

Risk Assessment

Name Natalia Rojas, Storybarn Manager
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Date of risk assessment update: 01/04/2026

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Risk Assessment – Storybarn Hideout

Normal Operations

RISK TYPE	RISK TO, HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	RESPONSIBLE	DATE ACTIONED	DONE
Slips, Trips, and Falls	Staff, Volunteers, and Visitors – may be injured if they trip over objects or slip on spillages. Injury caused by uneven ground or wet	4	3	12	- General good housekeeping is carried out. - Internal area is fully accessible and ramps are kept clear from obstructions at all times. - During open, a member of the Storybarn team will inspect the hideout for potential trip hazards	Vigilance amongst the Storybarn team to ensure any issues are immediately reported to the site/facilities team	Storybarn/Site Team	25.03.22 Updated action: 28.09.22	Ongoing

	surfaces. (internally/externally)				and take care to inspect floors to ensure there are no raised nails or uneven ground. Operations and Facilities to amend/highlight any issues found before open. - Storybarn staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately. - Any spillages or loose objects to be removed immediately to prevent anyone harming themselves. - Wet floor signs to be used if floor surfaces and slippery. Mops & spill kits kept accessible with staff trained to use them. - External walkways are well lit and The Reader works closely with the council to ensure that walkways are maintained for public safety. The Reader team ensures there is no debris, litter, or hazards in our external areas to limit risk. Any issues in area identified must be cornered off, or drawn attention to with the use of cones. - Entrance doors to be correctly propped open using the secure latch to avoid it freely closing. SB staff to check this latch is functional before opening. - We ask that children are supervised at all times in order to ensure their				
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					safety whilst on our premises. Appropriate signage to be displayed where necessary				
Falls/injuries from height	Staff or volunteers may sustain injury due to falls on the ramp Staff, volunteers, or visitors may be injured from items falling from shelves or from hanging items (int/ext)	5	2	10	- Only trained members of staff are to use ladders and work from height, ensuring that they are safely positioned and must not use equipment of this sort alone, they must buddy up and carry a walkie-talkie. - All individuals are encouraged to take care when on the external ramp and in particular all children must be supervised. All must use the handrails provided. - All shelving is secured and not overloaded with items to avoid any movement or falling objects - All hanging items throughout the Hideout must be fully secured using a rated material and approved by the Facilities Team and inspected regularly. Any loose items must be removed immediately to avoid injury or damage. Any hanging installations from an external provider must come with an installation certificate for our records.	Equipment and stairways are inspected regularly by the Facilities Team and any maintenance issues are rectified or isolated to avoid injury. Ladders inspected before each use, stairways inspected monthly. Facilities team are responsible for correct installation of shelving and storage units and approving any hanging items or installations.	Storybarn/Facilities Team	Updated 28.09.22 following removal of scaffolding structure	Ongoing

Use of cleaning chemicals	Staff may suffer personal injury if not aware of correct use of cleaning chemicals	4	3	12	- Relevant staff will complete an online COSHH training course at the start of their contract in order to understand the dangers of using chemicals and cleaning products, correct PPE must be worn where applicable. - The Reader cleaning team are fully trained in all areas of COSHH and will supervise Storybarn staff where necessary - No COSHH chemicals are stored in the Hideout- they are to be used by Storybarn team, taken and returned to a COSHH safe storage in the neighbouring Storybarn building.	Storybarn team to ensure cleaning of main areas of the hideout prior to use	Facilities Team	25.03.22	Ongoing
Fire	Staff, volunteers, and visitors may be injured or killed in the event of a fire. Fire exits may be restricted resulting in risk of being trapped Children may tamper with fire extinguishers resulting in inefficient extinguishers or injuries caused by trapped fingers	5	2	10	- Fire alarm system in place. Alarm tested on a weekly basis. - Emergency lighting system in places across the site and tested monthly. - Key site staff are trained Fire Wardens. As part of site induction (compulsory) a site walk is carried out highlighting all the fire exits and routes on site. - Monthly inspection of fire extinguishers, fire doors and fire escapes by trained fire safety stewards (operations and facilities) to ensure they are not obstructed, in working order and in the correct locations. Annual inspection of fire extinguishers carried out by external company with	Fans purchased new November 2021 so do not require PAT testing until November 2023. Fire assembly point (ICP seating area) is clearly marked via signage in the Hideout.	Storybarn/Facilities Team	25.03.22	Ongoing

	or falling extinguishers				replacements/repair provided where needed. - Storybarn Team to ensure all children are supervised at all times and fire extinguishers are correctly installed and tamper bands are in place. - All soft toys and furniture must contain fire safe certificate label. Small toys without this label must be kept in a box when not in use to reduce the risk of being exposed to heat. - All soft play items to be stored away on a daily basis and those damaged or without labels disposed of immediately - Staff and volunteers to keep personal belongings including bags in designated area so as not to clutter walkways or communal areas - All fire exits (internal and external) to be kept clear at all times and in working order. (Facilities team to take responsibility for maintenance) - All portable heaters, fairy lights and battery powered lights to be turned off at close and documented on the close down list. Heaters/fans have auto safety cut off in the event of				
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					overheating. Signage to be implemented by SB staff Hideout has a primary fire escape through main ramp access, and a secondary fire escape route through to the rear of the building in the event evacuation through the primary is not possible. The secondary escape is not wheelchair accessible, as it has a small drop down (20 cm). In the event of a fire, Story hunters and fire marshals are to assist the individual in a wheelchair down this step to safety. A secondary wheelchair is located onsite to assist with moving the individual down to safety,				
Cupboard doors	Staff, vols, visitors may trap their fingers in the cupboard doors causing injury	3	2	6	Several cupboards are located in the hideout, in the rear walkway space.	Access restricted to adult supervision only.	Storybarn Team	01/04/26 New cupboard s added to store.	Ongoing
Electrical hazards	Staff, volunteers and visitors may suffer electric shock if they are able to push fingers into sockets. Faulty extension leads and	5	2	10	- All sockets are located at a safe distance from our visitors - Children are to be supervised at all times to avoid injury. - Electrical units are locked so public cannot access electrical boards. - Electrical devices are PAT tested annually by an external company and labelled according guidelines	Electrical system is serviced every 5 years by a reputable external company and certification is obtained.	Facilities team	2025 Electrical examination complete	Ongoing

