

ROYAL HOLLOWAY, UNIVERSITY OF LONDON: GENERAL RISK ASSESSMENT FORM

Name of Person Undertaking Assessment		Date Conducted	Department / Area (including description of what is being assessed)					
Environmental Health Supervisor, Residential Services - Residence Manager and Housekeeper		03.06.09 Reviewed 13.12.11 Reviewed 05.11.14 Reviewed 11.01.17	Halls of Residence Building Risk Assessment – general domestic or residential use of the circulation space and bedrooms by visitors to the site or building. This includes student residents and some of the vacation users maybe under the age of 18yrs.(review)					
Environmental Health Supervisor, Residential Manager-Residences and Housekeeper								
Ref No	Hazard under review	No & Description of Staff/Students/ Others Involved	Existing Controls	Assessed Level of Risk*			Further Action Required	By (Date) + Review Date
				L	M	H		
1	slips, trips and falls as a result of damaged surfaces, or obstructions	staff, residents and visitors	Carpet is provided in the residential bedroom and communal areas and vinyl flooring is provided in the kitchens. Housekeeping staff clean the carpet and wash the kitchen floors daily. Wet floor signs are used for kitchen areas. Defects in the structure are reported to the Housekeeper on a daily basis – faults are reported via the CAFM system for repair	x				
2	Slips, trips or falls due to inadequate lighting	staff, residents and visitors	Light fittings provided in all areas – faults reported by housekeeping staff during daily cleaning regime. Emergency lighting provided in the event of failure due to fire – visually checked during weekly fire checks by compliance and	x				

Review Date: 13.03.17

Document owner: Commercial Services, Residential Manager - Residences

			<p>residential teams.</p> <p>A full discharge test is completed on a biannual basis by the compliance team.</p> <p>Annual fire safety inspection by Environmental Health Office will check battery operation using fish key.</p> <p>Defects are reported to Estates Services for maintenance repair</p>					
3	<p>Falls on internal stairs or slopes – handrails must be at least 900mm high, if installed after 1.1.93 where it is possible to fall >2m the top rail must be 1100mm and of rigid construction.</p>	<p>staff, residents and visitors</p>	<p>Stairs are provided with hand rails a variety of balustrading in keeping with the hall design and age.</p> <p>Defects are looked for by housekeeping staff during daily cleaning regime and reported via the CAFM system.</p>	x				
4	<p>Falls through open windows – window sills must be a minimum of 800mm, safe means of opening and a restricted opening gap</p>	<p>residents and visitors</p>	<p>Window sill heights are at least 800 mm.</p> <p>All windows are fitted with window restrictors to restrict the opening gap.</p> <p>Defects or faults in room windows are checked during housekeeper room checks, communal areas are checked by other members of the housekeeping team.</p> <p>Defects are reported for repair via CAFM</p>		x			
5	<p>Contact with steam or hot water resulting in burns and scolds from showers or kettles</p>	<p>Residents or visitors</p>	<p>showers are thermostatically controlled.</p> <p>Kettles are fitted with automatic switch off devices once boiled.</p> <p>In each kitchen or pantry there</p>	x				

			<p>are manufacturer's instructions and information on the safe way to use appliances is provided in each kitchen.</p> <p>Maintenance – there is a programme of checks of water systems including temperature checks of end sentinel points. Identified faults are reported to maintenance for repair using CAFM/Planet.</p>					
6	Illness from drinking non-potable water	Staff and residents	drinking water in the kitchens is labelled	x				
7	cuts or bruises or trapped fingers, limbs etc from damaged or faulty furniture	Residents, visitors or staff	<p>New students moving in sign an inventory confirming the condition of furniture.</p> <p>Housekeeping staff complete a furniture inventory at the end of term and check the condition of the furniture, damaged items are replaced.</p> <p>Students informed of reporting procedure for damages via Hall Guides .</p>	x				
8	Smoke inhalation or burns due to a fire in the residence	Staff, students or visitors	<p>All staff receive basic fire training.</p> <p>Annual fire evacuations are carried out; post evacuation students are directed in writing to an online instruction video.</p> <p>Fire extinguishers and fire blankets are provided at designated locations.</p> <p>Fire evacuation instructions provided on the back of the bedroom doors.</p>	x				

