

## HEALTH AND SAFETY RISK ASSESSMENT

<b>Risk assessment ref no:</b>	<b>Visiting Community Access Scheme (CAS) members</b>	<b>Name of responsible person/s:</b>	<b>Eleanor Cocks Community and Access Learning Manager</b>
<b>Date risk assessment completed:</b>	<b>October 2023</b>	<b>Review date:</b>	<b>October 2024</b>
<b>Task/Activity:</b>	<b>Visiting CAS members to Kew Gardens – <u>to assist in writing own risk assessments for group visits.</u> Community group leaders should complete their own risk assessments prior to visiting the gardens.</b>		
<b>Department:</b>	<b>Community and Access Learning</b>	<b>Location:</b>	<b>Royal Botanic Gardens, Kew</b>
<b>Persons at risk:</b>	<b>Members of public, RBG Kew Staff, Volunteers, Visiting community groups and CAS members</b>		

\* See last sheet for definition of Risk Level

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	Existing Control Measures	Risk Level * (tick one)			Further Action needed to reduce risks (Provide timescales and initials of person responsible)
		High	Med	Low	
<b>Contact with moving machinery or material being machined</b>	<ul style="list-style-type: none"> <li>All equipment maintained to comply with health and safety legislation.</li> <li>Warning signage (as appropriate) displayed prior to work commencing.</li> <li>Barriers have been installed to prohibit access to unauthorised persons in the working area.</li> <li>No work equipment left unattended.</li> <li>Keys removed from ignition switches.</li> <li>Work equipment removed upon completion of work.</li> <li>RBG Kew staff and contractors competent to undertake tasks.</li> <li>All RBG Kew staff and contractors wear high visibility clothing and personal protective equipment.</li> <li>Specific risk assessments and method statements in place prior to work commencing.</li> </ul>		Med		<ul style="list-style-type: none"> <li>Leaders of community groups to provide supervision and guidance for all persons within their groups.</li> <li>Some areas within the grounds are signed PRIVATE. These areas should not be entered unless accompanied by a Kew employee.</li> </ul>
<b>Struck by moving, flying, or falling object</b>	<ul style="list-style-type: none"> <li>Gardens are closed to the public when it is deemed there is danger to visitors from weather conditions.</li> </ul> <p><b>Tree Top Walkway</b></p> <ul style="list-style-type: none"> <li>Exclusion zone immediately underneath walkway.</li> <li>Emergency telephones located at the base and top of treetop walkway stairs.</li> <li>Emergency telephone located within treetop walkway passenger lift.</li> <li>Signage displayed adjacent to emergency telephones on action to take in the event of an emergency.</li> </ul>			Low	<ul style="list-style-type: none"> <li>Leaders of community groups to check Kew website, met office guidance and transport websites to see if any restrictions or warnings have been put in place</li> </ul> <p><b>Risk of falling branches.</b></p> <ul style="list-style-type: none"> <li>Groups to avoid standing under trees in adverse conditions e.g: high winds, lightning storms, or heavy snow.</li> </ul>
<b>Struck by moving vehicle</b>	<ul style="list-style-type: none"> <li>Garden speed restriction of 10 mph in force.</li> <li>Movement of all non-gardening related vehicles is restricted to a minimum during the Garden opening hours.</li> <li>Vehicle access restricted to specific routes.</li> <li>Only authorised RBG Kew staff operate horticultural vehicles.</li> <li>Safe working procedures in place to monitor drivers/vehicle movement within the Gardens.</li> </ul>			Low	<ul style="list-style-type: none"> <li>Leaders of community groups provide supervision where necessary, and relevant guidance to members.</li> <li>Leaders to ensure all individuals in the group are aware of working vehicles in the Gardens.</li> <li>Groups note that some vehicles are very quiet.</li> </ul>

