

Completion Guide

This document is intended to give practical guidance of how measures can be applied but each business will need to translate this into the specific actions it needs to take, depending on the nature of the business, and how it is operated. The examples provided are by no means exhaustive and inclusion does not supersede any legal obligations. As a business, you must continue to comply with any such existing legislation or changes to such legislation that occur from time to time within the jurisdiction under which your business operation falls. Reviewing the risk assessment regularly in respect of operational/customer feedback and physical investment is also recommended.

Focus should be placed on any high risk areas and where risk can or is being mitigated. The Risk Rating Matrix below, along with the Risk Action Table, can be used to assess the level of risk identified when completing a risk assessment.

RISK RATING MATRIX		← LIKELIHOOD →					RISK ACTION TABLE	
		Very Unlikely	Unlikely	Likely	Highly Likely	Almost Certain		
← SEVERITY →	Negligible No real visible injury or illness	LOW	LOW	LOW	LOW	MED	LOW or GREEN	It is Unlikely that harm will be caused, and any outcome would result in very minor injury. No further controls are needed. However, consideration may be given to a more cost-effective solution or improvement to eliminate the residual risk entirely. Routine monitoring should be used to make sure that the current controls remain effective.
	Minor No long-term effects, first aid injury	LOW	LOW	MED	MED	MED	MEDIUM or AMBER	There is the possibility that harm may occur. You must consider whether the existing controls are sufficient or if any further action could be taken to eliminate or reduce the risk to a lower level. Careful monitoring is needed to make sure that the current controls remain effective and that the activities can continue safely. This is particularly important where the activity is judged to be at the higher end of this band and closer to High. In these cases, effective monitoring is essential along with determined efforts to find ways of making it safer.
	Serious Heavy bruising, deep flesh wound, seven day lost time injury	LOW	MED	HIGH	HIGH	HIGH	HIGH or RED	Certain or high likelihood that harm will occur that will result in serious injury or worse. The activity cannot continue and must be reviewed as a matter of urgency to find an alternative or to impose significant controls to reduce the risk rating to Medium or Low.
	Severe Lost time and major injuries	LOW	MED	HIGH	HIGH	HIGH		
	Very Severe Long term injury, illness, or fatality	MED	MED	HIGH	HIGH	HIGH		

Job Hazard Exposure / Detailed Hazard	Possible Harm & Effects	Examples Control Measures	Information and Legal Background
Viruses and Infectious Diseases e.g. SARS-CoV-2, Norovirus, Influenza	Spread of virus/disease Physical Harm to a person	Ensure a reporting policy is in place within the business to ensure all data is captured on the outbreak Revert to the business Virus & Infectious Diseases Risk Assessment Ensure the appropriate PPE is available to all staff such as gloves, aprons, masks, hand sanitiser Larger providers may want to have a body fluid/biohazard spill kit to support with hygienic cleaning Implement enhanced cleaning regimes and record appropriately and increase cleaning cycles of all high touch points throughout the premises Where appropriate have PPE available to guests such as hand sanitiser once an outbreak has been reported Control and limit people entering the building and enforce PPE controls Improve ventilation throughout the building; letting fresh air in to air the space between guests Develop a communication plan for both guests and staff Look at how the isolation of guests can be handled efficiently and sympathetically Implement daily staff wellness checks	https://www.gov.uk/guidance/reducing-the-spread-of-respiratory-infections-including-covid-19-in-the-workplace https://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19 https://www.food.gov.uk/safety-hygiene/norovirus Keep abreast of all updated Government Guidance and Legislation that comes into effect
Food Allergens	Physical harm to a person	Inform guests in the pre arrival information that homemade cakes/biscuits are part of the welcome pack. This enables guests to ask any allergen questions Recipe provided with ingredients clearly labelled when home made goods are provided in the welcome pack Ensure prepacked food are in their original packaging showing ingredient listings for transparency	The Food Information (Amendment)(England) Regulations 2020 <i>Food Safety Act 1990</i> https://www.legislation.gov.uk/uksi/2020/541/made Review information on Natasha's Law https://www.gov.uk/government/news/natashas-legacy-becomes-law The Food Information (Amendment) (England) Regulations 2022 <i>The Food Information Regulations 2014</i> https://www.legislation.gov.uk/uksi/2022/481/note/made

