

RISK ASSESSMENT: VISITOR TO THE TOWN HALL

*This risk assessment provides key information about safety for all visitors to Biddulph Town Hall.
Visitors may use this information to inform their own risk assessment.*



Hazards	Who is at risk?	What are the Risks?	Risk Rating				Controls in Place to Eliminate/Minimise the Risk	Actions Required/ Observations
			L	S	Score	Risk		
Event Mis-management Eg poor communication of health and safety issues and unawareness of hazards that could cause injury leaving the Biddulph Town Council, as the organiser, potentially negligent	Employees, Visitors, Volunteers, Contractors	Injury, Litigation	1	4	4	Low	Biddulph Town Council produces 'Event Safety Plans' for the Classic Vehicle Show, Homegrown and Handmade, Remembrance Sunday and Christmas Lights Switch-On community events, describing how we intend to manage safety, who has specific responsibilities and how these will be carried out. We ensure sufficient supervision for any event (eg staff/volunteers/marshals). Biddulph Town Council has Public Liability Insurance, covering an event, up to £15 million. We obtain written confirmation of contractor's Public Liability Insurance to meet claims resulting from their property/activities at the event. Responsibilities are agreed and communicated to all stakeholders. Copies of the documents are available onsite during an event. Town Council Working groups/Committees provide oversight and scrutiny with regard to large events. Hirers of the Town Hall must complete their own specific risk assessment to detail any additional hazards not covered by the Town Council's 'Visitor To The Town Hall Risk Assessment.'	

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Anti-social behaviour/verbal and physical intimidation or threat	Employees, Visitors, Volunteers, Contractors	Injury, assault, distress	2	4	8	Medium	Staff/marshals/volunteers remain vigilant. There is CCTV in public areas. A 'doorman' is required for an event re every 100 attendees (at the discretion of the Chief Officer). The Duty Caretaker will contact the Police with regard to any anti-social behaviour, in particular if any individual's behaviour is unusual, aggressive, threatening, or if they're heavily intoxicated. Harassment, intimidation, abusive behaviour or discriminatory conduct towards another person because of their sex, gender reassignment, disability or any other protected characteristic will not be tolerated. Such behaviour may be dealt with under the council's relevant policies and procedures, including its safeguarding, anti-harassment, unacceptable behaviour or room hire letting conditions, where applicable. Biddulph Town Council is committed to providing toilet facilities that are safe, accessible, dignified and respectful for everyone. The council recognises that people may have different needs and preferences when using toilet facilities. This includes people who are disabled, transgender, transitioning, questioning their gender, non-binary, parents or carers accompanying children or adults, and people who simply prefer to use a private, self-contained toilet. Biddulph Town Council provides designated Men's toilets, designated Ladies toilets, and two fully enclosed, accessible Your Choice toilets (in the ground floor foyer and on the first floor back corridor). The Your Choice toilets are available to	

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							anyone who wishes or needs to use them. No person is required to explain or justify why they have chosen to use a Your Choice toilet.	
Electricity/Hot Water	Employees, Visitors, Volunteers, Contractors	Could suffer electrical shock or burns if using damaged portable electrical appliances Could suffer scalding due to hot water in kitchen areas	2	3	6	Low	Biddulph Town Council's 'Health and Safety and Wellbeing at Work Policy' states 'Biddulph Town Council is committed to ensuring that all electrical and installations meet the safety requirements of the Electricity at Work Regulations 1989.' 'For any contractors' work equipment used on the premises, safe procedures for use and maintenance are expected to be followed, to meet the requirements of the relevant Work Equipment regulations.' All Town Council employees complete 'Electrical Safety Awareness' training. Equipment is well maintained and in a good state of repair. All electrical equipment, leads and plugs are inspected for signs of damage or loose connections prior to use. All portable electrical equipment is tested annually for electrical safety and labelled with the date of the test by a competent external contractor. We ensure a competent person carries out electrical testing on all electrical installations, plant and equipment. A 'Permit to Work' is required for any work with live high-voltage or complex electrical equipment. Our Room Hire 'Letting Conditions' state 'Any electrical equipment brought into The Premises by The Hirer must be 'Portable Appliance Tested (PAT) and comply with all legal	

