

Risk Assessment

Risk assessment type:	Customer/User	Business:	London Underground
Title:	Normal Operations	Directorate:	Network Operations
Risk assessment number:	1	Business unit:	Line Customer Service
Date:	31-Aug-18	Department (optional):	Piccadilly Line
Location(s):	Piccadilly Line Central Cover Group	Section (optional):	Piccadilly Line Central Cover Group
Risk assessment owner:	Ian Townsend Kevin Casey Maria King Steve Ingell	Stations:- KNB,HPC, LSQ, CGN, RSQ, CLR,HWR,ANL	
Assessor:	Robert Jones		
Contributors:	Delroy Douglas HSE Manager	Date for next review:	TBC

This risk assessment is to be used in conjunction with:	
Number:	Title:

Document history:		
No:	Date:	Change, including reason:
1	31/08/2018	New template CRA for Cover Area
2		
3		

Ref	Generic hazard category	Describe the specific hazard(s)	Who/what could be harmed?	How could they be harmed?	What are you already doing to control the risk?	Risk rating?	How confident are you that the controls are effective?	Reason for confidence rating	What further actions are necessary?	Action by who?	Action by when?	Date completed
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*** Order the risks so that the **Top 5 Risks** show first ***

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1	Trapping, including entrapment and entanglement	PTI - Caught in the train door	Customer	Minor bruising injury from being stuck and/or held by the doors Major injury - breaking bones and head injuries or fatality if dragged by the train	<ol style="list-style-type: none"> 1. Platform Indicator Boards detail train frequency information to deter customers rushing for trains 2. tactiles & yellow line warn customers to stand clear of the platform edge 3. Staff in attendance e.g. SATs at specific stations providing customer announcements to stand clear of the doors, indicate to the train operator that it is safe to depart, Platform staff managing congestion and station staff undertaking security checks 4. PA announcements to customers on status of train service, safety messages to warn customers to stand clear of the platform edge / mind the gap 5. Rule Book 8 - Managing the platform train interface details role of station staff, service control and train operators 6. Staff training on platform train interface procedures outlined in Rule Book 8 7. CCEP for managing congestion on platforms to avoid customers standing too close to train doors / unable to alight trains 8. CCTV monitored by station staff as necessary to identify when intervention needed 9. Communication & briefing with staff to ensure an awareness of station specific risks 10. Customer communications e.g. posters to warn customers to stand clear 	High	81-90%	<p>All specified controls in place and working on the Station but need joined up approach and plan with Line Operations to be fully effective</p> <ol style="list-style-type: none"> 1. Dot matrix information boards in place across the area, next train indicators at all stations. 2. Tactiles and yellow lines in place and inspected/maintained 3. SATs in attendance at set times during the peaks 4. PA messages played at regular intervals 5. Rule book adhered to and staff trained/refreshed. 6. Staff trained and refreshed CDP/CMS 7. CCEP in place at each location and subject to regular review 8. CCTV at each location with playback facility for investigation of incidents 9. Staff briefed on top PTI locations 10. Posters in place as part of company campaign re customer safety at the PTI. 	None identified			

