

ORGANISING YOUR VISIT



HOW MANY ACCOMPANYING ADULTS DO I NEED TO BRING?

EYFS and KS1 groups require a minimum ratio of 1:6 staff to pupils. The ratio is 1:10 for KS2 groups and 1:12 for KS3. In the interests of safety, we reserve the right to refuse entry to groups who arrive without this ratio. Some of our galleries hold a maximum of 10 people, so when you are independently exploring the Museum, you will need at least 3 adults capable of actively leading a group to ensure supervision of your whole class. We ask that staff remain with pupils at all times. The Museum is a public space and will be open at the time of your visit.

WHERE CAN WE EAT? WHERE DO WE STORE BELONGINGS?

Our Activity Space seats 34 and is available for your sole use for lunch, breaks and as a base throughout the day. Pupils will be able to leave belongings here while exploring the galleries. It is a private space, but it is not lockable, so you are advised not to leave any valuables. Food and drink is not permitted anywhere else in the Museum. Please be aware there are no facilities for buying food and drink on-site. The nearest food outlet is a 5 minute walk away.

WHAT FACILITIES DOES THE MUSEUM HAVE?

- There are 4 female toilets, 4 male toilets and a disabled/non-gendered toilet which should be used by accompanying adults.
- There are trolleys and coat pegs in the Activity Space for storing belongings.
- The Museum Shop sells a range of art and history-themed merchandise for all ages. It is a small area and can accommodate 10 pupils at a time who must be accompanied by an adult. Please let us know prior to your visit if you intend to visit the shop with your group.
- Queen's Park is the nearest outdoor space. It is a 5 minute walk away.

WHAT IS ACCESS IN THE MUSEUM LIKE?

The Museum has full disabled access. The building is accessed via 10 steps or a disabled-access ramp. The Museum is on the first floor. There are stairs to the first floor, or a disabled-access lift. Once inside the Museum itself, there are no changes in level. There are portable seats and a wheelchair available for use. There are seats in many of the galleries and a disabled access toilet is available. Please make us aware if your group has any access needs.



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WHAT SHOULD I BE AWARE OF IN TERMS OF INCLUSION?

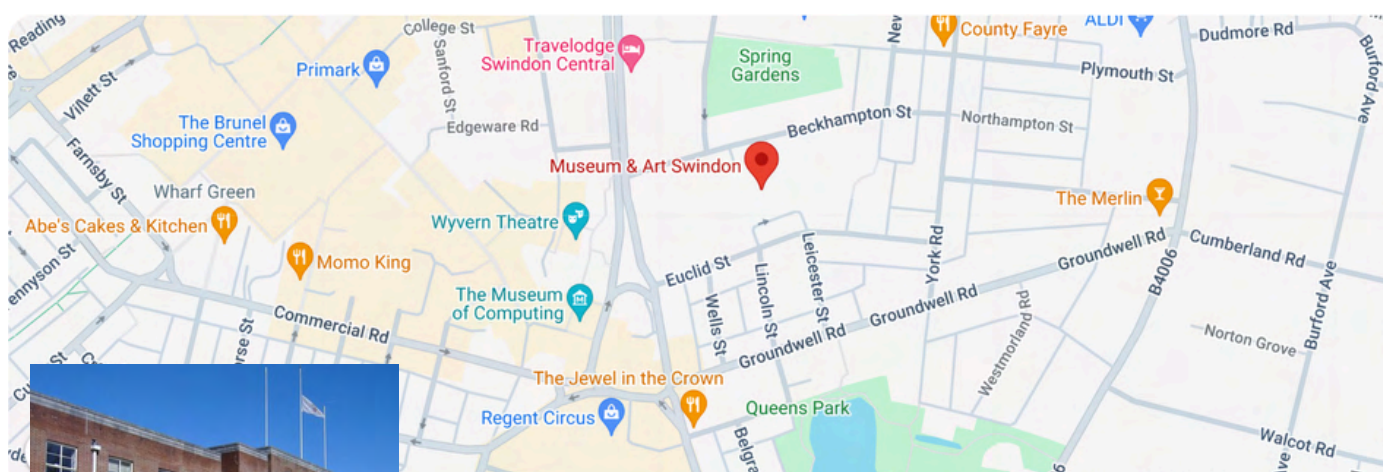
- We work hard to ensure the Museum is a safe, welcoming and accessible space for all.
- The Museum is a calm space with no audio or additional sounds.
- Some of the galleries are relatively small and hold a maximum of 10 people.
- Some of the galleries have low light levels because of the need to protect objects or artworks on display.
- The Activity Space is relatively small and can seem busy with a full class group. There is a quiet space with chairs in the corridor outside if necessary.
- If pupils need a quiet space while exploring the galleries, the Activity Space is available for your use.
- Our Learning Team are all qualified teachers with extensive experience in delivering museum education. Sessions are differentiated for different ages and abilities. Please let us know on your booking form if there are pupils with additional needs who will require significant differentiation.
- The Museum contains some very precious artefacts and artworks. We would be grateful if schools could ensure that pupils receive adequate support and supervision for their needs.

