

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	There are areas of shade around the site. There are no general areas to shelter in bad weather other than the main castle building. If seeking shelter, social distancing must be adhered to and cooperation given to Warwick Castle staff. Advice on appropriate shoes and clothing should be included in parent communications and provision made for spare clothing.
Wet Weather	Consider possible weather conditions and have an appropriate plan. 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 inside the castle is limited and care must be taken to maintain social distancing. All internal areas of the castle will be actively managed in bad weather.
Vehicle Traffic	The attractions grounds are dosed to public vehicles. where there is a requirement for movement on site of internal vehicles, such movement is marshalled by Warwick Castle team members. Roads are clearly marked on maps and walkways provided wherever possible. There is a designated drop-off point and entrance for school coaches at Warwick Castle and there is no requirement for children to cross any busy public roads.
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. In the event of an emergency, please follow the instructions of Warwick Castle team members who will direct you to an emergency evacuation point. Once gathered the school's officer will meet with you. update you of the situation discuss next steps.

COVID-19

Face Masks: In line with government guidance Warwick Castle does not require the wearing of face masks. However, we would encourage teachers to wear masks in all inside areas, including the Towers and Ramparts. We also encourage school pupil's year 7 and above to wear face masks in these areas.

Social Distancing: For the comfort of all those visiting the castle, we request that schools continue to maintain adequate social distancing whilst spending their day with us and to show sensitivity in areas that may become uncomfortably crowded and to split or stagger your group's entry into areas where necessary.

Please be aware that within our Great Hall and State Rooms, we request a maximum group size of ten students plus supervision and that these groups stagger their entrance every 3 minutes and to follow the guidance of staff. In this way we can welcome your whole group whilst avoiding uncomfortable bottlenecks.

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Attraction Specific Risk:

Slips, Trips & Falls	All areas of the castle are checked regularly and are kept clear of trip hazards. On wet days, or in the case of spillage, wet surface cones are used. Areas are closed off should they become unsafe, due to adverse weather. Stairways are equipped with bannisters and handholds. Signage is in place to warn of uneven surfaces and low doorways.
Reduced Lighting	The Kingmaker attraction and castle dungeon use reduced lighting as part of the experience. The Kingmaker is actively managed by members of the Warwick Castle team to ensure social distancing is adhered to. The castle dungeon is currently unavailable to school groups.
Castle Ramparts	School children are not permitted on the ramparts without adult supervision. Warwick Castle marshals are in place to limit entry to maintain social distancing and overcrowding. Handrails are provided where necessary and barriers and signage are in place to prevent unauthorized access into areas where fall hazards may exist. Stairways to the Towers are narrow in places which could cause discomfort to some in your party. A site pre visit is recommended.
Animals on Site	There are free roaming peacocks on site. They will not harm guests, however they may react if antagonised. Care must be taken when approaching/ photographing these birds and they must be allowed to wander as they wish. The Attraction also has a large collection of different birds of prey which are flown during the birds of prey show. This show is actively managed by show marshals and the Warwick bird handlers
Water Danger	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 below year 11 must always be supervised when on site. Warwick Castle has water safety trained marshals who are present at times of high volume close to the river. E.g. The Falconers Quest show.
Separated from Group	The Head teacher and Educational Visits Co-ordinator should ensure that the visit lead teacher has been appropriately inducted/ trained and that all staff are competent and understand their roles and safeguarding requirements. Ensure that at least one member of staff is with each group of children. Plan and use suitable group control measures (for example, buddy systems, large group split into smaller groups, each with named leaders. Ensure that all group leaders have mobile phones and have telephone number of lead teacher and The Warwick Castle school officer. Brief all group leaders on the Warwick Castle lost child procedure and ensure that children are aware that they should approach a member of Warwick Castle staff, should they become separated from their group. The Warwick Castle Safeguarding document is available to download

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Attraction Specific Risk:

Illness or Injury	There are trained first aiders on site, who will wear all appropriate PPE and will where possible encourage an injured person to self-administer. They should be called by speaking to any member of the Warwick Castle team or by telephoning the school's officer. At least one leader with each group should be first aid trained. Should an incident require the emergency services the call will be made by Warwick Castle. There is a Welfare room at Warwick Castle which can be accessed by speaking to any member of the Warwick Castle team or the Schools Officer .
Specific Needs of Specific Pupils <i>(Medical, Behavioural, Educational)</i>	In some cases, an individual care plan might require a change in Warwick Castle internal procedures. Such accommodation can be made where this does not affect the health and safety of our other guests and staff. The Warwick Castle schools officer is available to discuss and find solutions to any SEND challenges. He will contact you in advance of your visit. Please inform him of all and any requirements
Indirect/ Remote Supervision	Warwick Castle permits this type of supervision only for years 7 and above. All other year groups must be supervised according to published maximum group sizes and minimum Teacher/Student ratios. In the case of indirect supervision: Clear guidance must be given to pupils; including contact numbers, rendezvous points and time should be set. Buddy systems should be used with each student being responsible for named other.
Teacher/Adult Helper's Own Children	If staff or adult helpers' children are included in the visit, group supervision must not be compromised. Children should be of a similar age to school group and supervised with school group or separate supervision arranged.
Wheelchair Access	Wheelchair access is limited in certain areas of the castle, though access is provided where possible. Access to the ground floor of the main house is made via a wheelchair lift which must be operated by a member of the Warwick Castle team. Should you need to use it please ask any member of staff or contact the school's officer.
Drinking Water	You should ensure that children arrive with an adequate supply of drinking water. Should you need to re-fill you will find water fountains around the site