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2	Collision or struck by vehicle, including rolling stock, plant or road	PTI - Struck by a moving train due to standing too close to the edge, leaning over, accessing track to retrieve something, anti-social behaviour, trespass or deliberate act	Customer	Minor injury - brusing from being clipped by a moving train Major injury - breaking bones and head injuries or fatality if stuck by the train	<ol style="list-style-type: none"> 1. Platform end barriers provide a physical barrier to stop / deter customers 2. Tactiles & yellow line warn customers to stand clear of the platform edge 3. Rule Book 8 - Managing the platform train interface details role of station staff, service control and train operators 4. Staff training on Rule Book 8 to ensure awareness of actions to be taken 5. Communication & briefing with staff to ensure an awareness of station specific risks 6. Customer communciations e.g. samaritan advice cards 7. Emergency procedure for discharging traction current in an emergency. 8. CCTV monitored by station staff as necessary to identify when intervention needed. 9. Staff in attendance e.g. SATs providing customer announcements to stand clear of the doors, indicate to the train operator that it is safe to depart, Platform staff managing congestion and station staff undertaking security checks. 10. PA announcements to customers on status of train service, safety messages to warn customers to stand clear of the platform edge / mind the gap. 11. Customer communciations e.g. posters to warn customers to stand clear. 12. CCEP for managing congestion on platforms to avoid customers standing too close to train 	Medium	81-90%	All specified controls in place and working on the Station but need joined up approach and plan with Line Operations to be fully effective <ol style="list-style-type: none"> 1. Platform End Barriers in place 2. Tactiles and yellow lines in place inspected/maintained 3. SATs in attendance at set times during the peak 4. Rule book adhered to and staff trained/refreshed. CPP/CMS <ol style="list-style-type: none"> 5. Staff briefed on top PTI locations. 6. Advice available 7. Emergency Procedure for discharging traction current 8. CCTV on all stations 9. SATs in attendance at peak times/planned rostered. 10. Regular pre recorded PA and ad hoc during disuption. 11. Comms in place 12. CCEP in place at each location and subject to regular review. 	Suicide Prevention Awareness Course for all CSAs, CSS's and CSMs Review PTI incidents and adjust controls if necessary			

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3	Slips, trips and falls (same level, stairs, uneven surface, from furniture), excluding falls from height	PTI - Fall into the gap between the train and the platform and falls boarding/alighting	Customer	Minor injury - bruising/cuts/ grazes from falling in the gap or onto train/platform Major injury - breaking bones and head injuries or fatality if in the gap and the train moves or is moving	1. Platform Indicator Boards detail train frequency information to deter customers rushing for trains 2. Tactiles & yellow line warn customers to stand clear of the platform edge. 3. Staff in attendance e.g. SATs providing customer announcements to stand clear of the doors, indicate to the train operator that it is safe to depart, Platform staff managing congestion and station staff undertaking security checks 4. PA announcements to customers on status of train service, safety messages to warn customers to stand clear of the platform edge / mind the gap 5. Rule Book 8 - Managing the platform train interface details role of station staff, service control and train operators 6. Staff training on platform train interface procedures outlined in Rule Book 8 7. CCEP for managing congestion on platforms to avoid customers standing too close to train doors / unable to alight trains 8. CCTV monitored by station staff as necessary to identify when intervention needed 9. Communication & briefing with staff to ensure an awareness of station specific risks 10. Customer communications e.g. posters to warn customers to stand clear 11. emergency procedure for stopping a train	Medium	71-80%	All specified controls in place and working on the Station but need joined up approach and plan with Line Operations to be fully effective 1. Platform End Barriers in place to prevent trespass 2. Tactiles and yellow lines in place inspected/maintained 3. SATs in attendance at set times during the peak 4. Regular PA announcements 5. Rule book adhered to and staff trained/refreshed.CDP/CMS 6. Staff Trained and refreshed. 7. CCEP in place at each location and subject to regular review. 8. CCTV on all Platforms 9. Staff briefed on top PTI locations 10. regular comms.	Review PTI incidents and adjust controls if necessary	Area Manager Robert Jones	on or before 31/3/2019	
4	Contact with something - something hits the person or person unintentionally hits something (excluding being struck by vehicles and contact with electricity)	PTI - Hit a stationary train whilst boarding	Customer	Minor injury - bruising from hitting the train if rushing or uncoordinated. Major injury - broken bone, head injury	1. Platform end barriers provide a physical barrier to stop / deter customers 2. tactiles & yellow line warn customers to stand clear of the platform edge 3. Staff in attendance e.g. SATs providing customer announcements to stand clear of the doors, indicate to the train operator that it is safe to depart 4. Rule Book 8 - Managing the platform train interface details role of station staff, service control and train operators 5. Staff training on Rule Book 8 to ensure awareness of actions to be taken 6. CCEP for managing congestion on platforms to avoid customers standing too close to train doors / unable to alight trains 7. Communication & briefing with staff to ensure an awareness of station specific risks 8. Customer communications e.g. posters to warn customers to stand clear 9. CCTV monitored by station staff as necessary to identify when intervention needed	Medium	81-90%	All specified controls in place and working on the Station but need joined up approach and plan with Line Operations to be fully effective 1. Platform End Barriers in place 2. Tactiles and yellow lines in place inspected/maintained 3. SATs in attendance at set times during the peak 4. Rule book adhered to and staff trained/refreshed.CDP/CMS 6. Staff Trained and refreshed. 6. CCEP in place at each location and subject to regular review. 7. Staff briefed on top PTI locations 8. Comms in place 9. CCTV on all stations				

