



National
Trust

Castlefield Viaduct: Phase 2 Operational Overview

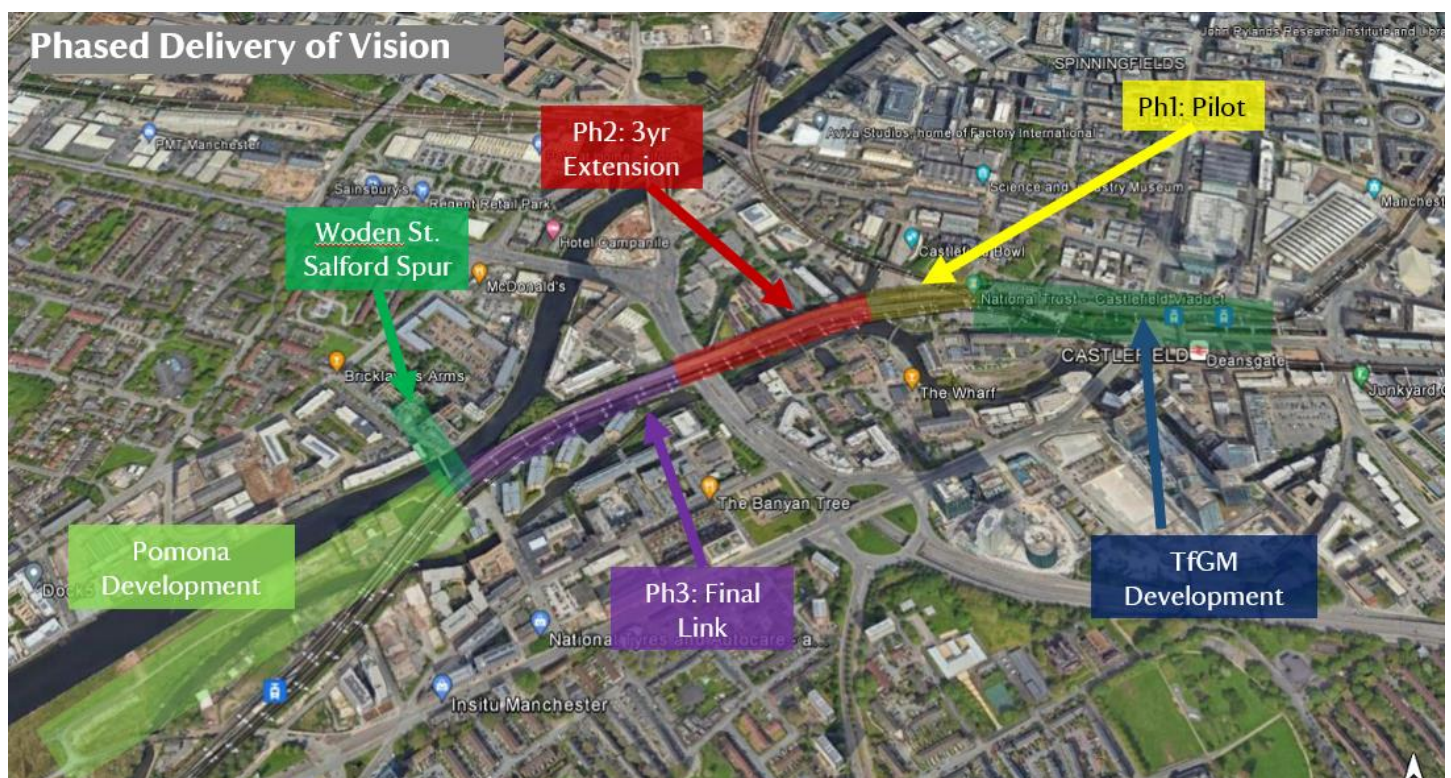
The National Trust is seeking planning permission to extend and operate Castlefield Viaduct as a 'green oasis in the sky' in Central Manchester. This operational overview covers the period from October 2024 onwards and forms part of the planning application submitted August 2024.

Headline vision

To expand the publicly accessible sky park to cover the full 330m of the historic Castlefield Viaduct structure and deliver an additional access and egress point over Mancunian way at Egerton Street (Phase 2).

Objectives

- Continue to deliver public benefit for the people of Manchester by increasing access to nature, history and beauty in an urban setting.
- Overcome the current fire capacity restrictions by delivering an additional escape route, allowing us to welcome upwards of 130k visitors per year.
- Respond to headline findings from extensive public consultation undertaken since Summer 2022 i.e. respond to audience desire to open the Viaduct permanently, to deliver a throughroute and to create multiple points of access/egress.
- Take a tangible step towards the delivery of the future 'Vision' scheme which sees the Viaduct extended further down towards Woden's Street bridge in Salford (See image below).
- Use the project to advocate and inspire others to pursue urban re-use delivering nature, horticulture, heritage, community and cultural experiences.



Operational Overview

October 2024 – Summer 2025	The 'interim' period during which Phase 1 remains open to the public and Phase 2 is constructed. We aim to keep the current scheme open for as long as possible while construction takes place.
Summer 2025 – September 2028	Phases 1 and 2 are open to the public. The National Trust will define the longer-term operational model for the period beyond September 2028 during this phase. We will continue to progress delivery of future phases of the project.

Opening Hours

Term	Period	Frequency	Hours	Events
Interim	October 2024 – Summer 2025	5 days/week (Wednesday – Sunday) (Small community groups may use the site 10am-5pm Monday and Tuesday, accompanied by NT staff)	1000-1700	Upwards of 12 per year outside of core hours
Phase 2	Summer 2025 – September 2028	Up to 7 days/week	Dawn to dusk. Initially 7hrs (Likely 1000-1700 core hours) This may increase to reflect public feedback re. Longer opening hours and available funding	Upwards of 12 per year outside of core hours

Walk ups: Visitors will not be required to pre-book their visit to the viaduct. For a period of Phase 1 visitors were required to pre-book a tour. We have operated fully free-flow since July 2024 and it is safe and manageable so this is how we will operate in future.

Community groups: The National Trust works with a number of small community groups who may use the events building outside of core hours, accompanied by staff.

Total public access: We anticipate welcoming around 80k visitors during the interim phase due to capacity restrictions caused by having one entrance/exit point. Once an additional fire escape is delivered at the Western end of the scheme, we anticipate being able to welcome upwards of 130k visitors/year.

Staffing and volunteers

Structure: The Viaduct will continue to be operated by the National Trust, following all NT policies,

processes and procedures as necessary. In the interim period it will be supported by the NT Cheshire & Wirral portfolio and managed by the General Manager for that portfolio.

Staffing: We propose to have 3 x NT staff on site during core opening hours. The likely team breakdown is as follows:

Interim Phase

VE and Ops Manager 0.2

Marketing and Comms Officer 0.4

Facilities & Support Services Coordinator 0.4

Programming support 0.2

Senior Community and Volunteers Manager 1

Senior Gardener 1

Garden Assistants* 1.7

Programming Officer 0.6

TOTAL 5.5FTE

* There are a number of Garden Assistants working on a rota system which ensures 3 staff on site at any one time.

Phase 2

The Phase 2 operating model will build upon the proposed staffing structure for the Interim phase, ensuring that we meet any evacuation requirements and fire strategy requirements. We propose to have an FTE of 6.7 but this would increase in line with increased visitor numbers/forecasting.

Volunteers: We will continue to work with volunteers to support visitor experience, operations and garden maintenance on site. Volunteers will continue to be managed by the NT staffing team on site and follow National Trust volunteer processes.

Food & Beverage: The Trust is undertaking a tender process for a third-party provider to run the F&B provision. Required licenses and food hygiene standards will be met.

Physical Infrastructure

October 2024 – June 2025

- The existing events building will remain in-situ. This will primarily function as a gathering space for visitors and will occasionally be used for events.

July 2025 – Sept 2028

- Increased garden area and path including new water storage/irrigation system, tool storage, additional composting bays.
- Modifications to the existing events building to create an accessible through route connecting Phases 1 and 2.
- Improved facilities at current entrance. Proposed container structure containing staff facilities (kitchen, office space), staff and public WCs, accessible WC and baby change.
- A new stair and lift at Egerton Street creating a secondary entrance/exit. All access gates will be locked overnight to prevent access outside opening hours.
- A temporary/flexible food and beverage unit (a coffee cart or similar)
- Increased interpretation and wayfinding for Phase 2

Services

Lighting: The Phase 1 lighting scheme will remain unchanged and the Phase 2 lighting scheme will carry through the same principles. Lighting scheme developed by Arup is available separately as part of the planning application.

Toilets: We intend to upgrade the staff and public WC facilities on site and are currently considering options for facilities which meet NT requirements in terms of accessibility and sustainability.

Signage and wayfinding

Signage installed for Phase 1 will be retained and additional wayfinding related to Phase 2 will be developed and installed to ensure consistency of approach and branding. We will provide orientation around the location of the stairs/lift at deck level at the Western end of site.

Sustainable travel

We will encourage people to travel to the site sustainably by foot, tram, train and bike. 3 secure bicycle storage units are available on the viaduct deck for 6 bikes.

Waste Management

The management of waste will be in line with the National Trust's waste management instruction. Storage, disposal, transport, and management including all relevant paperwork such as duty of care, waste transfer notes, consignment notes, and registering permitted activity is covered in the policy and will be followed on the viaduct.

