

Warwick Castle: Risk Assessment Form



About us

It's amazing what you can achieve in just one day away from the classroom. A school trip to Warwick Castle will challenge your pupils, fill them with enthusiasm and let them experience mediaeval history and culture first hand. Whether you spend your time at the Mill and Engine House, the river and island, the Conservatory and Peacock Garden or even the Victorian Rose Garden you will have an amazing day out.

Warwick Castle is an ideal venue for out-of-classroom learning and caters for every ability level and learning style, using a unique combination of auditory, visual and kinaesthetic learning opportunities. A trip to Warwick Castle is a mediaeval feast for all the senses.

About Merlin

Merlin Entertainments Group is the leading name in location based, family entertainment, which has seen the most successful and dynamic growth of any company in the sector over the last five years. The world's second largest visitor attraction operator, Merlin aims to deliver memorable and rewarding experiences to its 46 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and 17,000 employees.

Legal Requirements and Attraction Information

Public Liability	Warwick Castle is covered by Public Liability Insurance to the amount of £5 million. The Policy is with Marsh Insurance (Policy No UKCANC33447).
Local Enforcement Agency	Warwick District Council Environmental Health Department.
Rides Engineering / Maintenance	N/A
Food Safety and Hygiene	All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department.
Attraction Staff / Staff identification	Apart from office areas, staff wear uniforms and name badges. Please be aware that some staff will be in costume without name badges. Full criminal record checks are carried out on all staff employed at this attraction.
Security	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise.

Risk Assessment

Vehicle traffic	The attraction's grounds are closed to public vehicles though there is a requirement for movements on site of internal vehicles. Roads are clearly marked on maps and walkways provided wherever possible. There are designated drop-off points for coaches at Warwick Castle and there is no requirement for children to cross any busy public roads.
Weather protection / Sun safety	Shaded areas are provided throughout the site and some picnic areas have parasol cover. There are no general areas to shelter in bad weather other than the main Castle building or the restaurant areas.
Water	Areas of the attraction's grounds do feature water, for example the River Island. Direct access to the river is prohibited, but children or students aged 18 years or under, must be accompanied by a teacher or leader at all times during their visit.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> ✓ Handrails are provided where necessary ✓ There are no steep slopes at the castle ✓ To avoid accidents it is advised that children / students take care and do not run ✓ Floors are non stick where ever possible ✓ Care needs to be taken if the castle grounds are wet
High level areas	Supervision is required and there is no climbing on the barriers.
Reduced lighting	In the Castle Dungeon experience and the Kingmaker 1471 experience.
Enclosed spaces	Stairways of the Towers are narrow in places which could cause discomfort to some.

Attraction specific risk	As a mediaeval Castle there are many uneven, cobbled surfaces and spiral staircases of various widths.
Door entrapment	Beware of closing doors on fingers etc.
Rides	N/A
Soft play areas / Play equipment	From the end of September 2008 a play area for young children has been opened called 'The Pageant Playground' .This is a no smoking area which requires adult supervision and a list of the play Ground rules is posted at the entrance to the area. We also request that the area is not used as a meeting point before departure.
Dungeon attraction	From Easter 2009 a new attraction 'The Castle Dungeon' has opened for which there is an additional entry charge. The attraction is not suitable for young children or those of a nervous disposition. It is recommended that any child entering the attraction is over 12 years of age.