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							requirements. Copies of certificates must be available upon request.' Caretakers check the hot water dispenser in the Hall Kitchen for any leaks and ensure any necessary repairs are completed. A hot water dispenser and stay warm airpots/urns with lockable lids, are provided for the preparation and serving of hot drinks. The duty caretaker is responsible for filling the airpots/urns. Hirers must not refill the airpots/urns with boiling water using a glass jug, as the glass may break or shatter, potentially causing cuts, burns or scalds. If an airpot/urn requires refilling, please ask the duty caretaker to do so. Alternatively, refilling may only be carried out by a competent person using a suitable heat-resistant jug designed for handling boiling water. Hot taps are clearly marked as hot taps.	
Fire	Employees, Visitors, Volunteers, Contractors	Could suffer injuries from burns or smoke inhalation	2	2	4	Low	All Town Council employees have completed 'Fire Safety Awareness' training. Fire Drills are practised every 6 months, these involve visitors. An Annual Fire Risk Assessment is undertaken. Our Fire Evacuation Plan is shared with all council employees and partner organisations in the Town Hall. There are fire marshals on each floor/area. All meeting rooms have fire safety sheets displayed. The Fire Alarm system is tested weekly by Caretakers and annually inspected by an external Contractor. Fire Extinguishers and Emergency Lighting are checked monthly by Caretakers and annually inspected by an external Contractor. Smoke Alarms are visually inspected monthly by	

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							Caretakers. Emergency Escape Routes are checked daily and monthly by Caretakers. Fire Exits are clearly signed and lit. Fire escape routes are kept clear and free of obstruction. All final exits open in the direction of travel and are fitted with quick release mechanisms. Fire door viewing panels are kept clear. All furniture complies with Furniture and Furnishings (Fire Safety) Regulations 1993. Smoking is prohibited throughout the building. No Smoking or Vaping signs are displayed. Room Hire 'Example Room Layouts', published to the Town Council's website, state the maximum seating capacities as recommended by Staffordshire Fire and Rescue. Room Hire 'Letting Conditions', published to the Council's website, state 'pyrotechnics, dry ice, smoke machines, naked flames, candles, tea lights, etc are not permitted' Room Hire 'Letting Conditions', published to the Council's website, state 'The Hirer should familiarise themselves with the location of emergency exits and the fire equipment provided and shall have sufficient attendants to evacuate effectively The Premises in the event of fire, according to the predetermined Fire Safety Procedures, (located next to the fire extinguishers). The Hirer shall keep every entrance, exit and passage connected with The Premises clear of obstruction and ready for use in the event of an emergency. The lift must not be used in any circumstances. Hirers intending to stage plays shall take due care to limit and control the amount and nature of materials and equipment used in the production to safeguard against fire or another	

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							hazard. No additional fire hazards or risks are to be introduced to The Premises under any circumstance.'	
First Aid (Inadequate Provision Of)	Employees, Visitors, Volunteers, Contractors		3	3	9	Medium	A list of First Aid trained personnel is displayed. There are first aid boxes in the Town Hall, which are regularly monitored and replenished. The Town Council's Room Hire 'Letting Conditions' state 'Biddulph Town Council is not responsible for first aid provision. It is the responsibility of The Hirer to conduct a risk assessment of the need to appoint a qualified First Aider.' Information is provided to Contractors on site, the Town Council's 'Essential Fire & Safety Information for Contractors' leaflet states 'The Town Council has a number of fully trained first aiders..... Inform the Duty Caretaker if first aid is required.' When organising events, we have a legal requirement to assess the first aid requirements – as the organiser we have a legal duty to ensure public safety. A separate risk assessment, including first aid provision, is created for each council run event. Biddulph Town Council recognises that allergies, including severe allergies and anaphylaxis, can present a serious and potentially life-threatening risk. The Town Hall is a public	