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	<ul style="list-style-type: none"> <li>In the event of an emergency, non-gardening vehicles are provided with escorts (RBG Kew Constabulary or pedestrian).</li> <li>All equipment is maintained to comply with health and safety PUWER (Provision and use of Work Equipment Regulations) legislation.</li> <li>Keys removed from ignition switches.</li> <li>Work equipment removed upon completion of work.</li> <li>RBG Kew staff and contractors competent to undertake tasks.</li> <li>On-going supervision provided.</li> <li>RBG Kew staff identifiable by branded clothing and photo security passes.</li> <li>RBG Kew (on site) contractors identifiable by their company branded clothing.</li> <li>Specific risk assessments and method statements in place prior to work commencing.</li> </ul>				<ul style="list-style-type: none"> <li>Leaders to ensure that all individuals in the group avoid touching or moving any stationary vehicles or bicycles / trikes.</li> </ul>
<b>Slip, trip or fall on same level</b>	<ul style="list-style-type: none"> <li>Areas considered high risk, due to uneven surface, bad cracking etc. fenced off by use of temporary barriers installed until area made safe.</li> </ul>			<b>Low</b>	<ul style="list-style-type: none"> <li>Leaders of community groups to provide supervision and relevant guidance for all persons within their groups</li> </ul>
<b>Fall from height</b>	<ul style="list-style-type: none"> <li>Climbing trees is <b>NOT permitted</b>. (Refer to <a href="#">RGB Dos and Don'ts</a>)</li> <li>Active tree management programme in place.</li> </ul> <p><b>Tree Top Walkway</b></p> <ul style="list-style-type: none"> <li>Height of protective barriers on staircase and walkway built to Building Regulations specification.</li> <li>Emergency telephones are located at the base and top of treetop walkway stairs.</li> <li>Emergency telephone located within treetop walkway passenger lift.</li> <li>Signage displayed adjacent to emergency telephones on action to take in the event of an emergency.</li> </ul> <p><b>Note: RBG Kew staff <u>do not</u> provide supervision on the Tree Top Walkway.</b></p>			<b>Low</b>	<ul style="list-style-type: none"> <li>Leaders of community groups to provide relevant supervision and instruction for all persons within their groups.</li> </ul>
<b>Drowning or asphyxiation, working over or near water</b>	<ul style="list-style-type: none"> <li>Buoyancy aids provided as required and regularly checked.</li> </ul>			<b>Low</b>	<ul style="list-style-type: none"> <li>Leaders of community groups to provide supervision and relevant guidance for all persons within their groups</li> </ul>

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<p><b>Exposure or contact with harmful substance e.g. chemicals/dust/fumes etc</b></p>	<ul style="list-style-type: none"> <li>• Use of hazardous substances is only undertaken by competent persons.</li> <li>• Hazardous substances are kept in secure environments.</li> <li>• Appropriate signage is displayed.</li> </ul>			<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>• Leaders of community groups to provide supervision and relevant guidance for all persons within their groups</li> </ul>
<p><b>Legionella</b></p>	<ul style="list-style-type: none"> <li>• Water management system in place.</li> <li>• Legionella testing is carried out.</li> <li>• L8 Risk assessments completed.</li> </ul>			<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>• Leaders of community groups to ensure all group members wash hands before eating.</li> </ul>