Risk Assessment 1 - Warwick Castle Attraction

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Exposure to weather.	Cold injury, heat injury, overexposure to sun.	Pupils and staff.	Consider possible weather conditions and plan appropriate programme, clothing and equipment. Plan for pupils who may not bring suitable clothing – check before departure and/or bring spares. Daily weather forecast obtained and plans adjusted accordingly. Students and teachers should dress for the changeable British weather. There is wet weather provisions inside the Castle but space may be limited, please be prepared for rain at all times and wear sensible flat footwear. There are shaded areas provided throughout the attraction for sunny weather.	Provide clear information about suitable clothing and equipment to pupils and parents. Adhere to Warwick Castle's recommendations on appropriate clothing.	Low.
Pupil lost or separated from group, inadequate supervision.	Injury, death.	Pupils.	Ensure supervising staff competent and understand their roles. Ratios in line with Education Service's policy. Plan and use suitable group control measures (for example, buddy systems, large groups split in small groups each with named leaders, identification system). Discuss itinerary and arrangements with pupils. Briefing to all on what to do if separated from group. Head counts by leaders particularly at arrival/departure points, and when separating and reforming groups. Lost children / person collection point is situated just outside the Courtyard Shop. Children should approach a member of staff if they are unsure of the location.	Plan supervision before visit and brief staff and pupils. Brief pupils on staff uniform and who to approach if lost.	Low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Illness or injury.	Illness, injury.	Pupils, staff.	At least one leader with each group first aid trained. Leaders know how to call emergency services. Pupils and parents are reminded to bring individual medication and this is securely kept. First aid and travel sickness equipment carried. Mobile phones carried if available. Emergency contacts with school/headteacher and parents arranged. There is first aider on site that will attend your needs in case of an emergency anywhere within the Castle's premises. It is operated by a dedicated first-aid team. There is also a fully equipped terrestrial ambulance for use on and off-site by the in house first responder team. The nearest hospital is 1.5 miles from the Castle.	Check first aid certificates current. Medication brought by pupils. First aid point located and limitations noted.	Low.
Special needs of specific pupils – medical, behavioural, educational.	Illness, injury.	Pupils.	Obtain information from parents. Take advice from SENCO if appropriate Make necessary arrangements for individual pupils including individual risk assessment and additional staffing as necessary.	Use recommended parental consent form.	Low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Indirect/remote supervision (includes field work, souvenir shopping, theme parks, historic sites, etc).	Injury, death.	Pupils.	Check location as suitable for this mode of supervision. Ensure pupils sufficiently briefed and competent (any individual pupils for whom indirect supervision not suitable must be directly supervised). Clear guidelines and emergency procedures set and understood. Pupils remain in pairs or groups (buddy system – each responsible for named other). Rendezvous points and times set. Pupils know how to contact staff. Staff understand they are still responsible. Parents informed and consent given.	Included in information to parents.	Medium.
Leader's own children.	Injury or death.	Pupils, other children, staff.	If staff (teachers or volunteers') families join group, pupil supervision must not be compromised. Staff children are similar age to group and supervised with pupils or separate supervision arranged.	Consider before staffing agreed.	Low.
Water.	Injury or death.	Pupils, Staff.	Areas of the attraction's grounds do feature water, for example the River Island. Direct access to the river is prohibited, but children or students aged 18 years or under, must be accompanied by a teacher or leader at all times during their visit. Suitable supervision ratios applied.	Plan supervision before visit if appropriate. Brief students on acceptable behaviour for safety.	Medium/low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Vehicle traffic within the Castle grounds.	Injury or death.	Pupils, Staff.	The attraction's grounds are closed to public vehicles though there is a requirement for movements on site of internal vehicles. Roads are clearly marked on maps and walkways provided wherever possible. There are designated drop-off points for coaches at Warwick Castle and there is no requirement for children to cross any busy public roads. There is no requirement for children to cross any busy public roads. Pedestrian walkways are provided where possible.	Keep pupils within attraction confines/ Public areas.	Low.
Slips/Trips/Falls.	Injury or death.	Pupils, Staff.	Pedestrian circulation areas within the Castle are checked regularly and are kept clear of trip hazards. Surfaces can become wet in bad weather, so care needs to be taken. Ground underfoot can be uneven. Steps/staircases are present within the Castle and handrails are provided where necessary. There are no steep slopes at the Castle. To avoid accidents it is advised that children / students take care and do not run. Floors are non stick where ever possible.	Note the presence of wet floors in bad weather. Use alternative routes (disabled access) where necessary. Care must be taken near Castle walls and near bridges.	Low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
High level areas.	Injury or death.	Pupils, Staff.	Supervision is required. Handrails are provided where necessary and fencing/ signage installed to prevent unauthorised access into areas where fall hazards may exist. Any evacuations at height will be supervised by designated competent staff utilizing appropriate fall arrest/restraint safety equipment for both themselves and visitors. There is no climbing on the barriers.	Note and obey all on-site safety procedures.	Low.
Reduced lighting.	Injury, trip/fall.	Pupils, Staff.	A few of the tour and attractions such as the Castle Dungeons and The Kingmaker Tour do use reduced lighting levels as part of the experience.	Make sure attraction is appropriate for certain individuals.	Low.
Enclosed spaces.	Discomfort/ Panic.	Pupils, Staff.	Stairways of the Towers are narrow in places which could cause discomfort to some. The Castle Dungeons does have some areas that can be defined as a confined space.	Make sure attraction is appropriate for certain individuals.	Low.
Attraction specific risk.	Injury or death.	Pupils, Staff.	As a mediaeval Castle there are many uneven, cobbled surfaces and spiral staircases of various widths. Warwick Castle also has a river running past River Island area. Care should be taken in the car parks and coach parks with regards to the movement of vehicles in the vicinity of pedestrians.	All safety restrictions must be adhered to at all times. Relevant group procedure should be applied in the car/coach park areas.	Low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Door entrapment.	Injury.	Pupils, Staff.	Beware of closing doors on fingers.	Note possible entrapment risks.	Low.
Animals on-site.	Injury, Discomfort, Panic.	Pupils, Staff.	There are peacocks on-site that will not harm guests, however guests should not go out of their way to antagonise the animals. We also have medium / large bird during our 'Birds of Prey' show.	Note and obey all on-site safety procedures and keep children supervised during attraction shows.	Low.
Soft play areas / Play equipment.	Injury or death.	Pupils, Staff.	An area within the Castle called 'The Pageant Playground' is a no smoking area which requires adult supervision and a list of the play Ground rules is posted at the entrance to the area. We also request that the area is not used as a meeting point before departure.	Select appropriate activities for individual pupils.	Low.
Dungeon Attraction.	Injury, Discomfort, Panic.	Pupils.	Our 'Castle Dungeon' is not suitable for young children or those of a nervous disposition. It is recommended that any child entering the attraction is over 10 years of age.	Consider age restriction of children under 10 before committing to the attraction. Make sure attraction is appropriate for certain individuals.	Low.