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							community facility, where food and drink may be prepared, supplied and consumed. Council staff are advised to not make assumptions about the severity of an individual's allergy and to ensure that a suspected anaphylactic reaction is treated as an emergency. The council recognises that it is not possible to create an allergy-free public building and therefore will focus on sensible risk reduction and rapid emergency response. An adrenaline auto-injector (AAI) is a device prescribed to an individual at risk of anaphylaxis, for example an 'EpiPen'. The Town Council recognises the potential benefit of having an emergency AAI readily available in the Town Hall. However, the specific statutory arrangements which permit schools in England to obtain and hold spare AAI's are specific to schools. The council will therefore NOT purchase or hold an emergency AAI unless it has established that doing so is legally permissible and has appropriate arrangements for its procurement, storage, maintenance, training, administration and disposal. Anyone with a serious allergy should carry their prescribed medication, including any adrenaline auto-injector, with them. Two Town Council employees are trained in the operation of the defibrillator (located at the front of the Town Hall). All incidents and near misses are recorded in Biddulph Town Council's Accident Book.	

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Hazardous Substances, eg cleaning chemicals	Employees, Visitors, Volunteers, Contractors	Skin damage, dermatitis, eye damage from direct contact with cleaning chemicals. Vapour may cause breathing problems.	3	1	3	Low	Hazardous substances are appropriately stored in a locked cupboard and are clearly labelled. Cleaning is carried out when the rooms are not in use. COSHH assessments are carried out Safety Data Sheets maintained by the Council's Senior Caretaker. Suitable personal protective equipment (PPE) is provided for employees. Non hazardous cleaning products are sourced wherever possible. Prolonged contact with water, particularly in combination with detergents, can cause skin damage. Dishwashers are provided in the Hall kitchen and 1st floor office kitchen area to avoid the need for hand dish washing. Employees complete 'COSHH (Control of Substances Hazardous to Health) Awareness' training.	
Legionella	Employees, Visitors, Volunteers, Contractors	Infection with legionella bacteria	1	4	4	Low	Biddulph Town Council acknowledges its responsibility to consider the risks from legionella present in the water systems under its control, and is aware of the need to prevent the exposure of persons to legionella bacteria. Water services on site are subject to a legionella control maintenance/testing regime.	

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Manual Handling	Employees, Volunteers, Contractors	Could suffer injury or back pain as a result of incorrect handling techniques when handling heavy/bulky items	3	4	12	Medium	Town Council employees complete 'Manual Handling Awareness' training. Employees/Volunteers are advised to avoid manual handling where possible and not lift objects that look or appear too heavy to handle. Manual handling aids (trolleys, sack trucks, etc) are provided and maintained in good condition. If the piano/a heavy object needs to be moved, Hirers are asked to inform the Duty Caretaker.	
Poor Food Hygiene	Employees, Visitors, Volunteers, Contractors	Harmful bacteria, or contamination in or on food	3	4	12	Medium	Biddulph Town Council's 'Health and Safety and Wellbeing at Work Policy' states under the heading 'Food/Catering': Personnel handing food will be trained in food hygiene to an appropriate level. Where catering activities are undertaken by Contractors, these responsibilities will pass to the Contractor/s who will be subject to Biddulph Town Council's competency checks prior to work commencement.' Town Council employees who have regular responsibility for the Town Hall, particularly those who are present when events take place complete 'Food Safety and Hygiene' training and 'Food Allergen Awareness.' All kitchen and eating areas (particularly the hall, annexe and bar areas, including tables) are cleaned daily. Service areas are cleaned before and after the facilities are used/hired. The water heater, microwave oven (inside and out) and fridge in the hall kitchen are cleaned daily. The oven and extractor in the hall kitchen is cleaned weekly.	

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							The filter over the cooker in the hall kitchen is cleaned monthly. Deep cleaning (for areas behind cookers, underneath working areas, shelving, kitchen walls, etc) is completed monthly. The dishwasher in the hall kitchen is switched on, if full, at the end of each day and emptied by the AM duty caretaker every morning. The dishwasher door is cleaned and disinfected daily. 'Rules' are displayed on the fridges. The temperature of the fridge in the hall kitchen is monitored and recorded daily. Fridges are completely emptied and cleaned every Friday. The Town Council's Room Hire 'Letting Conditions' state 'Any professional caterer must have suitable comprehensive Public Liability Insurance in place. It is the duty of The Hirer to ensure such insurance is in place. The Council accepts no responsibility for the acts or omissions of any caterer. Such caterer is an independent contactor whose agreement is direct with The Hirer, entirely separately from the hiring made in these terms and conditions. Any caterer remains responsible for complying with applicable food safety and allergen legislation. They must maintain accurate information about ingredients and allergens; ensure staff are appropriately trained; provide accurate allergen information when requested and take reasonable steps to prevent cross-contamination.' 'The Hirer, if preparing, serving or selling food, must observe all relevant food and hygiene legislation and regulations. In particular dairy products, vegetables and meat on the premises must be refrigerated and stored in compliance with the Food Temperature Regulation. At no time is food to be kept	