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5	Slips, trips and falls (same level, stairs, uneven surface, from furniture), excluding falls from height	Slips/Trips and Falls - Escalators/Stairs	Customer	Minor - bruising/sprain to Major - breaking of bones, head injuries. Fatality - head injury	<ol style="list-style-type: none"> 1. Cleaning spillages / litter to avoid slip / trip hazards 2. Inspections to identify, report and rectify asset related slip / trip hazards 3. Maintenance to ensure assets remain in good repair 4. Lighting to ensure visibility of assets 5. Handrails for customers to hold on to when on stairs / escalators 6. Asset design e.g. anti slip stairs, tactiles, red escalator combs, to influence customer behaviour 7. PA announcements to warn customers take care and hold the handrail, of wet weather etc 8. Posters to warn customers to hold the handrails and of wet weather. 9. Staff book on Safety Briefings on local risk 10. Staff training to encourage proactive customer intervention 	High	61-70%	<p>Staff coaching to ensure proactive intervention for high risk customers continues</p> <ol style="list-style-type: none"> 1. Cleaning regime on all stations 2. Regular planned inspections 3. Planned preventative maintenance programme 4. Lighting to approved standards 5. Handrails in place on stairways 6. Floor surfaces to standard tactiles and red escalator combs in place 8. Poster campaigns and PA 9. Staff briefed 10. CCTV on all stations 	None identified			
6	Slips, trips and falls (same level, stairs, uneven surface, from furniture), excluding falls from height	Slips/Trips and Falls - Around Station (inc ramps)	Customer	Minor - bruising/sprain to Major - breaking of bones, head injuries. Fatality - head injury	<ol style="list-style-type: none"> 1. Cleaning spillages / litter to avoid slip / trip hazards 2. Inspections to identify, report and rectify asset related slip / trip hazards 3. Maintenance to ensure assets remain in good repair 4. lighting to ensure visibility of assets 5. asset design e.g. anti slip surfaces/ tactiles drainage, to reduce potetial slip / trip hazards on and around stations 6. PA announcements to warn customers of wet weather etc 7. Posters to warn customers to hold the handrails and of wet weather. 8. Staff book on Safety Briefings 9. Staff coaching to encourage proactive customer intervention 	Low	71-80%	<p>All specified controls in place and working. Staff coaching to ensure proactive intervention for high risk customers continues</p> <ol style="list-style-type: none"> 1. Cleaning regime on all stations 2. Regular planned inspections 3. Planned preventative maintenance programme 4. Lighting to approved standards 5. Floor surfaces to standard tactiles and red escaoaotor combs in place on escalator 10, 11, and 12 6. Regular PA 7. Poster campaigns and PA 8. Staff briefed 9. Staff coached on assisting customers 				
7	Contact with something - something hits the person or person unintentionally hits something (excluding being struck by vehicles and contact with electricity)	Struck by paddle, stuck in gate, door closed with force, falling objects	Customer	Minor - bruising/sprain to Major - breaking of bones, head injuries. Fatality - head injury	<ol style="list-style-type: none"> 1. Inspections to identify, report and rectify asset related hazards 2. Staff on gateline to direct customer behaviour at the gateline e.g. advise use of the WAG and to respond to incidents 3. Staff training on the gateline to deal with entrapment 4. Maintenance to ensure assets remain in good repair 5. lighting to ensure visibility of assets 6. Report all faults 	Low	81-90%	<p>All specified controls in place and working.</p> <ol style="list-style-type: none"> 1. Programme of monitoring in place at all loactions 2. Staff training and CDP/CMS 3. Staff training 4. Programme of maintenance in place 5. Lighting installed to relevant standards 	None identified	-	-	

