

Risk Assessment for Residential Guests in the Summer for: Beaumont Court, Chapman House, Chesney House, Creed Court, Feilden House, France House, Hatton House, Lodge House, Maurice Court, Pooley House and Selincourt House.

Document Control

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Assessment Guidance

TOP ROW: Severity of hazard	1 (Negligible) Very minor injury requiring local First Aid on-site with individual able to return to work/activity immediately (e.g. small cut/abrasion). Incident requires minimal interruption to event and no financial loss/damage.	2 (Minor) Injury sustained which requires treatment by first aider and causes inability to continue with work/activity for less than 3 days. Some disruption to the event experienced with minor financial loss/damage.	3 (Serious) Injury sustained which requires medical treatment and inability to continue with work/activity for more than 7 days (RIDDOR). Event severely disrupted with moderate financial loss and some reputational damage.	4 (Major) Permanent or life changing injuries sustained. Damage to property or equipment requires cancellation of event with severe financial loss and major reputational damage.	5 (Extremely Serious) Single or multiple fatalities. Closure of business required to facilitate recovery with associated financial loss and potentially irrecoverable damage to reputation of institution.
5 (Very Likely)	5	10	15	20	25
4 (Fairly Likely)	4	8	12	16	20
3 (Likely)	3	6	9	12	15
2 (Unlikely)	2	4	6	8	10
1 (Very Unlikely)	1	2	3	4	5

RISK = LIKELIHOOD x SEVERITY

The following criteria have been used to rate risk and plan corrective action:

Risk Level	Risk Category	Tolerability	Comments
1-4	Very Low	Acceptable – Monitor	No further action necessary – ensure any existing controls are maintained.
5-9	Low	Acceptable – Some controls required	Control measures which can be implemented at a low cost (in terms of time, money and effort) should be implemented in order to reduce risk to ‘very low’. Consultation only required with those immediately affected by any control measures.
10-14	Moderate	Tolerable – Substantial controls required	Substantial efforts should be made to reduce the risk urgently and within a defined time period. Consideration should be made to suspend or restrict the activity, or to apply interim control measures until a permanent solution is found. Resources will need to be allocated to facilitate any additional control measures and all stakeholders consulted before action is taken.
15 and above	High	Not acceptable – Do not proceed	Fundamental changes or improvements to infrastructure or processes are necessary and the activity cannot be allowed unless these take place and risk category is lowered.

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ACTIVITY	PERSON AT RISK	SIGNIFICANT HAZARDS	RISK RATING			RISK CONTROL MEASURES	RESIDUAL RISK*		
			L	S	DR		L	S	DR
Safeguarding children and young people	Residential guests, visitors, Queen Mary University of London (Queen Mary) staff and contractors	Children and young people are more vulnerable in hazardous environments due to inexperience, level of knowledge and maturity.	3	4	12	<ul style="list-style-type: none"> As per Queen Mary's Terms and Conditions of Bookings which all group bookings agree to, groups must have an appointed group leader and for youth group supervision must be provided on a ratio of 1 supervisor per 15 children. All bedrooms and bathrooms / toilets have locks which guests can use to prevent others accessing them when in use. Queen Mary can provide keys for each flat occupied by youth groups so supervisors can access the flats and in an emergency Security can provide supervisors access to actual bedrooms. Queen Mary do not house any other residential guests in empty bedrooms occupied by youth groups. Queen Mary staff* and contractors** are not to enter bedrooms of young people alone while resident / guest is present. Queen Mary staff and contractors are to report incidents involving young Residential guests as soon as possible. 	2	4	8

