

National Waterfront Museum

SAFETY INFORMATION TO HELP SCHOOLS PREPARE FOR SCHOOL VISITS TO AMGUEDDFA CYMRU MUSEUMS

This safety information is intended to help you prepare for a visit to The **National Waterfront Museum**. It does not replace the need for your own risk assessment specific to the needs of your group. We are unable to fill in, check or sign any sections of school risk assessments.

Our safety information outlines the control measures undertaken by the Museum to avoid or reduce risk, together with rules of conduct for visiting groups. Your risk assessment will take into account the age, ability and specific needs of your group, any risk associated with your transport or possible weather at the time of your visit, in addition to the Museum's safety information.

We recommend that teachers refer to the document 'Health and safety on educational visits' which is produced by the UK government and is available from - <https://www.gov.uk/government/publications/health-and-safety-on-educational-visits/health-and-safety-on-educational-visits>

At the end of the document we have attached extracts from the Museum's Child Protection Policy.

SAFETY STATEMENT

The National Waterfront Museum fully accepts its responsibilities under Health and Safety Legislation. A Health and Safety Policy is in place together with written risk assessments undertaken in respect of our legal duties relating to visitors coming onto our site and using our facilities.

Please be assured that the health and safety of visitors whilst on site is of our utmost concern. We have worked closely with the local authority regarding health and safety matters and want to ensure that your visit is a fun, enjoyable and learning experience.

We operate a policy for staff recruitment, training and assessment, which ensures that all staff with a responsibility for the safety and welfare of visitors/participants are qualified to undertake the duties they are assigned.

Teachers and other school staff are kindly requested to work in partnership with the National Waterfront Museum by actively supervising children within their care whilst on site.

Pupils remain the responsibility of the school throughout the visit, including lunch times.

We strongly recommend that group leaders conduct a preview visit in order to assess any potential risks for your group.

BACKGROUND

Experience	The National Waterfront Museum Swansea opened to the public on October 18 th 2005. The National Waterfront Museum is housed in spectacular fashion, in an original and listed waterfront warehouse linked to a new, ultra-modern slate and glass building. Industrial history and its impact on the lives of people in Wales
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	are brought to life through images, films, maps, words, spoken testimony and the latest sensory technology that respond to hand gestures.
Venue / Attraction Details	<p>The venue offers visitors the opportunity to experience many different aspects of how the development of industry in Wales affected the men, women and children of the communities that grew up around the centres of industry.</p> <p>In the Museum galleries they can see real artefacts and images from Wales's past, and experience a wide range of physical and IT interactives.</p> <p>The displays include 15 themes - Energy, Landscape, People, Sea, Communities, Organisations, Achievers, Money, Days Work, Networks, Coal, Land, Transformations, Metals and Made in Wales.</p> <p>We recommend that you allow up to 1 hour looking around the Museum for a general visit. Chargeable facilitated sessions are also available. The lunch room can be booked in 30 minute slots.</p>
Visitor Numbers	Annual tax year target of 235,000, of which 21,000 will come from the formal education sector.
Contact Information	<p>To book a visit for schools, please contact the Museum on 02920 573 600 or by email on learning.waterfront@museumwales.ac.uk</p> <p>If you want to discuss any special provision for Formal Education groups, please ask for the Senior Learning Officer.</p> <p>For information on the Museum or events please 'phone 02920 573 600 or visit www.museumwales.ac.uk</p> <p>If during, or after your visit you have any concerns, or experienced any problems regarding the management of the venue or health and safety of members of your party, we would welcome the opportunity to discuss these with you.</p>

GENERAL INFORMATION	
Animals/ Animals Fouling in Public Access Areas	<p>Assistance dogs accompanying visitors who are deaf or blind are most welcome. However pet dogs are not allowed in the Museum or the Museum's Courtyard Garden. Dogs are allowed on the park in front of the Museum.</p> <p>The Graft garden in the Museum courtyard has 2 beehives situated on a balcony above the garden. This is not accessible to the public but please be aware should any of your party have known allergies.</p>
Communication Systems	<p>Please note that hearing aid users should switch the setting to "T" to access the sound within the displays.</p> <p>Please let us know if you need the facilitator of a book-able session to wear a loop.</p>
Criminal History	Every member of staff has received the National Information Service (NIS) check which is designed specifically for the museum sector and is a recognised equivalent to the basic DBS check.

	<p>Learning staff and external facilitators who have regular and/or unsupervised access to children are subject to enhanced DBS checks.</p>
Emergency Evacuation	<p>Emergency evacuation procedures are in place. Museum staff are familiar with these and practise these regularly.</p> <p>In case of emergency, an alarm will sound and a recorded voice will ask you to leave the building not using the lifts. You should leave by the nearest safe exit and follow the guidance of Museum staff.</p>

Facilities for Visitors with Special Needs

The National Waterfront Museum tries to accommodate the requirements of visitors with special needs. Please contact us in advance to clarify what provision can be made for visitors with special needs.