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8	Contact with electricity (low voltage)	Contact with Low Voltage	Customer	Shock/Trauma, Major Injury or Fatality	<ol style="list-style-type: none"> 1. Asset design - isolation, earthing 2. Maintenance to ensure assets remain in good repair 3. Inspections to identify, report and rectify asset related hazards 	Low	91-100%	<p>All specified controls in place and working.</p> <ol style="list-style-type: none"> 1. Assets designed to avoid contact with live conductors 2. Planned/preventative maintenance programme 3. Regular inspections to identify hazards/faults 	None identified	-	-	
9	Contact with electricity (high voltage) (can this be combined with low...)	Contact with High Voltage on the track	Customer	Shock/Trauma, Major Injury or Fatality	<ol style="list-style-type: none"> 1. Platform end barriers provide a physical barrier to stop customers Trespassing 2. Tactiles & yellow line warn customers to stand clear of the platform edge. 3. Staff in attendance e.g. SATs providing customer announcements to stand clear of the doors, indicate to the train operator that it is safe to depart 4. Rule Book 8 - Managing the platform train interface details role of station staff, service control and train operators 5. Staff CDP training to ensure awareness of actions to be taken 6. CCEP for managing congestion on platforms to avoid customers standing too close to train doors / unable to alight trains 7. Communication & briefing with staff to ensure an awareness of station specific risks 8. Customer communications e.g. posters to warn customers to stand clear 9. CCTV monitored by station staff as necessary to identify when intervention needed 10. Emergency procedure for discharging traction current (Rule book 3) 	Low	81-90%	<p>All specified controls in place and working on the Station</p> <ol style="list-style-type: none"> 1. Platform End Barriers in place. 2. Tactiles and yellow lines in place inspected/maintained. 3. SATs in attendance at set times during the peak 4. Rule book adhered to and staff trained/refreshed.CDP/CMS 5. Staff Trained and refreshed. 6. CCEP in place at each location and subject to regular review. 7. Staff briefed 8. Poster campaigns 9. CCTV on all stations 10. Emergency procedure to discharge traction current (Rule book 3) 	None identified	-	-	