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							or stored in the Kitchen, other than for the duration of the specific Function. Where The Hirer is providing food, The Hirer should: • Ask participants to identify any relevant allergies where appropriate. • Retain packaging, ingredient lists or recipes where reasonably practicable. • Ensure that people serving food know what it contains. • Avoid guessing about ingredients. • Provide allergen information where required. • Take reasonable precautions against cross-contamination. All food must be cleared from the Kitchen after the event. The Council are not liable or responsible for any food brought into The Premises.' If hiring the Kitchen (to use the cooker, fridge, etc) the Hirer must appoint someone (who must be present throughout all catering activity) who holds a basic Food Hygiene Certificate. Any catering on The Premises must be supervised by this person. A copy of their certificate must be provided to The Council when requested'	

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Slips, Trips and Falls	Employees, Visitors, Volunteers, Contractors	Could suffer injury if trip and fall as a result of: Obstructions, trailing cables, spillages, worn or raised floor coverings etc on walkways Poor office layout and storage arrangements, resulting in insufficient circulation space	3	4	12	Medium	General good housekeeping, all public areas and offices cleaned daily. There are suitable cleaning materials available in the Hall Kitchen for Hirers to clean up any spillages immediately, if necessary. Car park surface is maintained, to be as even as possible. Parking spaces for visitors with disabilities available next to Hall entrance. Severe Winter Weather Management Policy outlines measures to reduce risk of slipping on ice, etc. The car park is gritted when conditions are icy. Block paving/Front steps at the front of the Town Hall in good condition; side steps have been highlighted with yellow paint. All areas well lit, inside and out, especially stairs/steps. Railings, stair banisters and steps maintained in good condition. All stairwells have securely fixed handrails. Worn and damaged carpets/floor coverings are replaced. Anti-slip flooring is used in areas where wet floors are likely, eg kitchens, toilets. Kitchen equipment is maintained to prevent leaks onto flooring. Caretakers use wet floor signs to alert to increased slip hazard when mopping or cleaning spillages. The Council's Room Hire 'Letting Conditions' state 'Inflatables are not allowed within the grounds of The Premises. A bouncy castle can be used within the Town Hall, however The Council must give specific permission prior to the event, dependent on	

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							the height of the item (due to the lighting in the Hall). A risk assessment and public liability insurance certificate is required from the company from where the bouncy castle is being hired. Anyone using their own personal bouncy castle has to provide their own insurance for the bouncy castle to be used at their event' All employees complete 'Slips, Trips and Falls Awareness' training.	
Vehicle movement on the car park at the rear of the Town Hall.	Employees, Visitors, Volunteers, Contractors	Injury, Litigation	3	4	12	Medium	No Parking/Hatched areas prevent parking too close to the Hall fire doors and blocking of the fire exit. Visitors are encouraged to park elsewhere in town.	

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Lack of experience, lack of risk awareness, immaturity, unfamiliarity with the environment, eagerness to impress or please people, unaware of how to raise concerns Work experience could be the first time a young person experiences the work environment	Young employee/ visitor/ volunteer (under the age of 18)	Injury Grooming Abuse Exploitation	3	4	12	Medium	Biddulph Town Council has a 'Child & Vulnerable Adult Protection Policy', reviewed annually, published to the Town Council's website (BTC>Your Town Council>Our Policies. Images are not taken/used on social media. The Council's Chief Officer, Sarah Haydon, is our Designated Safeguarding Lead. She is aware of the issues around healthy working relationships. All staff and volunteers are carefully selected, trained and supervised. Councillors, staff and volunteers working directly with children must undergo a Disclosure and Barring (DBS) check. When groups are in the Hall/Chamber the doors are locked and access is managed. School groups attend the Town Hall with appropriate adults. Health & Safety induction training is carried out. Appropriate information, instruction and training is provided, both for our young person apprentice and for all the workforce. The principles of risk reduction are the same, with additional consideration/appropriate supervision. Our young person apprentice follows a comprehensive training programme, part of which concerns safe working procedures. Our Chief Officer checks a young person completing work experience knows how to raise health and safety concerns. The Council's existing employers' liability insurance policy covers work experience placements (as our insurer is a member of the Association of British Insurers (ABI). The Council's room hire 'Letting Conditions' document states 'groups who use the facilities will follow good practice procedures and have appropriate child protection ... policies in place, commensurate with the level of contact they have. Employees or volunteers who have significant and regular	