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Food Allergens		If any condiments are left within the property/room, ensure they are in the original packaging and showing ingredients Ensure staff receive training on allergens.	There are 14 common allergens which must be declared as allergens by food law. Any pre-packed foods will usually define in bold on the ingredients list any of those 14 allergens. You need to inform guests of any allergens that may be contained in food sold without packaging or wrapped on site. Labelling, clear menu information and comprehensive staff training are important. Additional resources are available here: https://www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses
Slips / trips or falls	Physical harm to a person	An assessment of the site to be completed; Suggested control measures: • GRP Stair Tread Covers fitted and are regularly checked on exterior steps • Handrail(s) securely fixed • Tarmac surfaces all in an excellent condition with pothole repair recently completed • Sensor lighting fitted at entrances and in car park • Decking washed and treated as needed • Cable conduit used • Light fitted above steps • Wet floor signage used when mopping public areas • Regular maintenance of pathways, e.g. moss/algae/leaves/vegetation removal to keep paths clear • Responding to changing weather; clearing ice/snow, possible gritting when ice likely • Consider the positioning of furniture under/near windows, does this encourage children to access the window? • Are there doors/windows that may require Safety Glass?	Hazards in the Work Place - Trips, Slips and Falls https://www.hse.gov.uk/slips/index.htm The Workplace (Health, Safety and Welfare) Regulations 1992 https://www.legislation.gov.uk/ukSI/1992/3004/contents/made The Management of Health and Safety at Work Regulations 1999 https://www.legislation.gov.uk/ukSI/1999/3242/contents/made
Falls from height	Physical harm to a person	Contractors checked to ensure they have own Risk Assessment Safe use of ladders where employees undertake minor work such as decoration, lightbulb replacement	The Work at Height Regulations 2005 https://www.legislation.gov.uk/ukSI/2005/735/contents/made • A risk assessment must be carried out prior to anyone working at heights. • The risk assessment should include competency of the person completing the work, equipment to be used and protection measures should be ascertained.

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Falls from height		If works being carried out the impact on guests and guest safety is assessed Juliet Balcony installed meeting building regulation standards Height and gaps to balcony railing all meet building regulation requirements Fencing of garden terraces Ensuring restrictors/bars are fitted to windows where necessary to limit the risk of a fall.	- Everyone involved in working at height must be competent and adequately trained and supervised - The person(s) must use the correct equipment for the job - Protection measures including appropriate personal protective equipment Safe use of ladders and stepladders https://www.hse.gov.uk/work-at-height/ladders/index.htm https://ladderassociation.org.uk/wp-content/uploads/2021/07/LA455-Safe-Use-of-Ladders-and-Stepladders-A-brief-guide.pdf Building Regulations https://www.gov.uk/guidance/building-regulations-and-approved-documents-index Guidance to be followed for Glazing in vulnerable doors and windows.
Electricity	Physical harm to a person Fire risk	All electrical equipment purchased as new in the last two years Electrical equipment has all been purchased from a reputable supplier or auction house – has CE/UKCA mark Pat Testing has been completed and certification is available Fixed wiring installation check has been completed – certification available Regular equipment checks are conducted and recorded Maintenance records are being kept Copy of letting agreement held indicating the agent takes responsibility where applicable Warnings and instruction manuals have been made available to the guests White goods have been registered on the appliance register where applicable	The Electrical Equipment (Safety) Regulations 2016 https://www.legislation.gov.uk/ukSI/2016/1101/contents Who do the regulations apply to? The regulations apply to everyone who supplies electrical equipment in the course of their business, regardless of whether or not their business is actually the supply of electrical equipment. The regulations are particularly relevant to self-catering accommodation, as equipment in these premises may not be covered by the Electricity at Work Regulations (see the 'Hazards in the workplace' section for more details). What does safe mean? For electrical equipment to be regarded as safe, there should be no risk (or only a minimal risk) that the equipment will in any way cause death or injury to any person or domestic animal, or cause damage to property. Does electrical equipment need to be maintained? Although these regulations require electrical equipment to be safe, unlike for gas appliances there is no specific requirement for annual maintenance. The General Product Safety Regulations 2005 https://www.legislation.gov.uk/ukSI/2005/1803/contents/made These regulations are aimed at making sure that all goods supplied to consumers (new or second-hand) are safe. The regulations cover products made available to consumers for their use in the course of a delivery of a service (e.g. the provision of a hairdryer in a hotel room or self-catering cottage for the guest's own use).