	wiring could cause injury				- All unused sockets to be left switched off. Used sockets to be checked daily and where possible, plugs secured into socket - All extension leads and wiring is inspected by our Facilities Team and any faults are reported and isolated to avoid injury				
Choke Hazards	Staff and visitors may choke on small items if placed in mouth	4	2	8	- Equipment and choke hazard items to be removed completely where possible. If items cannot be removed, then choke items must be identified and made clear to all visitors. - Staff to receive training on what may present a choke risk.	A member of staff on site is first aid trained.	Storybarn Team	25.03.22	Ongoing
Safeguarding incl. Intrusive and abusive behaviours	Staff, vols, visitors at risk of abuse or injury as a result of lack of safeguarding procedures	4	3	12	- CCTV is in place across the site and a security guard will be on site during peak hours of a programmed or commercial event. - Staff have received training in the event of this risk and the ops lead, SB lead, designated premises supervisor will inform the emergency services or local authority security service where necessary - The Operations/Facilities and FoH volunteers operate a walkie-talkie system to ensure quick and efficient communication across site i.e. the	Storybarn team are trained in safeguarding procedures, focussing on Child Protection processes due to nature of our activity	Storybarn/Ops Team	25.03.22	Ongoing

					use of code words for specific situations - The Reader have designated safeguarding leads across the organisation and for the Calderstones site and they are aware of correct reporting procedures for any safeguarding issues				
Altercations with Dogs	Staff, volunteers, visitors may be injured due to dog	2	2	4	- Dogs are not permitted in the Storybarn (int/ext) unless it is an assistance dog. Other dogs may be present in the Ice Cream Parlour courtyard and seating area (signs present telling owners that dogs must be on lead) If a dog is showing aggression to staff or customers, staff must not approach the dog, and the customer will be asked to remove the dog by the Operations team or Manager. - First Aid kits are available at the Storybarn. There are always dedicated first aiders across the site.	In the event of a dog attack, the senior member of the team must report the incident to the police, and inform the owner / victim that this is a precaution and process we must take to ensure the safety of all involved. If the situation escalates, security or a senior member of the team must escort those involved offsite and await the police or relevant emergency services.	Ops Team	04/06/24	Ongoing
Pest Control procedures	Reader staff, volunteers and visitors could	4	3	12	- Monthly inspections carried out by external company to replenish traps and inspect any areas of concern –				

	suffer from infection due to lack of pest control measures on site				report provided and filed by Facilities Team - Bins emptied daily after activity. No food to remain in building overnight.				
First aid	Staff, volunteers, and visitors are at risk of injury due to inefficient first aid procedures	5	2	10	- All members of the site team at Calderstones are first aid trained and training is provided every 3 years or on an ad hoc basis for new starters requiring the training - First aid boxes are in place across the site, including the hideout, and regularly replenished and stock monitored - Accident Report books are in place across the site and all reports are collected and stored safely by the Site Operations Team – accidents on site are collated and are included in a monthly report to our Directors Group - In the event of a serious first aid incident, we will report the accident to RIDDOR as per HSE regulations.		Facilities/Site Operations Team	25.03.22	Ongoing
Access for Emergency Services	Risks to health to staff, volunteers, visitors due to emergency services unable to access the site	3	3	9	- Gates and pathways leading into the Hideout are to be kept clear of any vehicles or obstructions – entrance gate to courtyard. Front entrance to the Hideout to be free from obstruction.	Evacuation procedures to be implemented where necessary and Ops member of staff to lead on this process	Facilities/Site Operations Team	25.03.22	Ongoing

					- If emergency services are called, a member of the Ops Team is to make themselves identifiable (wearing a hi-viz) and be the point of call for the emergency services and coordinating access to the casualty, they will also ensure the area is kept safe and clear for emergency services				
Benches/Chairs	Risks to children falling off chairs or benches due to them tipping.	4	4	16	- Storyhunters to inform all school staff to ask children to be careful when sitting.	<u>Update 28/09/22</u> - New benches have been added into the hideout area for lunches. Three incidents reported of children falling off them. No injuries reported, but new methods of securing the benches are being explored to be implemented October 22 to prevent further incidents. In the meantime, staff are to brief all visitors not to rock the benches, and adult supervision must be present at all times. <u>Update 25/01/23</u> New chairs have been purchased and have been put in the space,	Facilities/Storyhunters	25/01/23	Ongoing

						all old benches removed. Update 09/10/25 Since the last update, the new benches have been working well and several areas have had a refresh, new flooring has been installed.			
Burns	Risk of burns when using the space for Tea/Coffee for parents when in use for events such as Children's Parties	4	4	16	- Hot Water for teas and Filter Coffee are to both be in transportable double walled Vacuum Urns, with push bottom tops or handle pour systems, that are not hot to touch. No plug-in single wall urns are to be used to avoid risk of burns to skin if touched. - Parents/Guardians are to be informed of location of urns on Tea/Coffee table and asked to supervise children near this area. - First Aiders onsite to assist if burns occur. - First Aid Kit in Hideout to contain burn gel for trained First Aiders to use. - Baby Bath located in Quiet Room of Bookshop and can be brought over by Operations team in the event a baby/infant has burns. Shower unit located in exterior public toilets if required for more serious burns whilst waiting for ambulance service to attend.		First Aiders, Storyhunters, Operations	04/06/24	

You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

Combined risk assessment and policy template published by the Health and Safety Executive 08/14

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Combined risk assessment and policy template published by the Health and Safety Executive 08/14

Name Bronwyn Wictome, Operations Manager
 Flynn Murray, Facilities and Projects Manager
 Kate Smith- Storybarn Manager

Date of risk assessment update: 01/04/2026

Risk Assessment – Storybarn Wider Park Activity – Normal Operations

Normal Operations

RISK TYPE	RISK TO, HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	RESPONSIBLE	DATE ACTIONED	DONE
Slips, Trips, and Falls	Staff, Volunteers, and Visitors – may be injured if they trip on uneven or wet surfaces. Injury caused by uneven ground.	4	3	12	- Group leaders are asked to stick to park paths that are in good condition and not deviate to muddy, excessively wet ground. Should a path appear unsafe, the group leader should choose an alternative route or abandon the walk. - Group leader will ensure all routes throughout the walk are accessible.	Vigilance amongst the group leader and programmes team to ensure any issues are immediately reported to the site team The Facilities and Site Team will liaise closely with LSSL at the city council to report any dangerous routes/paths within the park.	Site Team	25.03.22	Ongoing

					- If the walk route is deemed unsafe or dangerous then the site team will take responsibility of cancelling the activity. - External walkways are well lit and The Reader works closely with the council to ensure that walkways are maintained for public safety. The Reader team ensures there is no debris, litter, or hazards in our external areas to limit risk. Any issues in area identified must be cornered off, or drawn attention to with the use of cones. - We ask that children are supervised at all times in order to ensure their safety whilst on our premises or during our programmed activities.				
Extreme Weather	Staff, vols, visitors at risk of falling debris from trees in the event of high wind or extreme weather, onto the buildings or external	4	3	12	- The operations and facilities team will assess the weather conditions as early as possible and make adjustments to the site programmes/events accordingly. In excessive high winds or other adverse weather will abandon activities or restrict access to	Business Continuity Plan in place and to be triggered if deemed necessary due to damage or prolonged interruption to site activities	Ops/Facilities	25.03.22	Ongoing

	areas of the site. Risk of injury and death.				ensure the safety of staff and visitors. - We will liaise closely with LCC's parks department for advice and best practice - In the event that a severe weather warning is locally issued, Managers and Site team will assess if/where/when activities continue.				
Safeguarding incl. Intrusive and abusive behaviours	Staff, vols, visitors at risk of abuse or injury as a result of lack of safeguarding procedures	4	3	12	- Staff have received training in the event of this risk and the ops lead, designated premises supervisor will inform the emergency services or local authority security service where necessary - The Operations/Facilities and FoH volunteers operate a walkie-talkie system to ensure quick and efficient communication across site i.e. the use of code words for specific situations - The Reader have designated safeguarding leads across the organisation and for the Calderstones site and they are aware of correct reporting procedures for any safeguarding issues	Group leader will be equipped with the Site Ops Team contact number which is constantly manned to be used in the event of a walkie-talkie being out of range	Ops/Programmes Team	25.03.22	Ongoing