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<p><b>Exposure to heat / fire/cold/damp</b></p>	<ul style="list-style-type: none"> <li>All group members are briefed on kew.org to consider the season and weather when planning their visit</li> </ul> <p><b>Note: During the summer months, there are high levels of pollen present, and the glasshouses can reach very high temperatures.</b></p>		<p><b>Med</b></p>	<ul style="list-style-type: none"> <li>Leaders to ensure all members are briefed and advised on what clothing to bring – depending on the time of year.</li> <li>In hot weather groups should, where possible, make use of shaded areas.</li> <li>Groups are encouraged to drink plenty of water.</li> <li>Water tap locations around the Gardens are marked on <a href="#">the map</a>. Supervising adults can ask Kew staff where the nearest water tap is located if unsure.</li> <li>Contact Kew Constabulary in case of emergency: (see information on the <a href="#">Community Access Scheme FAQs</a> page for details or speak to a Kew member of staff)</li> </ul>
<p><b>Injury by an animal or bird</b></p>	<ul style="list-style-type: none"> <li>Kew constabulary available to deal with incidents (see information on kew.org for details)</li> </ul>		<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>Groups to avoid any contact with animals on site and supervise members where necessary to prevent contact.</li> <li>Let a member of Kew staff know if an injured or sick bird or animal is found.</li> </ul>
<p><b>Safeguarding</b></p>	<ul style="list-style-type: none"> <li>Safeguarding policy and procedures in place.</li> <li>Staff, volunteers, and contractors follow the safeguarding Code of Good Practice and attend annual training.</li> <li>Staff, volunteers, contractors, and relevant others working with children have undergone appropriate DBS checks and training.</li> <li>On occasion, Kew led community sessions may be observed for training and professional development purposes. Anyone observing a session is required to review Kew's safeguarding Policy and will be always supervised by a member of Kew staff. If a participant objects to being observed, it is the participant's responsibility to let the session leader know.</li> <li>There is clear communication to CAS groups that, they should always remain responsible for members within the Gardens.</li> <li>For groups that include children or young people under 18 we recommend groups maintain the following ratios for adults-to-children:             <ul style="list-style-type: none"> <li>Age 0 to 3 - 1:3</li> </ul> </li> </ul>		<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>Contact Kew Constabulary in case of emergency: (see information on the <a href="#">Community Access Scheme FAQs</a> page for details or speak to a Kew member of staff).</li> <li>Group leaders to ensure that the recommended ratios for adult-to-children are maintained (see <a href="#">CAS terms and conditions</a>).</li> <li>Group leaders to ensure that members with Special Educational Needs and Disabilities (SEND), or those requiring essential carers, have adequate support when visiting the Gardens.</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Age 3 to 5 - 1:4</li> <li>○ Age 5 to 7 - 1:5</li> <li>○ Age 7 to 11 - 1:8</li> <li>○ Age 11 to 14 - 1:10</li> <li>○ Age 14 to 18 - 1:12</li> </ul>				
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<p><b><i>Photography and filming</i></b></p>	<ul style="list-style-type: none"> <li>• Images of community groups are only taken by Kew staff members with written consent of individuals.</li> <li>• Community groups are not permitted to photograph or record Kew led community sessions or Kew staff without written consent from Royal Botanic Gardens, Kew</li> </ul>			<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>• Community groups are to inform a member of Kew staff if unauthorised photos are being taken of the participants by members of the public.</li> <li>• If written consent is not in place this will be treated as a Safeguarding incident and reported to Kew's safeguarding team.</li> </ul>
<p><b><i>Exposure to allergens – Allergic response to plant materials including sap</i></b></p>	<ul style="list-style-type: none"> <li>• Kew constabulary available to deal with incidents:</li> </ul>			<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>• Community group leaders to make sure that they are aware of any known allergies.</li> <li>• Members to be aware that they should not pick, collect, put items or their fingers in their mouth.</li> <li>• Constabulary to be called if a member has an allergic response: (see information on the <a href="#">Community Access Scheme FAQs</a> page for details or speak to a Kew member of staff).</li> <li>•</li> </ul>

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<p><b>Harmful/poisonous plants/fungi (mushrooms and toadstools)</b></p>	<ul style="list-style-type: none"> <li>Community group leaders must advise members that they should not pick or eat any parts of any plants in the Gardens.</li> <li>If prepared plants are to be touched or consumed as part of a Kew led community session, the group leaders must check with members for any known allergic reactions to plants prior to visiting the Gardens.</li> </ul> <p>Please refer to the <a href="#">Garden Dos &amp; Don'ts</a>, no parts of a plant should be collected from the ground or picked unless with Kew staff supervision.</p>			<p>Low</p>	<p>Prior to visiting the Gardens, community group leaders to:</p> <ul style="list-style-type: none"> <li>Inform members that they should not pick, collect, or eat any parts of any plants in the Gardens.</li> <li>Check with members for any allergies to plants.</li> </ul>
<p><b>Plants with sharp spines or thorns</b></p>	<ul style="list-style-type: none"> <li>Many plants within the cactus areas of some glasshouses have sharp spines/thorns – some are placed behind protective screens and warning notices displayed “do not touch”.</li> </ul> <p><b>Note: Plants with sharp spines/thorns can be found throughout the Gardens.</b></p>			<p>Low</p>	<ul style="list-style-type: none"> <li>Prior to visiting the Gardens, community group leaders should ensure members are made aware of the dangers of touching plants with sharp spines/thorns.</li> </ul>
<p><b>Environment unfamiliar to community groups and their members</b></p>	<ul style="list-style-type: none"> <li>Documentation e-mailed to community groups with guidance on how to plan for their day. Membership invoice and confirmation includes links to CAS terms and conditions, Community Learning web pages, FAQs, Garden dos and don'ts, and accessibility guidance including an accessibility map and visual guide.</li> <li>Signage displayed at key intersections of Gardens identifying locations of places of interest.</li> </ul>			<p>Low</p>	<ul style="list-style-type: none"> <li>Leaders of community groups under 18 to ensure that the correct number of adults are present to manage the group sizes effectively. These ratios are:  <b>Age 0 to 3 - 1:3</b>  <b>Age 3 to 5 - 1:4</b>  <b>Age 5 to 7 – 1:5</b>  <b>Age 7 to 11 – 1:8</b>  <b>Age 11 to 14 – 1:10</b>  <b>Age 14 to 18 – 1:12</b></li> <li>Group leaders to ensure that members with Special Educational Needs and Disabilities (SEND), or those requiring essential carers, have adequate support when visiting the Gardens.</li> </ul>