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10	Exposure to substances hazardous to health, including smoke, fumes, dust and particulates or liquids	Exposure to contaminated body fluids, sharps, viruses, dust, smoke, chemicals.	Customer	Smoke/dust/fumes inhalation/injection/absorption - minor/major/fatality	<ol style="list-style-type: none"> 1. Cleaning to prevent dust build up, hazardous substances are removed from public areas to prevent customer contact 2. Inspections to identify, report and rectify related hazards to reduce customer exposure 3. Maintenance to ensure assets remain in a good state of repair 4. PA announcements to advise customers of actions to be taken in the event of an incident occurring 5. CCTV monitored by station staff as necessary to identify when intervention needed 6. Lighting to ensure visibility of assets 7. CCEPs for managing incidents and evacuations to ensure correct action taken 8. Rule Book 11 - Station Management for station staff rules in dealing with suspect packages / behaviour and station security checks 9. Training on Rule Book 11 to ensure staff aware of role in dealing with suspect packages / behaviour, station security checks (HOT procedure) 10. Station familiarisation to ensure staff aware of emergency evacuation arrangements 11. Customer help points to alert staff in the event of an incident 	Low	81-90%	<p>All specified controls in place and working.</p> <ol style="list-style-type: none"> 1. Cleaning regime in place at all locations 2. Programme of monitoring/inspections 3. Planned maintenance programme 4. Regular PA 5. CCTV at all locations 6. Lighting fitted to relevant standards and fault reporting mechanism 7. CCEPs at all locations and subject to regular review 8. Rule book adhered to and staff trained and refreshed 9. Staff trained and refreshed CDP/CMS/programme of station security checks 10. All staff subject to regular familiarisation at each location 11. PHP in place 	None identified	-	-	
11	Violence - verbal or physical (including theft)	Verbal/physical violence, threats, abuse from other customers or physical assault	Customer	stress trauma minor/major injury	<ol style="list-style-type: none"> 1. Inspections - staff deter anti social behaviour 2. Lighting to ensure all public areas of stations are visible to deter anti social behaviour 3. PA announcements to warn of pickpockets etc 4. BTP visible on the Network to deter anti social behaviour 5. Customer help points to alert staff in the event of an incident 6. Rule Book 11 - Station Management for station staff rules in dealing with suspect packages / behaviour and station security checks 7. Training on Rule Book 11 to ensure staff aware of role in dealing with suspect packages / behaviour, station security checks 8. CCEPs for managing incidents and evacuations to ensure correct action taken 9. Station familiarisation to ensure staff aware of emergency evacuation arrangements 10. CCTV coverage. 11. W.H.A.T procedure 	Low	81-90%	<p>All specified controls in place and working.</p> <ol style="list-style-type: none"> 1. Staff visibility and intervention/regular station checks 2. Lighting to relevant standards maintained 3. targeted PA 4. BTP available and patrol 5. PHP in place 6. Rule book adhered to and staff trained/refreshed 7. Staff trained/refreshed CDP/CMS 8. CCEPs in place at each location and subject to regular review 9. Staff familiarised at each location 	None identified	-	-	

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12	Exposure to fire, explosion, hot sparks or arcing	Electrical fault / Ignition of materials / substances, Ignition of personal possession/equipment portable appliances mobile devices. Track Fires & build up of rubbish or debris	Customer	Smoke inhalation, minor/major injuries, fatality	<ol style="list-style-type: none"> 1. Fire detection and suppression systems to alert of smoke / fire 2. Fire extinguishers for extinguishing fires 3. Fire doors to prevent the spread of fire 4. Rule Book 12 - Station Emergency Response for station staff actions to take in the event of fire 5. Staff training on Rule Book 12 and use of fire equipment to ensure awareness of the actions to be taken and how to use equipment 6. Emergency lighting to ensure visibility for an evacuation if no power supply 7. Fire compliant materials to prevent spread of fire 8. CCEPs for managing incidents and evacuations to ensure correct action taken 9. Station familiarisation to ensure staff aware of emergency evacuation arrangements 10. Bylaws for customers to inform what materials can be brought onto the network 11. Procedures in place for hot working to reduce the potential for fire 12. storage licences to ensure an knowledge of products stored and quantity 13. Inspections to identify, report and rectify asset related hazards 14. Maintenance to ensure assets remain in good repair 15. Cleaning to prevent build up of combustible materials 	Low	81-90%	<p>All specified controls in place and working.</p> <ol style="list-style-type: none"> 1. fire detection and suppression in place at all locations 2. In place at each location 3. Sub Surface fire regs 4. Rule book adhered to and staff trained and refreshed 5. Staff trained and refreshed CDP/CMS 6. Emergency lighting in place (OLBI) 7. Sub surface fire regs 8. CCEPs in place at each location and subject to regular review 9. Staff familiarised at each location 10. Staff aware of by laws and enforce where required 11. Hot working controls/permits 12. Storage controlled through licencing 13. Programme of monitoring/inspection 14. Planned programme of maintenance 15. Cleaning regime 	None identified	-	-	
13	Trapping, including entrapment and entanglement	Trapped stuck in Lift or lift doors	Customer	Minor injury, shock/panic, heat stress & trapping trauma or major injury if within vulnerable group	<ol style="list-style-type: none"> 1. Rule Book 9 - Lifts & escalators, rules for the inspection and incident response arrangements to lift incidents 2. Staff training on Rule Book 9 to ensure awareness of the actions to be taken and how to use equipment 3. Cleaning to prevent litter build up obstructing lift doors and creating faults 4. Maintenance to ensure assets remain in a good state of repair 5. Inspections of assets before they are put into service to identify, report and rectify asset related hazards 6. lift communications to ensure contact can be made and maintained with customers in the event of a trapping 	Medium	81-90%	<p>All specified controls in place and working.</p> <ol style="list-style-type: none"> 1. staff trained and refreshed 2. Staff trained and refreshed CDP/CMS 3. Cleaning and maintenance regimes 4. Planned maintenance programme 5. Programme of inspections and fault reporting mechanism 6. Lift comms in place 	None identified	-	-	

