

General Risk Assessment (updated February 2024)



What are the hazards?	Who might be harmed and how?	Control measures required	Risk rating	Controls adequate
Slipping, tripping, or falling at the entrance	Staff & visitors, if they were to trip and or slip at the entrance of the house.	The entrance step is painted yellow and clearly visible. Staff will also provide a verbal warning prior to visitor entry. Visitors will be guided throughout the house by a member of staff.	Medium	Yes
Electricity	Staff and public may suffer serious electric shock/burns injuries from faulty electrical equipment or installation.	Electrical installation and all equipment are PAT tested annually. Staff are trained to spot and report any defective plugs, discoloured sockets, damaged cables, and on/off switches. Staff will ensure that defective equipment is classed as out of use. Electricity will be turned off in an emergency by a member of staff. No overloading of sockets, faulty items professionally repaired or replaced.	Low	Yes
Fire	Visitors may suffer serious burns and permanent injuries. Cause of a potential fire is electricity.	Regular monthly fire drills are undertaken and are kept on record. Staff will act as fire wardens therefore guiding visitors in the event of a fire. Fully maintained fire equipment will be on site always, including blankets and fire extinguishers, which are checked regularly.	Low	Yes
Dangerous site	Visitors and or staff may be harmed by falling props.	Props are attached via heavy duty brackets and vigorously tested; we carry out yearly maintenance ensuring the safety of our attraction. Due to the props being attached to the ceiling, it minimises the risk as most visitors will not be able to reach the furniture, however staff to run daily checks.	Low	Yes
Falling ill	Visitors may feel dizzy and unbalanced. This is due to the inverted furnishings and slanted flooring.	There will be a trained first aider on site in the unlikely event of a visitor falling ill.	Low	Yes
Participant Safety	Visitors if the number of participants is exceeded there may be issues in case of a fire emergency.	A member of staff will ensure that the number of participants does not exceed over 20 people. This may cause mobility issues inside of the house, which may cause further issues in case of a fire.	Low	Yes
Alcohol, under the influence of illegal substances and anti-social behaviour	Visitors may cause issues and fall ill if they are under the influence.	Visitors under the influence will be denied entry. Staff will be inducted and briefed on how to deal with difficult visitors. In the event of a visitor becoming aggravated and hostile towards a member of staff, it will be the staff responsibility to call emergency services which will be provided at the induction/briefing.	Medium	Yes

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Cash handling, risk of injury & theft	Staff may be distressed and potentially injured in the event of a burglary.	A safe system of storage will be in place to prevent robberies. There will also be an option to pay via a card reader to minimise the amount of cash on site at one time. Some locations are also equipped with a panic button.	Low	Yes
Fatigue	Staff, longer periods of work may cause tiredness and fatigue.	We will ensure that staff working hours are monitored and regulated. Breaks will be provided and shifts will be covered where required.	Low	Yes
Lone Working	Staff, maybe overly stressed and have issues managing place of work due to lone working.	In total we will up to six members of staff based at a location. Throughout the day, there will be up to two staff members covering the morning and afternoon shifts. If a short break is required, it will be taken during non-busy periods. Higher footfalls will be adequately managed.	Low	Yes
Lost Children/Vulnerable adults	Visitors may be distressed due to lost children/vulnerable adults inside of the attraction.	One member of staff will always be inside of the house ensuring there's a clear vision of visitors. Even in a rare case of one visitor inside the house, they will be accompanied by a member of staff. The house is open planned and contains plenty of space for 20 individuals. There will always be a member of staff inside the house and in the ticket office.	Low	Yes
Inadequate Access	Visitors who may require disabled access maybe distressed/frustrated.	Visitors who require disabled access will only be able to access the ground floor of the house as the second floor is only accessible via the staircase. Members of staff will be on hand to assist.	Medium	Yes
Theft/Security/Personal belongings	Visitors may potentially be victims of robbery	We will have cameras inside the house ensuring the security of our visitor belongings. Visitors will also be notified by a sign, to take care of their own personal belongings. In the event of an altercation, staff will be on site and briefed to contact the local authorities.	Medium	Yes
Bomb threats/Suspicious packages	Strange packages/items may be left inside or nearby the attraction, which may cause panic to the public.	Our staff will receive clear instructions what to do in the event of a suspicious package and or bomb threat. Emergency response numbers will be provided within their induction/briefing documentation.	Low	Yes
Lighting	Visitors, lighting may be damaged, causing cuts from broken glass.	We provide LED lights attached to wall corners with heavy brackets to provide protection for visitors if they were to interact with the lighting. This minimises the risk of cuts caused by broken glass.	Low	Yes
Out of hours security and opening hours	Exterior and interior of the house maybe damaged in the event of a break in.	We will have a key holder system in place connected to the police in case of a break-in/attempt. The house is expected to be opened from 10:00AM to 21:00PM at a maximum. CCTV operating 24/7, with up to 8 active cameras that can be accessed remotely.	Medium	Yes