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					<ul style="list-style-type: none"> <li>Group leaders to ensure group sizes are as small as possible when visiting potentially busy areas (e.g., glasshouses, galleries, shops, and other attractions such as The Treetop Walkway).</li> <li>Groups leaders to ensure they have read the <a href="#">FAQs</a> section of website before visiting.</li> <li>All group leaders to be aware of emergency contact details for Kew Constabulary: (see information on the <a href="#">Community Access Scheme FAQs</a> page for details or speak to a Kew member of staff).</li> </ul>
<b>Members getting separated from their group</b>	<ul style="list-style-type: none"> <li>RBG Kew Constabulary carry out periodic patrol of the Gardens.</li> <li>RBG Kew staff; wear branded clothing/uniform and/or photo security passes.</li> <li>All RBG Kew Constabulary and many other staff carry communications aids.</li> <li>An emergency contact number and guidelines are displayed on kew.org.</li> </ul> <p><b>Note: Group leaders must supervise vulnerable members to ensure they do not become lost or disorientated.</b></p>			Low	<ul style="list-style-type: none"> <li>Ensure that the members have an emergency telephone number for the community group leader, preferably a mobile number, and ensure that this mobile is always available.</li> <li>Ensure that members know how to contact group leaders if they become separated, and how to identify Kew staff if they need help.</li> <li>Community group leaders to ensure all vulnerable members have adequate support when visiting.</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>RBG Kew Constabulary are based in the Gardens.</li> <li>RBG Kew Constabulary periodically drive / walk-through / cycle around the Gardens.</li> <li>CCTV strategically sited within the Gardens.</li> <li>CCTV monitored by RGB Kew Constabulary 24/7.</li> <li>All reasonable measures are taken to ensure RBG Kew staff who may be in a position of substantial access to or could be left alone with children or vulnerable adults, have been subjected to Disclosure and Barring Service checks.</li> </ul>			Low	<ul style="list-style-type: none"> <li>Contact Kew Constabulary in case of emergency: (see information on the <a href="#">Community Access Scheme FAQs</a> page for details or speak to a Kew member of staff).</li> </ul>

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<p><b>Welfare facilities</b></p>	<ul style="list-style-type: none"> <li>Public toilet blocks are available (with disabled facilities).</li> <li>All public toilets are regularly supervised and cleaned.</li> <li>Cafeteria facilities are available in the Gardens offering a selection of snacks, hot food, and drinks.</li> </ul>			<p><b>Low</b></p>	<ul style="list-style-type: none"> <li>Community group leaders to provide adequate supervision and support where necessary and ensure that all members are aware of how to access welfare facilities when visiting the Gardens.</li> <li>Toilets and cafes are marked on <a href="#">the map of the Gardens</a>.</li> </ul>
<p><b>First Aid and Medication</b></p>	<ul style="list-style-type: none"> <li>Qualified first aiders are always in the Gardens in the event of an emergency. Qualified first aiders in Constabulary are also trained in Paediatric First Aid.</li> </ul> <p><b>Note: Community group leaders must accept responsibility for the basic first aid requirements of their group should they arise. In an emergency Kew Constabulary can be called.</b></p>			<p><b>Low</b></p>	<p>Community group leaders to:</p> <ul style="list-style-type: none"> <li>Provide basic first aid cover for group members.</li> <li>Carry a portable first aid kit, ensuring suitable levels of supplies for the number of people in the group.</li> <li>Ensure they have the Kew Constabulary contact details in case of an emergency: (see information on the <a href="#">Community Access Scheme FAQs</a> page for details or speak to a Kew member of staff).</li> </ul>
<p><b>Emergency Evacuation</b></p>	<ul style="list-style-type: none"> <li>Emergency evacuation procedures are in place in all buildings.</li> </ul>			<p><b>Low</b></p>	<p>Community group leaders to ensure:</p>

