


Risk Assessment:

Group visits to Keats House

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	
Department: Environment	Service: Keats House
Workplace Address: 10 Keats Grove, Hampstead London NW3 2RR	Review Date: September 2026
	
Assessment date: August 2024	Group visits to Keats House / Ten Keats Grove, Nightingale Room

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.	<p>Visiting organisation (e.g. school) to ensure adequate supervision of all members of the group.</p> <p>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.</p> <p>At least one member of any school group (students aged 18 years and under) to be a qualified teacher.</p>	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.
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.	<p>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.</p> <p>KH staff have current DBS check and H&S, customer service and safeguarding training.</p> <p>CCTV recording is operational.</p>	M (P/S)	<ul style="list-style-type: none"> Visiting organisation to appoint a group leader with responsibility for undertaking any pre-visit assessment, to remain with group at all times and ensure that children move carefully and without running in areas such as narrow corridors and staircases. Keats House staff to ensure group leader is identified on entry and 	On arrival by group leader and Keats House Duty Officer.

				<p>aware of responsibilities.</p> <ul style="list-style-type: none"> • All incidents to be reported and recorded by Keats House staff. 	
First aid provision.	Staff, volunteers, public / other visitors and contractors	<p>It is the responsibility of schools to ensure that first aid provision is available for their group. The Education Officer is first aid trained and, together with other Keats House staff, will support school first aiders and contact emergency services as required.</p> <p>Incident reporting procedure is in place, and all accidents and near-misses, including health emergencies, will be recorded by Keats House staff.</p>	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. • Emergency services to be summoned as required. • All incidents to be reported and recorded by Keats House staff. 	Duty Officer / front of house staff.
Visiting group unaware of emergency exit routes and muster point.	Staff, volunteers, public / other visitors and contractors.	<p>Emergency exit routes clearly marked and checked daily before opening.</p> <p>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>	M (P/Ma)	<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. • Group leader 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.</p> <p>In the event of an alarm, by group leader / accompanying adults.</p>

Groups impacting negatively on other visitors.	Staff, volunteers, public / other visitors, (including children, young people and vulnerable adults) and contractors.	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.	L (U / Mi)	<ul style="list-style-type: none"> • Monitor behaviour of all visitors and refer issues to group leader / individuals / escalate to Duty Officer as appropriate. 	Front of house staff and group leader.
Overcrowding of small interior rooms resulting in overheating or fainting; in extreme cases, crushing or broken bone injury and death, especially during an evacuation.	Staff, volunteers, public and contractors.	General site risk assessment and fire evacuation plan in place. Groups of 20 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.	M (R / E)	<ul style="list-style-type: none"> • Ongoing monitoring of capacity. Regular review and response to other guidance (e.g. fire safety, event management, and pandemic preparedness and response). 	All staff.
Property left unattended on house premises could be stolen.	Staff, volunteers, public/other visitors	Visitors are advised not to leave valuables unattended. If visitors are asked to leave bags during a tour, the room will be locked or supervised.	M (P / S)	Keats House staff to ensure that any room containing visitors' property is locked or supervised.	Group leader, and Keats House staff leading a tour.