With regards to the management of waste, the National Trust is committed to:

1. Complying with our legal and voluntary obligations for waste and resources
2. Using material resources more efficiently and avoiding waste by implementing circularity principles and applying the waste hierarchy - saving carbon and reducing waste disposal costs
3. Buying more sustainable and less damaging goods - that can be reused and recycled at end of life
4. Eliminating single use plastics across our operations
5. Embedding a culture of resource efficiency

The main sources of waste will be in the following areas on the viaduct:

Visitor operations: We will engage preferred contractors to manage the safe disposal of waste generated from our visitor activities. This will include visitor bins (general and recycling), sanitary waste, and waste from our food and beverage operation.

Gardens: We aim to minimise the negative environmental impact of our horticultural operations, use natural resources wisely and make our gardens more resilient to future environmental changes. As a result, garden waste on the viaduct will be small in nature as we will continue to hot compost on site and utilise the compost to nurture soil health.

Contractors: The project team have been guided by the National Trust's sustainable design tool to deliver building projects that meet our climate and environmental policy commitments. During the building phase of the project, contractors will be compliant with the legal and recommended

requirements when carrying out their waste management plans.

Visitor Journey and Access

We will continue to be led by the National Trust's 'Visitor Journey Toolkit'. The toolkit supports all NT properties to 'put people at the heart of what we do'. It outlines the standards to be met at each stage of the visitor journey including digital (pre-visit/social media), arrival points, toilets and within the garden itself. The key principle is to create a welcoming, immersive and accessible experience.

Below are some of the key standards from the toolkit. Highlighted in **bold** are the Trust's **Bronze Access Standards**. The Access standards have been developed, in line with legal compliance, to help our places work through improvements to the visitor experience for disabled people and visitors with additional needs.

Gardens

- **Provide one trail around the garden which is accessible to disabled people**
- **Ensure bins are accessible for disabled people**
- Way-markers are in place for larger gardens and are thoughtfully positioned
- Signage: content is up to date, in good condition, free from obstructions and cleaned regularly.
- No laminated signs or information sheets in visitor-facing parts of the garden.
- Areas closed for working practice or conservation are only used where necessary and accompanied by a temporary sign if the reason for closure is not obvious.
- No obvious litter in the garden due to regular litter picking.
- Paths free from obstruction, standing water and unwanted vegetation.
- All cultivated areas receive basic cyclical maintenance
- Newly planted trees are staked and tied with no weeds within tree guards. Established trees have had their stakes and ties removed.
- Picnics are encouraged at suitable places in the garden.
- All staff and volunteers are identifiable, wearing name badges and branded clothing where appropriate

Toilets

- **Provide an accessible toilet. Ideally with a full Changing Place, review existing routes to ensure they are accessible and well signposted.**
- **Baby changing facilities are available with nappy bins provided, maintained, emptied frequently and never left to overfill.**
- **Small kick steps are provided, to enable toddlers and small children to reach sinks.**
- Floors, all sanitaryware and splash zones around equipment – toilet pans, cisterns, urinals and basins are cleaned on a daily basis and maintained to a high standard throughout opening hours.
- Rubbish bins are emptied daily, exterior surfaces are clean and maintained throughout opening hours as required.
- Consumables are always available: toilet rolls, soap, hand towels (where required).
- Hand driers are all working, clean and effective.

- Main doors into toilets are clean and clearly identifiable for visitors.
- Lights are in working order.
- Doors into cubicles are clean, with functioning locks.
- Signage is up to date and neatly presented with no laminated signs in use
- Sanitary waste bins are provided, maintained, emptied frequently and never left to overfill.

Below is a snapshot of the toolkit, full document is available on request.

Gardens Our standards

How we make our visitors feel

We always ...

Create a welcoming, immersive and accessible experience where supporters feel at ease to enjoy our gardens.

Share information, our expertise and our passions about horticulture and our conservation of our historic gardens and plant collections.

Little things ...

We create acts of kindness such as showing our working and nursery areas to supporters, to help make their visit special and memorable.

What we provide for our visitors

- ☐ Decide where you can provide one trail around the garden or parkland, with paths and outdoor furniture which is accessible to disabled people (could be circular, or out/back). If you already have an existing easy access trail, confirm that the paths and outdoor furniture are still fit for purpose.
- ☐ Ensure bins are accessible for disabled people.
- ☐ Provide a map for the garden that highlights access routes and key areas to visit.
- ☐ Way-markers are in place for larger gardens and are thoughtfully positioned
- ☐ Signage: content is up to date, in good condition, free from obstructions and cleaned regularly.
- ☐ No laminated signs or information sheets in visitor-facing parts of the garden.
- ☐ Areas closed for working practice or conservation are only used where necessary and accompanied by a temporary sign if the reason for closure is not obvious.
- ☐ No obvious litter in the garden due to regular litter picking.

Cont. overleaf

What we provide for our visitors (continued)

- ☐ Paths free from obstruction, standing water and unwanted vegetation.
- ☐ All cultivated areas receive basic cyclical maintenance .
- ☐ Newly planted trees are staked and tied with no weeds within tree guards. Established trees have had their stakes and ties removed.
- ☐ Spaces are identified where families can roam and play.
- ☐ Picnics are encouraged at suitable places in the garden.
- ☐ All staff and volunteers are identifiable, wearing name badges and branded clothing where appropriate

Visitor journey 2024 | [Gardens – our standards cont.](#)



Castlefield Viaduct Phase 2: Operational Health & Safety Overview

Health and Safety Policy

The National Trust is required under the Health and Safety at Work etc. Act 1974 to produce a documented Health and Safety Policy. This is a separate document which contains the statement of commitment from the Director General and the Trust Board in relation to compliance with statutory and best practice requirements. The Policy sets out the Trust's aims for Health and Safety and an overview of people and responsibilities.

Responsibilities

We are all responsible for taking reasonable care of our own health and safety and that of others. All staff, volunteers and managers are responsible for compliance with all relevant health and safety Rulebook Instructions.

The Director General and the Executive team are collectively responsible, on behalf of the Trust Board, for the Planning, Delivery, Monitoring and Review of the Trust's approach to Health and Safety.

Senior managers (e.g., Regional Directors and Assistant Director Operations) are responsible for ensuring their managers have effectively implemented Health and Safety approaches and report significant issues and risks identified in the quarterly risk reporting process.

Managers (all people and property managers) are responsible for the implementation of this HSMS within their management portfolio. This responsibility can be described as a management process:

Insight	Identify the health and safety requirements of their team, location or property, including potential risks and hazards of activities and events.
Plan	Plan, through the process of risk assessment, for the required control measures and actions needed to minimise risks.
Do	Implement the required operational controls, competence, communication and cooperation.
Review	Monitor staff performance to ensure actions are completed on a timely basis. Periodically assess if actions have been effective at managing risks.

Project managers are responsible for Health and Safety within the scope of the project and for the consideration of health and safety statutory compliance within the Project Risk Register.

The Operational Risk team are responsible for developing the overall approach to Health and Safety which is then delivered by our staff, volunteers and managers. The role of the Operational Risk team is to assist staff, volunteers and managers to identify, understand and manage their health and safety risks and hazards effectively.

Operational Risk will provide advice and guidance on the process, people, training and tools for staff, volunteers, and managers to fulfil their health and safety responsibilities. Managers are responsible for the implementation appropriate health and safety measures at their property or location, using the process, people, training, and tools provided.

Castlefield Viaduct is a unique and complex site with a variety of Health and Safety challenges. The National Trust has been successfully and safely welcoming visitors to the Viaduct since Summer 2022. The existing site risk assessment can be found at **Appendix 1**. Extending the footprint of the scheme and creating a new stair and lift brings additional risks which we are working to understand and mitigate through liaison with specialists.

Specialists include:

- Matthew Finn, National Trust Operational Risk Business Partner
- Simon Bromley, National Trust Operational Risk Business Partner, Fire
- Ian Axford-Hawkes, National Trust Operational Risk Business Partner, Security
- Neil Unsworth, Greater Manchester Fire and Rescue Service
- Twelve Architects
- Transport for Greater Manchester
- Royal Haskoning DHV via Contaminated Land Assessments, UXO Desk study and Coal Mining Report who conducted contamination assessments for the Phase One scheme
- Urban Green Ecology assessment and safe management of flora and fauna

Identified partners:

Arup Fire Engineer
Greater Manchester Police
Counter Terrorism Security Advisors
ARUP Manchester via Structural and Mechanical, Engineering and Plumbing Advice and Assessment

The Property Risk Profile (PRP) is the key National Trust document that we will be working to complete. To do so we will be working with our Operational Risk Business Partners (ORBP), specialist consultants and external partners to identify the health and safety requirements of the operational team, location, and wider environment as we transition from Phase 1 to Phase 2. As part of this process, we will also identify the potential risks and hazards of activities and events. Working together, the ORBP, Project and operational managers and partners will then agree the actions required to manage the risks identified.

Fire

- The existing fire risk assessment and evacuation plan will be updated to reflect the extended footprint and the operation of the lift and stair.
- All staff will be trained, confident and capable in carrying out our evacuation policies and plans.
- Updates, improvements and extensions to the current system will be put in place i.e. extended signage, fire alarm systems, dry riser.
- The current fire risk assessment can be found at **Appendix 2**.
- The current fire evacuation plan can be found at **Appendix 3**.
- The current arson risk assessment can be found at **Appendix 4**.
- Arup have been commissioned to develop fire strategy for Phase 2. This is issued separately as part of the wider planning application.

