

Northstowe Town Council - RISK ASSESSMENT

Northstowe Monthly Market (Indoor & Outdoor) – The Green – Pathfinder Way

Last updated: 20th January 2025

Market Manager (MM), Northstowe Town Council

CATEGORY	RISK	Who is at Risk	SEVERITY (Low/Medium/ High = 1-2-3)	LIKELIHOOD (Low/Medium/ High = 1-2-3)	RISK (S x L)	Control Measures
ARRIVAL, UNLOCKING AND CLOSING PROCEDURE	Upon arrival, staff / manager could be attacked, or verbally abused.	Market Manager / Event Manager / Phoenix / NTC Staff / Stall Holders / Volunteers	3	1	3	<ul style="list-style-type: none"> Town Council to develop Lone Working Protocol and in this to include potential risk related to market delivery. Market Manager- Start time 08.00, along with Phoenix. Make sure phone is charged at all times. MM / Phoenix to remove themselves from any verbally abusive situations and go into the building, as long as situation is not inside. Proceed to call Town Clerk / Deputy Clerk or use WhatsApp group- “Northstowe Town Council” to communicate the situation. Call police or 999 where necessary. If situation happens in the building, MM / Staff and traders to remove themselves and leave the building, reporting situation to above contacts.

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	Door key could be lost, broken or lock could be damaged from outside.	Market Manager / Event Manager / Phoenix / NTC Staff / Stall Holders / Volunteers	2	1	2	<ul style="list-style-type: none"> MM / Phoenix are aware where the key is kept for the building and the code to access this. Spare keys are available from Cabin key holders, who live within 5 minutes from the building (to be approached by WhatsApp group "Cabin Key Holders" set up for this group). If lock is damaged, and report to the SCDC immediately if necessary by WhatsApp group "Cabin Key Holders" Town Clerk / Deputy Clerk. Lock to be replaced and new key sets provided to all current key holders.
COMMUNICATION PROTOCOLS	Market Manager / Phoenix is not able to attend Market.	Customers / Stall Holders	3	1	3	<ul style="list-style-type: none"> MM to contact NTC Officers (Town Clerk and or Deputy Clerk) if unable to attend the Market - also let Phoenix know. Phoenix to take over Market Manager responsibilities for the duration of the Market. Advise by WhatsApp Group that they will not be attending if unable to contact Town Clerk or Deputy Clerk. If key unavailable to the building- MM to advise on WhatsApp group "The Cabin Key Holders". If Building is un-alarmed- notify on the WhatsApp Group "The Cabin Key Holders".

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						<ul style="list-style-type: none"> If the Alarm goes off unexpectedly, use key fob to stop the alarm, and notify the Security Company. Number is located on the outside of the building near to the entrance and also in entrance lobby.
	Making sure that all traders, and external staff are aware of any emergency communications	Everyone	2	1	2	<ul style="list-style-type: none"> MM to communicate at each Market where the First Aid Kit is, and defibrillators and any spillages and where equipment is located in cleaning cupboards and general safety. Any issues to do with the building, leaking roofs, blocked toilets, etc to be reported to the building managers SCDC. Signs put in place to alert traders and consumers- these are located in the cleaning cupboard. Feedback also given to Town Clerk & Deputy Clerk, so this can be followed up.
EMERGENCY PROCEDURES	General emergencies e.g. fire, health emergency, crime, abuse etc.	Market Manager / Event Manager / Phoenix / NTC Staff / Stall Holders / Volunteers / Customers	3	1	3	<ul style="list-style-type: none"> In an event of emergencies contact 999, either for Ambulance, Police or Fire brigade. Comply with directions from emergency services. Quote "What3Words" location to emergency services: ///strutting.divorcing.gobblers. Inform Security of the situation. Advise SCDC by WhatsApp group "The Cabin Key Holders." Advise NTC Officers on WhatsApp or by phone call.