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	<ul style="list-style-type: none"> <li>• RBG Kew staff and RBG Kew based contractors are familiar with and regularly practice emergency evacuations.</li> <li>• Emergency notices are posted within the site and in all buildings.</li> <li>• Dedicated assembly points are indicated on the evacuation notices.</li> <li>• When community groups are with RBG staff, they will guide them to evacuation routes and assembly points.</li> </ul>				<ul style="list-style-type: none"> <li>• Group members evacuate buildings upon hearing the alarm and assemble at the dedicated assembly point.</li> </ul>
<b>Play Equipment</b>	<ul style="list-style-type: none"> <li>• All equipment is checked regularly to ensure it is “fit for purpose” and the results of inspections are recorded in an equipment log.</li> <li>• All play equipment within dedicated play areas conforms to current British and European Standards and is subject to regular inspection.</li> </ul> <p><b>Note: RBG Kew <u>do not</u> provide supervisory staff in play areas including the Children’s Garden. Community groups and members will maintain supervision levels in these areas.</b></p>			<b>Low</b>	<ul style="list-style-type: none"> <li>• Community group leaders to ensure supervision of members using any play equipment, in line with our recommended ratios for adult-to-children.</li> <li>• Members to be aware of other users in the play areas and note any age limits.</li> </ul>
<b>Access / services for persons with special needs</b>	<ul style="list-style-type: none"> <li>• Ramped accessed to public buildings.</li> <li>• Paths accessible for wheelchair use.</li> <li>• Lift access available in public buildings.</li> <li>• Hearing loop systems in place within entrance Gate Boxes.</li> <li>• Limited wheelchair facilities available at entrances to the Gardens (first come basis).</li> <li>• Limited number of mobility scooters available (book in advance); training provided.</li> <li>• Ramped access to RBG Kew Explorer land train (internal tour of Gardens only – tickets purchased at point of tour and not included as part of CAS membership).</li> </ul>			<b>Low</b>	<ul style="list-style-type: none"> <li>• Prior to visiting the Gardens, Community group leaders should ensure that they are aware of the accessibility needs of their members, have reviewed the <a href="#">accessibility page</a> of our website and have contacted the community team (<a href="mailto:community@kew.org">community@kew.org</a>) if they have any queries.</li> </ul>
<b>Data Protection</b>	<ul style="list-style-type: none"> <li>• CAS membership documents contain personal data.</li> </ul>			<b>Low</b>	<p>Community group leaders should ensure that:</p> <ul style="list-style-type: none"> <li>• They follow relevant GDPR policies and procedures.</li> </ul>

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					<ul style="list-style-type: none"> <li>Any unwanted documents containing personal data taken with them and not disposed of in the Gardens.</li> <li>Members understand that documents contain personal data and dispose of any printed copies appropriately.</li> </ul>
<b>Insurance (Public Liability)</b>	<ul style="list-style-type: none"> <li>RBG Kew holds Public Liability Insurance</li> </ul>			<b>Low</b>	

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## DEFINITION OF RISK LEVEL

### Hazard Severity

		Negligible Negligible injury, no absence from work	Slight Minor injury requiring first aid treatment	Moderate Injury leading to a lost time accident	High Involving a single death or serious injury	Very High Multiple deaths
<b>Likelihood of Occurrence</b>	<b>Very Unlikely</b> A freak combination of factors would be required for an incident to result	LOW	LOW	LOW	LOW	LOW
	<b>Unlikely</b> A rare combination of factors would be required for an incident to result	LOW	LOW	LOW	MEDIUM	MEDIUM
	<b>Possible</b> Could happen when additional factors are present, otherwise unlikely to occur	LOW	LOW	MEDIUM	MEDIUM	HIGH
	<b>Likely</b> Not certain to happen but an additional factor may result in an accident	LOW	MEDIUM	MEDIUM	HIGH	HIGH
	<b>Very Likely</b> Almost inevitable that an incident would result	MEDIUM	MEDIUM	HIGH	HIGH	HIGH

### Action Priority Table

Risk Level Rating	Action	Priority
High	Significant risk	Immediate Action Required
Medium	Risk must be reduced where further actions identified	Action Required
Low	Risk is controlled but monitor the control measures	Ongoing Monitoring Required

<b>LOW RISK</b>	May be acceptable; review task to see if risk can be reduced further.
<b>MEDIUM RISK</b>	The task should only proceed with appropriate management authorisation after consultation with the Health and Safety Team. Where possible, the task should be redefined to take account of the hazards involved or the risk should be reduced further prior to task commencement.
<b>HIGH RISK</b>	Task must not proceed. It should be redefined, or further control measures put in place to reduce risk. The controls should be re-assessed for adequacy prior to task commencement.

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