Security

We have mitigated some security concerns with our design of Phase 1. These include:

- Bollards
- Retaining the current DfT-approved gate and fence
- Lockable kiosks and event space
- Retaining existing guarding
- Adding new 1110mm high security guarding along the length of the viaduct that will be publicly accessible
- Adding a raised accessible footpath with low level guarding at the perimeter to restrict access
- Ensuring security of perimeter commensurate with our entrance/ exit point

Crime Impact Assessment

A Crime Impact Assessment has been undertaken by Greater Manchester Police. The full document is provided separately. The key recommendations below will be incorporated into Phase 2 design:

- Central visitor building to be built to Secured by Design standards, covered by alarm system and entrances illuminated
- CCTV system extended into Phase 2 with sufficient illumination and good coverage of visitor building and secondary entrance/egress
- Sight lines to be well maintained
- The secondary access/egress point robustly secured when the development is closed, with full height, lockable gate at the entrance to the proposed staircase. Only essential equipment will be left on site overnight to minimise risk of vandalism.
- Policies in place for evacuation, lockdown, reporting suspicious behaviour and search procedures

Counterterrorism

We also consulted with GMP Counterterrorism team who provided the following guidance which will be incorporated in Phase 2 design and operations:

- Monitored CCTV – already in place. It is recommended this continues into Phase 2.
- Appropriate lighting should be considered, especially if the site is open during the evening or darker/winter months. This should complement any CCTV installed.
- The large planter at the entrance, although not a rated product is substantial, and would offer some physical protection, and visual deterrence. This creates a chicane into the site. Once within the site, there are further large planters and design features which would make it difficult for a vehicle to continue across the viaduct.
- The site in its current form only has one exit/entry location – we'd advise that a secondary exit/entrance point is required. We know this is already being implemented in Phase 2.
- Operational plans are recommended - lockdown, evacuation, housekeeping (including that of search regimes), reporting procedures of suspicious activity. We are happy to signpost the site to the appropriate advice if required.
- Staff Training - ACT E-learning & SCan for All online training.

Site risk assessment form

Property	Castlefield Viaduct	Location	Castlefield Viaduct/Event Space/Welcome Kiosk	Ref No.	
Department	Operations	Head of Department	Kate Picker	Date	01/08/2024
Activity	Daily operations/special events				

Description:

Visitor Management

Access to Viaduct will be by flexible walk up within our opening times. Opening times are 10.30am – 5pm every day.

Visitor numbers capped at 50 in total on the Viaduct at any one time.

All visitors are spoken to on arrival and reminded that there is a single entrance/exit and there is no smoking or vaping onsite.

Daily site checklist carried out.

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
Fall from Height	Visitors. Staff and volunteers. Trespassers Contractors	Physical precautions Contractors to be informed of site risks in advance of work being carried out. Exchange of information procedures followed Contracts issued will fall under established National Trust procedures and dependencies. Parapets installed along the length of the visitor route, height of parapet complies with building regulation 1100mm. Planters not designed for climbing; no encouragement to climb planters; designed away from parapet or parapet raised to remove climbing risk	Severity of hazard : Extreme Likelihood of event : Remote Adequacy of controls : Good	

Site risk assessment form

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
		Central building designed away from edge of viaduct to reduce climbing risk and in a way that prevents roof access. Access to Viaduct threshold staffed at all times. Current vertical ladders to cross beams isolated		
Contaminated Land	Members of the Public. Staff and volunteers. Trespassers Contractors	Physical precautions. Soil known to be contaminated with variety of substances accumulated over decades of railway operation Visitors to use central walkway; visitors kept away from 'naked Viaduct' area – delineated with knee-height chain barrier Contaminated land report commissioned and received. Contractors to be informed of site risks in advance of work being carried out - Areas of staff and visitor access covered by accessible, uncontaminated surfaced pathway. Areas of access demarcated by low-level fencing Staff to be wear appropriate foot-ware. Hand sanitising facility available.	Severity of hazard : Moderate Likelihood of event : Remote Adequacy of controls : Good	
Fire on Viaduct	Members of the Public. Staff and volunteers. Trespassers Contractors	Options around additional egress explored. Arson: unauthorised access deterred by CCTV; fire detection installed; site secured with fencing and gates out of hours; Security lighting provision No smoking onsite	Severity of hazard : Severe Likelihood of event : Remote Adequacy of controls : Good	

Site risk assessment form

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
		No hot works to be carried out without permit Provision of water for firefighting To be covered by specific FRA Evacuation procedure in place Fire extinguishers in place All Duty Managers and full-time VEAs fire safety trained All staff familiarised with evacuation procedure Sweep evacuation in place Regular testing of fire alarm and fixed fire equipment.		
Security	Members of the Public. Staff and volunteers. Contractors	Crime against the person. Three staff on duty always unless private evening event with less than 20 people in which case minimum of two staff on duty. All staff issued with radios and in constant connection DM issued with mobile phone Dealing with difficult situations training. If needed security staff can be employed for evening events. Crime against property Secured by design Improved physical Barriers CCTV No cash on premises etc. Security lighting Building upon current security measures, potential areas of ingress identified and reinforced	Severity of hazard: Severe Likelihood of event: Possible Adequacy of controls: Good	

Site risk assessment form

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
		Adept Corporate Services employed as Security contractors/keyholders Lone working policy in place Emergency plan in place Clear escalation process Site checked daily for any attempted ingress. Clear policy in place around trespass and resolution.(Call the police) Regular security reviews Membership of CityCo – links to city wide monitoring/reporting Suspicious Person/Suspicious Package SOPs in place All Duty Managers and VEAs trained in Action Counters Terrorism in accordance with Martyn's Law		
Electric Shock	Members of the Public. Staff and volunteers. Trespassers Contractors	All services provided by qualified contractors in Line with NT policy. Parapet raised to prevent visitor contact with electric lines on train track below No access to parapet over train lines. All equipment PAT tested annually.	Severity of hazard : Severe Likelihood of event : Remote Adequacy of controls : Good	

Site risk assessment form

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
Staff & Volunteer safety	Staff & Volunteers	Sunstroke/ Hypothermia etc. PPE available for all staff (coats, hats, sunhats) Coats & hats available for all volunteers Sunblock available for all staff Shelter within kiosk/event building available for staff in between tours. Large parasol to provide shade for staff at entry area. Air conditioning in main event building. All Duty Managers and full-time VEAs First Aid trained Critical Injury Kit available Access to defibrillator via Metrolink/Science and Industry Museum Security/ Lone working All staff trained in use of and provided with Radios. All staff aware of emergency plans and procedures All staff aware to sign in and out. Any staff lone working on the Viaduct to inform the team or their line manager, via WhatsApp or phone call, of their arrival and departure time from the Viaduct. If no contact at departure time, team to try for 30 minutes to establish contact. If no contact made then	Severity of hazard : Serious Likelihood of event : Possible Adequacy of controls : Good	

Site risk assessment form

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
		member/s of team to go to Viaduct to check.		
Slips Trips Falls	Severity of hazard : High Likelihood of event : Low Adequacy of controls : Good	Accessible and level pathway installed. All pathways bonded surfaces/millboard Restricted/prohibited areas subject to different surface treatments Daily checklist for any damage or disturbance to the walkway. Lighting available for evening visits Welcome briefing for visitors before each tour or on arrival for walk up visitors. Leaves/debris to be swept immediately. Wet floor signs provided after cleaning/water ingress Sensible footwear policy in place for staff. Cones and tape available to prevent visitors accessing any areas of damage before they are repaired.	Severity of hazard : Serious Likelihood of event : Remote Adequacy of controls : Good	
Fall of debris from overhead braces		All overhead braces checked by Arup on 31 August 2023 and areas of wear removed by Historic Railways on 1 September 2023. Staff to carry out visual check of overhead areas as part of daily visual check of visitor areas.	Severity of hazard : Severe Likelihood of event : Possible Adequacy of controls : Good	

Site risk assessment form

Nature of hazard	Groups at risk	Current precautions	Estimation of risk	Potential additional precautions
		Any issues reported to Operations Manager to escalate as appropriate. Cones and hazard tape available to prevent visitors accessing areas. Inspections to be carried out by Richard Nicoll Senior National Consultant - Civil & Structural Engineering.		