Schools and group leaders must ensure that suitable arrangements are in place in order that appropriate supervision and assistance is available to pupils with special needs.

Our Access Guide is available on our web site www.museumwales.ac.uk or 02920 573 600.

Physical Impairment

Wheelchair access is possible throughout the Museum with access to the first floor by two lifts. One of these can take electric mobility cars.

Visual Impairment

The lighting level within the Museum galleries varies, and there are some sudden drops and increases in light levels. Please allow your eyes to adjust to the light in each area. Many of the display areas include audio presentations.

Hearing Impairment

There are hearing loops available at the front desk for the display areas. Many of the displays include IT presentations which have British sign language interpretation.

Changing Places Toilet

In addition to the Museum's standard accessible toilets, we now have a Changing Places Toilet, to accommodate people with profound and multiple learning difficulties as well as many other disabled people.

The Changing Places Toilet has enough space and the right equipment, including a height adjustable changing bench and hoist. The toilet area has room either side for carers to transfer the person from the wheelchair to the toilet. There is a privacy 4 curtain separating the toilet from the changing area.

The location of the Changing Places Toilet is in New Gallery. The Changing Places Toilet will be key controlled and can be signed out at reception.

Chill Out Room and Quiet Hour

We have a chill out room for anyone who needs some time out during their visit, for example those with autism, dementia or any other conditions. Ask at reception for access. Our gallery assistants have undertaken awareness training about autism and dementia and will strive to help those needing a little extra help to feel comfortable.

The Museum also holds a Quiet Hour every month for those who might prefer the Museum a little less crowded and noisy. Days and times vary – see website for details.

	<p>Further access information can be found here - https://museum.wales/swansea/visit/access/</p>
First Aid	If First Aid is needed please contact a member of Museum staff, who will then summon a trained first aider.
Guided Tours / Facilitator led sessions	The Museum will have assessed the risks involved in a particular activity and will verbally advise you of these and the control measures adopted.
Insurance / Public Liability	<p>The Museum has commercial insurance in place for public liability – a copy can be viewed on the Museum’s website - https://museum.wales/accountability/liability_insurance/</p>
Lost children	<p>Please note that the venue has three entrance doors so great care should be taken to keep the group together. One external door opens onto a path along the edge of South Dock which is full of water, so care should be taken when moving around the site.</p> <p>Please advise children if they become separated from their group to inform a member of Museum staff if they are lost. Should a group leader become aware that one of their group is missing, they should inform a member of Museum staff who will take appropriate action.</p>
Maximum Group Sizes / Supervision	<p>Please ensure that your pupils are supervised at all times.</p> <p>We suggest the following ratio :</p> <p>Foundation Phase (3 – 7 years old) : 1 responsible adult : 6 children</p> <p>Years 3 to 6 (7 to 11 years old) : 1 responsible adult : 10-15 children</p> <p>Years 7 onwards (11+ years old) : 1 responsible adult : 15-20 children</p> <p>Group leaders should however assess the risks and consider an appropriate safe supervision level for their group.</p>
Medical Needs	<p>The Museum should be told if any pupil is known to have any specific need or serious medical condition. We will need to consider and discuss emergency arrangements with you.</p> <p>Where it is safe to do so, we will aim to fully include pupils with specific or serious medical conditions within activities offered.</p>
Required Visitor Conduct	<p>Visitors must not</p> <ul style="list-style-type: none"> • enter areas which are not open to the public • behave in an unruly manner • touch or climb any working machinery or displays <p>The Museum reserves the right to ask groups or individuals</p>

	<p>behaving in an offensive or unreasonable manner to leave the site.</p> <p>All groups of students under the age of 16 must be supervised at all times and remain the responsibility of party leaders or supervising adults throughout their visit.</p> <p>Unsupervised groups may find that they are denied entry.</p>
Site Inspections of Venue Facilities / Areas	Museum staff conduct regular inspections of the facilities.
Site Staff Identification	<p>All Museum staff wear identification badges and can be approached if you have any worries or concerns. They will be able to help you or direct you to the appropriate place for help.</p> <p>Their uniforms are in black and red with the Waterfront Museum logo.</p> <p>Volunteer staff within the Museum wear identification badges.</p>
Vehicle Traffic	<p>Please check the website for up to date information regarding coach parking. Full charges will be applied when sessions are shortened or missed due to late arrival.</p> <p>- https://museum.wales/swansea/visit/</p> <p>Please enter the Museum via the Front Entrance which faces the city. Please report to the main desk on arrival and present your confirmation of booking.</p> <p>Controlled vehicle access is allowed into the garden.</p>
Weather Protection / Sun Safety	<p>The activities for the day will be indoors, unless you are participating in outdoor activities in our Museum garden. The car park is some way from the entrance and in the event of bad weather visitors should bring waterproofs. On warm days (if available) schools/ groups may want to use the enclosed Courtyard garden for lunch or to get a breath of fresh air. There is some shade near the building, but visitors should be aware of the need to shelter from the sun in hot weather.</p>