			<p>Fire briefing or leaflet is given at the start of the academic year and to language school visits.</p> <p>Visitors under 18 supervised by conference staff at a ratio of 1:8</p> <p>A mobile evac chair is carried in the Security vehicle attending any fire call out.</p> <p>Fire risk assessment completed for the building by the Fire Safety Officer; with regular review.</p> <p>Disciplinary procedures are in place for any resident tampering with or misusing fire equipment, these are operated by the Resident Support Team or Conference Organiser.</p>					
9	Injury or ill health from contact with, inhalation or ingestion of a hazardous substance	Residents or visitors	<p>COSHH assessments of cleaning chemicals in use are completed; All substances kept in a locked housekeeping cupboard when not in use.</p> <p>An approved chemical list is in operation and restricts the chemicals that can be ordered. Minimal stock is held in each block cupboard. Storage is checked by the housekeeper during inspections.</p> <p>All staff are trained in the correct way to use the substances they are issued with</p>	x				
10	Electrocution from equipment provided in the pantries ; or electrocution from equipment in electrical switch rooms or fuse	Visitors	Housekeeping – during routine cleaning and checks damaged items are removed from the residence.	x				

	rooms		<p>Instructions on the process to follow on discovering damaged equipment is included in the Hall Guide along with information on the restrictions on personal equipment eg no toasters or cooking equipment in rooms; Instructions for the safe use of microwaves and other appliances are provided in the kitchens.</p> <p>Annual portable appliance testing is organised by Estates Services;</p> <p>Fuse rooms and plant rooms kept locked shut, warning signs placed on the outside; authorised access only;</p>					
11	Being struck by falling items eg irons placed on top of fridge freezer units by residents	Residents or Staff	<p>Items stored in hazardous locations are removed by the housekeeping team.</p> <p>Untidy or dangerous storage in kitchens will be reported by housekeeping staff to the housekeeper who will follow up with the residents in writing.</p>	x				
12	Injury from impact or contact with a vehicle	Visitors,	<p>Separate pedestrian paths are marked on campus with dedicated pedestrian crossing points; site speed restrictions and one way system; restricted vehicle access on the site;</p> <p>Lighting along footpaths to illuminate pedestrians</p>	x				
13	Falls on footpaths around the building perimeter	All persons on site	<p>Paving is provided in front of the residences only.</p>	x				

			<p>Estates have a planned maintenance programme for footpaths and paving around the site;</p> <p>Estates have a gritting policy and procedure for icy weather. Roads and pathways can be closed by barriers according to the RHUL weather policy. Temporary signage for detours or hazard warnings. Information on procedures is available on the web site.</p>					
14	Infection or distress caused by pest infestation eg bed bugs or mice	Visitors, staff or students	<p>Room inspection – throughout term and at the end of occupancy by the housekeeping team;</p> <p>Commercial services procedures for responding to infestations. Pest control contract with facility for emergency call outs and routine visits;</p>	x				
15	Contact with a resident with an infectious or contagious disease or illness eg Meningitis or Ebola	Residents, staff or visitors	<p>Residential Manager: Advice from RHUL Health Centre or PHE (Public Health England) sought in each case.</p> <p>Standard procedures in place for Meningococcal and Ebola infection, copies stored on department shared drive.</p> <p>Communication: persons who are at risk through contact with the infected person are identified and contacted by Residential-Customer Services or Student Well Being and Support Team depending on which is most</p>	x				

			<p>appropriate. RHUL Director of H&S informed and any additional expert advice is followed.</p> <p>Isolation – if necessary infected individuals are contained in their bedrooms/locations until an ambulance arrives.</p> <p>Public areas: contaminated areas are cordoned off and specialist cleaning arranged where necessary.</p> <p>Private rooms: specialist contractors undertake cleaning of residential spaces of infected persons where NHS or public health advice indicates this is required.</p>					
16	Injury or ill health when flooding from heavy rainfall enters buildings.	Students, staff or visitors	<p>Residential - Customer Services : Communication with residents and on impact via website/notice boards and email . Temporary signage for detours or hazard warnings. Housekeeping procedures to remove flood waters. Maintenance procedures to fight water ingress. Uninhabitable Halls - temporary alternative dormitory style accommodation will be set up in unaffected buildings, room voids will be used or off-site accommodation will be sourced. Catering outlets to remain open</p>	x				