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							unsupervised contact with children.... Should have satisfactory Disclosure and Barring (DBS) checks.' (Published to BTC>Services>Room Hire) We have on-site access to Children & Young People's Service to raise any informal concerns.	
Unauthorised access to restricted areas	Employees, Visitors, Volunteers, Contractors	Injury	1	4	4	Low	The council has a visitor sign-in procedure and visitor badges are issued. Town council employee/tenant access is restricted via an access control system.	

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Version	Date	Description of Change(s) This risk assessment needs to be reviewed annually, unless there is a change in equipment, staff, procedures, or following an accident/near miss and must be revised if necessary	Assessed by:	Approved by:
1	28.11.23	Shared with Sarah 28.11.23. Saved to BTC>Risk Assessments>Town Hall Visitor Risk Assessment	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer
2	06.12.23	Updated following feedback from Sarah. Emailed to All 06.12.23	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer
3	04.12.24	Due for review – shared with Sarah for feedback	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer
4	27.05.25	Updated following Sarah's feedback. Emailed to All 27.05.25	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer
5	10.09.25	Reviewed ahead of the Classic Car Show – no changes made	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer
6	28.08.26	Added Homegrown and Homemade event re Event Safety Plans – no other changes	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer
7	10.09.26	Added there is CCTV in public places. Added information with regard to the toilet facilities available. Added that hot taps are clearly marked as hot taps. Added that fire drills involve visitors to the Town Hall. Added that the Town Council recognises that allergies, including severe allergies and anaphylaxis, can present a serious and potentially life-threatening risk and that council staff know that a suspected anaphylactic reaction is treated as an emergency. Added the council's position with regard to adrenaline auto-injectors (AAIs). Added that Town Council employees complete Food Allergen Awareness training. Added that any caterer must have suitable comprehensive Public Liability Insurance in place and it is the Hirer's responsibility to ensure that it is in place. Any caterer is responsible for complying with applicable food safety and allergen legislation. Added that any Hirer providing food should ask participants to identify any relevant allergies. Added unauthorised access to restricted areas.	Margaret Warman Compliance & Governance Officer	Sarah Haydon Chief Officer

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Likelihood (L)	Severity (S)	Risk Calculation	Risk Rating
1. Very Unlikely	1. Insignificant	Likelihood x	1-6 LOW Monitor
2. Unlikely	2. Minor	Severity =	7-12 MEDIUM Monitor/Review/Reduce risk
3. Could Occur	3. Moderate	Rating	13-25 HIGH Action Required
4. Likely	4. Significant		
5. Very Likely	5. Major		

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FIRE EVACUATION PROCEDURES FOR PUBLIC MEETINGS

This procedure is to be read out by the Chairperson/Organiser prior to the commencement of the meeting



1. On hearing the alarm

Evacuate the building via the nearest emergency exit and go directly to the fire assembly point **outside the Conservative Club**. Await instruction from the fire control officer or fire service personnel.

The fire alarm is tested every Wednesday at 14.45hrs, if you hear the alarm at any other time you should evacuate the building.



2. During the evacuation

Do not use the lifts

Do not run

Do not collect personal belongings



3. Do not attempt to re-enter the building

The Senior Fire Officer and Fire Controlling Officer will advise when it is safe to do so

**FAILURE TO COMPLY WITH THIS PROCEDURE MAY PUT
YOUR SAFETY AT RISK AND THAT OF OTHERS, AND THE
LIVES OF MEMBERS OF THE RESCUE SERVICES**

This procedure must be displayed in all meeting rooms and should not be removed



Biddulph Town Council
September 2023