WHAT ELSE SHOULD I KNOW?

- There will not always be a member of the Learning Team with you, although you will always have resources to use. A member of the Visitor Experience Team will always be available at Museum Reception if you have any questions during the visit, or in the event of emergency.
- There is a first aid kit available at Museum Reception on the first floor and a defibrillator at Building Reception on the ground floor.
- The Museum will be open to members of the public during your visit.
- We ask that food, drinks, coats, bags and stationery are not taken into any of the gallery spaces. Belongings, food and drink should be left in the Activity Space on arrival.
- After the visit, we will send you some digital teaching and learning resources for use back in the classroom. These will expand on pupils' learning during the visit and give opportunities for reflection and extension.



WHERE IS MUSEUM & ART SWINDON?

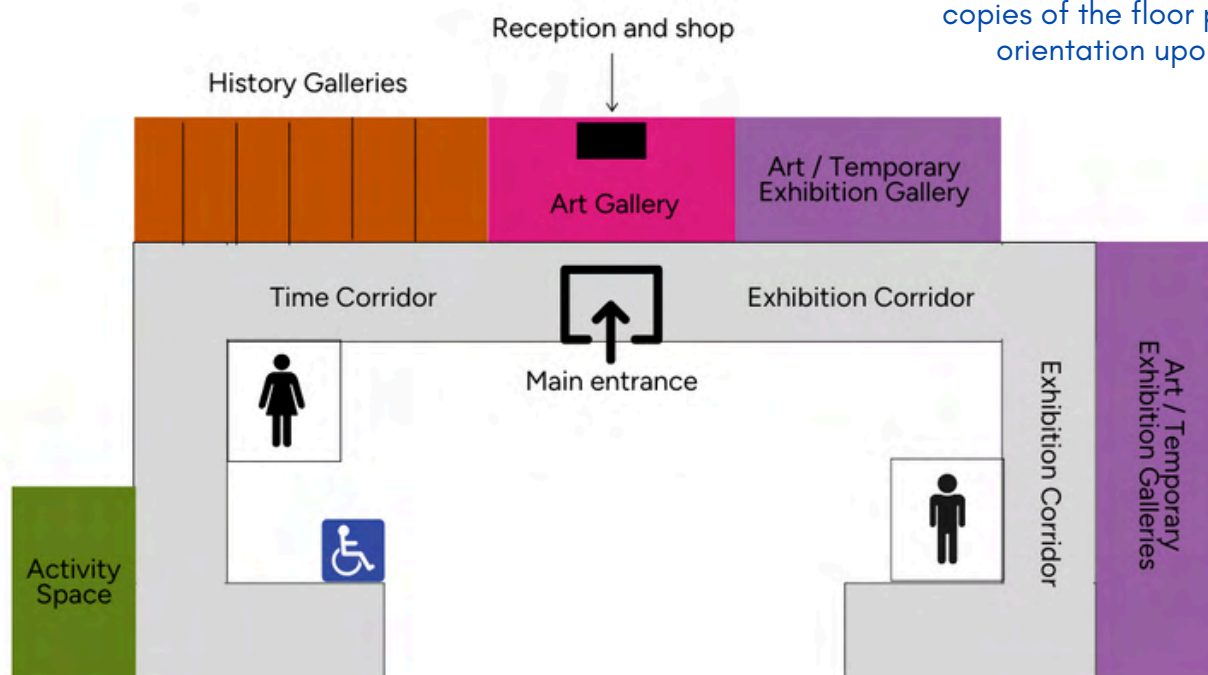


Museum & Art Swindon

First floor, Swindon Borough Council Civic Building,
Euclid Street, Swindon, SN1 2JH

The coach drop-off point is on Euclid Street, just outside the Museum.
Please be aware there is no coach parking on site.

