

## **NATIONAL MUSEUM CARDIFF SAFETY INFORMATION TO HELP SCHOOLS TO PREPARE FOR SCHOOL VISITS AND RISK ASSESSMENT**

### **Please remember that:**

- schools are responsible for doing their own risk assessments, and that...
- we are unable to fill in, check or sign any sections of school risk assessment forms as these are not our responsibility.

We recommend that teachers refer to the document 'Educational visits – a safety guide for learning outside the classroom' produced by the [Welsh Government](#). This clarifies that it is the responsibility of the Educational Visits Co-ordinator / the school to complete a risk assessment prior to any visit being made.

The safety information we provide is intended as a preparatory tool. It does not replace the need for your own risk assessment specific to the needs of your group and in line with the official guidelines and school/LEA policies.

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 advise that all teachers/supervisors on the visit have copies of your risk assessment/relevant safety information.

Lastly, at the end of the document we have attached extracts from the Museum's Child Protection Policy, for information.

### **SAFETY STATEMENT**

National Museum Cardiff 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 persons other than employees (i.e. 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. However, the grandeur of the building, including the number of steep steps and marble floors, means that a greater need of care by the visitors themselves is required.

Teachers and other school staff are kindly requested to work in partnership with the National Museum Cardiff 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.

| <b>BACKGROUND</b>          |   |
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| Experience                 | National Museum Cardiff has been open to the public since 1927.   |
| Venue / Attraction Details | <p>The Museum offers visitors the opportunity to visit art, archaeology and natural history collections, while the Evolution of Wales gallery maps our history from geological pre-history to the appearance of humans.</p> <p>The Clore Discovery Centre offers a 'hands-on' introduction to our collections.</p> <p>A typical school visit lasts 2 to 3 hours.</p>  |
| Visitor Numbers            | National Museum Cardiff receives on average 300,000 visitors a year. Approximately 34,000 of these are in formal educational groups.  |
| Contact Information        | <p>To book a visit, discuss aspects of your visit or arrange a preview visit, please contact the Learning Department on 029 2057 3240 or <a href="mailto:educationmail@museumwales.ac.uk">educationmail@museumwales.ac.uk</a></p> <p>If after your visit you have any concerns or experienced any problems regarding the safety and health of members of your party we would welcome the opportunity to discuss these with you.</p> |

| <b>GENERAL INFORMATION</b> |  |
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| Animals                    | <p>Only assistance dogs accompanying visitors who are deaf or blind are allowed on site.</p> <p>Drinking water is available on request from the restaurant and coffee shop.</p> <p>Dogs must leave the premises to relieve themselves and staff will assist in identifying a suitable area.</p>                    |
| Communication Systems      | Museum Assistants carry mobile two-way radios.   |
| Criminal History           | <p>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 CRB check.</p> <p>Museum staff who have regular and/or unsupervised access to children are subject to enhanced CRB checks.</p> |
| Emergency Evacuation       | <p>Emergency evacuation procedures are in place. Museum staff are familiar with and practice these regularly.</p> <p>In case of emergency, an alarm will sound and you should leave by the nearest safe exit and follow the guidance of Museum staff.</p>  |

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| <p>Facilities for Visitors with Additional Access or Learning Needs</p> | <p>National Museum Cardiff tries to accommodate the requirements of all visitors with additional access or learning needs. Please contact us in advance to clarify what provision can be made for members of your party who have special needs.</p> <p>Schools and group leaders must ensure that suitable arrangements are in place in order that appropriate supervision and assistance is available to pupils with additional needs.</p> <p>A Museum Assistant would be pleased to advise you in order to ensure that you gain access to all of the public areas.</p> <p>Our Access Guide is available on <a href="#">our website</a> or by contacting the Learning Department, National Museum Cardiff, on 029 2057 3240</p> |
| <p>First Aid</p>  | <p>If First Aid is needed, please contact a Museum Assistant who will summon a trained first aider.</p>  |
| <p>Guided Tours / Facilitator led sessions</p>                          | <p>The Museum will have assessed the risks involved in a particular activity and will verbally advise you of these and the control measures adopted.</p>   |
| <p>Insurance / Public Liability</p>                                     | <p>The Museum has commercial insurance in place for public liability (copy attached).</p>  |
| <p>Lost Children</p>  | <p>Due to the size and structure of the Museum, children are at risk of getting lost if they stray from their group. Please advise children separated from their group to inform a Museum Assistant or member of Museum staff if they are lost.</p> <p>Should a group leader become aware that one of their group is missing, they should inform a Museum Assistant or a member of Museum staff who will take appropriate action.</p>  |
| <p>Maximum Group Sizes / Supervision</p>                                | <p>Please ensure that your pupils are supervised at all times. We suggest the following ratios:</p> <p>3 – 7 years old<br/>1 responsible adult : 6 children</p> <p>Years 3 to 6 (7 to 11 years old)<br/>1 responsible adult : 10-15 children</p> <p>Years 7 onwards (11+ years old)<br/>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>  |
| <p>Medical Needs</p>  | <p>The Museum should be contacted by the school or group leader if any pupil is known to have any specific or serious medical condition or requirement. We will need to consider and discuss emergency arrangements with you.</p>  |