Terrorist/Major incident in the wider park	Staff, vols, visitors at risk of injury as a result of a terrorist or major incident in the wider park	4	2	8	- Group leader will contact the emergency services immediately if they find themselves in danger due to a major incident in the wider park. Group to find safe cover as soon as possible. - Site Team to implement a lockdown or evacuation procedure where necessary and liaise with emergency services	Group leader to be equipped with either a walkie-talkie or the ops team contact number for swift communication purposes.	Ops/Programmes Team	25.03.22 2026 – Lockdown Procedures have been updated	Ongoing
Altercations with Dogs	Staff, volunteers, visitors may be injured due to dog attack	4	4	16	- As walks will take place in the wider park, there will be a higher presence of dogs off their leads. Group leader to remain vigilant and report any incidents to the site team. - First Aid kits are available at the Mansion House at Calderstones, as is a designated first aider, who will be contacted via the Ops phone and will meet the injured party out in the park to administer first aid if they are unable to make it back to the Mansion House. - Rules are communicated beforehand for children not to interact with dogs while out on walks.	In the event of a dog attack, the senior member of the team must report the incident to the police, and inform the owner / victim that this is a precaution and process we must take to ensure the safety of all involved. If the situation escalates, security or a senior member of the team must escort those involved offsite and await the police or relevant emergency services.	Ops Team First Aiders	04/06/24	Ongoing

You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

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Nettle/plant sting, insect bites/stings	Staff, Visitors, Volunteers may suffer injury due to stings	3	3	9	- The risk from stinging insects cannot be effectively mitigated in this setting due to the nature of being in a park. First Aid kits are available at the Mansion House at Calderstones, as is a designated first aider. This is not essential however, given the very low risk nature of the activity.	This risk cannot be wholly mitigated in this environment while still running a park walk event. If customers feel there are too many insects in the area (etc wasp/bees swarming) the group leader will try to move them to a different area of the park or abandon the activity	Group Leader	25.03.22	Ongoing
First aid	Staff, volunteers, and visitors are at risk of injury due to inefficient first aid procedures	5	2	10	- All members of the site team at Calderstones are first aid trained and training is provided every 3 years or on an ad hoc basis for new starters requiring the training - First aid boxes are in place across the site and regularly replenished and stock monitored - Accident Report books are in place across the site and all reports are collected and stored safely by the Site Operations Team – accidents on site are collated and are included in a monthly report to our Directors Group - In the event of a serious first aid incident, we will report the		Facilities/Site Operations Team/ First Aiders	25.03.22	Ongoing

					accident to RIDDOR as per HSE regulations.				
Safeguarding children and vulnerable adults	Risk of children or vulnerable adults becoming separated from their parents/carers	3	2	6	- Programmed customers will be reminded that children and vulnerable adults are to be supervised at all times by their responsible adults. - The Reader team to ensure vigilance during activity and monitor any children/vul adults attending the activity unsupervised and express any concerns to the programmes or the ops team. - The Reader team to call emergency services if the situation requires.	All key members of staff to be equipped with a working walkie-talkie or ops contact number for quick communications. Code words to be implemented in the event of a lost child/vul adult. Any incidents of safeguarding must be logged by the management team, and forwarded to The Reader's Designated Safeguarding Officer	Programmes/Ops Team	25.03.22	Ongoing
Access for Emergency Services	Risks to health to staff, volunteers, visitors due to emergency services unable to access the site	3	3	9	- Gates and pathways leading into the Mansion House and garden are to be kept clear of any vehicles or obstructions. Front entrance to the Mansion House to be free from obstruction and direct route into the park from the house to be clear. - If emergency services are called, a member of the Ops Team is to make themselves identifiable (wearing a hi-viz) and be the point of call for the emergency services and coordinating access to the	Evacuation procedures to be implemented where necessary and Ops member of staff to lead on this process	Facilities/Site Operations Team	25.03.22	Ongoing

					casualty, they will also ensure the area is kept safe and clear for emergency services				
Laminates falling or being blown from fixings.	Story hunters, participants. the general public and the environment	2	2	4	- We will work with facilities and OPS to ensure safe locations for laminates are used and that they are affixed securely every day.	Routine checks in difficult weather conditions.	Storybarn, Facilities, OPS	25.03.22	For duration of trail
Interactive stop (phone on wooden stand children may attempt to climb on and could result in a fall	General public	1	4	4	- We have added brackets to the top of the wooden stand to add sturdiness. - Storyhunter will pass on to trail attendees - We will have a sign that says- please do not stand on. - -	Routine check on structure in the morning and afternoon of each trail day. Storyhunters to report any issues immediately to facilities and ops Update 10/25 Phone is no longer in use but any new apparatus will be reviewed	Stoybarn, Facilities, OPS		For duration of trail
Laminates falling when being transported / stored between sessions	Story hunters, Reader Staff, general public.	1	1	1	- We will need to ensure they are also transported safely, by two people, from their fixed location to their storage location by using correct amount of staff and dollies or trolleys if weight is an issue. Laminates must be stored in secure locations in a safe manner and tied down when in transit.	Asses the best transport and storage need for each laminate when we have them.	Storybarn, Facilities, OPS	25.03.22	For duration of trail

Lone working risks to safety	Story hunters, children	2	2	4	- The only instance where a storyhunter would be alone would be when accompanied by the children's parents/carers also.	- This is policy and communicated to hunters as part of their induction.		01/04/26	
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| *Organisation or project may be subject to change* |

Name Kate Smith, Storybarn Manager
Bronwyn Wictome, Site Operations Manager
Flynn Murray – Facilities and Projects Manager (IHOSH)

