

HOUSE OF MEMORIES ON THE ROAD RISK ASSESSMENT	Department	House of Memories	Assessor	Dawn Carroll
	Date Completed	May 2021	Review Date	As necessary in line with changes in Government guidelines

Significant Hazard	Who might be harmed and how	Likelihood	Severity	Risk Rating (before controls)	Control measures required	Likelihood	Severity	Risk Rating (after controls)	Further Action Required (see action plan below)
Company Vehicle	The drivers, other employees, other road users and pedestrians - Risk of fractures, crushing injuries, fatalities as a result of poor vehicle condition, mechanical failure, collision with other vehicles or pedestrians.	3	4	12 High	<ul style="list-style-type: none"> Company vehicle is suitable for its intended use. The vehicle is subject to regular MOT inspections, servicing and preventative maintenance. Basic safety checks carried out prior to journeys. Systems in place to report defects found. Vehicle not used until essential defects repaired. Adequate information and instruction provided to employees about safe use of the vehicle. Goods and equipment carried in the vehicle are properly secured. Suitable straps and ties provided. A first aid kit and fire extinguisher are provided on the vehicle. 	1	4	4 Low	

Vehicle Safety

<p>Driving Unsafely</p>	<p>Driver, other employees, other road users and pedestrians. Risk of fractures, crushing injuries, fatalities due to unsafe driving techniques, being distracted, driver fatigue, adverse weather conditions, impaired ability due to alcohol/drugs, medical conditions.</p>	<p>3</p>	<p>4</p>	<p>12 High</p>	<ul style="list-style-type: none"> • Drivers hold current driving licences. Licences checked annually. • An assessment of the person's driving abilities and driving history has been carried out. • Drivers attend driving awareness training course. • Reassessment of driving ability carried out following an accident or near miss. • Drivers instructed to report if they have been involved in an accident or are taking any medication or suffering from any condition which could adversely affect their driving. • A no drugs, no alcohol policy in place for drivers which is enforced. Drivers can face disciplinary action if found to disregard policy. • Use of mobile phones prohibited whilst driving. • All drivers comply with the minimum eyesight standards for driving. • The journeys are generally short-distance and take place within daylight hours. • Journeys planned to allow drivers sufficient time to account for unforeseen hazards such as road works, accident "black spots", traffic densities, and high-risk features, e.g. schools. • Freight Transport Association weather reports checked for weather conditions. Driving in adverse weather conditions discouraged. Schedules and routes are rearranged where necessary. 	<p>1</p>	<p>4</p>	<p>4 Low</p>	
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<p>Road traffic accident / collision</p>	<p>Staff members General public Client / customer.</p> <p>Risk of harm during journey.</p> <p>Risk of harming person on site due to collision.</p>	<p>2</p>	<p>4</p>	<p>8</p>	<ul style="list-style-type: none"> • Dedicated driver / driver pool appointed. • Clean licence without endorsements required. • Sufficient vehicle specific training to take place. • Parking spaces to be prearranged with care setting / venues. • NML colleague to supervise parking / reverse at venues as required making sure they do this from a safe distance • Route to venue pre-planned. • Sat navigation available. 	<p>1</p>	<p>4</p>	<p>4</p>	
<p>Crushing / being trapped</p>	<p>Staff members General public Client / customer.</p> <p>Risk of being trapped or crushed by vehicle.</p> <p>Risk of being trapped/ crushed by hydraulic system during set-up.</p>	<p>2</p>	<p>4</p>	<p>8</p>	<ul style="list-style-type: none"> • Only pre-assigned staff authorised to set up. • Sufficient set-up training to take place with professional supplier. • Written guidelines / policy on set-up to be agreed. • Site to inspected and clear of public / clients during set-up. • Controls to be inaccessible to unauthorised people. • Pre-agreed safe location for set-up. • High-visibility vests/ jackets provided in vehicle and worn. 	<p>1</p>	<p>4</p>	<p>4</p>	

<p>Personal security risk</p>	<p>Staff members Clients / carers.</p> <p>Vehicle / box accessed by unauthorised person (theft / attack etc.).</p>	<p>2</p>	<p>3</p>	<p>6</p>	<ul style="list-style-type: none"> • Visits to pre-booked destinations only. • Venues to be assessed for risk in advance. • Staff members working in pairs as a minimum. • Client rep to be available during delivery. • No cash to be held in vehicle • IS equipment is secured in vehicle . • Additional measures / support put in place for public events. • Telephone available to staff. • NML policies on off-site / loan working to be followed. • Managers to monitor location / schedule. • First aid kit / procedures in place. • Public liability insurance in place. 	<p>1</p>	<p>4</p>	<p>4</p>	
<p>Electric shock</p>	<p>Staff members Clients / carers</p> <p>Shock from electric wires / sockets</p>	<p>2</p>	<p>4</p>	<p>8</p>	<ul style="list-style-type: none"> • Insulated connectors from vehicle supplier used. • Electricity supply pre-arranged with setting. • Connections inspected prior to being switched on. • Trailing cables to be avoided as far as practicable by parking close to sockets / connections. • Wires concealed / covered appropriately to reduce risk of a trip hazard. • Suitable cable covers for external environments provided. • PAT testing carried out as appropriate. • Maintenance only carried out by authorised technicians. • All electrical kit to be stored away from public. 	<p>1</p>	<p>4</p>	<p>4</p>	