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	The Market Manager is unaware of procedures in place	Everyone	2	1	2	<ul style="list-style-type: none"> Remind themselves of the process of reporting of accidents or incidents and to whom. A list of Emergency Contacts, including local Police, Fire services and Medical services should be readily available on the Market Managers phone, along with a contact number for the buildings security company. Copy also to be available to event management company staff and hard copy available in a visible place in the Town Council's office (in cases where MM is not present). Quote "What3Words" location to emergency services: ///strutting.divorcing.gobblers.
	Alarm going off	Everyone	2	2	4	<ul style="list-style-type: none"> Key holders of the building are trained to switch off the fire alarm. (MM is one of the Key Holders). If alarm is genuine, refer to below protocol on 'Fire.' There is a key holder available during all market set up, market hours and pack down (MM).
	Fire	Everyone	3	1	3	<ul style="list-style-type: none"> MM to have emergency numbers in their phone and share this with Event Management Company staff. Evacuation procedures to be shared by SCDC with MM - Safe place to be

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						<p>identified and information shared with Phoenix on site.</p> <ul style="list-style-type: none"> All Fire doors to remain closed as per requirements of the building. Evacuation procedures to be shared with Phoenix and all Market Traders- Safe Place to be evacuated to is on The Green on the square. MM to contact NTC Officers (Town Clerk and or Deputy Clerk) after contacting emergency services.
	First Aid Kit not being fully equipped	Everyone	2	1	2	<ul style="list-style-type: none"> A list of items to be made for first aid kit contents - this to be checked after each Market to make sure all items are in place. Additional first aid kit is with Phoenix who is also first aid trained.
INCIDENTS AND ACCIDENTS INDOORS & OUTDOORS	An accident or an incident occurs	Everyone	2	2	4	<ul style="list-style-type: none"> All incidents and accidents to be reported to the Market Manager and written in the Accident Book. All incidents and accidents to be reviewed and appropriate action taken to avoid repetition and reported to Northstowe Town Council Clerk. A first aider is available/on call at all times - Phoenix First aid kit is available on site- MM has one and Phoenix.
	Spillage of drinks by customers or	Everyone	2	2	4	<ul style="list-style-type: none"> MM /Phoenix will monitor and be alerted to clean up any spillages as they arise.

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	market traders – risk of slips					<ul style="list-style-type: none"> Traders will be informed where cleaning cupboard is, MM and Phoenix are aware where the key is located. so they can deal with spillages immediately. MM to keep a look-out for unforeseen trip hazards and act accordingly.
	Burn due to spillage	Everyone	2	1	2	<ul style="list-style-type: none"> All traders serving hot drinks required to consider and address risks in their risk assessments. Traders must follow all applicable health and safety measures at all times.
	Personal injury, damage to vehicles	Everyone	2	2	4	<ul style="list-style-type: none"> Stallholders/operatives are requested to show due care while setting up their stalls. Stall holders to make sure all loose threads or ropes are secured Stallholders to be instructed to be mindful of the public / vehicles on site if any.
	Broken glass and other sharp materials on premises causing hazard to members of public and stall holders	Everyone	2	2	4	<ul style="list-style-type: none"> MM to inspect market area for any broken glass in advance of market. Broken glass bottles cleared up immediately and disposed of appropriately. MM to use gloves if handling broken glass.
	Injury to staff, volunteers or members of public during the event,	Everyone	3	1	3	<ul style="list-style-type: none"> MM to inform traders and volunteers and other staff where the location of First aid kit is and inform the traders that the First

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	as a result of activities carried out.					<p>Aid person on site is the staff member from the external event team.</p> <ul style="list-style-type: none"> MM to brief traders on where closest defibrillator is located (Pathfinder school external wall to the right of the building). MM to have code at hand saving anyone having to call 999 first when arriving there. Location second defibrillator at Pavilion also to be known by all.
	Electrocution	Everyone	3	1	3	<ul style="list-style-type: none"> All traders using electricity supply having identified risks in their respective risk assessments and taking precautionary measures accordingly. Traders are required to PAT test their equipment and should be added to their risk assessment. Proof of this needs to be sent through to the MM ahead of attending the Market. Traders to avoid using multi adapters. Traders to be instructed to use correctly rated circuit breakers to protect circuit. Only traders who have paid in advance may use mains electricity. Individual Plug sockets to be used inside the building, but prior permission sought from Market Manager.
LONE WORKING	Market Manager being on their own	Market Manager	3	1	3	<ul style="list-style-type: none"> MM to advise if working on their own, notify Town Clerk / Deputy Clerk so that contact can be maintained throughout