Date of risk assessment update: 01/04/2026

Risk Assessment – Storybarn – Normal Operations

Normal Operations

RISK TYPE	RISK TO, HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	RESPONSIBLE	DATE ACTIONED	DONE
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Slips, Trips, and Falls	Risk of serious injury if they trip over objects or slip on spillages. Injury caused by uneven ground or wet surfaces. (internally/externally)	4	3	12	- General good housekeeping is carried out, with extra vigilance from staff during activity sessions where more clutter may accumulate. - Internal area is fully accessible, and stairways are kept clear from obstructions at all times. - During open, a member of the Storybarn team will inspect the barn for potential trip hazards and take care to inspect floors to ensure there are no raised nails or uneven ground. Operations and Facilities to amend/highlight any issues found before open. - Storybarn staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately. - Any spillages or loose objects to be removed immediately to prevent anyone harming themselves. - Wet floor signs to be used if floor surfaces and slippery. Mops & spill kits kept accessible with staff trained to use them.	Vigilance amongst the Storybarn team to ensure any issues are immediately reported to the site/facilities team	Storybarn/Site Team	25.03.22	Ongoing
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					- Staff member to be especially careful around stairways (in particular the external metal stairs), where debris/rainwater may accumulate - External walkways are well lit and The Reader works closely with the council to ensure that walkways are maintained for public safety. The Reader team ensures there is no debris, litter, or hazards in our external areas to limit risk. Any issues in area identified must be cornered off, or drawn attention to with the use of cones. - Automatic doors to be used correctly by staff and visitors to avoid injury and appropriate signage to be installed - We ask that children are supervised at all times in order to ensure their safety whilst on our premises. Appropriate signage to be displayed where necessary				
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Falls/injuries from height	Staff or volunteers may sustain injury due to falls on the stairwells, from windows, or off ladders etc. Staff, volunteers, or visitors may be injured from items falling from shelves or from hanging items (int/ext) Staff, vols, visitors may be injured due to the stairgate not being secure	5	2	10	- Only trained members of staff are to use ladders and work from height, ensuring that they are safely positioned and must not use equipment of this sort alone, they must buddy up and carry a walkie-talkie. - All individuals are encouraged to take care when on stairways and in particular all children must be supervised. All must use the handrails provided. - Windows installed with safety catches on and must not be opening wider than this when children are present in order to avoid any falls from height. - All shelving is secured and not overloaded with items to avoid any movement or falling objects - Stairgate to be securely locked at all times and checked upon open by a member of the team and any faults reported to Facilities - All hanging items throughout the Storybarn must be fully secured	Equipment and stairways are inspected regularly by the Facilities Team and any maintenance issues are rectified or isolated to avoid injury. Ladders inspected before each use, stairways inspected monthly. Facilities team are responsible for correct installation of shelving and storage units and approving any hanging items or installations.	Storybarn/Facilities Team	25.03.22	Ongoing
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					using a rated material and approved by the Facilities Team and inspected regularly. Any loose items must be removed immediately to avoid injury or damage. Any hanging installations from an external provider must come with an installation certificate for our records.				
Use of cleaning chemicals	Staff may suffer personal injury if not aware of correct use of cleaning chemicals	4	3	12	- Relevant staff will complete an online COSHH training course at the start of their contract in order to understand the dangers of using chemicals and cleaning products, correct PPE must be worn where applicable. - The Reader cleaning team are fully trained in all areas of COSHH and will supervise Storybarn staff where necessary	Head of Facilities to ensure daily cleaning of main areas of the Storybarn	Facilities Team	25.03.22	Ongoing
Fire	Staff, volunteers, and visitors may be injured or killed in the event of a fire. Fire exits may be restricted resulting in risk of being trapped Children may tamper with fire	5	2	10	- Fire alarm system in place. Alarm tested on a weekly basis. - Emergency lighting system in places across the site and tested monthly. - Key site staff are trained Fire Wardens. As part of		Storybarn/Facilities Team	04/06/24	Ongoing

	extinguishers resulting in inefficient extinguishers or injuries caused by trapped fingers or falling extinguishers				site induction (compulsory) a site walk is carried out highlighting all the fire exits and routes on site. - Monthly inspection of fire extinguishers, fire doors and fire escapes by trained fire safety stewards (operations and facilities) to ensure they are not obstructed, in working order and in the correct locations. Annual inspection of fire extinguishers carried out by external company with replacements/repair provided where needed. - Storybarn Team to ensure all children are supervised at all times and fire extinguishers are correctly installed and tamper bands are in place. - All soft toys and furniture must contain fire safe certificate label. Small toys without this label must be kept in a box when not in use to reduce the risk of being exposed to heat. Intumescent paint to be applied to storage cupboards.				
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					- All soft play items to be stored away on a daily basis and those damaged or without labels disposed of immediately. - Upstairs windows have been fitted with solar window film to reduce risk of light shining in from low sun and reflecting off mirrors inside SB creating fire risk. - Blind fitted to upstairs windows to reduce heat from sun in summer period. - Staff and volunteers to keep personal belongings including bags in locked cupboards so as not to clutter walkways or communal areas - All fire exits (internal and external) to be kept clear at all times and in working order. (Facilities team to take responsibility for maintenance)				
External Play Equipment and signposts	Staff, vols, visitors may be injured due to falls on equipment or from defective items	3	2	6	- All children to be supervised when in the external areas of the SB, by parents/carers and SB staff.	Daily visual check by Storybarn team for any loose wood for splintering, which must be			

					- Child safe equipment installed outside the SB to industry standards by reputable external firm, including soft cork surfacing to avoid injuries by falling. - All woodwork sanded to avoid any cuts or loose splints - All bollards and signposts are fitted securely using correct materials and ensured they are child safe - Annual external assessment of play areas to be undertaken and actioned.	immediately reported to Facilities site team for repair before use and cornered off if necessary			
Heavy Duty Storage Containers	Staff, vols may injure themselves due to incorrect use of container doors	2	2	4	- The container doors are very heavy and difficult to open if not shown the correct way to do so. All staff need to be trained on the correct method to open and close the containers correctly and safely. Currently only staff that have been trained can open the container. Customers / visitors are not to open or close the container doors only permitted staff.	Any defective or jammed doors to be reported to Facilities asap and containers marked out of use	Storybarn/Facilities/Ops Team	25.03.22 Update 04/2026: Containers are no longer used by the storybarn	Ongoing

Cupboard doors (Storybarn)	Staff, vols, visitors may trap their fingers in the cupboard doors causing injury	3	2	6	- All cupboards require child safety lock attachments to prevent children gaining access and trapping their fingers - Children to be supervised at all times when in the craft room by either parent/carers and Storybarn Team	Any defective child safety locks to be replaced by SB Manager	Storybarn Team	25.03.22 Update 04/26: Audit of equipment carried out with any deemed unsafe or dangerous removed.	Ongoing
Heating Grate (Storybarn)	Staff, vols, visitors may be injured if they remove the grate and touch the heating pipes beneath	4	2	8	- Heating pipes are protected by a metal grate which fingers do not fit through. - All staff to brief visitors on the underfloor heating grate and the hazard if this grate is removed. Staff should also check this in secure daily and report if not - Facilities team to inspect this as part of their regular site maintenance checks	UPDATE MAY 2024: Heating reduced in section of heating grate to reduce risk of burns or irritation.	Storybarn/Facilities Team	25/05/24	Ongoing
Electrical hazards	Staff, volunteers and visitors may suffer electric shock if they are able to push fingers into sockets. Faulty extension leads and wiring could cause injury	5	2	10	- All sockets are located at a safe distance from our visitors - Children are to be supervised at all times to avoid injury.	Electrical system is serviced every 5 years by a reputable external company and	Facilities team	25.03.22	Ongoing