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14	Exposure to extreme hot or cold, such as weather, surfaces or equipment	Exposure to hot / cold temperatures in station / tunnel section during emergency	Customer	Minor injury, shock/panic, heat stroke stress & trapping trauma or major injury if within vulnerable group	<ol style="list-style-type: none"> 1. Weather plans in place to ensure assets maintained appropriately during hot/cold weather and that this is taken into consideration in the event of an incident 2. Customer communications e.g carry water to prevent persons ill on trains / stations 3. PA announcements e.g. carry water to prevent persons ill on trains / stations 4. attendance of the emergency services to assist persons ill if necessary. 5. staff training -eg. move the person move the train, remove unwell customers from the train. 6. Customer Posters 7. Station cleaning regime 	Low	81-90%	All specified controls in place and working <ol style="list-style-type: none"> 1. Plans in place 2. Regular comms in warm weather 3. Regular PA 4.Plans in place and staff aware how to summon assistance 5. Staff trained and refreshed 6. Poster campaigns 7. Station cleaning regime 	None identified	-	-	
15	Act of terrorism	Injury to person/Damage to property. Physical Injury pysical damage and stress/trauma	Customer	Minor injury or trauma, or major injury/trauma/multiple casualties and loss of life.	<ol style="list-style-type: none"> 1. Security Guidance to staff on actions to be taken in the event of a security incident 2. Staff training and briefing on action to be taken in the event of a security incident to ensure awareness of these 3. Fire detection and suppression systems to alert of smoke / fire 4. Inspections - staff deter anti social behaviour 5. Lighting to ensure all public areas of stations are visible to deter anti social behaviour 6. Rule Book 11 - Station Management for station staff rules in dealing with suspect packages / behaviour and station security checks 7. Training on Rule Book 11 to ensure staff aware of role in dealing with suspect packages / behaviour, station security checks 8. CCEPs for managing incidents and evacuations to ensure correct action taken 9. Station familiarisation to ensure staff aware of emergency evacuation arrangements 10. PA announcements to give instructions to customers in the event of an incident 11. BTP visible on the Network to deter anti social behaviour 12. Customer help points to alert staff in the event of an incident. 13. HOT procedure. 14. WHAT procedure 	Low	81-90%	All specified controls in place and working. <ol style="list-style-type: none"> 1. Staff briefings/training 2. Training CDP/CMS 3. Fitted on Sub Surface stations 4. Programme of monitoring and inspections 5. Lighting fitted to standards 6. Rule book adhered to and staff trained 7. Staff trained and refreshed CDP/CMS 8. CCEPs in place at each location and subject to regular review 9. Staff familiarised at each location 10. Regular PA 11. BTP available and patrol 12. PHP in place at all locations 13. Programme of station security checks 	None identified	-	-	
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