

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: TBA / when Covid 19 guidelines change

Date assessment carried out: 16th July 2020

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	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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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. torrential rain, heavy snow, blazing hot sunshine)	Visitor, Guide	<ul style="list-style-type: none"> • Group positioned in the shade or under cover, where available 	In extreme weather conditions (serious snowfall etc) walking tours should be cancelled or cut short	Guide / Florence Nightingale Museum	Every walking tour	Ongoing
Inability to manage steps, e.g. Duke of York Steps	Visitor	<ul style="list-style-type: none"> • Route amended to detour to avoid the steps, when necessary 	None	Guide	When applicable	Ongoing

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Overly loud noise (e.g. roadworks, building works, traffic, events) which may affect someone's hearing	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 waits for it to stop before continuing the walking tour 	None	Guide	When applicable	Ongoing
Inability to social distance, in line with UK Covid 19 guidelines	Visitor	<ul style="list-style-type: none"> Group numbers reduced to max. 6 Route reassessed to identify available space / pavement widths and suitable gathering points to maintain the 1 metre+ distance Visitors advised prior to undertaking the walking tour that social distancing of 1 metre+ with other participants, including the guide, is to be maintained at all times 	None	Florence Nightingale Museum / Guide	Prior to walking tours recommencing	16/7/20
Inability to maintain social distancing of 1	Visitor, Guide, Other Pedestrians	<ul style="list-style-type: none"> Visitors reminded of the need for social distancing at the start of the walking tour 	<ul style="list-style-type: none"> Manage group throughout the walking tour and, where 	Guide	When necessary on each tour	Ongoing

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metre+, in line with UK Covid 19 regulations		<ul style="list-style-type: none"> Walking at a pace that enables the group to maintain the 1 metre+ distance Crowded streets and areas avoided, with the route changed if necessary 	<ul style="list-style-type: none"> necessary, remind visitors of the need for social distancing Persistent breaches to result in asking the offending visitor to leave the walking tour Amend the route, if necessary, e.g. cross the road to a quieter spot 			
Spread of Covid 19 via exchange of cash for payment of the tour	Visitor, Guide	<ul style="list-style-type: none"> All tickets to be pre-booked and paid for electronically 	<ul style="list-style-type: none"> None 	Florence Nightingale Museum	When booking the tour	16/7/20
Spread of Covid 19	Visitor, Guide	<ul style="list-style-type: none"> All participants advised to wash / sanitise hands regularly All participants advised to wear face coverings on public transport All participants to cancel if ill prior to the tour 	<ul style="list-style-type: none"> Contact details gathered from visitors to implement Test and Trace, where necessary 	Florence Nightingale Museum / Guide	Every walking tour	Ongoing

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		<ul style="list-style-type: none"><li data-bbox="600 517 992 584">• All participants to advise if subsequently ill				