

Risk Assessment Information for Language School Visits  
**Norwich Castle, Strangers' Hall and Museum of Norwich at the Bridewell**

Health and safety	How to manage risk	How measures to manage risk will be communicated to students and accompanying adults
<p><b>Supervision and behaviour</b></p> <p><b>Group leaders</b> are responsible for the behaviour of pupils and young people in their party and have sole responsibility during any periods of down time.</p> <p><b>Children / young people</b> are expected to have a responsible attitude and show regard for the museum, its contents and other visitors.</p>	<p>Group leaders to stay with group at all times and to supervise carefully.</p> <p>Any child who becomes separated from their group should make themselves known to a member of museum staff who will arrange to be reunited with their teacher.</p> <p>Use the museum reception desk as rendezvous point.</p>	<ul style="list-style-type: none"> <li>• Before the trip, group leaders to brief all accompanying adults, outlining what is expected of them on the visit.</li> <li>• Ensure all group leaders (and older students) have site maps and copies of any timetables for the day.</li> <li>• Brief children/young people before the visit outlining how they should behave, to stay with their group leaders and what to do if they become separated from group.</li> </ul>
<p><b>First Aid</b></p> <p>All NMS museums have trained members of staff able to provide First Aid treatment during public opening hours.</p>	<p>To contact a First Aider please ask a member of museum staff.</p> <p>Museum First Aiders have to complete an Accident Report giving details of circumstances and any injuries sustained for each incident.</p> <p>Please report any accidents or incidents during your visit to a member of staff so that they can be entered in the Accident Book.</p>	<ul style="list-style-type: none"> <li>• Brief accompanying adults on First Aid procedures.</li> </ul>

## Fire and Evacuation

An announcement or alarm will sound to alert staff and visitors of an evacuation. Museum staff will direct visitors to nearest fire exit.

Group leaders to accompany their groups via nearest fire exit to designated fire assembly point.

Group leaders to take register and report any missing people to museum staff wearing high-visibility jackets.

All NMS sites have robust evacuation procedures that conform to Norfolk County Council standards. In an evacuation please do not use any lifts. If you or anyone in your group has mobility difficulties please follow instructions given by your group leader.

- Cover fire evacuation and role of group leader procedure at the pre-trip briefing.
- Tell children before arrival to stay with their group leader if there is an evacuation and to follow instructions carefully.

### ***If you or anybody in the group has mobility difficulties:***

#### **Norwich Castle only**

1. Make a pre-trip visit to talk to staff and consider how to evacuate
2. Only 3 wheelchair users (who would need significant assistance in evacuation) are allowed above ground floor.
3. Wheelchair users who would need assistance with evacuation cannot access the balcony in the Keep.
4. If a wheelchair user would like to use the Education Room, contact our Bookings Co-ordinator on 01603 493636 before the visit to complete a personal evacuation plan to include in your school risk assessment.
5. Brief children and adults before the visit about what they should do in case of fire and evacuation.

#### **Museum of Norwich at the Bridewell only**

1. Only 2 wheelchair users (who would need significant assistance in evacuation) are allowed above ground floor.
2. Any person who cannot self transfer or have assisted transfer by teachers into an evac-chair will need to remain on ground floor level.

#### **Strangers' Hall only**

1. Strangers' Hall is completely inaccessible to people in wheelchairs.
2. People with mobility problems may find access challenging. There are steps and stairways at the entrance and within the building.

