risk assessment in place which is regularly reviewed to ensure they are fit for purpose
- All damaged floor surfaces will have restricted access or will be suitably marked to indicate damage.
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 14

Falls from prop items

LEVEL OF RISK 14

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 14

- Children will be supervised by leaders or carers and under no circumstances will they be permitted to; climb on props, or to run whilst on Safety Works! Premises.
 - Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
 - A feedback process is in place whereby staff and visitors can inform management of identified hazards
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HAZARD 15

Falling or moving equipment.

LEVEL OF RISK 15

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 15

- A health and safety visual Inspection/ walk round is carried out each morning. Defects are logged for action. Visitors are informed of relevant hazards
 - In addition to the above a weekly H&S Inspection is carried out by trained personnel
 - Participants to be informed to remain on the designated walkways and behind identified floor markings.
 - All equipment is checked on a regular basis each scenario has a separate risk assessment
 - In the event of participants being given the opportunity to undertake a task the task will be demonstrated by a competent member of staff and supervised at all stages.
 - Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
 - A feedback process is in place whereby staff and visitors can inform management of identified hazards
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HAZARD 16

Sharp props

LEVEL OF RISK 16

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 16

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that measures are in place to control potential trapping/cutting hazards. Defects are logged for action. Visitors are informed of relevant hazards
 - Participants to be informed to remain on the designated walkways and behind identified floor markings.
 - In addition to the above a weekly H&S Inspection is carried out by trained personnel
 - Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
 - Notices warning visitors not to touch certain props are clearly displayed.
 - All scenario instructors will brief participants of relevant hazards and control measures
 - A feedback process is in place whereby staff and visitors can inform management of identified hazards
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HAZARD 17

Insufficient lighting.

LEVEL OF RISK 17

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 17

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that the lighting is suitable and sufficient. Defects are logged for action. Visitors are informed of relevant hazards and where lighting is deliberately dimmed to create authenticity.
- In addition to the above a weekly H&S Inspection is carried out by trained personnel

- Participants will be supervised by leaders or carers and facilitators will highlight obvious lighting deficiencies and relevant hazards.
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 18

Wall mounted heaters

LEVEL OF RISK 18

	Slightly	Harmful	Extremely
	Harmful		Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 18

- A health and safety visual Inspection/ walk round is carried out each morning to ensure that notices are displayed beside wall mounted heaters warning that in no circumstances must an individual sit on the heater.
- In addition to the above a weekly H&S Inspection is carried out by trained personnel
- Children will be supervised by leaders or carers and under no circumstances will they be allowed to sit on wall mounted heaters.
- Participants to be informed to remain on the designated walkways
- Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
- All scenario instructors will brief participants of relevant hazards
- A feedback process is in place whereby staff and visitors can inform management of identified hazards

HAZARD 19

Cosmetic smoke generator

LEVEL OF RISK 19

	Slightly Harmful	Harmful	Extremely Harmful
Highly unlikely	Trivial	Tolerable	Moderate
Unlikely	Tolerable	Moderate	Substantial
Likely	Moderate	Substantial	Intolerable

CONTROL MEASURE 19

- A health and safety visual inspection/ walk round is carried out each morning to ensure that the outlet from the smoke machine is not blocked. Concerns are raised with line manager and defects are logged for action. Visitors are informed of relevant hazards
- In addition to the above a weekly H&S inspection is carried out by trained personnel
- Smoke machine to be maintained in an efficient state, efficient working order and in good repair by a competent engineer.
- The operation of the machine is to be supervised by suitably trained and authorised facilitators.
- Sufficient air circulation should be allowed around the machine at all times.
- Avoid direct smoke output continuously at persons, structure or objects within close proximity of the discharge nozzle.
- Participants will be supervised by leaders or carers and facilitators. Under no circumstances will participants be permitted to venture near to the front of the car, on car crash scenario, where the smoke is being released.
- Participants to be informed to remain on the designated areas
- Smoke button for each scenario to be pressed only once by the facilitator to enable a nominal burst of smoke to be released.
- Each scenario has a risk assessment in place these are regularly reviewed to ensure they are fit for purpose
- A feedback process is in place whereby staff and visitors can inform management of identified hazards.

MEMOIR

- All visits to SAFETY WORKS premises must be formal and agreed by management.
- A responsible person who is accompanying a group must contact a member of staff on arrival.
- The group must be accompanied from the entrance to the building to the Safety Works lecture room for the induction to take place by a competent member of staff.
- The signing in/visitor book must be completed as soon as visitors arrive.
- All group members to be informed on their arrival that the designated emergency assembly point is the grassed area in front of the West 15 building
- Prior to the visit all restricted areas will be identified and cordoned accordingly
- All participants will receive a visitor's guide to safety works
- All accidents occurring during a visit will be recorded in accordance with TWFRS Admin Procedure 2.2

OVERALL ASSESSED RISK (BEFORE CONTROL MEASURES)					
ASSESSED RISK:	TRIVIAL	TOLERABLE	MODERATE	SUBSTANTIAL	INTOLERABLE
OVERALL ASSESSED RISK (AFTER CONTROL MEASURES)					
ASSESSED RISK:	TRIVIAL	TOLERABLE	MODERATE	SUBSTANTIAL	INTOLERABLE

REVIEW FREQUENCY:	3 YEARS	2 YEARS	EVERY YEAR	IMMEDIATE	
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