					- Electrical units are locked so public cannot access electrical boards. - Electrical devices are PAT tested annually by an external company and labelled according guidelines - All unused sockets to be left switched off. Used sockets to be checked daily and where possible, plugs secured into socket - All extension leads and wiring is inspected by our Facilities Team and any faults are reported and isolated to avoid injury	certification is obtained.			
Extreme Weather	Staff, vols, visitors at risk of falling debris from trees in the event of high wind, onto the buildings or external areas of the site. Risk of injury and death.	4	3	12	- The operations and facilities team will assess the weather conditions as early as possible and make adjustments to the site programmes accordingly. In excessive high winds, weather alerts/warnings, heat or other adverse weather will abandon activities or restrict access to ensure the safety of staff and visitors. - We will liaise closely with LCC's parks department	Business Continuity Plan in place and to be triggered if deemed necessary due to damage or prolonged interruption to site activities	Ops/Facilities	04/06/24	Ongoing

					for advice and best practice				
Choke Hazards	Staff and visitors may choke on small items if placed in mouth	4	2	8	- Equipment and choke hazard items to be removed completely where possible. If items cannot be removed, then choke items must be identified and made clear to all visitors. - Staff to receive training on what may present a choke risk.	A member of staff on site is first aid trained.	Storybarn Team	25.03.22	Ongoing
Safeguarding incl. Intrusive and abusive behaviours	Staff, vols, visitors at risk of abuse or injury as a result of lack of safeguarding procedures	4	3	12	- CCTV is in place across the site and a security guard will be on site during peak hours of a programmed or commercial event. - Staff have received training in the event of this risk and the ops lead, SB lead, designated premises supervisor will inform the emergency services or local authority security service where necessary - The Operations/Facilities and FoH volunteers operate a walkie-talkie system to ensure quick and efficient communication across site i.e. the use of code words for specific situations	Storybarn team are trained in safeguarding procedures, focussing on Child Protection processes due to nature of our activity	Storybarn/Ops Team	25.03.22	Ongoing

					- The Reader have designated safeguarding leads across the organisation and for the Calderstones site and they are aware of correct reporting procedures for any safeguarding issues				
Altercations with Dogs	Staff, volunteers, visitors may be injured due to dog attack	4	4	16	- Dogs are not permitted in the Storybarn other than assistance dogs (int/ext) but may be present in the Ice Cream Parlour courtyard and seating area (signage asking owners to keep dogs on leads) If a dog is showing aggression to staff or customers, staff must not approach the dog, and the customer will be asked to remove the dog. - First Aid kits are available at the Mansion House at Calderstones, as is a designated first aider.	In the event of a dog attack, the senior member of the team must report the incident to the police, and inform the owner / victim that this is a precaution and process we must take to ensure the safety of all involved. If the situation escalates, security or a senior member of the team must escort those involved offsite and await the police or relevant emergency services.	Ops Team	25.03.22	Ongoing

Inadequate Pest Control procedures	Reader staff, volunteers and visitors could suffer from infection due to lack of pest control measures on site	4	3	12	- Monthly inspections carried out by external company to replenish traps and inspect any areas of concern – report provided and filed by Facilities Team - All catering outlets and staff/volunteer kitchen to be kept clean and hygienic – storage provided in cupboards and fridges etc - Office and communal bins are emptied daily by our cleaning team and commercial waste bins stored appropriately and emptied weekly by external waste management company				
Impact on mental health & wellbeing	Reader staff and volunteers developing stress related and mental health issues either due to nature of the work or external/personal factors that affect working life	2	2	4	- Designated Reader Mental Health First Aiders. Trained members of staff who can recognise and provide basic mental health first aid support - Regular catch-ups with line managers and safe space created to present any concerns/feedback. - Employee Assistance Programme – support through an external counselling service that is	Flexible-working is also available in case we need to adapt an individual's working pattern in order to suit their support needs.	Line Managers/Heads of Depts.	25.03.22	ongoing

					funded through The Reader. Immediate counselling advice or 6 sessions with a designated counsellor. - Stringent safeguarding processes within the organisation and safeguarding leads allocated to deal with any signs of distress or concern.				
First aid	Staff, volunteers, and visitors are at risk of injury due to inefficient first aid procedures	5	2	10	- All members of the site team at Calderstones are first aid trained and training is provided every 3 years or on an ad hoc basis for new starters requiring the training - First aid boxes are in place across the site and regularly replenished and stock monitored - Accident Report books are in place across the site and all reports are collected and stored safely by the Site Operations Team – accidents on site are collated and are included in a monthly report to our Directors Group		Facilities/Site Operations Team	25.03.22	Ongoing

					- In the event of a serious first aid incident, we will report the accident to RIDDOR as per HSE regulations.				
Access for Emergency Services	Risks to health to staff, volunteers, visitors due to emergency services unable to access the site	3	3	9	- Gates and pathways leading into the Storybarn are to be kept clear of any vehicles or obstructions – entrance gate to courtyard. Front entrance to the SB to be free from obstruction. - If emergency services are called, a member of the Ops Team is to make themselves identifiable (wearing a hi-viz) and be the point of call for the emergency services and coordinating access to the casualty, they will also ensure the area is kept safe and clear for emergency services	Evacuation procedures to be implemented where necessary and Ops member of staff to lead on this process	Facilities/Site Operations Team	25.03.22	Ongoing
Water Supply	Risks to health due to inadequate or unhygienic water supply on site e.g. legionella disease	5	2	10	- Water outlets are flushed weekly, with particular attention paid to sentinel and under-used outlets - Temperature test carried out and recorded monthly to ensure hot and cold temperatures are within safe range	Facilities team maintain records of all tests across site	Facilities Team	25.03.22	Ongoing