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Electricity			Where a product is already subject to other existing regulations then those regulations will still apply to that product. The General Product Safety Regulations will also apply where they go further than the existing regulations. Where do the regulations apply? if you are providing serviced or self-catering accommodation. What are the regulation requirements? The essential requirements are to ensure that you supply only safe products to your guests, and take steps (where appropriate) to help ensure that a product remains safe throughout its period of use. A safe product is defined as 'any product which under normal or reasonably foreseeable conditions of use presents no risk or only the minimum risk compatible with the product's use and which is consistent with a high level of protection for consumers'. You are required to provide guests with all relevant information, warnings, and instructions for the safe operation and use of products. You are also required to keep yourself informed about possible risks. General precautions The regulations require no formal testing of products it is really just a matter of common sense and routine checking. Requirements as a 'distributor' of products As a 'distributor' of products, you are also required, 'within the limits of your activity', to participate in monitoring the safety of products that you supply and to pass on information on product risks. In practice this means: • passing on to guests information provided by producers about product risks • passing back to producers safety complaints, information and experiences on safety-related matters obtained from guests • co-operating with the authorities and others in the supply chain in taking action to avoid or remove those risks
Gas / Carbon Monoxide	Breathing difficulties Physical harm to a person Fire risk Death	All works involving gas fittings have been completed by a Gas Safe checked contractor – certification in place Annual servicing completed – certification available and the document is displayed within the property e.g. letting apartment/room Log burners fitted have HETAS certification	Installing and maintaining gas appliances Each year there are fatalities from carbon monoxide poisoning caused by poorly installed or badly maintained gas appliances and flues as well as complaints from guests about the safety of gas appliances provided in their accommodation premises. The Gas Safety (Installation and Use) Regulations 1998 are there to protect you and your guests. They supplement any responsibilities you may have under the Health and Safety at Work etc. Act 1974 https://www.legislation.gov.uk/ukpga/1974/37/contents and The Management of Health and Safety at Work Regulations 1999 https://www.legislation.gov.uk/uksi/1999/3242/contents

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Gas / Carbon Monoxide		Carbon Monoxide detectors appropriately fitted in the property for each room that has a solid fuel, oil burners etc.	Registration schemes for gas engineers The CORGI registration scheme for gas engineers was ended on 1 April 2009 and has been replaced by the Gas Safe registration scheme. It is illegal for any engineer to undertake work under The Gas Safety (Installation and Use) Regulations 1998 unless they are Gas Safe Registered for the correct type of work being carried out, i.e. Mains Gas or LPG, domestic premises vs commercial equipment. What do the gas safety regulations cover? The regulations specifically deal with the installation, maintenance and use of gas appliances and fittings and flues in domestic, residential and commercial premises. The regulations place duties on a wide range of people, including gas suppliers and those installing and working on gas equipment. The regulations include extensive duties on accommodation providers for ensuring appliances and flues in the premises they let are safely maintained and checked.
COSHH Hazardous substances / chemicals	Breathing difficulties Physical harm to a person Fire Ignition	A risk assessment has been completed in respect of chemicals and items are being correctly stored Hot tub chemicals are stored in a locked box Cleaning supplies cupboard used by the cleaning team is kept locked No chemicals are stored under the sink in the property; a child lock has been fitted where applicable The garage if accessible to guests – flammable chemicals have been removed All chemicals are kept in their original packaging with warnings clearly visible Staff have been trained and a log has been kept	COSHH – The Control of Substances Hazardous to Health Regulations 2002 https://www.hse.gov.uk/coshh/essentials/direct-advice/service-retail.htm - Chemicals must be separated when being stored to ensure that incompatible chemicals do not mix if there is a spill. - Keep the outside of containers clean and the storage area tidy. - Always keep chemicals in the original containers - Do not store liquids above solids to avoid contamination - In the event of a leak always store corrosives on spill trays - Do not store cleaning materials or bleach under the sink, this will ensure that all chemicals are out of reach of children
Furniture	Fire ignition Physical harm to a person Death	All furniture purchased new from reputable suppliers – labelling in place on soft furnishings Antique items have been reviewed All second hand items have been checked and are compliant	All new and second hand furniture within a property excluding furniture made pre 1950 must adhere to The Furniture and Furnishings (Fire) (Safety) Regulations 1988 https://www.legislation.gov.uk/uksi/1988/1324/contents/made Furniture included as below: - Domestic furniture, including children's furniture - Beds and divans (including their bases and headboards), mattresses of any size - Sofa beds, futons and other convertibles - Nursery furniture (e.g. highchairs, cots and playpens)