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						<p>the day to check on wellbeing of MM (hourly).</p> <ul style="list-style-type: none"> MM to notify Town Clerk / Deputy Clerk when leaving the site. If staff / Phoenix are late, MM to stay in vehicle until they arrive.
LIGHTING AND VISIBILITY	A person could trip and fall if lighting is not adequate.	Everyone	3	1	3	<ul style="list-style-type: none"> Daylight hours do not pose a risk generally. Wearing High Vis vest at all times will make MM more visible. Carry a Flashlight when required in the Winter. Report to SCDC and Greenbelt (owners of land on which market is held) if any lampposts are not working, or any new trip or other hazard on their property.
TRAINING	Staff unaware of location of first aid kit and/or defibrillator	Everyone	3	1	3	<ul style="list-style-type: none"> Market Manager and all volunteers/other officers, event management company staff and all traders need to be aware of where the defibrillator and first aid kit are located for the Market. MM to undertake first aid training and emergency procedure training.
CROWDING INDOOR & OUTDOOR	Getting too busy, preventing movement of people around the square. (Outdoor)	Everyone	2	1	2	<ul style="list-style-type: none"> Distribution of stalls should keep free the access paths to / from the square for pedestrians and vehicles. Minimum distance of 2.5m to be kept free around access paths / from to the centre of the square.

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						<ul style="list-style-type: none"> At events where higher attendance is expected, MM to be present at all times during market operation to prevent obstruction of access to / from square. Stalls to be spaced out equally in front of The Cabin, and in the Square. Market Manager and Event Management team members to wear Hi Vis vests at all times. Market Manager will co-ordinate where needed any health and safety issues that arise along with external management company staff.
	Getting too busy, preventing movement of people around the building. (Indoor)	Everyone	2	2	4	<ul style="list-style-type: none"> Market Manager(MM) & Event Management Team member to wear hi-vis vests and manage the crowd and queues in the Assembly Room. MM or Phoenix to be present all the time in the Assembly Room. Market Manager will co-ordinate where needed any health and safety issues that arise along with external management company staff.
	Exceeding capacity within the Assembly Room	Everyone	2	2	4	<ul style="list-style-type: none"> MM to monitor capacity using clickers to record numbers of people – maximum 60 attendees in the hall at any one time. Coordination with all building users as maximum capacity for building as a whole is 90 at any time.

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						<ul style="list-style-type: none"> When maximum capacity is reached, MM / Phoenix prevents customers from entering the area until customers in the hall leave (one in, one out). Have an entry door and an exit door (which is signposted) to the hall to monitor capacity and prevent the hall from being overcrowded and allow for flow of visitors in and out.
	Formation of queues around market stalls – people standing in the road area or obstructing access to/from square	Everyone	2	2	4	<ul style="list-style-type: none"> Distribution of stalls to alternate between those likely to create queues are those less likely to create queues. At events where higher attendance is expected (>10 stalls), MM to be present at all times during market operation to prevent obstruction of access to / from square resulting from queue formation. Road sign “Please drive carefully – event in progress” to be placed on both road entries of the square.
	Risk of blockages of pathways	Everyone	2	2	4	<ul style="list-style-type: none"> MM / Phoenix to monitor and arrange queues to prevent blockages of walkways and stalls. Need for signage to be considered, including possible one-way systems.
ROAD CLOSURES	Accidents to public and Market Staff	Everyone	3	1	3	<ul style="list-style-type: none"> Road going through to be closed to traffic except disability vehicles. “Road Closed” signs to be put out both ends of the road. Going through The Green.

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						<ul style="list-style-type: none"> Stall holders are informed by email in advance of the market where parking is available once unloading. Only disability vehicles are allowed to remain on site - this is requested in advance, Blue Badge to be displayed.
LOADING/ UNLOADING INDOORS & OUTDOORS	Vehicles moving into market site – risk of obstruction and delay of set-up time	Everyone	2	2	4	<ul style="list-style-type: none"> Market Manager will advise Traders where to unload, set up and park vehicles well before market operating hours to reduce the risk of injuring members of the public. Schedule times of stall holders loading when more than 6 stalls are expected. At events where higher attendance is expected (>10 stalls), MM / Event Management staff to be present at all times during set up / packing.
	Gazebos / Stall infrastructure falling off – risk of physical injury to customers / stall holders	Everyone	3	2	6	<ul style="list-style-type: none"> Traders instructed to unload, set up and park vehicles before market operating hours to reduce the risk. MM to be present at least 30 mins in advance of opening market hours.
	Electrical cable runs - Risk of trips from electrical cabling	Everyone	3	1	3	<ul style="list-style-type: none"> Stall holders instructed to use cable guard or tape if cables must run across public walkways. MM to check all cables appropriately covered in advance of market opening.