					- Mains cold water inlet tank flushed, manually cleaned and chemically treated (chlorine) on an annual basis				
Elevators	Staff, volunteers, and visitors may become trapped in lift or injured if not operated correctly	3	2	6	- Site team trained in safe operation of lift including emergency isolation switch - Maintenance agreement in place with designated lift companies in order to quickly fix any problems - In the event of a fire the lift is out of action for safety reasons, and this is checked as part of the weekly fire alarm tests - External call line in place in passenger lift for emergency use, and training for site team in emergency lift release being arranged (28/02/22)		Facilities/Operations Team	25.03.22	Ongoing
Lone-working on site	Staff or volunteer may suffer injury as a result of working alone and unable to call for help	4	3	12	- Staff/vols will be equipped with correct contact numbers to use in the event of an emergency - Key site team and FoH volunteers trained in the use of walkie-talkies where necessary - We don't encourage lone-working across the site	Lone-working policy in place	Site Ops Team/Line Managers/Heads of Dept.	25.03.22	Ongoing

					team and have procedures in place for ensuring communication is kept in the unlikely event that an employee finds themselves alone e.g. WhatsApp group contact				
Exposure to radiation, noise and vibration, toxic substance or extreme temperatures	Staff, volunteers, may suffer injury or long-term illness due to exposure to harmful environments	3	3	6	- The Reader to provide a safe-working environment for staff/vols and organisational risk assessments are reviewed regularly to monitor hazards and ongoing remedial factors - If working in high-risk environments i.e. with power tools or chemicals the individual will be supervised by a trained member of staff and will wear correct PPE. If activity is deemed too dangerous or too high a risk factor, then individual will refrain from the activity and The Reader will source external expertise to advise/carry out work. - Operations team to monitor temperature of barn. Sun reflecting film fitted to upstairs windows and curtain fitted to main window alongside Robot to reduce heat from sun.	Staff/vols to undergo relevant training specific to their role and correct PPE to be provided Staff/Vols to be issued with and agree to the organisational risk assessments	Site Team/Line Manager	22.03.24	UPDATE 25/05/24: Blinds fitted to reduce heat from sun in summer-planned

Incorrect Manual Handling	Staff/vols may suffer personal injury if not aware of the correct procedures for lifting and moving items	3	4	12	- If applicable, specific staff and volunteers will complete an online Manual Handling training course at in order to understand the correct ways for lifting to avoid injury - Staff and vols will not lift anything that is too heavy to do so and will refrain from moving heavy items alone. All will be encouraged to seek assistance if they require.	Site Team to take overall responsibility for moving heavy items, as part of the operational running of the site	Site Team, line managers	25.03.22	Ongoing
Transmissible viruses	Staff/vols/ visitors could become ill from highly contagious viruses	4	3	12	- The cleaning team clean all touch points and communal areas of the site daily and antibacterial sprays available on request for surfaces. - Staff and volunteers encouraged to contact their manager and stay away from workplace if they become unwell, or a member of their close family/household become ill with a transmissible illness.	Operations at Calderstones to be reduced if team capacity is affected due to illness	Site Team/DG/Line Managers	22.03.24	Ongoing

Terrorist/Major incident in the wider park	Staff, vols, visitors at risk of injury as a result of a terrorist or major incident in the wider park	4	2	8	- Group leader will contact the emergency services immediately if they find themselves in danger due to a major incident in the wider park. Group to find safe cover as soon as possible. - Site Team to implement a lockdown or evacuation procedure where necessary and liaise with emergency services - An Incident Control Officer trained in Lockdown procedures will be on site at all times.	Group leader to be equipped with either a walkie-talkie or the ops team contact number for swift communication purposes.	Ops/Programmes Team	25.03.22 2026 – Lockdown Procedures have been updated	Ongoing
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You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

Combined risk assessment and policy template published by the Health and Safety Executive 08/14

Name Kate Smith, Storybarn Manager
Bronwyn Wictome, Site Operations Manager
Flynn Murray – Facilities and Projects Manager
(IHOSH)

Date of risk assessment update: 01/04/2026

Risk Assessment – Storybarn – Normal Operations

Normal Operations

RISK TYPE	RISK TO, HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	RESPONSIBLE	DATE ACTIONED	DONE
Slips, Trips, and Falls	Risk of serious injury if they trip over objects or slip on spillages. Injury caused by uneven ground or wet surfaces. (internally/externally)	4	3	12	- General good housekeeping is carried out, with extra vigilance from staff during activity sessions where more clutter may accumulate. - Internal area is fully accessible, and stairways are kept clear from obstructions at all times. - During open, a member of the Storybarn team will inspect the barn for potential trip hazards and take care to inspect floors	Vigilance amongst the Storybarn team to ensure any issues are immediately reported to the site/facilities team	Storybarn/Site Team	25.03.22	Ongoing

					to ensure there are no raised nails or uneven ground. Operations and Facilities to amend/highlight any issues found before open. - Storybarn staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately. - Any spillages or loose objects to be removed immediately to prevent anyone harming themselves. - Wet floor signs to be used if floor surfaces and slippery. Mops & spill kits kept accessible with staff trained to use them. - Staff member to be especially careful around stairways (in particular the external metal stairs), where debris/rainwater may accumulate - External walkways are well lit and The Reader works closely with the council to ensure that walkways are maintained for public safety. The Reader team ensures there is no debris, litter, or hazards in our				
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					external areas to limit risk. Any issues in area identified must be cornered off, or drawn attention to with the use of cones. - Automatic doors to be used correctly by staff and visitors to avoid injury and appropriate signage to be installed - We ask that children are supervised at all times in order to ensure their safety whilst on our premises. Appropriate signage to be displayed where necessary				
Falls/injuries from height	Staff or volunteers may sustain injury due to falls on the stairwells, from windows, or off ladders etc. Staff, volunteers, or visitors may be injured from items falling from shelves or from hanging items (int/ext) Staff, vols, visitors may be injured due	5	2	10	- Only trained members of staff are to use ladders and work from height, ensuring that they are safely positioned and must not use equipment of this sort alone, they must buddy up and carry a walkie-talkie. - All individuals are encouraged to take care when on stairways and in particular all children must be supervised. All must use the handrails provided.	Equipment and stairways are inspected regularly by the Facilities Team and any maintenance issues are rectified or isolated to avoid injury. Ladders inspected before each use, stairways inspected monthly.	Storybarn/Facilities Team	25.03.22	Ongoing

	to the stairgate not being secure				- Windows installed with safety catches on and must not be opening wider than this when children are present in order to avoid any falls from height. - All shelving is secured and not overloaded with items to avoid any movement or falling objects - Stairgate to be securely locked at all times and checked upon open by a member of the team and any faults reported to Facilities - All hanging items throughout the Storybarn must be fully secured using a rated material and approved by the Facilities Team and inspected regularly. Any loose items must be removed immediately to avoid injury or damage. Any hanging installations from an external provider must come with an installation certificate for our records.	Facilities team are responsible for correct installation of shelving and storage units and approving any hanging items or installations.			
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You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

Combined risk assessment and policy template published by the Health and Safety Executive 08/14