Floor plan of the Museum



All galleries are on the first floor.

Accompanying adults will receive
copies of the floor plan and
orientation upon arrival.

HEALTH AND SAFETY



We take the safety of our visitors very seriously and work to the highest safeguarding standards. The Learning Programme is delivered by a specialist team of educators with extensive experience in teaching and working with children in the cultural sector. Museum staff are easily identifiable by their orange lanyards and ID badges.

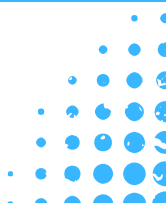
Please read the following documents carefully and share with all accompanying adults. It is the responsibility of the group leader to ensure that all staff are aware of their responsibilities:

- Health and Safety Conditions – see below. Schools are required to adhere to these at all times as a condition of booking.
- [Museum Risk Assessment](#) – this is a generic risk assessment for a Discovery Visit which will need to be amended by schools to suit their needs.
- Swindon Museums Safeguarding Policy and Procedures.

Health and Safety Conditions for visits to Museum & Art Swindon:

Stringent policies and procedures are in place to ensure safe and welcoming school visits. School staff are reminded however that the main duty of care remains with the school.

1. It is the responsibility of the group leader to be absolutely familiar with these conditions and the relevant safety documents and to ensure all accompanying adults and pupils are fully briefed.
2. Pupil behaviour and well-being are the responsibility of the group leader. We would be grateful if pupils could be reminded about behaviour expectations before visiting the Museum. This helps us to safeguard pupils, the general public and the museum collections. Failure to comply with behavioural expectations may result in your group being asked to leave.
3. Pupils must be supervised by an adult at all times and should remain within their smaller designated group throughout the day. There should always be a ratio of 1:6 for EYFS and KS1 groups, a ratio of 1:10 for KS2 groups, and a ratio of 1:12 for KS3 groups.
4. We make every effort to safeguard visitors' possessions, but they are brought on the visit at the School's risk. We accept no liability for any items lost, stolen or damaged during the visit.
5. Accompanying adults will need to supervise visits to the toilets, managing pupils in and out of the bathroom. Please be aware that toilets are available to general visitors as well as schools.
6. You are welcome to take photographs of your own pupils, but we do not permit photos or video being taken of the Learning Team, volunteers or general public. The Learning Team will arrange an opportunity for a group photograph on the Museum steps during the visit.
7. Please raise any issues with the Learning Team during the visit itself. We are keen to ensure that visits are positive and we learn from feedback.



TERMS & CONDITIONS

1. A booking is deemed to be confirmed once a Booking Confirmation email has been sent to the school by the Learning Team. At this point, the booking is established, the cancellation policy comes into effect, and the school agrees to meet these Terms & Conditions.
2. The maximum group size for all Discovery Sessions is 34 pupils. Schools are required to adhere to supervision ratios as laid out in the Health & Safety Conditions.
3. An invoice will be sent out as soon as possible after the date of the visit. Schools will be charged for the number of pupils on the booking, plus any extra who attend on the day. A member of the Learning Team will carry out a head-count and ask the group leader to sign to agree it. The Museum does not issue refunds for pupils absent on the day of the visit.
4. Payment is required within 30 days of invoice. Payment options can be found on the invoice.
5. Museum & Art Swindon is run by Swindon Borough Council and finance communication may come through the Museum or the Council Finance Team.
6. Schools who arrive late will still be liable for the full cost of the visit. The Learning Team will do their very best to accommodate late arrivals to ensure that pupils do not miss out on any elements of the visit. It is the responsibility of the group leader to ensure that groups arrive on time. The Museum takes no responsibility for unforeseen circumstances including transport delays, weather conditions, problems with coach companies or teacher illness.
7. Schools are able to cancel and obtain a refund up to 28 days before the date of the Discovery Visit. After this, the Museum is unable to move bookings, make amendments or provide a refund.
8. Schools are responsible for the cost of transport to and from Museum & Art Swindon and for any optional extras, such as purchases from the gift shop.
9. Educational activities at Museum & Art Swindon are VAT exempt.
10. In the exceptional circumstance that the Museum is unable to deliver a booked visit, schools will not be charged and will be offered the opportunity to re-book.
11. If the behaviour of pupils adversely affects the safety or enjoyment of other pupils, staff or general visitors, or endangers the Museum Collections, staff may need to stop the activity and/or require the group to leave. The Museum will not provide a refund in these circumstances.
12. Schools are requested to leave the Activity Space in a clean and tidy condition. There are general waste and recycling bins available for use. Please inform the Learning Team of any spillages or issues immediately.
13. Schools must adhere at all times to the Health and Safety Conditions and Risk Assessment included in this pack. They should follow all instructions given by the Learning Team on the day.
14. It is the responsibility of the Group Leader to be absolutely familiar with these Terms & Conditions, the Teacher Pack, Health & Safety Conditions, and Risk Assessment, and to ensure that all accompanying adults and children are fully briefed.
15. The Terms & Conditions are valid at time of booking but may change following any update in guidance from the Government or Swindon Borough Council. Any changes will be communicated to schools before their visit.