Assessment carried out by	Kate Picker	Job title	Operations and Experience Manager
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NATIONAL TRUST

BUILDING NAME Castlefield Viaduct

NATIONAL TRUST – SIMPLE BUILDINGS FIRE RISK ASSESSMENT

Name of 'Responsible Person'	Kate Picker	(Not to be used for 'sleeping' risks)	
Manager with day to day responsibility (for fire safety)	Duty Managers: Kate Picker; Max Malone; Matt Holmes, Beth Talbot; Amy Prosser; Kate Campbell-Payne; Nancy Scheerhout; Kelda Savage		
Building Name	Castlefield Viaduct	Building Use:	Daily visits; special events; office space; welfare space
Address	Castlefield Viaduct	Construction:	Viaduct
Town	Manchester		
County	Greater Manchester	No. of Floors:	1 Approx Size 150.8m x 12.6m = 1900m ²
Postcode	M3 4PU		

Surveyed By (include telephone No)	Kate Picker/Amy Prosser 07584224931	Surveyed - Date	26/02/2024
Review Timescale (based on risk)	FRA - One, two or three year period:- 29/08/2024		<i>N.B. To be reviewed regularly, if no longer valid, or when significant changes occur*</i>
<i>Fire related documentation must be completed at the recommended frequency (weekly, monthly annually) in addition to the FRA review.</i>			

**The FRA is a dynamic 'live' document and must be reviewed on a regular basis particularly if there have been significant changes so that it is kept up to date. Managers are to ensure that a regular review of the fire risk assessment and fire safety arrangements for the premises are carried out.*

Report Date	26/03/2024	
Name of person completing report (nominated Person)	Amy Prosser	Signature A. Prosser
Signature of Line Manager/GM/PM	Kate Picker	Date 26/04/2024
Sent to ORBP	Date	

On completion of this FRA, a copy is to be sent to the Operational Risk Business Partner (ORBP) where it will be forwarded and held centrally for quality control purposes

CONTENTS

METHOD (COMPLETION OF THIS FIRE RISK ASSESSMENT) - ***Do not use for sleeping accommodation***

PART 1: THE ASSESSMENT OF HAZARDS AND RISKS

PART 2: IDENTIFYING PEOPLE AT RISK

PART 3: FIRE SAFETY SYSTEMS AND EQUIPMENT

PART 4: FIRE SAFETY MANAGEMENT

PART 5: THE FIRE RISK ASSESSMENT ACTION PLAN A

PART 6: MONITOR AND REVIEW – ACTION PLAN B (REVIEW)

APPENDIX 1: PLANS

METHOD

(A set of building plans may be useful to your survey. If there are none then try and draw a single line drawing to help identify hazards and their specific locations, see also appendix 1 ***and page 26 of guidance document***).

1. Take a methodical walk around your building/area and answer the questions in Parts 1-4. Use the form on ***page 4*** to make notes as you go
2. This form will help you to identify fire hazards i.e. anything that has the potential to cause a fire, and existing control measures.
3. You may need to ask some questions directly to the managers and staff*. You may also find plan drawings of the building/area useful.
4. Make notes as you complete the survey, including any additional action that may be needed to either remove the hazard or reduce the risk to as low as is reasonably practicable. Where necessary, existing control measures should also be identified and noted.
5. Transfer any hazards, necessary actions required and priority rating (H/M/L) into the Action Plan: Part 5 (***pages 21 & 22***)
6. Action must be taken to reduce risks wherever possible, by you or your team. Risks such as combustible items too close to a heater or obstructions to an escape route or fire exit must be dealt with immediately.
7. Those items which you cannot action should be referred to the General/Property Manager who has day-to-day responsibility for the premises.

**** All references to staff include full time staff, part time staff and volunteers.***

Notes: Use this page to make notes during the premises assessment.	Fire Risk Assessment Practical Assessment Observation	
	Observations;	Actions to be taken (if any)
	<i>List significant hazards and any measures already provided to prevent fire and/or reduce fire risk</i>	<i>List all recommendations and longer term actions required</i>
1. Sources of Heat	Fire from cigarettes: no smoking on-site	'No smoking' signage to be displayed, visitors to be told no smoking or vaping on arrival.
Smoking, fires, heating, cooking, hot works etc	Wooden decking and cladding used on-site	Decking and cladding is fire retardant
2. Sources of Fuel:	Systems and equipment	Electrical systems testing 5 years – regional contract for North Electrical schematics/wiring diagram PAT testing Visual assessments of electrical items – where its recorded Commissioning certificates Dry risers As built drawings attached Fire service SSRI – their risk assessment Vegetation control Pre determined attendance – what will they bring on site if the FS need to attend Mandatory training online Fire log book – evac records Evac drill twice a year Bin store ok Travel distances – 165m Emergency lighting 6m kiosk to chairs/850mm door width Assembly point in car park Adept Security – key holders Arson risk assessment Oil filled heater for kiosk
Combustible materials, paper, furniture, flammable liquids, chemicals LPG etc.	Electrical systems testing 5 years – regional contract for North Electrical schematics/wiring diagram	
3. Sources of Oxygen:	PAT testing	
Open windows, doors, air conditioning	Visual assessments of electrical items – where its recorded	
4. Specific fire hazards:	Commissioning certificates	
4a electrical, 4b gas, 4c other heating, 4d additional hazards	Dry risers	
Part 2 – People at Risk:	As built drawings attached	
5. Who are the people at risk from fire	Fire service SSRI – their risk assessment	
Part 3 – Systems and Equipment:	Vegetation control	
6. Fire Alarms	Pre determined attendance – what will they bring on site if the FS need to attend	
7. Portable Fire Extinguishers	Mandatory training online	
8. Escape Routes & Means of Escape	Fire log book – evac records	
9. Inner Rooms	Evac drill twice a year	
10. Doors	Bin store ok	
11. Stairways	Travel distances – 165m	
12. Emergency Lighting	Emergency lighting	
13. Signs & Notices	6m kiosk to chairs/850mm door width	
Part 4 – Fire Safety Management:	Assembly point in car park	
14. Evacuation Plans	Adept Security – key holders	
15. Fire Safety Info, Instruction & Training	Arson risk assessment	
16. Fire Documentation	Oil filled heater for kiosk	
17. Emergency Water Supplies		

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Notes Page: Use this page to make additional notes

PART 1: THE ASSESSMENT OF HAZARDS AND RISKS (see pages 7-9 – guidance document)

If any of the questions below have been answered '**Yes**', a fire safety issue has been identified and may require additional control. Fire Safety issues that require additional controls must be carried forward into THE FRA ACTION PLAN – PART 5. **Existing control measures must also be noted below each question.**

N.B The Action required must be given a PRIORITY RATING (see page 10 – guidance document) in accordance with your understanding of the risk.

1. Assessment Questions - Identifying sources of Heat (see page 5 – guidance document)	Yes	No
1. Are there potential ignition sources from smokers' materials, e.g. cigarettes, lighters and matches?	☐	☒
Management Control/deficiency: <i>There is no smoking or vaping anywhere on site. This will be managed by the Visitor Experience Assistants who are checking in all visitors who have booked onto either a guided visit, entering as free flow, or groups.</i>		
2. Are there ignition sources from naked flames e.g. open fires (or log burners), candles (tapers, tea tree lights), gas or liquid fuelled open flame equipment, irons, soldering irons, BBQs, bonfires, fireworks etc	☐	☒
Management Control/deficiency: <i>No ignition sources will be permitted on the viaduct which involve a naked flame.</i>		
3. Is there evidence of 'near misses' such as scorch marks on any furniture, fittings or equipment? (Incident reports completed?)	☐	☒
Management Control/deficiency: <i>No</i>		
4. Are there ignition sources from any cooking equipment (i.e. microwaves, toasters, ovens, hobs, including hot ducting, flues and filters?).	☒	☐
Management Control/deficiency: <i>There is a domestic microwave, kettle and fridge in the kitchen area of the events building. These items are PAT tested annually, unplugged overnight (and when the property is closed). The PAT test records for these items are kept on Sharepoint. There are also instructions in the DM & VEA checklists to unplug electrical items at the end of each day.</i>		

5. Are there heat sources from electrical heaters (either portable or fixed), electric wall lights, halogen lamps, or display lighting? ☒ ☐

Management Control/deficiency: ***There is a small oil filled heater in the kiosk. This is switched on & off by the duty manager and is listed on the daily check list to ensure its switched off at the end of the day.***

6. Are there ignition sources from hot work introduced by contractors? (i.e. welding, grinding, plumbing, roofing, decorating, including machinery or plant such as engines, boilers or generators etc.) NB If 'Yes' a Hot Work Permit must be completed. ☐ ☒

Management Control/deficiency: ***Nothing currently planned but any future hot works should not take place until a hot works permit is in place. Our general approach is to avoid hot works where possible.***

2. Assessment Questions - Identifying Sources of fuel (see page 8 – guidance document)	Yes	No
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- | | | |
|--|--------------------------|-------------------------------------|
| 7. Are there combustible materials stored externally that may assist arson or vandalism? | ☐ | ☒ |
|--|--------------------------|-------------------------------------|

Management Control/deficiency: ***We currently have 2 domestic sized wheely bins located within a metal bin store. The bin store is behind our padlocked entrance gate and emptied weekly. Arson risk assessment in place.***

- | | | |
|---|-------------------------------------|--------------------------|
| 8. Are there potential sources of fuel from paper and card e.g. packaging materials, stationery, advertising material etc | ☒ | ☐ |
|---|-------------------------------------|--------------------------|

Management Control/deficiency: ***Any packaging waste is placed within the metal bin store and emptied on a weekly basis. Some paper waste is used within the hot composting bins located behind the event building.***

- | | | |
|--|-------------------------------------|--------------------------|
| 9. Are there potential sources of fuel from furniture, fixtures and fittings e.g., desks, fabric covered chairs, curtains, blinds, clothes, displays, props and scenery? | ☒ | ☐ |
|--|-------------------------------------|--------------------------|

Management Control/deficiency: ***There is a chair, desk, blinds & set of drawers located within the kiosk and metal/fabric/plastic tables and chairs within the events building. All spaces have fire detection.***

A contactless marble drop device has been added to the Viaduct. Made with exterior grade sheet product which has a Euroclass D fire rating and placed in the soundscape area of the Viaduct as approved by operational risk and placed to have no impact on fire evacuation. Unplugged overnight.

A seed vending machine has been added to the Viaduct. This is made of redwood pine for the timber frame, exterior birch-faced plywood and solid oak dowels for internal mechanism and lever. They have been coated in a flame retardant wood treatment. There is no electrical supply to this machine and it will be kept in the event space and will have no additional impact on fire evacuation.

