

RISK ASSESSMENT

Visitors including young people and vulnerable adults

Risk Assessment For :

Please note Assessment is not designed to be exhaustive for any activity that visitors may become involved with whilst visiting Southbank Centre. Groups must conduct their own safety risk assessment regarding their activity at the Southbank Centre.

Activity Date/Time:

Ongoing

Activity Venue/Location:

Southbank Centre

Date of Risk Assessment:

January 2022 To be reviewed at least annually or following any major changes to procedures

Description of Work/Event Activity:

Visiting Southbank Centre and participating in activities.

Persons at Risk:

Members of the public, artists, SC employees and other workers

Risk Assessment Carried Out By :

PRINT _____

SIGNATURE _____

Risk Assessment Rating Table

If any risk rating is 'High', a copy of this document must be sent to and reviewed by the Health and Safety Team before the activity start date.

RISK ASSESSMENT

IDENTIFIED HAZARD	CONTROL MEASURES	Probability P	Severity S	Risk Level (PxS)	Follow Up Action Required (Owner) ⁶
<i>Blocking of emergency exits</i>	<i>Emergency exits to be kept clear at all times. Regular patrols carried out by Security</i>	1	1	L	<i>Monitor emergency exits during event (Duty Manager)</i>
Fire	<p>Southbank Centre and commercial outlets are protected by regularly maintained, tested and inspected life safety systems and equipment according to statutory requirements. Suitable and sufficient fire fighting equipment is in place, maintained and labelled in each area.</p> <p>Fire risk assessments are in place and audited for all our premises.</p> <p>Fire exits are suitable and sufficient for the permitted capacity and kept clear at all times and inspected daily by the front of house team before opening.</p> <p>Each event is assessed according to changes to the environment to ensure our fire risk assessment control measures are adequate for the changes. Where further controls are required, these are documented and changes agreed with the Health and Safety Team prior to implementation.</p> <p>Any structure brought into the Southbank Centre is constructed using fire retardant materials, where this is not possible due to the nature of the material, a risk assessment is carried out and if the structure is allowed, more robust fire prevention strategies are put in place.</p> <p>A Duty Manager is on duty every day to manage emergencies including evacuations, assisted by Hosts, Security and Production, according to a pre arranged and regularly tested evacuation plan.</p>	1	5	5	<p>Daily inspection carried out by Duty Manager and Security pre-opening</p> <p>Health and Safety Team monitors the site on a regular basis</p> <p>Fire risk assessments amended for any new events or installation where the risk of fire is raised</p> <p>Fire risk assessments are in place for all premises carried out annually by competent external assessor.</p>

RISK ASSESSMENT

	The Security Team will respond to any fire alarm activation and a documented report is then followed up to ensure continuous improvements are monitored and maintained.				
Slips/Trips/Falls	<p>Southbank Centre is managed and maintained by a competent team of cleaning and maintenance staff who will respond immediately to any reports of spillage or trip hazard as a matter of priority.</p> <p>We ensure as much as possible that public areas are well maintained and that any likely hazards brought in for a event or production are risk assessed with appropriate control measures put in place.</p>	2	2	4	
Electrocution	<p>Southbank Centre's electrical systems are regularly inspected and maintained by a competent team of electricians with records of inspections kept on file.</p> <p>All portable electrical appliances owned by the Southbank Centre are subject to regular PAT testing.</p> <p>All portable electrical appliances brought into Southbank Centre by external contractors or production teams are required to produce evidence of recent testing in advance of their visit.</p>	2	4	8	Continue to regularly maintain SC owned equipment. Check that any incoming events use equipment that is safe
Structural Failure	<p>Any addition to the fabric of the Southbank Centre building will be carried out by qualified professionals.</p> <p>Any sets or structures brought into the Southbank Centre for productions will be adequately weighted and will be suitable for the activity. Where necessary a structural engineer will be consulted before a structure will be allowed.</p> <p>Where a structure requires public admittance, numbers will</p>	1	5	5	Each structure to be assessed prior to installation