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Furniture			- Domestic garden furniture - Scatter cushions and seat pads - Pillows - Furniture in new caravans The regulations also apply to loose and stretch covers for furniture. The General Product Safety Regulations 2005 https://www.legislation.gov.uk/ukSI/2005/1803/contents/made General precautions The regulations require no formal testing of products and it is really just a matter of common sense and routine checking.
Blind cords	Physical harm to a child or person Death	All blinds have been correctly fitted by the contractors to meet safety regulations All blind cords sit at the correct height All blind cords have a secure fitting of double breaker	The General Product Safety Regulations 2005 https://www.legislation.gov.uk/ukSI/2005/1803/contents/made BS EN 13120:2009+A1:2014 Internal blinds. Performance requirements including safety https://www.rospa.com/rospaweb/docs/advice-services/home-safety/blind-safety-trade-assoc.pdf Changes to child safety in respect of the above place a legal obligation relating to the fitting of blinds
Legionella	Physical harm to a person Death	If the property/room(s) is not occupied and remains empty for over a week the following is carried out and the process recorded: - The whole water system was flushed for two minutes or more - The toilet was flushed, then kitchen taps and hand basin taps were run for over two minutes to let both hot and cold water pass through - The shower was flushed through - All other taps are run for two minutes - Temperature set at above 60°C	Legionella is classified as a 'hazardous substance' and you are required to undertake a risk assessment, and any subsequent remedial actions, in order to protect staff and customers. The main action requirements are: - Complete a risk assessment - Record all dates, times and actions taken to avoid legionella within the property - Make sure that any debris is not getting into the system (e.g. ensure any water tanks have a tight-fitting lid) - Make sure that the Hot Water Cylinder is set on at least 60°C - Make sure there is no redundant pipework in which water could become stagnant. - Make sure showerheads are regularly cleaned and disinfected - If you have machinery that contains water such as air conditioning units or a spa/hot tub, then special attention needs to be made to ensure that this is regularly serviced and cleaned - If you operate a property where the water system is not in regular use (e.g. a self-catering property that has long void periods or closes over winter) then additional precautions need to be undertaken to make sure that the water in the system does not