Risk Assessment for School Visits

Please note that this is a generic risk assessment, written from the Museum's perspective. We recommend that group leaders use this as a starting point for their own assessment to ensure that it meets their needs. It is the responsibility of the group leader to share the risk assessment and Health & Safety Conditions (found in the Teacher Pack) with all accompanying adults, and to share relevant sections with pupils.

Activity Description:	School visits to Museum & Art Swindon		
Location:	Euclid Street, grounds of the Civic Building, Civic Building, Museum & Art Swindon, Activity Space, galleries		
Who is at risk of harm?	Learning Team and volunteers, other MAS staff, general public, pupils, school staff, Civic staff		
Name(s) of Assessor(s):	Mags Parker		
Responsible Manager:	Frances Yeo		
Assessment Date:	Department:	Swindon Museums	
	Review Date:	Dec 2024	

Hazard	Control measures to be taken	Level of risk without controls			Residual risk after controls			Responsible persons
		L	S	R	L	S	R	
General safety	<p>Pupils and school staff will be briefed on behaviour and safety guidelines at the beginning of the day and before each activity.</p> <p>School staff will receive a copy of the risk assessment and Health & Safety Conditions in advance of the visit. It is the responsibility of the school to share these with all accompanying adults and to share relevant sections with pupils.</p> <p>There are two members of the Visitor Experience Team available on-site at all times, and always one at Museum Reception. There is a Security Team on the Civic site, 2 minutes away from the Museum, and a Police Station 2 minutes away. The Visitor Experience Team have various ways of contacting the Security Team in the event of emergency. There is a manned entrance to the Civic Building on the ground floor, and a manned entrance to the Museum on the first floor.</p> <p>The Learning Team and the Visitor Experience Team will have a record of school details, including the name and contact phone number of the group leader and the school, and the number of adults and pupils present.</p> <p>Any health and safety incidents will be record on an incident or accident form, signed by the group leader, and treated in accordance with the Swindon Borough Council accident and incident reporting procedures.</p>							Museum staff, school staff and accompanying adults, pupils.

Fire	<p>Pupils and staff will be briefed on fire procedures at the start of the day. The nearest fire exits and fire call points will be indicated. Group leaders will receive a Museum floor-plan.</p> <p>In the event of fire, accompanying adults should do a headcount of their pupil group, and then calmly follow a member of the Learning Team out of the nearest fire exit.</p> <p>Group leaders and a member of the Learning Team will do a headcount of pupils and school staff at the Fire Muster Point.</p> <p>If the fire alarm sounds while a school is undertaking a self-guided exploration of the galleries, school staff will lead pupils out of the front entrance of the Museum. They will report to a member of Museum staff at the Fire Muster Point.</p> <p>The Learning Team carry a mobile phone at all times and a radio for contacting the Visitor Experience Team at Reception.</p>	1	4	4	4	1	3	3	Museum staff, school staff and accompanying adults, Swindon Borough Council staff
Emergency situation requiring lock-down of the building	<p>School staff will be briefed on the emergency procedure in case of lockdown.</p> <p>In the event of a lockdown situation, each accompanying adult should do a headcount of their pupil group and move them quickly and calmly to the Activity Space. Once the group are assembled and the group leader has carried out a head-count, the doors of the room can be locked from the inside and not re-opened from the outside without a key. They are fire doors made to a very high specification. Blinds can be lowered if necessary. The group should move away from doors and windows. The Visitor Experience Team will have the phone number of the group leader for communication. If it is not possible to move to the Activity Space, the group should remain in the gallery they are in and lock the doors.</p> <p>The incident will be managed by Security Staff and the Police.</p> <p>The Learning Team carry a mobile phone at all times and a radio for contacting the Visitor Experience Team at Reception.</p>	1	4	4	4	1	3	3	Museum staff, school staff and accompanying adults, Swindon Borough Council staff.
Medical emergency and illness	<p>School should provide their own first-aid kits, but if necessary, the Learning Team have access to a first-aid kit and there is one kept at Museum Reception.</p> <p>Schools should administer their own first aid and group leaders should carry the medical and emergency contact details of each pupil and staff member.</p> <p>In the event of emergency, the Learning Officer, Duty Manager and Security Team are first-aid trained.</p>	1	4	4	4	1	3	3	Museum staff, school staff and accompanying adults, pupils.