			for extended periods – in locations where residents have been decanted					
17	Injury to individuals and damage to buildings/infrastructure from gale force or hurricane force winds.	Students, staff or visitors	Estates Services adverse weather policy and procedure implemented. Communications: via RHUL communications dept on web site and emails on weather expectations and action to take. External mobile equipment eg site waste bins are secured, locked at the wheels or brought under cover. Estates Services manage closure of high risk areas eg. woodland path .	x				
18	Ill health from water restrictions during a drought or loss of water supply	Residents, staff or visitors	Communication with residents and staff on impact via website/notice boards, social media and email: including reduction in water available for cooking. Stocks of bottled water/drinks increased in all outlets. Bottled water distributed to resident students. Water bowsers brought to site in event of sustained drought. All launderettes on site closed. All residents and staff informed of these contingency measures via web sites, public notices and social media.	x				
19	Loss of gas supply leading to ill health	Residents, staff or visitors	Communication with residents on impact to heating and advice	x				

			<p>on consolidation in unaffected areas.</p> <p>Access to library and public study spaces and catering/leisure spaces available</p> <p>Residential Services liaise with Estates Services on options in terms of heating and hot water provision.</p> <p>Residential strategy = Hire or purchase additional heaters and blankets if weather demands.</p>					
20	Injury due to Loss of electricity after dark	Residents, staff or visitors	<p>Emergency lights fitted with a 3 hour battery to provide visibility on escape routes.</p> <p>Housekeeping – daily checks to ensure access routes are safe.</p> <p>Access to library and public study spaces and catering/leisure spaces available.</p> <p>Residential Managers liaise with Estates Services in terms of heating and hot water provision and back-up generator supplies</p> <p>Residential - Customer Service team - Communicate with students via email/posters on progress of repairs</p> <p>Implement RSA Wardening System in event of Emergency Light failures.</p> <p>Deploy Sports mobile flood lights to area where light is required</p>	x				
21	Decreased security due to lock failure preventing opening of block front doors.	Students, staff or visitors	<p>reporting procedure for all faults via hall reception.</p> <p>Emergency door release point to</p>	x				

			enable exiting of block. Residential manager - to arrange repair via contractor; door remains in an unlocked position until access control is re-instated. Doors are equipped with a 3 hour emergency battery life to cover the risk of electrical failure.					
22	Card programming fault preventing access to blocks, flats and rooms.	Students, staff or visitors	Students to report fault to Reception alternative card provided. In the event of system failure – Premises manager makes emergency call out to lock system specialist. For immediate access the on-site maintenance team can open the rooms in an emergency. If outside normal working hours maintenance operate an on-call service.	x				
23	Explosion or Injury from a bomb	All site users	Induction for students/staff – report suspicious packages to Security; do not touch. On receipt of a bomb threat – report immediately to Security using the emergency phone number: 01784 443888 or 444 from an internal extension. Provide any details relating to the threat eg: who? What? When? How? Accents? Male/female? Background noises? Security will implement the site control procedure.	x				

			Do Not : attempt to locate an alleged bomb.					
24	Exacerbated injuries or health or fire damage due to the loss of public emergency services	All site users	Students – report incidents according to the normal procedure via the hall reception. First aiders – continue to offer a service for minor injuries. Director of H&S review site arrangements for health care cover and liaise with external agencies. College fire safety officer – review site arrangements for fire cover and liaise with external agencies. RHUL communications – inform all site users via web communication of loss of service and any temporary procedures.	x				
25	Disability affecting ability to evacuate or operate equipment	Disabled individuals	Personal Emergency Evacuation Plans are completed for all occupants with a disability. Accommodation: priority assignment of accommodation to best meet the needs of disabled individuals. Adapted rooms are available for wheelchair users. Carer's rooms allocated for residents who require a personal carer. Rooms with adaptations are available for individuals with hearing impairments. Provision made for Guide or Support Dogs.	x				

			<p>Orientation arrangements made for residents with visual impairment.</p> <p>Visitor/guest services: liaison is made between the event or conference organiser and the individual to establish what is required and if the accommodation on site meets the individual's requirements.</p> <p>Student Services: The DDS department liaises with all students with a declared medical need to establish if any specific support is required. Requirements are communicated to other departments within the university on a need to know basis to establish if the departments can ensure the residents or users safety.</p>					
26	Failure of food and other supplies to reach campus due to weather, industrial action or other reasons	Residents,	<p>Consolidation: open outlets and menus re-aligned to meet the needs of the population on site and to maximise stock longevity.</p> <p>Prioritisation: Service concentrated on meeting the needs of residents according to priority, catered hall residents> self-catering residents.</p> <p>Suppliers: alternate suppliers or locations contacted to meet production needs.</p>	x				