RISK ASSESSMENT

	be restricted following a risk assessment considering suitable exits.				
Special Effects	Where a visiting company requests the use of special effects in a production or installation, for example haze and smoke, sudden loud noise, strobe lighting, pyrotechnics, lasers, strobing etc, a risk assessment is completed and appropriate control measures are put in place, to ensure no hazard for the public. Where a hazard cannot be controlled it will not be permitted. Signage and advance information will be given where the audience could be affected adversely without warning.	1	3	3	If present, signage in place warning members of the public
Crush	Southbank Centre operates under capacity restrictions and adequate staffing is in place to ensure visitors can circulate freely and safely into, around and out of the building. Evacuation plans are regularly tested through exercises for our event teams.	1	5	5	Crowd and queue management plans to be considered for events where high volumes of visitors expected
Loud noise	For some events, loud music or other loud noise may be expected and visitors to the site, particularly with young people are advised to ensure they bring suitable hearing protection. For children's events, levels of sound are reduced and for noise which is expected to exceed the second exposure limit, disposable hearing protection may be provided on request.	2	4	8	For some events, consideration needs to be given to ensuring adequate hearing protection is available through VE.
Allergies	Our catering partner on site and our market stall holders ensure allergy information is displayed wherever food is available. They are audited internally and regular meetings ensure standards are maintained. Any visiting caterer is required to work to the same high standards of food safety and hygiene.	1	5	5	
Accidents and H&S complaints	As we are aware that injuries and ill health issues can arise on our site and we therefore have a team of first aid and	1	4	4	Annual analysis of accidents and near miss

RISK ASSESSMENT

	defibrillator qualified staff as well as a fully equipped first aid room if the need arises. Our nearest hospital is Guys and St Thomas's. The health and Safety Team investigates all instances of injury and follows up on any health or safety related complaints. We also encourage staff and contractors to report near miss incidents				
Crisis management	Being a large open centre for public congregation, Southbank Centre management is aware that there will always be the possibility of unforeseen events occurring without warning. We therefore have robust plans in place to deal with unforeseen events and due to our trained staff and the competence of our teams we are able to react in an appropriate and effective manner. Southbank Centre has a dedicated 24 hour security presence.	1	5	5	
Safeguarding of children and vulnerable adults	Southbank Centre has rigorous procedures in place including DBS checks where required and training for staff on safeguarding requirements to ensure everyone is aware of procedures. Where a strong presence of children and/or vulnerable adults is expected on an event, the procedures and staffing and assistance levels will be reviewed and event specific training attended by participating staff.	1	5	5	
Aggression, racism, verbal or physical attack	Public facing Southbank Centre teams receive training in diversity, safeguarding and dealing with difficult situations and are expected to uphold high standards of behaviour around the public, ensuring inclusivity, world class visitor experience and customer satisfaction	1	3	3	Ongoing training for all new and existing staff. Any instance or complaint of aggression or violence from staff or the public is fully investigated and resolved
Accessibility	Southbank Centre is committed to the highest standards of accessibility and in light of being a grade 1 listed building will make every effort to ensure we are able to accommodate the needs of our visitors	1	4	4	Consideration to be given to accessibility for all events

Please add additional rows if required.

RISK ASSESSMENT

RISK ASSESSMENT

Key:

Probability (P)	Severity (S)
5 Almost inevitable	5 Death or very serious injuries/irreparable implications
4 Very likely	4 Very serious injury/very serious implications
3 Likely	3 Major injury/serious implications
2 Unlikely	2 Minor/first aid
1 Very unlikely	1 Very minor

Calculation of Risk (R)						
P	5	5	10 H	15 H	20 H	25 H
	4	4	8 H	12 H	16 H	20 H
	3	3	6 M	9 H	12 H	15 H
	2	2	4	6 M	8 H	10 H
	1	1	2	3	4	5
		1	2	3	4	5
		S				

Action Level
12-25 – immediate action. Further controls needed. Safety Risk Assessment to be reviewed by Health and Safety Team before activity start date
MEDIUM – justify or review for each work day
1-5 – no further controls required but kept under review

Next Steps ⁷: All Risk Assessments are stored on the event file. For events in Artifax, please save a copy within the Documents section of the event / arrangement as applicable. The 'Risk Assessment completed' check box should be ticked (located under 'Requirements Note Pads for the Event').