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|  | Where it is safe to do so, we will aim to include fully pupils with specific or serious medical conditions within activities offered.  |
| Required Visitor Conduct                     | <p>We will expect you and the children under your care to:</p> <ul style="list-style-type: none"> <li>• Not enter areas which are not open to the public</li> <li>• Walk and not run around the galleries and the building;</li> <li>• Not touch any exhibits;</li> <li>• Behave in an orderly manner.</li> </ul> <p>No food or drink is to be consumed in the galleries.</p> <p>Mobile telephones should be switched off during your visit.</p> <p>The Museum reserves the right to ask groups or individuals 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 the school throughout their visit. Unsupervised groups may find that they are denied entry.</p> |
| Site Inspections of Venue Facilities / Areas | Museum staff conduct regular inspections of the facilities, which are recorded.  |
| Site Staff Identification                    | 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.  |
| Vehicle Traffic                              | Please ensure that buses drop off onto the curb side of the pavement outside the Museum building. This will enable parties to decamp onto the pavement.  |
| Welfare Facilities                           | <p><b>Toilets</b><br/>Public toilets are available within the Museum. They are located down the stairs from the main hall.</p> <p><b>Sandwich Room</b><br/>A room is available for children to eat their lunch. This is down some stairs from the Main hall. This facility must be booked in advance through the Learning Office on 02920 57 3240.</p>   |
| Museum Building                              | Please be aware that there are steep steps around the Museum building. All areas can be accessed with a lift.  |
| Activities                                   | All of the activities offered are subject to specific risk assessment based upon current legislation, best practice, guidance and information.   |
| Review                                       | This document and related safety information is updated regularly.   |

**CHILD PROTECTION AT NATIONAL MUSEUM WALES SITES** Our Child Protection Policy appears in full on the Web under About Us/Strategy and Policy. Please read the extracts below before your visit.

### **Leaders/Teachers Responsibilities while visiting the Museum**

The National Museum Wales wishes to ensure that children are protected from harm while at the Museum. In addition to the Museum's responsibilities, we ask that leaders/teachers of groups exercise their own responsibilities.

In particular, all leaders/teachers shall:

- Ensure they supervise the children/young people at all times
- In the case of an accident, contact a member of Museum staff who will follow the National Museum Wales Staff Emergency Procedures
- In the case of a lost child, contact a member of Museum staff who will follow Museum procedures
- Not have in their possession or consume alcoholic beverages or use illegal drugs or smoke on the Museum premises
- Not verbally or physically abuse a child/young person
- Ensure adequate insurance cover for the group and leader
- Inform the group of how to behave while in the National Museums Wales
- Observe the National Museum Wales 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-in-charge, (unless this person is the source of concern) and reserve the right to follow this up with the school/organisation.**

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

### **Group conduct while in the Museum**

The Museum wishes all visitors to have an enjoyable visit. We therefore expect all visitors to display courtesy and respect for others and for Museum property at all times.

Group leaders/teachers 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 other person or group
- Vandalise Museum property or displays
- Leave litter on the Museum premises
- Feed, touch, scare or hurt any animals present
- Enter areas of the Museum 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, restaurant and places set aside for school parties to eat their own refreshments
- Use mobile phones in the galleries

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

Our Reference: 0/WALE11  
Date: 27 November 2023

## TO WHOM IT MAY CONCERN

*Policyholder:* National Museum of Wales &/or NMGW Enterprises Ltd  
*Policyholder Address:* National Museum Cardiff, Cathays Park, Cardiff, CF10 3NP  
*Business Description:* National Museum and Enterprises Company wholly owned by the Museum  
*Indemnity to Principals:* Included

We are Insurance Brokers for the above client and this letter provides a brief outline of their insurance details for the period shown.

*Insurer:* Chubb Insurance Company  
*Policy Numbers:* UKMSTC92060  
*Period of Insurance:* 12 months from 23 November 2023  
*Class of Insurance:* Employers Liability (Cover Applicable to Volunteers only)  
*Indemnity Limit:* £10,000,000 including costs any one occurrence and/or series of occurrences arising out of any one event.

*Insurer:* Chubb Insurance Company/AXA XL (Citynet Insurance Brokers Ltd)  
*Policy Numbers:* UKMSTC92060/B0241GC133414Y  
*Period of Insurance:* 12 months from 23 November 2023 Public/Products Liability  
*Class of Insurance:* £20,000,000 any one occurrence and unlimited in the period of insurance in respect of Public Liability and in total during the period of insurance in respect of Products Liability  
*Indemnity Limit:* Worldwide (subject to Excluded Territories)

*Geographical Limits*

The policy cover shown above is subject to the full terms, conditions, exclusions and any specific warranties, endorsements and excesses applying. The information given is a summary of cover in force at the time of writing; cancellation or mid-term alterations can occur during the period of insurance. The current position can be confirmed upon request. Should the above-mentioned contract(s) of insurance be cancelled, assigned, or changed during the above policy period in such manner as to affect this document, no obligation to inform the Holder of this document is accepted by the Undersigned or by the Company

These statements have been made in good faith and we cannot accept any liability whatsoever for any inadvertent or negligent act, error, or omission on our part in preparing these statements or for any loss, damage or expense thereby occasioned to any recipient of this letter. Should any further information be required then please contact our offices.

Yours faithfully

E L Bodsworth

Emma Bodsworth BA (Hons) ACII

Tel: 01223 445407

Email: [emmab@alanboswell.com](mailto:emmab@alanboswell.com)

For and on behalf of Alan Boswell Insurance Brokers Limited