Use of cleaning chemicals	Staff may suffer personal injury if not aware of correct use of cleaning chemicals	4	3	12	- Relevant staff will complete an online COSHH training course at the start of their contract in order to understand the dangers of using chemicals and cleaning products, correct PPE must be worn where applicable. - The Reader cleaning team are fully trained in all areas of COSHH and will supervise Storybarn staff where necessary	Head of Facilities to ensure daily cleaning of main areas of the Storybarn	Facilities Team	25.03.22	Ongoing
Fire	Staff, volunteers, and visitors may be injured or killed in the event of a fire. Fire exits may be restricted resulting in risk of being trapped Children may tamper with fire extinguishers resulting in inefficient extinguishers or injuries caused by trapped fingers or falling extinguishers	5	2	10	- Fire alarm system in place. Alarm tested on a weekly basis. - Emergency lighting system in places across the site and tested monthly. - Key site staff are trained Fire Wardens. As part of site induction (compulsory) a site walk is carried out highlighting all the fire exits and routes on site. - Monthly inspection of fire extinguishers, fire doors and fire escapes by trained fire safety stewards (operations and facilities) to ensure they are not obstructed, in working order and in the correct		Storybarn/Facilities Team	04/06/24	Ongoing

					locations. Annual inspection of fire extinguishers carried out by external company with replacements/repair provided where needed. - Storybarn Team to ensure all children are supervised at all times and fire extinguishers are correctly installed and tamper bands are in place. - All soft toys and furniture must contain fire safe certificate label. Small toys without this label must be kept in a box when not in use to reduce the risk of being exposed to heat. Intumescent paint to be applied to storage cupboards. - All soft play items to be stored away on a daily basis and those damaged or without labels disposed of immediately. - Upstairs windows have been fitted with solar window film to reduce risk of light shining in from low sun and reflecting off mirrors inside SB creating fire risk.				
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					- Blind fitted to upstairs windows to reduce heat from sun in summer period. - Staff and volunteers to keep personal belongings including bags in locked cupboards so as not to clutter walkways or communal areas - All fire exits (internal and external) to be kept clear at all times and in working order. (Facilities team to take responsibility for maintenance)				
External Play Equipment and signposts	Staff, vols, visitors may be injured due to falls on equipment or from defective items	3	2	6	- All children to be supervised when in the external areas of the SB, by parents/carers and SB staff. - Child safe equipment installed outside the SB to industry standards by reputable external firm, including soft cork surfacing to avoid injuries by falling. - All woodwork sanded to avoid any cuts or loose splints - All bollards and signposts are fitted securely using	Daily visual check by Storybarn team for any loose wood for splintering, which must be immediately reported to Facilities site team for repair before use and cornered off if necessary			

					correct materials and ensured they are child safe - Annual external assessment of play areas to be undertaken and actioned.				
Heavy Duty Storage Containers	Staff, vols may injure themselves due to incorrect use of container doors	2	2	4	- The container doors are very heavy and difficult to open if not shown the correct way to do so. All staff need to be trained on the correct method to open and close the containers correctly and safely. Currently only staff that have been trained can open the container. Customers / visitors are not to open or close the container doors only permitted staff.	Any defective or jammed doors to be reported to Facilities asap and containers marked out of use	Storybarn/Facilities/Ops Team	25.03.22 Update 04/2026: Containers are no longer used by the storybarn	Ongoing
Cupboard doors (Storybarn)	Staff, vols, visitors may trap their fingers in the cupboard doors causing injury	3	2	6	- All cupboards require child safety lock attachments to prevent children gaining access and trapping their fingers - Children to be supervised at all times when in the craft room by either parent/carers and Storybarn Team	Any defective child safety locks to be replaced by SB Manager	Storybarn Team	25.03.22 Update 04/26: Audit of equipment carried out with any deemed unsafe or dangerous removed.	Ongoing
Heating Grate (Storybarn)	Staff, vols, visitors may be injured if they remove the	4	2	8	- Heating pipes are protected by a metal grate	UPDATE MAY 2024: Heating reduced in	Storybarn/Facilities Team	25/05/24	Ongoing

	grate and touch the heating pipes beneath				which fingers do not fit through. - All staff to brief visitors on the underfloor heating grate and the hazard if this grate is removed. Staff should also check this in secure daily and report if not - Facilities team to inspect this as part of their regular site maintenance checks	section of heating grate to reduce risk of burns or irritation.			
Electrical hazards	Staff, volunteers and visitors may suffer electric shock if they are able to push fingers into sockets. Faulty extension leads and wiring could cause injury	5	2	10	- All sockets are located at a safe distance from our visitors - Children are to be supervised at all times to avoid injury. - Electrical units are locked so public cannot access electrical boards. - Electrical devices are PAT tested annually by an external company and labelled according guidelines - All unused sockets to be left switched off. Used sockets to be checked daily and where possible, plugs secured into socket	Electrical system is serviced every 5 years by a reputable external company and certification is obtained.	Facilities team	25.03.22	Ongoing

					- All extension leads and wiring is inspected by our Facilities Team and any faults are reported and isolated to avoid injury				
Extreme Weather	Staff, vols, visitors at risk of falling debris from trees in the event of high wind, onto the buildings or external areas of the site. Risk of injury and death.	4	3	12	- The operations and facilities team will assess the weather conditions as early as possible and make adjustments to the site programmes accordingly. In excessive high winds, weather alerts/warnings, heat or other adverse weather will abandon activities or restrict access to ensure the safety of staff and visitors. - We will liaise closely with LCC's parks department for advice and best practice	Business Continuity Plan in place and to be triggered if deemed necessary due to damage or prolonged interruption to site activities	Ops/Facilities	04/06/24	Ongoing
Choke Hazards	Staff and visitors may choke on small items if placed in mouth	4	2	8	- Equipment and choke hazard items to be removed completely where possible. If items cannot be removed, then choke items must be identified and made clear to all visitors. - Staff to receive training on what may present a choke risk.	A member of staff on site is first aid trained.	Storybarn Team	25.03.22	Ongoing

Safeguarding incl. Intrusive and abusive behaviours	Staff, vols, visitors at risk of abuse or injury as a result of lack of safeguarding procedures	4	3	12	- CCTV is in place across the site and a security guard will be on site during peak hours of a programmed or commercial event. - Staff have received training in the event of this risk and the ops lead, SB lead, designated premises supervisor will inform the emergency services or local authority security service where necessary - The Operations/Facilities and FoH volunteers operate a walkie-talkie system to ensure quick and efficient communication across site i.e. the use of code words for specific situations - The Reader have designated safeguarding leads across the organisation and for the Calderstones site and they are aware of correct reporting procedures for any safeguarding issues	Storybarn team are trained in safeguarding procedures, focussing on Child Protection processes due to nature of our activity	Storybarn/Ops Team	25.03.22	Ongoing
Altercations with Dogs	Staff, volunteers, visitors may be injured due to dog attack	4	4	16	- Dogs are not permitted in the Storybarn other than assistance dogs (int/ext) but may be present in the Ice Cream Parlour	In the event of a dog attack, the senior member of the team must report the incident to the	Ops Team	25.03.22	Ongoing

					courtyard and seating area (signage asking owners to keep dogs on leads) If a dog is showing aggression to staff or customers, staff must not approach the dog, and the customer will be asked to remove the dog. - First Aid kits are available at the Mansion House at Calderstones, as is a designated first aider.	police, and inform the owner / victim that this is a precaution and process we must take to ensure the safety of all involved. If the situation escalates, security or a senior member of the team must escort those involved offsite and await the police or relevant emergency services.			
Inadequate Pest Control procedures	Reader staff, volunteers and visitors could suffer from infection due to lack of pest control measures on site	4	3	12	- Monthly inspections carried out by external company to replenish traps and inspect any areas of concern – report provided and filed by Facilities Team - All catering outlets and staff/volunteer kitchen to be kept clean and hygienic – storage provided in cupboards and fridges etc				