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MARKET MANAGEMENT TEAM INDOORS	Unsupervised trading	Everyone	2	2	4	<ul style="list-style-type: none"> Market lead to ensure there is at least 1 person supervising indoors (Phoenix).
STALL SET UP OUTDOORS	Traders obstructing roads / pathways	Everyone	2	2	4	<ul style="list-style-type: none"> Map of distribution of stalls to be drawn and shared with stall holders when necessary, with clear indications on placement. To make sure that all traders have their own Risk Assessments in place and are checked and updated as and when needed. Make sure no trailing cables are visible and traders who need electricity are placed near electrical outputs to minimize this. On arrival Market Manager to give all traders Work Mobile number. When new traders are taking part, MM to be present at their arrival to show their allocated pitch location. For regular traders, MM to inspect before market opening times to ensure stalls are placed according to distribution.
	Set-up / down of gazebos could lead to injury to customers / stall holders	Stall Holders / Customers	2	1	2	<ul style="list-style-type: none"> All stall holders asked to hold risk assessment, prior to trading at the market and minimise risks.

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STALL SET UP INDOORS	Blockages of the doors or pathways during stall set up	Everyone	2	2	4	<ul style="list-style-type: none"> Market tables layout is done in advance and checked on site to ensure there is no blockage of pathways. (MM) MM to make sure the distribution of stalls around the venue follows plan and ensure enough space for the flow of people and there is no blockage of pathways or doors.
	Trailing cables while setting up – risk of injury from trips	Everyone	2	2	4	<ul style="list-style-type: none"> Traders to be notified not to have trailing cables MM to make sure the cables are all well secured.
LITTER AND WASTE MANAGEMENT- INDOORS & OUTDOORS	Overflowing waste bins	Everyone	2	2	4	<ul style="list-style-type: none"> MM / Phoenix to inspect bins in the square before and after the market operating hours and take visual evidence (photos). Stall holders instructed to ensure that the area surrounding the stalls are clean and clear of any refuse at all times. Stall holders providing food or drink in the market hall should provide waste disposal facilities. Stall holders to be instructed not to use the bins on the Green. All stall holders required to take their commercial waste with them.
	Accidental or deliberate littering	Everyone	2	2	4	<ul style="list-style-type: none"> MM to ensure that all traders keep their areas clear of accidental or deliberate litter.

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						<ul style="list-style-type: none"> • Checking market areas (Hall and Outside) for any remaining litter at the end of the event and clearing up – to be done by traders. • MM to keep additional binbags in case bins on location are full and dispose of litter appropriately. • Additional Bags are located in the Cleaning Cupboard - MM knows location of keys.
DAMAGE TO PROPERTY-INDOORS & OUTDOORS	Accidental damage to furniture	Property owner	3	1	3	<ul style="list-style-type: none"> • MM to do visual inspection of street furniture before / after market and take evidence (pictures) of any damage before market operating hours. • MM working with all traders involved to ensure low risk of damage to the site during set up, delivery of event and break up activities. • MM to help any traders where needed and to prevent any accidents from happening. • Where accidents happen ensure, evidence is taken and make sure that at least two witness statements are taken e.g. from other traders; police involvement where appropriate. And updating landowners of situation as soon as possible. • Record any serious incidents in logbook.