A pump and irrigation system have been added to the Viaduct. The pump was supplied and installed by a professional organisation. The irrigation system is only used when insufficient rainwater is available.

Exhibition grade walling has been added in the event building to create a staff office/eating area. This was supplied by Flexibitions.

An additional staff and volunteer toilet has been hired from Tardis and is serviced by them weekly. The electrics to this unit were added by City Electricals who hold the electrical contract for the North region of the National Trust.

10. Are there potential sources of fuel from flammable-liquid based products e.g. petrol, paints, varnishes, thinners and adhesives? ☒ ☐

Management Control/deficiency: ***Small amount of paint and turps onsite. Kept in locked storage unit away from fire evacuation route. Contractors will be asked to remove any paints etc after completion and any refuelling of any machinery used by contractors where possible to be carried out off the viaduct.***

11. Are there potential sources of fuel from flammable chemicals e.g. certain cleaning products, photocopier chemicals, ☒ ☐

Management Control/deficiency: ***Only a small amount of domestic strength cleaning items stored within a cupboard within the events building. No photocopier chemicals stored onsite.***

12. Are there potential sources of fuel from plastics and rubber, e.g. polyurethane foam-filled furniture, polystyrene ceiling tiles, polystyrene-based display materials? ☒ ☐

Management Control/deficiency: ***All soft furniture (chairs) has been purchased brand new and comply with flammable regulations.***

13. Are there potential sources of fuel from flammable gases such as liquefied petroleum gas (LPG) / natural gas lighting? ☐ ☒

Management Control/deficiency: ***None required***

3. Assessment Questions - Identifying Sources of Oxygen (see page 9 – guidance document)

Yes

No

14. Are doors and windows left open after the working day?

☐ ☒

Management Control/deficiency: **All doors are locked at the end of each day. A locking up procedure for duty managers is in place and checklist kept within the kiosk and completed daily. Keys are kept within a locked kiosk.**

15. Are any oxygen cylinders kept on site?

☐ ☒

Management Control/deficiency: **No cylinders kept onsite**

N.B. If you have observed any situations where any of the above circumstances are likely to cause a fire and you do not have suitable management controls (i.e. could combustible materials or flammable substances come into contact with a source of ignition), the details of the hazards noted and additional control measures required must be recorded in Part 5 'Action Plan'

Other Information/ Notes/ Comments

4. Assessment Questions - Identifying Specific Fire Hazards (see page 12 – guidance document)

Yes No N/A

If any of the questions below have been answered '**No**', a fire safety issue has been identified and may require additional control. Fire Safety issues that require additional controls must be carried forward into THE FRA ACTION PLAN – PART 5. **Existing control measures must also be noted below each question.**

N.B The Action required must be given a PRIORITY RATING (see page 10 – guidance document) in accordance with your understanding of the risk

4A. Electrical Hazards

Yes No N/A

16. Has the electrical fixed wiring been tested? (See also Question 82)

☒ ☐ ☐

Management Control/deficiency: **This is a new installation for which we have commissioning certificates kept electronically within the O&M folders & property manual. 5 yearly fixed wire inspection due June 2027. Any new installations will be installed by a competent electrician and certified upon completion.**

17. Have the electrical appliances been inspected or PAT tested by a competent person? (See also Question 81)

☒ ☐ ☐

Management Control/deficiency: **All appliances are brand new and PAT testing is carried out. Includes, 5 x 2 way radios, shredder, battery powered lanterns chargers, extension cables, 70 inch TV, hoover, duty mobile phone and NT laptops, microwave, kettle, soundscape, heater, printer, till, PDQ machines x 2, tap to donate machine. All equipment except PDQ's and radios charged during the day only and serviced as appropriate. Any further electrical based equipment will be new or be PAT tested.**

18. Have you carried out a visual inspection of the general condition of all electrical equipment, extension leads, plugs & sockets? ☒ ☐ ☐

Management Control/deficiency: **Visual inspection is carried out annually with PAT test and staff are asked to regularly check electrical items when used & report any concerns.**

19. Are flexible cables (extension leads) kept to a minimum and routed to avoid damage to the cables? ☒ ☐ ☐

Management Control/deficiency: **2 leads used, both in the staff area and kept out of the visitor route and one for staff use. Both switched off at the wall at the end of the day & is included within the end of day check list.**

20. Is the number of electrical socket outlets and extension leads adequate for the amount of equipment provided? Only fused multi-way 'bar', (also known as 'gang' or 'multi-way,') adaptors are permitted, 'Block' or 'cube' types must be replaced ☒ ☐ ☐

Management Control/deficiency: **Currently adequate but is reviewed based on any new equipment needed. Only bar leads used on the property.**

21. Are all heating appliances in good condition and fixed in position at a safe distance from combustible materials? ☒ ☐ ☐

Management Control/deficiency: **Hardwired HVAC & heating system in place. Control panel located within cupboard in events building and turned off at the end of each night as part of end of day procedures. Equipment will be tested as part of the 5 year fixed wired test. Small heater in the kiosk will be PAT tested when applicable.**

4B. Gas Safety (see page 14 – guidance document) Yes No N/A

22. Have the gas boiler and gas appliances been serviced within the last 12 months by a gas engineer listed on the 'Gas Safe Register'? ☐ ☐ ☒

Management Control/deficiency: **No gas boiler onsite.**

23. Are all combustible materials kept clear of gas burning appliances? ☐ ☐ ☒

Management Control/deficiency: **No gas burning appliances onsite.**

4C. Other Heating Systems (see page 14 – guidance document) Yes No N/A

24. Has the oil fired or Bio-mass boiler installation been serviced within the last 12 months by a qualified service engineer?

☐☐☒

Management Control/deficiency: **None onsite**

25. Are all combustible materials kept clear of oil or bio fuel burning appliances?

☐☐☒

Management Control/deficiency: **None onsite**

4D. LIST ANY ADDITIONAL HAZARDS IDENTIFIED (see page 15 – guidance document)

- 26. A.
- B.
- C.

Other Information/ Notes/ Comments

Planting design includes an element of arid plants such as grasses. Chances of fire are limited but most likely would be from a deliberate act. Outdoor lighting is positioned within a number of the planters and along the first section of the viaduct and fitted with LED bulbs and all hardwired.

Kiosk building located at the entrance contains IT equipment, a printer, heater, till & CCTV monitor. Currently the building is not ventilated apart from an opening door which will need assessing and monitoring. All equipment is brand new and will be PAT tested as applicable.

Fire panel is located within this building.

PART 2: IDENTIFYING PEOPLE AT RISK (see page 15 – guidance document)

If any of the questions below have been answered '**Yes**', a fire safety issue has been identified and may require additional control. Fire Safety issues that require additional controls must be carried forward into THE FRA ACTION PLAN – PART 5 **Existing control measures must also be noted below each question.**

N.B The Action required must be given a PRIORITY RATING (see page 10 – guidance document) in accordance with your understanding of the risk.

Confirm the maximum number of persons likely to be present:-

Members of Staff:-

Volunteers:-

General Public:-

Total :-

Note – numbers are based on phase 1 designs with a single access point.

5. Assessment Questions – People at Risk (see page 15 – guidance document)

Yes No N/A

27. Are there employees, contractors or visiting staff who work alone and/or in isolated areas, e.g. staff from other locations, cleaners, and security staff?

☒ ☐ ☐

Management Control/deficiency: ***Lone working procedures included in site risk assessment. Contractors will not be onsite without NT staff present. External contracted cleaning staff enter the site either before or after the staff team have left every evening but have their own lone working procedures in place along with security staff who may attend out of hours.***

28. Are large numbers of people unfamiliar with the layout of the building likely to be present?

☒ ☐ ☐

Management Control/deficiency: ***Visitors to the property will be unfamiliar with the layout, however the linear aspect of the site means that visitors will not get lost. Staff accompany visitors on guided visits and are located along the viaduct during free flow access, staff are present at the entrance and within the event building to ensure a sweep is carried out.***

29. Are there people sleeping in the building? (I.e. tenants, holiday guests, donor family, key reps, volunteers etc.) ***If 'Yes' this form should not be used, contact your ORBP for further guidance***

☐ ☒ ☐

Management Control/deficiency: **Not applicable**

30. Are there disabled people, i.e. staff, residents, or members of the public in the building who need assistance with evacuation? (If 'Yes' see Question 31) ☒ ☐ ☐

Management Control/deficiency: **The site is level and flat and easily accessible to wheelchair users. 2 wheelchairs are available for those with restricted mobility. Staff may assist pushing wheelchairs in an evacuation if asked. All visitors will be swept up within the evacuation procedures.**

31. Are 'Personal Emergency Evacuation Plans' required to evacuate disabled people (both staff and members of the public) from the building according to their needs? (If 'yes' appropriate Evacuation Plans must be prepared) ☐ ☒ ☐

Management Control/deficiency: **No staff require a PEEP to be in place. We do not provide PEEPs for visitors, but our evacuation procedures will ensure all visitors are evacuated and they will take account of people's dignity and personal choice.**

32. Are there students/young persons in unsupervised areas? ☐ ☒ ☐

Management Control/deficiency: **Young people will be on site but they won't be unsupervised.**

33. Are there people with language difficulties who may not understand written or verbal instructions (e.g. learning difficulties, non-English speaking)? ☒ ☐ ☐

Management Control/deficiency: **Staff are present to assist with evacuation and would use easily identifiable hand gesture to encourage those who may not hear or understand the voice activated alarms.**

Other Information/ Notes/ Comments

PART 3: FIRE SAFETY SYSTEMS AND EQUIPMENT (see page 16 – guidance document)

If any of the questions below have been answered 'No', a fire safety issue has been identified and may require additional control. Fire Safety issues that require additional controls must be carried forward into THE FRA ACTION PLAN – PART 5. **Existing control measures must also be noted below each question.**

N.B The Action required must be given a PRIORITY RATING (see page 10 – guidance document) in accordance with your understanding of the risk.