Access and Egress	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Insufficient number of entrances and exits prevent safe ingress / exit from the building resulting in crush injuries. They may slip, trip or fall down stairs causing physical injuries including cuts, bruising and swelling, broken bones, and shock. They may become trapped in lifts (France House, Feilden House and Pooley House) and suffer from claustrophobia, panic attacks, fear, hysteria and shock They may suffer injury from internal doors closing quickly. 	3	4	12	<ul style="list-style-type: none"> Beaumont Court and Creed Court are around a courtyard garden and Westfield way with numerous entrances serving 1, 2 or multiple flats. Maurice Court are around courtyard garden with numerous entrances serving 1, 2 or multiple flats. Feilden House has 2 entrances and France House have 3 entrances facing onto Westfield Way. Hatton House has 5 entrances facing onto Westfield Way. Pooley House has 3 entrances facing onto a lawn. Chapman House has one front door / exit except Flat 8 which has a separate entrance, facing onto a grassed area. Chesney House, Lodge House and Selincourt House all have one entrance facing onto a grassed area. Beaumont Court, Creed Court and Maurice Court flats with flat doors on the ground floor are maisonette flats with internal staircases leading to a 1st floor level with en-suite bedrooms on both levels and the kitchen on the ground floor. All other flats are off communal stairwell and over one level. There are no lifts in these building. Feilden House and France House have lifts. No flats are located on the ground floor, all flats are over one level. Hatton House has a flat per entrance with bedrooms off an internal stairwell/corridor. Pooley House has lifts. All flat are over one level. Chapman House, Chesney House, Lodge House and Selincourt House are over 4 levels with no lift. All flats are on a flat level off a communal staircase. The front doors are accessed by access cards to enter and a green push button to exit. Guests access cards are programmed only for the block in which they are residing. Queen Mary staff access cards are programmed to allow access to all blocks or buildings as required. Access cards that are lost or not returned are cancelled on the system. The electronic door locks unlock in the event of fire alarm activations. Green break glass units are fitted by all doors with electronic locks which will deactivate the lock in the event of door not opening when the button is pressed. External doors are additionally fitted with a key operated lock for use if the electric lock fails or additional security is required. Flat and bedroom doors are accessed by keys. Keys are returned when rooms are vacated and if necessary the key barrels are replaced. Queen Mary staff and contractors keys and cards are collected from the relevant office on arrival and returned on completion of a job or at the end of a shift. CCTV coverage of the building entrances. Lights are fitted above the entrances door to the buildings. Adequate lighting is provided in the stairwells. The buildings are fitted with emergency lighting. Handrails, railings, banisters and floor coverings are maintained in safe conditions. Signs are displayed while cleaning is in process. Biannual checks and maintenance carried out on door closers and there is a defects reporting procedure in place. 	1	4	4
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Fire	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Personal injury from fire including burns, smoke inhalation, damaged organs or death Damage to property and contents 	2	5	10	<ul style="list-style-type: none"> Group organisers receive an Information Park prior to their stay with Fire Safety Information and as per the Terms and Conditions which all group bookings agree to, it is the organisers responsible for ensuring each member of the group is familiar with, and understands College health & safety procedures, including fire safety. Evacuation Notices are displayed in the bedrooms and entrances to buildings. Fire risk assessments are carried out by the College Fire Safety Manager Fire blankets and suitable extinguishers are provided in each kitchen. Suitable extinguishers are provided in hallways and entrances. Automatic heat detectors are fitted in each kitchen Automatic multi sensors are fitted in bedrooms and hallways. Weekly fire alarm testing is carried out. Disciplinary action may be taken against any guest found to have tampered with fire safety equipment. Warning signs have been fitted to the ceilings near detectors advising guests not to tamper with or cover them. Anyone found to have covered a smoke detector will be required to leave Queen Mary residential accommodation. Fire drills are carried out annually to test procedures and records kept. PEEPS will be arranged for Residential guests with known disabilities / impairments. Fire safety procedures are displayed in all bedrooms, kitchens and hallways. Instructions on the use of cooking equipment are displayed in kitchens. Kitchens and the electrical appliances supplied in them are cleaned weekly by Cleaning Services Door watcher alarms have been fitted in all kitchen doors to reduce the risk of them being left open, thereby reducing the number of fire alarm activations from cooking by delaying smoke reaching the smoke detector in the corridor, kitchens being fitted with heat detectors. Door closures are fitted on all bedroom doors. Warning signs have been fitted on kitchen doors advising Residential guests that excessive steam will activate the detector in the corridor if the door is open. No smoking, including the use of cigarettes, is allowed on the premises which is strictly enforced. The use of candles, incense sticks and hookah pipes is not allowed in halls The use of residential guests own toasters, deep fat fryers and fan heaters are not permitted. 	1	5	5
Slips, trips and falls	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Injuries are likely if persons fall on the stairs, or sprains and fractures if they slip on spillages or fall over objects etc. 	3	3	9	<ul style="list-style-type: none"> Halls Managers conduct inspections for slip, trip and fall hazards including lighting in communal areas. Suitable floor coverings are fitted in all areas of the hall. Cleaning staff who frequent communal areas report defects to their team leaders and work in accordance with their safe working practices to reduce the chance of falls caused by wet floors or trailing leads. Bins are provided for rubbish. Build-up of waste publicity flyers and unwanted post removed on a regular basis. Baskets are provided in the entrance for these to be put in before collection. Emergency exit routes are kept clear. Anti-slip spots / strips have been fitted to the bottom of baths to reduce the risk of slipping and falling in the bath. 	2	3	6