Fire safety	Staff Clients / carers	2	4	8	<ul style="list-style-type: none"> • Portable fire alarm installed • Regular testing of fire alarm • Fire safety instructions issued to users at beginning of workshops (leave via nearest exit) • Fire extinguisher available • Controlled numbers in the space to avoid overcrowding or difficulty in exiting • Doorways kept clear of hazards / obstructions • Electrical equipment and plug points monitored for marks / smells / wear and tear • Only authorised staff (formally trained or contractors) to access wiring or sealed units 	1	4	4	
Trips / falls	Staff members Clients / carers Trips over equipment / steps Falls due to slippery surfaces	2	2	4	<ul style="list-style-type: none"> • Flooring to be secure. • Anti-slip surface installed. • Surfaces to be kept dry and monitored for any accidental spillages or water from rain/ peoples' shoes etc. Paper towels available to mop up and dry. • Sufficient lighting to be provided for movement in space. • Programme to clearly outline when visibility is reduced in space and to advise. • Vulnerable or frail visitors to be accompanied by carer. • Floors to be kept clear of hazards. • Maximum occupancy to be set to prevent overcrowding. • Visitors advised to allow for visual adjustment when light levels change. 	1	2		

<p>Infection transmission (Covid)</p>	<p>Staff members Clients / carers.</p> <p>Transmission of covid or other infections between care settings and people.</p>	<p>2</p>	<p>4</p>	<p>8</p>	<ul style="list-style-type: none"> • Care setting / client to undertake risk assessment. • HoM OTR schedule to ensure there is a sufficient gap between visits. • One venue per day only. • Safe 'bubbles' to be established with care homes in advance of visits. • Government guidelines on mixing re: care setting to be fully adhered to. • Strict cleaning regime in between bubble access and visits to different settings. • Alcohol gel to be applied by visitors and staff. • Handling objects to be fully assessed and used safely. • 'Show and tell' model to be used with objects unsuitable for handling e.g. porous or cannot be cleaned. • Cleaning regime in place to clean objects in between each person • Alcohol gel to be used prior and after touching objects (all). • Scents and smells to be researched to ensure COVID-secure practice (if used). • Limits on numbers in space including appropriate social distancing. • Staff numbers in space to be kept to a minimum. • Protocol on COVID to be established to meet NML 'in venue' standards and agreed with H&S. • Staff to wear masks when working with the public. 	<p>2</p>	<p>4</p>	<p>8</p>	
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Emotional impact of experience (negative)	<p>Clients / carers.</p> <p>Individuals have a poor experience and do not like being in the immersive space.</p> <p>Sad memories are triggered.</p>	<p>2</p>	<p>2</p>	<p>4</p>	<ul style="list-style-type: none"> • Consultation on themes for digital resource has taken place. • Expectations to be clearly outlined with care setting and with clients on the day. • Choice of themes / content where possible. • Client advised they can pause / leave at any time. • Care setting to determine suitability of product / experience via person-centred care. • Facilitator to work with carers on appropriate level of engagement. 	<p>1</p>	<p>4</p>	<p>4</p>	
Disorientation / balance issues	<p>Clients / carers.</p> <p>Movement in the immersive leads to disorientation and lack of balance.</p>	<p>2</p>	<p>3</p>	<p>6</p>	<ul style="list-style-type: none"> • Clients forewarned about movement. • Seating available and to be used at appropriate points. • Pauses used in programme to ensure people readjust. • Carers to escort individuals requiring support. • Movement to be turned off during exploration of 'hot spots'. 	<p>1</p>	<p>3</p>	<p>3</p>	
Loss of kit / damage to vehicle	<p>NML.</p> <p>Financial loss.</p> <p>Reputational loss.</p>	<p>2</p>	<p>3</p>	<p>6</p>	<ul style="list-style-type: none"> • Vehicle securely parked on NML patrolled / gated property when not in use. • Protocols adhered to re: driving and delivery of vehicle. • Security protocols adhered to when in use. • Appropriate insurance in place. • Maintenance contracts in place. 				
Staff welfare facilities	<p>Staff</p> <p>Staff welfare compromised leading to illness / discontent and poor performance</p>				<ul style="list-style-type: none"> • Sufficient breaks built into HoM OTR programme • Access to toilets for staff included as part of the booking requirement for the programme. • Bottled water available for staff. • First aid box included in HOM OTR kit. 				

Further Action Detail	By Whom	By When	Updates

Further Information
Government Covid-19 Guidance documents

Risk Rating Guidance

Likelihood	Consequence
1 = Unlikely – not likely to occur (0-20% probability)	1 = Minor – Incident but no injury / Incident but no damage
2 = Possible – may occur (21-75% probability)	2 = Moderate – Minor medical treatment only / minor damage
3 = Likely - it will probably occur (76-95% probability)	3 = Significant – Lost time / moderate injury / RIDDOR reportable / damage meaning area cannot be occupied
4 = Very Likely – is expected to occur (96-100% probability)	4 = Critical – Death / Permanent disability / HSE enforcement or prosecution / damage requiring evacuation / area cannot be occupied

LIKELIHOOD	CONSEQUENCE			
	Minor (1)	Moderate (2)	Significant (3)	Critical (4)
Very Likely (4)	Low	Medium	High	High
Likely (3)	Low	Medium	High	High
Possible (2)	Low	Low	Medium	Medium
Unlikely (1)	Low	Low	Low	Low

KEY TO RISK SCORE		
9-16	6-8	1-4
High Red – High. Unacceptable do not attempt this work	Medium Amber– Medium. Additional controls should be sought to reduce the risk before proceeding	Low Green -Low. Adequate controls may be in place: proceed with caution