FIRE ALARM, DETECTION AND WARNING

6. Assessment Questions – Systems and Equipment (see page 16 – guidance document)	Yes	No	N/A
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Describe the fire alarm system installed, (i.e. battery smoke alarms, mains operated smoke detectors, call points, fire panel etc) **ADD in the fire panel details here**

34. Can everyone in your premise/area hear the alarm/means of warning when it is tested? ☒ ☐ ☐

Management Control/deficiency: **Yes, there is a L1 system fitted (describe the panel & is it an open or closed system) within the kiosk with fire detection in the kiosk and event building with speakers located proximately every 5 meters along the viaduct. This includes a PAVA system alongside an alarm.**

35. Are there provisions for people who may not hear the alarm e.g. hearing impaired persons, people wearing hearing protection or people in locations where the alarm cannot be heard? ☒ ☐ ☐

Management Control/deficiency: **Staff will sweep the site and alert all visitors to the alarm. If the toilets are busy, the VEA upon activation will knock on the door and give them time if needed to come out at the time the viaduct is fully evacuated.**

36. Are all of the fire alarm call points in good condition? (Not broken/showing evidence of having been tampered with) ☒ ☐ ☐

Management Control/deficiency: **Weekly testing means all five call points are checked on a rota basis. Any damage defects will be reported and contractors contacted. Fire alarm serviced every six months by supplier.**

37. Is the Fire Alarm Panel operating correctly? (With no faults showing, disabled zones or signs of tampering or damage to the panel) ☒ ☐ ☐

Management Control/deficiency: **Brand new panel with 6 monthly engineers visit scheduled. Checked daily by DM for any faults and**

reset weekly when tested.

FIRE EXTINGUISHERS

7. Assessment Questions – Fire Extinguishers (see page 17 – guidance document)	Yes	No	N/A
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Type and number of extinguisher provided

38. Is the number, type and siting of extinguishers correct? ☒ ☐ ☐

Management Control/deficiency: **Churches Fire have installed new extinguishers to locations both indoors and outdoors – location & detailed plan needs attaching**

39. Are all extinguishers in their correct location (and on a dedicated 'NT coaster/base plate' or hung on a wall)? ☒ ☐ ☐

Management Control/deficiency: Yes – see plan

40. Are the extinguishers in good condition, clearly visible, not covered or obstructed and been serviced in the last 12 months? Check the label has been signed and dated (See also Question 80) ☒ ☐ ☐

Management Control/deficiency: **Yes, new extinguishers fitted by Churches Fire due to be serviced annually, last serviced July 2023.**

ESCAPE ROUTES

8. Assessment Questions – Escape Routes (see page 18 – guidance document)	Yes	No	N/A
Briefly describe the existing means of escape (number of escape routes, fire exits, staircases, maximum travel distance etc.) <i>There is one means of escape via the main entrance gate located at the end of the adjacent car park. All routes are one-level and step-free. The viaduct is approximately 165 meters in length from the entrance to the end of the event building and because of this we have engaged a fire engineer (Arup) to manage fire safety and evacuation in accordance with BS9999 – see separate fire engineers report.</i> <i>Travel distances do not comply with industry standards, however, the Fire Strategy (see appendix) designed by Arup sets out clear mitigation and management procedures. This includes restrictions at the entrance to ensure a clear evacuation route is kept at all times. There will be a clear 6 metre gap from the kiosk to the chairs and a clear route and minimum of 850mm gap at the main gate.</i> <i>Add from FS doc</i> <i>(see page 18 – guidance document)</i>			
41. Have all holes or gaps in fire resisting walls, ceilings and floors been properly sealed with fire resisting materials? e.g. where maintenance work has been carried out or where electrical cables/pipe work/ducting pass through them?	☒	☐	☐
Management Control/deficiency: All building are new and therefore comply with the fire strategy. Any new work carried out by contractors will only be signed off if holes are properly sealed.			
42. Are the escape routes kept clear of obstructions, combustible materials, tripping and slipping hazards at all times?	☒	☐	☐
Management Control/deficiency: Yes, the escape route is kept clear of trip hazards and obstructions. All Duty Managers are aware of the need to ensure that there is no impediment to escape.			
43. Are the escape routes kept clear of electrical items, such as photocopiers and heaters?	☒	☐	☐
Management Control/deficiency: Yes there are no electrical items located within the escape route.			
44. Are notice boards/displays kept to a minimum on escape routes?	☒	☐	☐
Management Control/deficiency: Yes, there are no notice boards on the escape route.			

INNER ROOMS

9. Assessment Questions – Inner Rooms (see page 19 – guidance document)	Yes	No	N/A
45. Do all 'inner' room situations have either a vision panel, automatic detection in the outer room, or a gap above the partition wall?	☐	☐	☒

Management Control/deficiency: ***There are no inner rooms within the property. The event building has cupboards along one side with one small room but access is restricted and a person isn't able to enter, plus the kitchen area has a screen which can closed and locked to become a separate space, however all cupboards have fire detection fitted. Partitioned area in event space has gap to ceiling and there is no door between the space and the rest of the room.***

DOORS

10. Assessment Questions – Doors (see page 20 – guidance document)	Yes	No	N/A
46. Are fire resisting doors provided to higher hazard rooms? (i.e. kitchens, store rooms, electrical intake rooms, IT rooms etc.	☒	☐	☐

Management Control/deficiency: ***Fire door fitted to small cupboard in event building. Screen fitted to kitchen area which can be closed if needed, but this is not a fire door.***

47. Are all fire doors positively self-closing and fitting tightly in the door frame?	☐	☐	☒
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Management Control/deficiency: ***No self-closing doors have been fitted***

48. Are all fire doors and door closers in a good state of repair?	☒	☐	☐
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Management Control/deficiency: ***Door into cupboard in event space***

49. Are all fire doors and final exits doors (both sides) kept clear of obstructions at all times?	☒	☐	☐
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Management Control/deficiency: ***Yes there is a minimum of 850mm fire escape route along the viaduct and at the entrance gate which is kept clear at all times.***

50. Are all fire resisting self-closing doors allowed to close effectively and not wedged open?	☐	☐	☒
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Management Control/deficiency: ***No self-closing doors present.***

51. Do all automatic door hold open/release devices close correctly when the alarm is sounded?	☐	☐	☒
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Management Control/deficiency: ***No hold open/release doors present.***

52. Can all emergency doors be easily and immediately opened by any person in an emergency, without a key or code? ☒ ☐ ☐

Management Control/deficiency: ***Padlock on main gate is outside and can be opened quickly by a member of staff in an emergency. A member of staff or security will be at the gate if any visitors or contractors are onsite.***

STAIRWAYS

11. Assessment Questions – Stairways (see page 21 – guidance document)	Yes	No	N/A
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53. Are the stairways kept clear of obstructions, combustible materials, tripping and slipping hazards at all times?	☐	☐	☒
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Management Control/deficiency: The viaduct itself has no stairs. There is a spiral staircase located outside the main entrance of the viaduct maintained by TfGM and a passenger lift opposite the entrance within the car park. The lift ownership isn't clear, however, Manchester City Council have agreed to maintain the lift. Although both are outside our control, and not essential for fire evacuation, its within our best interests in terms of access for our visitors to ensure both are maintained by reporting to relevant contacts.

54. Are the stairways kept clear of displays, wall hangings or notice boards?	☐	☐	☒
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Management Control/deficiency: ***Not applicable***

55. Are external stairways in a good, clean condition i.e. regularly maintained to avoid slipping hazards such as algae, moss, leaves or ice and are fitted with non-slip material to the treads?	☐	☐	☒
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Management Control/deficiency: ***See above***

EMERGENCY ESCAPE LIGHTING

12. Assessment Questions – Emergency Escape Lighting (see page 21 – guidance document)	Yes	No	N/A
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56. Are all escape routes suitably illuminated, especially in premises used during periods of darkness, (i.e. is the number and siting of emergency lighting sufficient? is there any street lighting or security lighting?)	☐	☒	☐
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Management Control/deficiency: ***We currently operate outside daylight hours in the winter with guided visits and evening events. Due to the temporary nature of the pilot scheme, handheld lanterns are being used as emergency lighting has not been fitted. Staff also have torches to use. It has been recommended that if the pilot is extended past July 2023, an emergency lighting scheme needs to be fitted.***

57. Are the lighting units in good condition? (i.e. not broken, dirty or damaged)	☐	☐	☒
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Management Control/deficiency: **Not application see above**

58. Is emergency lighting tested by a member of staff every month? ☐ ☐ ☒

Management Control/deficiency: **Not applicable**

SIGNS AND NOTICES

13. Assessment Questions - Signs and Notices (see page 22 – guidance document)	Yes	No	N/A
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59. Are all emergency routes and exits indicated by appropriately positioned signs? (NB. Signs may not be not required in historic buildings where escape is managed by staff and volunteers).	☒	☐	☐
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Management Control/deficiency: **Illuminated emergency exit signs are fitted on the property**