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Falls from height	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Personal injury as a result of falling from height. Damage to buildings or contents by people or items falling on them 	3	4	12	<ul style="list-style-type: none"> Access to the roof is restricted and only permitted where a safe system of work has been agreed. Windows are fitted with restrictors to prevent them from being opened too far. In buildings with balcony's doors to the balconys have been locked and access is not permitted to Residential guests. 	1	4	4

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General accidents	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Unforeseen personal injury eg minor cuts or knocks Accidents, incidents or near misses not reported to Queen Mary prevents investigations, review and remedial actions from being taken and therefore reoccurrences of accidents, or near misses is more likely 	3	3	9	<ul style="list-style-type: none"> A first aid box is available in the Reception in France House which is available at all times. A first aider can be contacted by phoning Security on the emergency telephone number of 3333. Queen Mary requires Residential Guests to report all accidents, incidents and near misses to the Reception and applicable forms will be completed to record the incident. Queen Mary will carry out statutory accident reporting as required. Accidents, incidents and near misses will be investigated thoroughly by relevant Queen Mary staff or contractors and appropriate records maintained. Findings of any investigations and recommendations / remedial actions to be shared with relevant persons. 	1	3	3

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Electrical	Residential guests, visitors, Queen Mary staff and contractors	Electrical shock and burn injuries from faulty electrical equipment or installation.	3	4	12	<ul style="list-style-type: none"> Fixed installations are inspected by a competent person according to a planned inspection programme and maintained as necessary. Ensure electrical equipment in supply intake rooms visually complies with BS7671. Restricted access to supply intake rooms. Portable appliances supplied by the University are subject to PAT testing eg microwaves, toasters, fridges and kettles (where provided). Heater guideline stickers have been placed near all electrical heaters advising Residential guests not to cover the heater or place combustible material near the heater, to switch the heater off when not in the room, and that the use of personal heaters is prohibited. In the event of issues with the room heater an oil filled heater will be issued by Maintenance. Residential guests are responsible for ensuring their personal electrical appliances are maintained in a safe condition with a resilient suitable sized plug and / or adaptor fused and suitable for use in the UK – the standard domestic supply in the UK is 240 volts.; this is detailed in the Organisers Pack sent to group organisers in advance of their stay. Residential guests can purchase adaptors at the reception should they need one. Residential guests own toasters, fan heaters and deep fat fryers are not permitted. 	1	4	4

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Hazardous substances	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Persons using or coming into contact with the substances may suffer skin problems such as dermatitis, or eye damage from direct contact with cleaning products. Vapour may cause breathing problems. Poisoning will result if drunk 	2	4	8	<ul style="list-style-type: none"> All cleaning materials are stored away in locked cleaning cupboards only accessible by Cleaning staff. Cleaning staff are trained in the safe use and storage of the cleaning materials they use. Manufacturer Safety data sheets can be made available if required when seeking medical assistance. Waste material is bagged and disposed of and not allowed to accumulate in the building. 	1	4	4
Water borne infections including Legionella	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Illness due to drinking contaminated water or inhaling its steam 	3	5	15	<ul style="list-style-type: none"> Water tanks are treated by Maintenance in accordance with statutory requirements. Water samples are tested on a regular basis by Maintenances in accordance with ACOP L8 All drinking water taps are labelled as such. Taps in vacant areas are run weekly by Maintenance. 	1	5	5

