

# Risk Assessment

## Legal requirements and attraction information:

- ✦ 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 following hazards have been identified as being inherent to this attraction.
- ✦ Merlin Entertainments Group does not accept liability for any omissions to this list.
- ✦ The 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.

Public Liability	Warwick Castle is covered by Public Liability Insurance to the amount of £10 million. The policy is with Chubb European Group Limited (Policy No. UKCANC33447).
Local Enforcement Agency	Warwick District Council Environmental Health Department.
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 Departments.
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.
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 summary:

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 restaurant areas.
Water	Areas of the attraction's grounds do feature water, for example, The River Island and Peacock Gardens. Direct access to the river is prohibited, and children or students aged 18 years or under, must be accompanied by a teacher or leader at all times during the visit.
Slips / Trips / Falls	The following hazards should be noted: <ul style="list-style-type: none"> <li>• Handrails are provided where feasible on stairways</li> <li>• There are areas with steep slopes at the castle therefore please adhere to any warning signage presented and supervise those in your care</li> <li>• To avoid accidents it is advised that children / students take care and do not run</li> <li>• Internal floors are non-slip wherever reasonably practicable</li> <li>• Care needs to be taken if the castle grounds are wet</li> </ul>
Vehicle Traffic	The attractions 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.
High Level Areas	Supervision is required and there is strictly no climbing on the barriers / fencing.
Reduced Lighting	In both The Castle Dungeon and inside The Kingmaker experience.
Enclosed Spaces	Stairways and some of the attractions (such as The Gaol and The Castle Dungeon) are narrow in places which could cause discomfort to some.
Attraction Specific Risk	As a medieval castle there are many uneven, cobbled surfaces and spiral staircases of various widths.
Door Entrapment	Beware of closing doors on fingers, etc.
Soft Play Areas / Play Equipment	The Maze attraction is considered 'play equipment' and is therefore subject to mandatory testing and inspection both by internal persons and 3rd party specialists.
Dungeon Attraction	The Castle Dungeon is not suitable for young children or those of a nervous disposition. It is recommended that any child entering the attraction is KS3 or above.

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## Attraction arrangements:

Arrival Arrangements	You will be immediately fast tracked through the admissions area upon arrival at the coach park. We try to restrict giving every pupil a map to save on paper but all teachers will receive a copy.
Parking	There are several car parks within a walking distance to 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 quality 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 prearranged 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 and height restrictions. However, The Castle Dungeon may not be suitable for children under 10 years of age.
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 areas 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 there is a Welfare Room located at the base of the Time Tower, and accessible by asking any member of staff. Toilets suitable for wheelchair users are located in the Stables Courtyard and are equipped with emergency call alarms.
Additional Costs	There are several outlets around the grounds 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.

## Risk Assessment – Warwick Castle attraction:

Hazard Observed	Risk	Persons at Risk	Control Measures	Actions	Risk Rating
Exposure to weather	Cold injury, heat injury or over exposure to sun	Pupils, 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. Wet weather provisions are available inside the castle, but space may be limited.	Provide clear information about suitable clothing and equipment to pupils and parents. Adhere to Warwick Castle's recommendations on appropriate clothing.	Low
Pupils lost or separated from group	Injury, death	Pupils	Ensure all supervising staff are competent and understand their roles. Adhere to adult / child ratios in line with Warwick Castle's code of conduct. Plan and use suitable group control measures (for example, buddy systems, large group split into smaller groups each with named leaders, identification systems). Discuss the itinerary and arrangements with pupils and brief to all on arrival / departure points. Children should approach a member of staff if they are lost and need to be taken to the lost child point.	Plan supervision before visit and brief staff and pupils. Brief pupils on staff uniform and who to approach if lost.	Low
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 / head teacher and parents arranged. There is a 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.	Check first aid certificates are current. Ensure medication is 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 if necessary.	Use recommended parental consent form.	Low
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
Vehicle traffic within 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.	Keep pupils within attraction / confines public areas.	Low
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 evacuation at height will be supervised by designated competent staff utilising 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
Slips / trips / falls	Injury, 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. To avoid accidents it is advised that children / students take care and do not run. Floors are non-slip where ever possible.	Note and obey all on-site safety procedures.	Low

## Risk Assessment – Warwick Castle attraction:

Hazard Observed	Risk	Persons at Risk	Control Measures	Actions	Risk Rating
Reduced lighting	Injury, trip / fall	Pupils, Staff	The Castle Dungeon and The Kingmaker tour use reduced lighting as part of the experience.	Make sure attraction is appropriate for certain individuals.	Low
Enclosed spaces	Panic	Pupils, Staff	Stairways of the Towers are narrow in places which could cause discomfort to some. The Castle Dungeon does have some areas that can be defined as a restricted space.	Make sure attraction is appropriate for certain individuals.	Low
Attraction specific risk	Injury or death	Pupils, Staff	As a medieval castle there are many uneven, cobbled surfaces and spiral staircases of various widths. Warwick Castle also has a river running past the 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
Door entrapment	Injury	Pupils, Staff	Beware of closing doors on fingers.	Possible entrapment risks.	Low
Animals on site	Injury, panic	Pupils, staff	There are peacocks on site that will not harm guests, however wild animals may react if antagonised. We also have medium / large birds during our 'Birds of Prey' show.	Note and obey all on-site safety procedures and keep children supervised during attraction shows.	Low
Dungeon attraction	Injury, panic	Pupils	The 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 before entering the attraction.	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. However, children or students ages 18 years or under must be accompanied by a teacher or leader at all times during their visit. Suitable supervision rations applied.	Plan supervision before visit if appropriate. Brief students on acceptable behaviour for safety.	Low / Medium
Indirect / remote supervision	Injury, death	Pupils	Check location is suitable for this mode of supervision. Ensure pupils sufficiently briefed and competent (any individual pupils for whom indirect supervision is 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. Parents informed and consent given.	Included in information to parents.	Medium
Traffic accident, coach	Injury, death, separated from group	Pupils, Staff	Coach provider meets school / authorities recommendations and is hired from accredited company. 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

## Risk Assessment – Warwick Castle attraction:

Hazard Observed	Risk	Persons at Risk	Control Measures	Actions	Risk Rating
Minibus travel	Injury, death, separated from group	Pupils, Staff	Minibus meets 'M2' standard. Minibus driver has PCV and NCC Permit to drive (PCV license luggage on of aisles. If abroad, minibus and driver 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, separated from group	Pupils	Brief pupils on: Purpose and timings of stop, and how / where to contact staff. Remain in pair 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 on the deck of if the sea is rough). Remain in pairs or threes (buddy system). Meeting point agreed throughout crossing and on docking (numbered stairway to coach deck). 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
Use of public transport; trains, trams, underground, bus, air, travel	Injury, death, separated from group	Pupils, 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 leaders. Pupils know their group and leaders. Emergency plan in place – pupils briefed where they are going and what to do if separated from group.	Planning.	Low
On foot	Injury, death	Pupils, Staff	Walking 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