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						<ul style="list-style-type: none"> All traders involved have their own risk assessments, identifying potential issues and how these are to be prevented – have been passed on to MM and NTC's Clerk, with copies of their public liability insurance prior to trading at the Market. All copies of Risk Assessments and Public Liability documents will be held on Files on NTC systems.
VIOLENCE / AGGRESSION INDOORS & OUTDOORS	Customers being rude to MM or traders / Traders being rude to MM or members of public / Traders being rude to each other / Customers being rude to each other	Everyone	2	2	4	<ul style="list-style-type: none"> Call for back up from other Traders around when required. MM / Traders / Event Management Staff instructed to walk away from incidents when necessary, and call police if this escalates and where appropriate. MM to report back to NTC staff of any incidents that have taken place. Incidents should be logged and details taken in the incident book. Violent / rude Traders will not be permitted to continue selling / sell at future markets.
LOST CHILDREN INDOORS & OUTDOORS	Child separated from parents or carers	Parents / Carers / Children	3	1	3	<ul style="list-style-type: none"> MM to be present and alert for any unaccompanied children and asking them where their parents or carers are. Any lost children to be brought to the MM or External Events team staff until united with their parents as per Northstowe Town Councils safeguarding policy.

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						<ul style="list-style-type: none"> MM should share their location with stallholders to assist in reuniting children with parents / carers.
ANIMALS	Monitoring of pets / domestic animals at the Market	Everyone	1	3	3	<ul style="list-style-type: none"> No pets (except Guide Dogs and Assistance Dogs) may be brought onto the site without prior permission. MM to give clear instructions to not bring the pets into the building. Signage to be hung on the wall.
CONTROLLING VEHICLES INDOORS & OUTDOORS	Some vehicles attempt to enter the market site whilst market is in attendance.	MM / Phoenix	2	2	4	<ul style="list-style-type: none"> Signs on “drive carefully – event in progress” to be placed around. MM to be present and monitor traffic. Stallholder vehicles are only permitted to be driven on site for unloading prior to Market start and for loading after Market closes.
BAD WEATHER	Member of the public could be injured by stall during windy weather conditions.	Everyone	2	2	4	<ul style="list-style-type: none"> Stallholders are requested to have sufficient weights for all weather conditions. Failing this they are requested to remove hazardous equipment. If the Wind exceeds 25mph prior to the Market, if known, traders will be asked to trade from vehicles where possible. Weather conditions will be monitored via the Met Office App 2 days before the Market date and during the Market. Conditions will be monitored and if needed the Outside Market may be cancelled- MM discretion.

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						<ul style="list-style-type: none"> MV to inspect stalls before market starts.
	A person could slip and fall during wet conditions.	Everyone	2	1	2	<ul style="list-style-type: none"> Wet floor signs placed inside the entrance of all buildings. Mopping may be required around the entrance. Traders should endeavour to read forecasts and wear appropriate footwear / clothing.
	Stalls / gazebo could become damaged from excess rainfall.	Everyone	2	1	2	<ul style="list-style-type: none"> Outdoor activities cancelled in the event of extreme rainfall – MM discretion. Weather conditions will be monitored via the Met Office App 2 days before the Market date and during the Market. Conditions will be monitored and if needed the Outside Market may be cancelled- MM discretion.
	Wet electrical equipment could lead to electrocution / fire	Everyone	3	1	3	<ul style="list-style-type: none"> Outdoor traders should use waterproof electrical where possible, and covered equipment when not.
FOOD ITEMS INDOORS & OUTDOORS	Food poisoning	Customers	2	2	4	<ul style="list-style-type: none"> All stallholders are requested to provide proof of hygiene inspection and have appropriate public liability insurance cover before trading at the Market. Food items should be adequately stored and covered according to their requirements. Traders should handle food only with clean hands / single use gloves and/or appropriate utensils.

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Allergen Exposure	Customer consumes a product containing an allergen to which they are allergic.	Customers	3	2	6	<ul style="list-style-type: none"> All stallholders are requested to ask customers about any allergies they might have and serve accordingly. All traders to have clearly identified in their own risk assessments how they deal with potential allergens and how they inform their customers.
Unauthorized Vendors	Traders not registered to be part of the market	Everyone	3	1	3	<ul style="list-style-type: none"> Market Manager to remain vigilant and wary of unfamiliar traders. If trader cannot prove their registration, take their details and ask them to leave, promptly.
COVID-19/ Flu	General	Everyone	3	1	3	<ul style="list-style-type: none"> General communication to everyone about taking necessary precautions if they feel necessary to avoid COVID-19 or Flu, such as wearing masks, regular hand washing and use of sanitising gel/wipes. Follow latest government guidelines, if applicable.