Pest infestations	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> • Pests can cause damage to the fabric of the building and Residential guests personal belongings • Pests can physically harm the users of the building by biting them or passing on diseases • Pests can contaminate resident's food supplies. • There is a danger of infestations being spread to other rooms and buildings including building users own homes. 	3	3	9	<ul style="list-style-type: none"> • Queen Mary has a contract with a Pest Control Company whose technicians attend when pests are reported. • Queen Mary has a "Biting Insect Procedure" to be followed whenever Residential guests report receiving bites. • The Pest Control Technicians carry out appropriate treatments by agreement with Cleaning Services depending on their findings following their inspections, and make recommendations, to eradicate and prevent the spread of the pests. 	2	3	6
Violence, threatening behaviour or theft	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> • Physical and mental injury from persons with unauthorised access. • Loss or damage to property or identity theft as a result of theft by un-authorized visitors and intruders. 	2	3	6	<ul style="list-style-type: none"> • Security access systems on entrance and doors to each block. • Access cards not returned, lost or damaged are cancelled on the system • Windows are fitted with restrictors to prevent them from being fully opened thereby not intruders not able to access the building via open windows. • Group organisers are responsible for their guests and receive an Information Park prior to their stay which advises doors must be kept locked and windows closed. This is also in the the guest information leaflet. • Residential guests are not permitted to leave guests and visitors unattended and are held responsible for their behaviour. • Regular Security patrols are carried out around the campus. • CCTV coverage of the campus areas and building entrances. • Queen Mary staff and contractors keys are collected from relevent offices on arrival and returned on completion of the job or end of the shift. • Queen Mary staff to lock all doors after they have finished working in the room or flat. • The college has a Dignity at Work Statement and codes of practice on grievance and disciplinary procedures applicable to Queen Mary Staff members. 	1	3	3

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						<ul style="list-style-type: none"> As per Queen Mary's Terms and Conditions of Bookings which all group bookings agree to, the College reserves the right to refuse admission or event any person from the premises. Queen Mary Maintenance staff wear a uniform and have college ID, All visiting maintenance contractors are required to wear green hi viz waistcoats with "Residential Maintenance" on the rear so that they are clearly identifiable as such. 			
Noise	Residential guests	<ul style="list-style-type: none"> Residential guests can suffer stress due to nuisance noise from other Residential guests and users of the building 	3	2	6	<ul style="list-style-type: none"> Security can be contacted in the event of nuisance noise from other Residential guests or users of the campus. Residential guests are not permitted to leave guests and visitors unattended and are held responsible for their behaviour. As per Queen Mary's Terms and conditions of booking which all group bookings agree to, guests must act in a proper and orderly manner, and not create any nuisance or disturbance, giving due consideration for other users or our residents, and will comply with any reasonable request made by Queen Mary staff. As per Queen Mary's Terms and Conditions of Bookings which all group bookings agree to, the College reserves the right to refuse admission or event any person from the premises – in the event of repeat offenders re nuisance noise this may be actioned. 	1	2	2

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Environmental issues	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Feeling too hot / cold and other general discomfort if environmental conditions not correct. Building surfaces may deteriorate with damp and mould if insufficient ventilation. This may also affect resident's health. 	3	2	6	<ul style="list-style-type: none"> Sufficient heating, lighting and ventilation is provided. Sufficient space is available in the bedroom for the furniture provided and to allow safe movement around the room. 	1	2	2

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Smoking	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Illness or distress due to smoking by other people in the building Burns, smoke inhalation or death as a result of fire caused by careless smoking 	3	5	15	<ul style="list-style-type: none"> Queen Mary has a Smoking Policy which forbids smoking on any of its campuses, including residences, with the exception of designated smoking shelters. The nearest smoking shelter to Varey House is located between Hatton House and the Joseph Priestly Building. E-cigarettes may only be used outside on Queen Mary campuses. Smoke detectors are fitted in all bedrooms and hallway / stairwell areas. (Heat detectors are fitted in kitchen) 	1	5	5
Outside space immediately outside the accommodation	Residential guests, visitors, Queen Mary staff and contractors	<ul style="list-style-type: none"> Accidents due to moving vehicles Accident/drowning due to someone falling in the canal Accidents due to building works at the rear of Pooley House. 	3	5	15	<ul style="list-style-type: none"> Access to the Queen Mary staff carpark on a weekday is not via Westfield Way so vehicle access in this area is limited to security, contractors and staff vehicles, delivery's and coaches/taxi's. On weekend vehicle access is vehicle access to the staff car park (minimal usage) is via Westifeld Way. Speed limit of 5 miles on campus. Life bouys along the canal. Building site(s) it is not accessible to Residential Guests. A first aid box is available in the Reception in France House which is available at all times. A first aider can be contacted by phoning Security on the emergency telephone number of 3333. 	2	5	10

Please sign and return this document to the Sales Executive overseeing your booking as evidence you have received the Risk Assessment.

Name of Organisation:	Booking ref: KX
Name of Organiser/Group leader:	Dates of stay:
Signature:	Job title: