

Risk Assessment – Florence Nightingale’s London Walking Tours

Company name: Florence Nightingale Museum / London Town Tours

Assessment carried out by: Julie Chandler

Date of next review: 1st April 2024

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What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Road traffic accident while crossing roads	Visitor, Guide	<ul style="list-style-type: none"> Health and Safety warning about crossing roads given at the start of the walking tour Controlled crossings to be used, where in place Where there is no controlled crossing, roads are crossed only at points where there is a clear view of traffic, i.e. not in-between parked vehicles Visitors advised to only cross roads when they feel it is safe to do so 	<ul style="list-style-type: none"> Warning about crossing roads to be repeated throughout the walking tour, where necessary 	Guide	Every walking tour	Ongoing

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Narrow pavements / walking in the road	Guide, Visitor	<ul style="list-style-type: none"> Visitors are warned to stay on pavements, particularly when they are narrow and to walk in single file if necessary One short section of the route necessitates walking in the road, due to ongoing construction work. The road is a quiet one-way backstreet and the guide manages the group safely through 	<ul style="list-style-type: none"> Visitors are reminded to be careful and to walk close to the pavement when walking in the road cannot be avoided 	Guide	Every walking tour	Ongoing
Illness or injury	Visitor	<ul style="list-style-type: none"> Mobile phone carried at all times to call Emergency Services, if necessary Aware of nearest medical facility / A&E Department to advise participant accordingly When necessary, visitor assisted in taking transport (e.g. hailing a taxi) either to a medical facility or to their home address 	None	Guide	Every walking tour	Ongoing
Adverse weather conditions (e.g.	Visitor, Guide	<ul style="list-style-type: none"> Group positioned in the shade or under cover, where available 	In extreme weather conditions (serious snowfall	Guide / Florence	Every walking tour	Ongoing

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torrential rain, heavy snow, blazing hot sunshine)			etc) walking tours should be cancelled or cut short	Nightingale Museum		
Inability to manage steps	Visitor	<ul style="list-style-type: none"> Route amended to detour to avoid the steps, when necessary South Street steps can be avoided by walking on the opposite side of the road Burlington Arcade exit has a ramp as well as steps The steps on exiting St James' Square Gardens can be avoided by going around the square instead of through the gardens 	None	Guide	When applicable	Ongoing
Overly loud noise (e.g. roadworks, building works, traffic, events) which may affect	Visitor, Guide	<ul style="list-style-type: none"> Each walk date checked for planned roadworks and events, e.g. demonstrations, festivals When unexpected loud noise occurs, the group is either moved away from the area, detoured, or 	None	Guide	When applicable	Ongoing

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someone's hearing		waits for it to stop before continuing the walking tour				