60. Are all signs in pictogram form (they can be supplemented with text, but must not be text only)?	☒	☐	☐
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Management Control/deficiency:

61. Do signs on escape routes incorporate a directional arrow?	☒	☐	☐
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Management Control/deficiency:

62. Are all the necessary signs and notices maintained so that they continue to be in good condition, legible and understood?	☒	☐	☐
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63. Management Control/deficiency: Newly fitted & will be maintained

64. Are Fire Action notices adequate and displayed in all appropriate positions?	☒	☐	☐
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Management Control/deficiency: **Located within the kiosk**

65. Do lifts have signs to warn people not to use them in the case of fire?	☐	☐	☒
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Management Control/deficiency: **Not applicable**

66. Where Evac-chairs are installed, are there signs on each floor to indicate the names and phone numbers of trained Evac-chair buddies ?	☐	☐	☒
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Management Control/deficiency: **Not applicable**

Other Information/ Notes/ Comments

PART 4: FIRE SAFETY MANAGEMENT (see page 23 – guidance document)

If any of the questions below have been answered 'No', a fire safety issue has been identified and may require additional control. Fire Safety issues that require additional controls must be carried forward into THE FRA ACTION PLAN – PART 5. **Existing control measures must also be noted below each question.**

N.B The Action required must be given a PRIORITY RATING (see page 10 – guidance document) in accordance with your understanding of the risk.

14. Assessment Questions - Emergency Evacuation Plans (see page 23 – guidance document)	Yes	No	N/A
67. Does the premise have an Emergency Evacuation Plan? (in 'Simple Buildings' this could be a correctly completed 'Fire Action Notice')	☒	☐	☐
Management Control/deficiency: Review plan – add in evac point in car park			
68. Does the plan include sufficient arrangements for the safe evacuation of people identified as being especially at risk, such as those with disabilities, lone workers and Young Persons?	☒	☐	☐
Management Control/deficiency: Yes – based on sweep procedures			
69. Have all existing staff in your building/area read the Emergency Evacuation Plan?	☒	☐	☐
Management Control/deficiency: Yes but the reviewed plan will need to be communicated			
70. Have all new staff that started work in the building/area during the last 3 months received Fire Safety Induction Training and read the Emergency Evacuation Plan?	☒	☐	☐
Management Control/deficiency: Yes			
71. Are guests, visitors, contractors, cleaners and temporary staff informed about what to do in case of fire?	☒	☐	☐
Management Control/deficiency: Contractors/cleaners lone working procedure and what do they do if the alarms go off – need to know when they are coming, sign in and go through info around if alarms go off, what they are doing, hot works etc – sheet for DM			
72. Does the Emergency Evacuation Plan include clear instructions on the action employees should take if they discover a fire?	☒	☐	☐
Management Control/deficiency: Review and update EEP			

15. Assessment Questions - Fire Safety Information, Instruction and Training (see page 23 – guidance	Yes	No	N/A
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document)			
73. Have all nominated staff received appropriate Fire Safety Awareness and Extinguisher training?	☒	☐	☐
Management Control/deficiency: Yes, all DMs to be trained in the use of extinguishers and e-learning completed.			
74. Has a fire drill been carried out in the last 12 months?	☒	☐	☐
Management Control/deficiency: Fire evacuation successfully carried out 27 July 2023 during evening event. Fire drill to be carried out Sep/Oct 2023.			
75. Are people nominated with specific responsibilities for fire safety adequately trained (e.g. Key Staff, volunteer room guides, fire risk assessors etc) are training records kept and arrangements made for replacing those staff when they leave?	☒	☐	☐
Management Control/deficiency: The two critical roles in evacuation are the Duty Manager who will take charge & Visitor Experience Assistant who act as sweeper but all are able to carry out the same procedures. Awareness of all to dial 999 in an emergency.			

16. Assessment Questions - Fire Documentation (see page 24 – guidance document)	Yes	No	N/A
Are the following fire documents present and filed in the National Trust Fire Log book and kept on site?			
76. Weekly fire alarm test records?	☒	☐	☐
Management Control/deficiency: Recorded in Fire Log, kept in welcome kiosk, regularly scanned to Sharepoint.			
77. Fire alarm annual service certificate?	☐	☐	☒
Management Control/deficiency: New system installed July 22, serviced every six months.			
78. Monthly functional test of emergency lighting?	☐	☐	☒
Management Control/deficiency:			
79. Emergency lighting annual service certificate?	☐	☐	☒
Management Control/deficiency:			
80. Monthly visual inspection of fire extinguishers? On duty manager checklist (needs adding)	☒	☐	☐
Management Control/deficiency:			
81. Annual servicing of fire extinguishers?	☐	☐	☒

Management Control/deficiency: **Newly installed July 22, serviced July 2023, via Churches Fire**

82. Portable Appliance inspection and/or Testing (PAT)?

☐	☐	☒
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Management Control/deficiency: **All equipment brand new from July 2022. PAT tested as required.**

83. Fixed electrical wiring/installation test certificate? All identified P1 or 2 defects must be remedied

☐	☐	☒
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Management Control/deficiency: **Due in July 2027**

84. Annual boiler service record?

☐	☐	☒
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Management Control/deficiency:

85. Regular fire door checks? **Checked annually, carried out July 2023**

☒	☐	☐
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Management Control/deficiency: Weekly checks to take place – when doing fire alarms & record in fire alarm testing page

17. Assessment Questions - Emergency Water Supplies (see page 24 – guidance document)
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Yes	No	N/A
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86. Is a supply of water available for Fire and Rescue Service use in an emergency?

☒	☐	☐
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Describe the type of supply available - hydrants? Public or Private? Date of last annual service? Open Water? Tank, lake, river, pond?
Amount available? Distance?

Management Control/deficiency: **Mains located on right side of entrance & dry rises installed along entire length of viaduct. Two services per year by contractors Viva Fire.**

Public hydrants

PART 5: THE FIRE RISK ASSESSMENT ACTION PLAN A (see page 25 – guidance document)

Any actions you are unable to complete yourself, e.g. broken fire door, broken emergency light, alarm not sounding, electrical appliances in poor condition, etc. must be immediately referred to the manager who has day-to-day responsibility for the premises

Send a copy of the SBFRA to the General/Property Manager. This Action Plan **must** be monitored by Management on a regular basis especially whilst there are Actions outstanding.

(Remember for any fire-related situations of imminent danger - inform the responsible manager immediately)

Actions Requiring Work from this Fire Risk Assessment

Name of person (completing this Action Plan): Amy Prosser	Date: 29/08/2023
Telephone No:	Building Area: Castlefield Viaduct

FRA Ref No.	Hazard/Risk/Deficiency	Control Measure (or Action) Required	Priority H/M/L	Person to Action	Initial (sign) on completion
7	<i>There are pallets, cardboard and paper stored adjacent to the fire exit outside. *(example only – delete if not required)</i>	<Remove all waste materials and arrange for disposal. Supply a lockable container (wheelie bin) and ensure that it is located away from the building>	H	Premises Manager	
8	<i>There is paper, paint and old boxes on the means of escape route. *(example only – delete if not required)</i>	<Remove the paper and boxes and place in the recycling storage area. Arrange for disposal of paint via the waste disposal contract. If the paint is required then store in the locked metal cabinet in the onsite workshop>	M	Office Manager	
	Keys are not in a locked cabinet	Key cabinet to be purchased and added	M	Facilities and Support Services Co-	

				Ordinator	
	Radios left charging overnight	DM's to be reminded to turn off at the wall, added to DM list if needed	H	Facilities and Support Services Co-Ordinator	
	Monthly inspection of fire extinguishers not carried out	To be added to DM checklist	M	Facilities and Support Services Co-Ordinator	
	Contractors not using signing in/out sheet	To be put in welcome kiosk and whole team reminded to use	M	Facilities and Support Services Co-Ordinator	

****Create additional rows if required***

PART 6: MONITOR AND REVIEW *(see page 25 – guidance document)*

All Fire risk Assessments must be subject to 'regular review' in accordance with the Regulatory Reform (Fire Safety) Order 2005. The Fire Risk Assessment (FRA) is a dynamic 'live' document and must be reviewed on a regular basis particularly if there have been significant changes, so that it is kept up to date.

Managers are to ensure that a regular review of the fire risk assessment, action plan and fire safety arrangements for the premises are carried out.

For most buildings a regular review is accepted as annually by the enforcing authority. However, for buildings where the risk from fire is low with good management controls and procedures and no (high risk) significant findings the review timescale could be less frequent (consultation with the ORBP and GM/PM will be required).

FIRE RISK ASSESSMENT ACTION PLAN B (Review) *(see page 26 – guidance document)*

Actions Still Outstanding From Previous Fire Risk Assessment (Review) – include any new risks

Name of person (completing this Review):

Date:

Telephone No:

Building Area:

IMPORTANT NOTE: HAVE THERE BEEN ANY SIGNIFICANT CHANGES *(see page 3 of guidance document)* **THAT COULD AFFECT THE FIRE RISK AND RESULT IN THE FRA TO BE REGARDED AS NO LONGER VALID**

PLEASE STATE: YES or NO

If YES, then please complete a new template taking into account the additional risk(s)

FRA Ref No.	Hazard/Risk/Deficiency	Control Measure (or Action) Required	Priorit yH/M/L	Person to Action	Initial (sign) on completion

****Create additional rows if required***

Appendix 1: Plans *(see page 24 – guidance document)*

Provide here (or insert electronically if possible) a single line drawing of the premises showing the internal arrangements, staircases, final exit doors etc....