					- Office and communal bins are emptied daily by our cleaning team and commercial waste bins stored appropriately and emptied weekly by external waste management company				
Impact on mental health & wellbeing	Reader staff and volunteers developing stress related and mental health issues either due to nature of the work or external/personal factors that affect working life	2	2	4	- Designated Reader Mental Health First Aiders. Trained members of staff who can recognise and provide basic mental health first aid support - Regular catch-ups with line managers and safe space created to present any concerns/feedback. - Employee Assistance Programme – support through an external counselling service that is funded through The Reader. Immediate counselling advice or 6 sessions with a designated counsellor. - Stringent safeguarding processes within the organisation and safeguarding leads allocated to deal with any signs of distress or concern.	Flexible-working is also available in case we need to adapt an individual's working pattern in order to suit their support needs.	Line Managers/Heads of Depts.	25.03.22	ongoing

First aid	Staff, volunteers, and visitors are at risk of injury due to inefficient first aid procedures	5	2	10	- All members of the site team at Calderstones are first aid trained and training is provided every 3 years or on an ad hoc basis for new starters requiring the training - First aid boxes are in place across the site and regularly replenished and stock monitored - Accident Report books are in place across the site and all reports are collected and stored safely by the Site Operations Team – accidents on site are collated and are included in a monthly report to our Directors Group - In the event of a serious first aid incident, we will report the accident to RIDDOR as per HSE regulations.		Facilities/Site Operations Team	25.03.22	Ongoing
Access for Emergency Services	Risks to health to staff, volunteers, visitors due to emergency services unable to access the site	3	3	9	- Gates and pathways leading into the Storybarn are to be kept clear of any vehicles or obstructions – entrance gate to courtyard. Front entrance to the SB to be free from obstruction.	Evacuation procedures to be implemented where necessary and Ops member of	Facilities/Site Operations Team	25.03.22	Ongoing

					- If emergency services are called, a member of the Ops Team is to make themselves identifiable (wearing a hi-viz) and be the point of call for the emergency services and coordinating access to the casualty, they will also ensure the area is kept safe and clear for emergency services	staff to lead on this process			
Water Supply	Risks to health due to inadequate or unhygienic water supply on site e.g. legionella disease	5	2	10	- Water outlets are flushed weekly, with particular attention paid to sentinel and under-used outlets - Temperature test carried out and recorded monthly to ensure hot and cold temperatures are within safe range - Mains cold water inlet tank flushed, manually cleaned and chemically treated (chlorine) on an annual basis	Facilities team maintain records of all tests across site	Facilities Team	25.03.22	Ongoing
Elevators	Staff, volunteers, and visitors may become trapped in lift or injured if not operated correctly	3	2	6	- Site team trained in safe operation of lift including emergency isolation switch - Maintenance agreement in place with designated lift companies in order to quickly fix any problems		Facilities/Operations Team	25.03.22	Ongoing

					- In the event of a fire the lift is out of action for safety reasons, and this is checked as part of the weekly fire alarm tests - External call line in place in passenger lift for emergency use, and training for site team in emergency lift release being arranged (28/02/22)				
Lone-working on site	Staff or volunteer may suffer injury as a result of working alone and unable to call for help	4	3	12	- Staff/vols will be equipped with correct contact numbers to use in the event of an emergency - Key site team and FoH volunteers trained in the use of walkie-talkies where necessary - We don't encourage lone-working across the site team and have procedures in place for ensuring communication is kept in the unlikely event that an employee finds themselves alone e.g. WhatsApp group contact	Lone-working policy in place	Site Ops Team/Line Managers/Heads of Dept.	25.03.22	Ongoing
Exposure to radiation, noise and vibration, toxic	Staff, volunteers, may suffer injury or long-term illness due to exposure to	3	3	6	- The Reader to provide a safe-working environment for staff/vols and organisational risk assessments are reviewed	Staff/vols to undergo relevant training specific to their role and correct	Site Team/Line Manager	22.03.24	UPDATE 25/05/24: Blinds fitted to reduce

substance or extreme temperatures	harmful environments				regularly to monitor hazards and ongoing remedial factors - If working in high-risk environments i.e. with power tools or chemicals the individual will be supervised by a trained member of staff and will wear correct PPE. If activity is deemed too dangerous or too high a risk factor, then individual will refrain from the activity and The Reader will source external expertise to advise/carry out work. - Operations team to monitor temperature of barn. Sun reflecting film fitted to upstairs windows and curtain fitted to main window alongside Robot to reduce heat from sun.	PPE to be provided Staff/Vols to be issued with and agree to the organisational risk assessments			heat from sun in summer-planned
Incorrect Manual Handling	Staff/vols may suffer personal injury if not aware of the correct procedures for lifting and moving items	3	4	12	- If applicable, specific staff and volunteers will complete an online Manual Handling training course at in order to understand the correct ways for lifting to avoid injury - Staff and vols will not lift anything that is too heavy to do so and will refrain from moving heavy items alone. All will be	Site Team to take overall responsibility for moving heavy items, as part of the operational running of the site	Site Team, line managers	25.03.22	Ongoing

					encouraged to seek assistance if they require.				
Transmissible viruses	Staff/vols/ visitors could become ill from highly contagious viruses	4	3	12	- The cleaning team clean all touch points and communal areas of the site daily and antibacterial sprays available on request for surfaces. - Staff and volunteers encouraged to contact their manager and stay away from workplace if they become unwell, or a member of their close family/household become ill with a transmissible illness.	Operations at Calderstones to be reduced if team capacity is affected due to illness	Site Team/DG/Line Managers	22.03.24	Ongoing

Terrorist/Major incident in the wider park	Staff, vols, visitors at risk of injury as a result of a terrorist or major incident in the wider park	4	2	8	- Group leader will contact the emergency services immediately if they find themselves in danger due to a major incident in the wider park. Group to find safe cover as soon as possible. - Site Team to implement a lockdown or evacuation procedure where necessary and liaise with emergency services - An Incident Control Officer trained in Lockdown procedures will be on site at all times.	Group leader to be equipped with either a walkie-talkie or the ops team contact number for swift communication purposes.	Ops/Programmes Team	25.03.22 2026 – Lockdown Procedures have been updated	Ongoing
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| organization or project. They are colour-coded red. |

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You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

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