Risk Assessment 2 - Travel to Warwick Castle

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Traffic accident, coach.	Injury, death, separated from group.	Pupils, staff.	Coach meets Education Service's/authority's recommendations (see section 9 in guidelines) – hired from accredited coach company. Coaches have seat belts that staff ensure are used. Buses without seatbelts are avoided whenever possible and never used on high speed roads. Supervision within Education Service ratios. Suitable embarkation points used (for example, coach park, onto wide pavement). Close supervision and head counts during any breaks in journey and getting on and off coach.	Check chapter 7 in UK guidelines / Abroad Code of Practice for further details.	Low.
Use of private vehicles.	Injury, death.	Pupils, staff.	Driver confirms car is insured to carry pupils. Seatbelts worn at all times. Permission obtained from parents.	Check chapter 7/8 in UK guidelines / Abroad Code of Practice.	Low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
Minibus travel.	Injury, death, separated from group.	Pupils and staff.	Minibus meets 'M2' standard. Minibus driver has PCV or NCC Permit to drive (PCV licence if abroad). Driver ensures seatbelts are used. Luggage on roof does not exceed 100kg. Luggage in vehicle securely fastened and clear of aisles. If abroad, minibus and driver's hours follow EC requirements. Driver must read and follow guidelines/code of practice chapter 7. Care always taken in parking in suitable place for disembarkation. Close supervision and head counts during any breaks in journey and getting in and out of bus.	Check chapter 7/8/10 in UK guidelines/Abroad Code of Practice.	Low.
Service station and other breaks in journey.	Injury, death, left behind/ separated from group.	Pupils.	Brief pupils on: Purpose and timings of stop, and how and where to contact staff. Remain in pairs or threes (buddy system – each responsible for named other) Remind about moving traffic (driving on right abroad). Careful head count before departure.	Fully brief students and double check all headcounts.	Low.
Ferry crossing.	Injury, death, drowning, separated from group.	Pupils.	Close supervision on vehicle deck. 'Rules' established and pupils briefed, especially about open deck area (not permitted in dark or if sea is rough). Remain in pairs or threes (buddy system – each responsible for named other). Meeting point agreed throughout crossing and on docking (numbered stairway to coach deck). Careful head count before disembarkation. Planned procedure for missing pupils – for example, member of staff to leave as foot passenger.	Arrange procedures with staff and pupils before arrival at ferry.	Low.