National Trust EMERGENCY EVACUATION PLAN

Name of the Property	Castlefield Viaduct
Address of the Property	Castlefield Viaduct, Manchester M3 4PU
Specific area / location etc.	Viaduct structure
Description of the building e.g. office, house, workshop, visitor centre etc.	Viaduct, indoor Event Space, kiosk, 3 portaloos
Person Responsible for day- to- day management of property	Duty Manager
Person Responsible for fire safety	Duty Manager
Date this evacuation plan was written	14/05/2024
Name of person completing this written evacuation plan	Kate Picker
Job Title	Operations and Experience Manager
Signature	<i>K. Picker</i>

Duties and identities of staff with specific responsibilities during an evacuation e.g. the Evacuation Controller, Fire Wardens, Room Stewards, Volunteers & First Aiders etc. **(this list is not exhaustive)**

Evacuation Controllers: Max Malone; Kate Campbell-Payne; Kate Picker; Nancy Scheerhout; Kelda Savage; Beth Talbot; Amy Prosser; Matt Holmes
First Aiders: Ellie Silver; Kate Campbell-Payne; Nancy Scheerhout; Kate Picker; Kelda Savage; Beth Talbot; Amy Prosser; Matt Holmes; Max Malone; Sasha Peckham; Pam Huq; Beatriz Gonzalez; Teddy Foley; Laura Nash
Visitor Experience Assistants: Sasha Peckham; Pam Huq; Georgia Harrison; Beatriz Gonzalez; Ted Jones; Teddy Foley; Grace Buckley; Lee Decieco, Lauryn Goddard; Alice Jones; Nathaniel Stanton



Action to be taken by a person discovering a fire

Activate nearest fire call point; radio Duty Manager

Fire warning system (description of type of alarm used e.g. bells/sirens/voice alarms etc. including the location of fire alarm system panel)

Siren; voice alarm

Evacuation procedures (description of procedures to be followed)

- Duty Manager to radio all staff to confirm full site evacuation.
- Sweep 1: VEA 1 to lead Visitors from current location to Viaduct exit and ensure all Visitors leave site. VEA 1 to sweep loos and remain outside Viaduct entrance and ensure no Visitors or Volunteers return to site. VEA 1 to radio Duty Manager to confirm Sweep 1 complete.
- Sweep 2: VEA 2 to sweep Event Space if VEA 1 wasn't within this building at time of activation, between planters, and lead any remaining Visitors or Volunteers to Viaduct exit. VEA 2 to remain at Viaduct entrance and ensure no Visitors or Volunteers return to site. VEA 2 to radio Duty Manager to confirm Sweep 2 complete.
- Duty Manager to confirm a fire or false alarm
- Duty Manager to call 999 to confirm a fire or reset panel if false alarm
- All staff and Volunteers to convene at muster point at top of Castlefield staircase.

Arrangements for the safe evacuation of persons identified as being especially at risk, such as disabled people, lone workers, young persons, members of the public e.g. use of evac chairs, buddy systems, additional room stewards or volunteers for public areas etc.

Viaduct is one-level; exit is fully accessible; wheelchairs available to aid evacuation; capacity limited to 50 at all times

Location of assembly point(s)

Manchester Central car park, near to lift away from path of vehicles.

How the fire service or any other emergency services are to be called and who is responsible for doing this

Duty Manager to call 999 from duty mobile phone

Call Challenge – What are the site specific procedures for dealing with an alarm that has been raised by the automatic fire alarm system (AFA) and where the fire brigade have asked you to verify the call before they mobilise a fire engine.

Visual check for fire/smoke; site is mostly outdoors and indoor areas are glass-fronted for ease of inspection



Provision for out of hours - when fire wardens, room stewards, volunteers, evacuation controllers etc. may be unavailable, including provision for staff who work late e.g. cleaners, contractors and visitors who may be on the premises

Adept Security Services to be contacted via monitoring company for all out of hours activations. They are 24 hour key-holders for the site; Evacuation Plan available to all staff and contractors in fire log in Welcome Kiosk

Procedures for liaison with the fire service on arrival and during the evacuation (e.g. who, where, what etc).

Duty Manager to liaise with fire service at Viaduct entrance

Procedures for keeping access areas & parking for the fire and rescue service clear

Car park managed by Manchester Central – DM to contact car park security team

Arrangements for fighting fires e.g. weather staff are trained to use fire extinguishers or not

All Duty Managers to be trained in fire extinguisher use

Specific arrangements for high risk areas and how this is conveyed to the fire service upon arrival e.g. location of highly flammable substances such as oxygen, acetylene and location of electrical intakes, gas intakes and kitchens etc.

Minimal flammable substances stored on-site. Duty Manager to identify locations upon arrival of fire service.

Details of where staff training records are kept and arrangements for providing such training

Training records stored on Sharepoint/Acorn

Identification of key escape routes e.g. **Attach plans of escape routes where necessary**

Site has only one exit and one escape route (central path)

Contingency plans for when life safety systems (fire alarm) are out of order or if the building is unusable

Visitor Experience Assistants/Duty Manager to raise alarm and evacuate verbally; radio communication in place for evacuation coordination; mobile phones available in event of radio failure and for contacting fire service

SIMPLE ARSON RISK ASSESSMENT OF HERITAGE PREMISES
(ALSO SUITABLE FOR OTHER PREMISES, DERELICT AND VOID PROPERTY)

Address of building ___Castlefield Viaduct, Duke Street, Manchester_____

Type of building ___Viaduct_____ Date__26.03.2024_____

Assessment carried out by ___Kate Picker, Operations and Experience Manager

AIM

The main focus of the assessment will be for Responsible persons to use their experience and knowledge of their premises to put measures in place to prevent an Arson attack. This proforma will assist in the production of an Arson Risk Assessment for the building (including external access). The conclusions of the Arson Risk Assessment will also contribute to the reduction of unauthorised access and use of derelict buildings by persons who may be causing a disturbance or committing anti-social behaviour.

SITE CONSIDERATIONS - FOUR POINT ACTION PLAN

ONE: Deter unauthorised entry to the site

- Is there restricted access to site by means of security fencing etc? YES
- Are warning signs used? YES
- Is there a neighbourhood watch/ security patrol? NO
- Is good lighting provided? YES
- Are random security patrols carried out? NO

TWO: Prevent unauthorised access to the building (Security)

- Are alcoves and recesses gated or illuminated? N/A
- Doors and windows maintained with adequate security especially those out of view (tinned or boarded if un-occupied)? YES
- Is access to roof restricted, internal grill bars fitted to vulnerable roof lights etc? NO
- Is CCTV in use? YES

THREE: Reduce the opportunity for an arsonist to start a fire

- Have all combustibles been removed from the periphery of building? YES
- Are refuse containers in a secure compound or secured with a padlock no less than 10m from the building? YES
- Are systems in place to keep the periphery of the building free of combustibles? YES
- Are Police aware of empty property to provide visual presence when in the area? n/a

FOUR: Reduce potential for fire damage

- Where they cannot be removed are combustible items positioned clear of windows / doors should a fire occur? YES
- Is the building fitted with a fire/security alarm with an auto-dial? NO
- Are all internal doors closed at night to limit fire spread should a fire occur? YES

Photocopy and carry out assessment annually

Five: Property Location

- Is there a history of vandalism or fire setting in the area around the property? NO
- Are neighbouring properties at high risk from arson attacks or from fires? NO
- Can the property boundaries be easily breached? NO
- Is trespass a problem? NO (very few incidents, anti-climb bars added)

To reduce the risk of an arson attack any of the areas above receiving a negative response will require a control measure to be put in place. Control measures could include some of the following:

- Provide, repair or replace damaged fencing or gates
- Install intruder alarm and security lighting
- Maintain the security of the outbuildings
- Replace or re-site security and warning notices
- Ensure all rubbish and combustible materials are removed from external areas

Additional Observations/Notes:

Photocopy and carry out assessment annually

INITIAL ASSESSMENT

	Observations	Actions
1. Deter unauthorised entry to site	Anti-climb spikes on entrance gate and surrounds. CCTV warning signs CCTV in place	None
2. Prevent unauthorised access to the building	Buildings behind gate, no other access to area. Security alarm in place with security monitoring.	None
3. Reduce the opportunity for an arsonist to start a fire	All waste in area behind secured gates with anti-climb spikes. All waste bins kept away from buildings.	None
4. Reduce the potential for fire damage	Anti-fire strategy in place. All buildings and other additions to Viaduct done with fire strategy and evaluation by Arup during construction.	None
5. Property location - Is there past history or evidence of vandalism?	In central Manchester. Historical evidence of trespass but very few incidents since occupation. Anti climb spikes added to gate following recent incident	None
Have there been previous fires at the building or the immediate area?	No	None
Is there evidence of attempted entry into building by unauthorised people?	No	None
Is there evidence of Anti-social behaviour within the surrounding area?	Yes	None – property is in the city centre of Manchester which generally experiences anti-social behaviour such as grafetti

ACTION PLAN

Action/Control Measure	Responsible Person	Date for completion	Complete Y/N

Photocopy and carry out assessment annually

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Please keep a copy of this document within your NT Property Fire Log Book and ensure it is updated regularly