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Legionella			stagnate. If your property is going to be vacant for a significant period, you should either drain or flush the system before the guests arrive
Outside areas / Play equipment	Physical harm to a person Death	All equipment is new and has the Kitemark™ A risk assessment has been completed, Insurance cover is in place and signage relating to rules of use are provided Maintenance checks completed and recorded Area regularly checked for potential hazards	- It is recommended that a risk assessment is carried out for the outside areas/ play equipment. - Ensure the play area and play equipment is suitable for purpose - Confirm all surrounding areas to the outside areas and play equipment are safe and hazard free - Establish all the appropriate surfaces within the outside area and the play equipment are fit for purpose and safe - Confirm that the outside area and play equipment are checked on a regular basis and recorded - Ensure there is clear signage on age limitations and equipment usage - Establish if all the outdoor equipment items area covered by a warranty - Provide a maintenance checklist for the outside area and play equipment
Hot tubs	Breathing difficulties Bacterial infection Legionnaires disease	A risk assessment has been completed and submitted as documentary evidence We have a written cleaning schedule and a checklist is completed at every changeover and kept A factsheet has been created and is given to guests on arrival When not in use the tub is drained Steps checked between each let Employees trained on safe use of chemicals Provide plastic glasses for use in tub, preventing injury from glass breakages.	A risk assessment for use of a hot tub must be carried out Regular cleaning regimes of the hot tub must be maintained and recorded Filters and pumping systems must be cleaned and serviced on a regular rotation and recorded Provide a hot tub usage factsheet, information to include but not exhaustive - Where to find the shut off switch to the pump in case of an emergency - The number of people allowed in the hot tub at any one time - Children must be supervised at all times - Remove bracelets and necklaces to avoid being trapped in the pump - No diving To establish robust instructions for when the hot tub is not in use for example cover on and locked so children cannot gain access A robust cleaning regime around the hot tub to ensure the area is slip free and clear of debris that could be transferred into the hot tub Secure all hot tub chemicals in a safe locked area
Open water	Physical harm to a person Death	Open water has been made clear as a risk in all advertising material	- The area should be locked and secure when not in use - Clear signage on display with rescue and emergency arrangements - A warning sign with the water depth displayed

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Open water		Age restrictions have been put in place Life rings in place positioned every ... Fencing in place is secure with no gaps over ... with vertical slats to prevent climbing Warning signage with water depth displayed	• Lifesaving equipment must be available • The area around the open water must be level and debris free to avoid slips, trips & falls • Handrails into the open water must adhere to HSE standards
Contact with animals	Physical harm to a person Infection from bites	Guests have been made aware of all rules regarding interaction with animals with a fact sheet in place Hand washing facilities are in place and relevant PPE is supplied Accident book and first aid kit are in place If accommodation is attached to a Farm how is access to Farm equipment, chemicals, buildings, and animals etc considered Livestock showing signs of sickness/injury do not come into contact with guests	• A risk assessment must be completed • Clear directional signage to inform staff and customers of the rules and risks of contact with animals • A clear factsheet produced on the do's & don'ts whilst having contact with animals • Washing facilities need to be available with soap and paper towels (if possible, the water should be warm) • PPE must be provided if necessary • The correct liability insurance needs to be in place • A first aid kit and accident book to be available
First Aid / Accidents	Physical harm Death	A first aid kit and accident book are in place Trained First Aiders where applicable	It is best practice to have a basic first aid kit within the property. Items to include in the first aid kit: • Accident book • Different sized sterile gauze pads. • Adhesive tape. • Band-Aids (plasters) in several sizes. • Elastic bandage • Antiseptic wipes. • Antiseptic solution • Gloves Do NOT include over the counter medicines such as paracetamol Have all national & local emergency and pertinent contacts numbers available within the property

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Private Water Supply (Drinking water)	Bacteria / infection	Checks as required have been completed by the local authority	Regular flushing of the water supply should occur on a regular basis to avoid legionella. All flush through should be recorded If the water supply into the property comes from a private supply (groundwater sources, privately owned boreholes, wells, or surface water such as a spring or stream) your water supply must be supply tested by your local authority. This will be continuously monitored on an ongoing basis. Please speak to your local authority for costs and testing timings if you have a private water supply
Contact with machinery	Physical harm to a person Death	A risk assessment has been completed and all machinery is kept locked in the barn Machinery shed is clearly defined on the map supplied to guests as off limits	• A risk assessment must be completed • Remove and secure all machinery that must not be used • Have the correct liability insurance in place • Ensure all the machinery is kept well maintained and fit for purpose Farm health and safety https://www.gov.uk/guidance/farm-health-and-safety Preventing accidents to children on farms https://www.hse.gov.uk/pubns/indg472.htm