Welfare Facilities	<p><u>Toilets</u></p> <p>Wheelchair-accessible toilets and baby changing facilities are available on the ground (near the café and towards the rear of New Gallery) and first floor (Achievers Gallery).</p> <p>The Museum is also officially registered with the Changing Room Consortium as having a fully accessible changing room and toilet</p> <p>There are two sets of male and female toilets, one on the ground floor and another on the first floor of the old warehouse building of the Museum. In the same areas there are also toilets for disabled visitors.</p> <p><u>Eating Room</u></p> <p>You can book a 30 minute slot to use the schools' lunch room. The Courtyard Garden may also be available for you to eat lunch if the weather is fine, this cannot be booked in advance.</p> <p>Please note that no eating /drinking is allowed in the galleries.</p> <p>Chill Out Room and Quiet Hour</p> <p>We have a chill out room for anyone who needs some time out during their visit, for example those with autism, dementia or any other conditions. Ask at reception for access. Our gallery assistants have undertaken awareness training about autism and dementia and will strive to help those needing a little extra help to feel comfortable.</p> <p>The Museum also holds a Quiet Hour every month for those who might prefer the Museum a little less crowded and noisy. Days and times vary – see website for details.</p>
Museum Building	<p>Steps, sharp corners on display cases and floors that can be slippery when wet.</p> <p>Groups must be supervised at all times. Museum staff are in attendance.</p> <p><u>Location near South Dock</u></p> <p>The dock is fully operational and is full of water. One of the external doors leads onto this area.</p> <p>Groups must be aware of the location of this dock and they must be supervised at all times.</p> <p><u>People Display</u></p> <p>The beginning of the IT display includes changes between bright light and darkness. It is not a strobe effect, but the change is fairly rapid.</p> <p>Leaders should be aware of this change and undertake a risk assessment pertinent to the individual needs of their group members.</p>

	<p><u>Working Industrial Machinery</u> There are some working exhibits in the galleries. Other transport exhibits stand on plinths. None of these should be touched by visitors.</p> <p>Groups must be supervised at all times. Museum staff are in attendance.</p> <p><u>Enclosed Courtyard Garden</u> Raised beds, pergola, metal work, poly tunnel and wooden benches around the garden. There are uneven surfaces and sharp edges. Vegetables, herbs and flowers are grown here seasonally as well as a home to 2 beehives situated on a balcony above the garden. The garden can be accessed by vehicles and can have moving and stationary vehicles. Groups must be supervised at all times.</p>
Activities	<p>Groups can choose to spend time looking around the whole Museum, please aware these are teacher-led and not chargeable.</p> <p>You can also book chargeable facilitated sessions based around our collections.</p> <p>Please contact us if you would like to discuss any other potential learning opportunities, including opportunities for students with specific learning requirements.</p> <p>https://museum.wales/swansea/learning/</p>
Review	<p>This document and related safety information is updated regularly.</p>

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Child Protection Policy

Our Child Protection Policy appears on our website

https://museum.wales/about/policy/child_protection_policy/

Please read the extracts below before your visit.

Leaders/Teachers Responsibilities while visiting the Museum

We wish to ensure that children, young people and vulnerable adults are protected from harm while visiting our museums. In addition to our responsibilities, we ask that leaders/teachers of groups exercise their own responsibilities.

In particular all leaders/teachers should:

- book workshop activities and visits in advance of their visit
- ensure they supervise the children/young people in their care at all times
- in the case of an accident, contact a member of staff who will follow our Staff Emergency Procedures
- in the case of a lost child, contact a member of staff who will follow procedures
- not have in their possession, or consume, alcoholic beverages, or use illegal drugs or smoke on our premises
- not verbally or physically abuse a child/young person
- ensure adequate insurance cover for the group and leader
- inform their group re expected behaviour while at our museums
- be considerate of other visitors and groups visiting the museums
- observe our Fire Precaution Procedures.

We wish to remind all leaders/teachers that the primary responsibility for the welfare of the children in their care rests with them at all times.

We will communicate concerns to the leader/teacher (unless this person is the source of concern) and follow this up with the school/organization.

Concerns about the conduct of the leader/teacher will be reported directly to the school/organization and possibly the police.

Due to the size and nature of each site, we have recommended adult-to-child ratios for each which should be adhered to for health and safety reasons.

Group conduct while in the Museum

We wish all visitors to have an enjoyable visit. We therefore expect all visitors to display courtesy and respect for others and for our property at all times during their visit.

Group leaders should therefore not allow members of their group to:

- use threatening, abusive or violent behaviour
- bully (verbally or physically)
- make any sexist, racist or other offensive remarks toward any person or other group
- vandalise property or displays
- leave litter on our premises
- feed, touch, scare or hurt any animals present
- enter areas that are cordoned off
- use bad language
- smoke
- consume alcohol outside designated areas (e.g. restaurant and picnic areas) or use illegal drugs
- eat or drink apart from in cafes, restaurants and places set aside for school parties to eat their own refreshments

In the event that any of the above are not followed we reserve the right to refuse admission and/or ask the group to leave.