HAZARD OBSERVED	RISK BEFORE CONTROL MEASURES	PERSONS AT RISK	CONTROL MEASURES	COMMENTS ACTIONS	RESIDUAL RISK RATING
On foot.	Injury, death.	Pupils and staff.	Work on foot planned to avoid fast roads wherever possible. Supervision on pavements, roads and especially crossing of any fast roads is pre-planned. Pupils are briefed about hazards and behaviour required.	Planning.	Medium.
Use of public transport: trains, trams, underground, bus, air travel.	Injury, death, separated from group.	Pupils and staff.	Journey is planned and assessed – key risk points identified. Careful supervision, particularly in crowded areas and entry, exit and change points with head counts. Large groups divided into small groups each with leader(s). Pupils know their group and leader(s). Emergency plan in place – pupils briefed where they are going, what to do if separated from group.	Planning.	Low.

Attraction Arrangements

Arrival arrangements	You will be immediately fast tracked through to the Admissions area upon arrival at the coach park. We try to restrict giving every pupil a map to try and save on paper, but all teachers receive a copy.
Parking	There are several car parks within walking distance of the Castle. Please visit the website for more information.
First aid	Warwick Castle has medical / first aid facilities which are operated by a dedicated team of qualified first aiders.
Emergency planning	Warwick Castle has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services, which have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	Wheelchair access is limited in certain areas of the Castle though access is provided wherever possible. However, some areas within the castle may have restricted access for safety reasons. Wheelchairs are available on a first come first serve basis.
Lost children	If a child becomes lost and unable to remember the school's pre arranged meeting point, they should approach a member of staff for help.
Unruly children	Please report the offending group to a member of staff. Groups making unnecessary noise may be spoken to by a member of staff. Ball games or similar are not permitted.

Age / height restrictions	There are no age or height restrictions. However, the Castle Dungeon may not be suitable for children under the age of 10 years.
Lockers / storage facilities	There are no locker facilities at this attraction. Visitors must retain their belongings at all times and Warwick Castle will accept no responsibility for lost or stolen items.
Eating facilities	There are several food and drink establishments within the grounds serving a variety of hot and cold meals / drinks. There are also adequate picnicking facilities within the grounds. Food and drink are not permitted in any indoor area of the Castle.
Welfare facilities	Toilet facilities are located in the Stables entrance area by the Undercroft restaurant in the main Castle building, the Conservatory and the Mill. Toilets suitable for wheelchair users are located in the Stables Courtyard and Conservatory and are equipped with emergency call alarms.
Additional costs	There are several outlets around the ground serving snacks and drinks. There are also vending machines available on site.
Attraction signposting	Warwick Castle is well sign-posted along with comprehensive detail on the Castle map. Maps are issued and available on admission.

The purpose of this document is to enable schools / groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations. The above hazards have been identified as being inherent to this attraction. Merlin Entertainments Group Ltd does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted / amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.