Medical emergency and illness (continued)	<p>The Learning Team carry a mobile phone at all times and a radio for contacting the Visitor Experience Team at Reception.</p> <p>There is a defibrillator at Building Reception on the ground floor.</p> <p>Cleaning materials used in the Activity Space are non-toxic.</p> <p>Tables and stools are wiped down after every visit.</p> <p>Pupils are encouraged to wash their hands before eating lunch or snacks.</p>																		
Moving between the coach and Civic Building – road and car park	1	4	4	1	3	3					3	Museum staff, school staff and accompanying adults, pupils.							
Lost child	1	3	3	1	2	2					2	Museum staff, school staff and accompanying adults, pupils.							
Safeguarding	2	2	4	1	2	3					3	Museum staff, school staff and accompanying adults, pupils.							

Safeguarding (continued)	<p>School staff will organise toilet visits, making sure there is one member of staff stationed outside the toilets at all times and supervising appropriate numbers of pupils in and out.</p> <p>Signs will remind the public that there is a school visit taking place and that taking photos of school groups is prohibited. Schools will be reminded that taking photos of the general public or members of Museum staff is also not appropriate.</p> <p>Museum staff will not take photos or videos of the group without parental, pupil and staff consent, including written permission forms. Any photos and videos permitted will be taken on Museum devices and stored according to the Museum & Art Swindon Privacy Policy, available on the website.</p> <p>Museum staff will adhere to the Swindon Museums Safeguarding Policy and Procedures. All members of the Learning Team have an enhanced DBS check and extensive experience of working with children and young people.</p> <p>Schools will be asked in advance to make the Learning Team aware of any additional and access needs in the group. Schools will be asked to ensure that the support needs of all pupils are fully met, particularly in terms of any 1:1 support.</p> <p>The Learning Team will make schools aware if there is any content in the temporary exhibitions which is unsuitable for the age of pupils. This is highly unlikely.</p> <p>There are quiet break-out spaces available in the Museum if needed.</p> <p>There is CCTV in all Museum galleries and a member of Visitor Experience staff at Reception with the CCTV monitors at all times.</p>	2	2	4	1	2	2	Museum staff, school staff and accompanying adults, pupils.
Slips, trips and falls. Injury from Museum furniture and displays.	<p>Exhibitions and spaces have been planned with safety in mind. There are no loose cables or sharp edges, items are securely attached and constructed, and there is ample space to move around displays.</p> <p>Some of the galleries are small and so for safety reasons, numbers in these spaces are limited to 10. Schools will be asked in advance to divide classes into 3 groups with an adult leader for each.</p> <p>Pupils will be reminded not to run in the Museum, to take care on the stairs, and to move carefully around the spaces.</p> <p>A mop, cloths and wet floor sign will be available for any spillages in the Activity Space.</p> <p>Museum staff will check spaces for trip hazards before the start of a visit.</p>	2	2	4	1	2	2	Museum staff, school staff and accompanying adults, pupils.

Injury from handling objects	Pupils and school staff will be briefed on how to handle historic objects safely. All objects will be safe for handling by the target age-group, taking into account their weight, materials and sharpness. Objects will be condition-checked before each session. Objects will contain non-toxic materials. Pupils will use gloves to handle objects where necessary.	2	3	6	1	2	2	Museum staff, school staff and accompanying adults, pupils.
Theft, damage or loss of possessions	Schools have sole use of the Activity Space and belongings can be left there. It is not a public space, but it is not lockable and schools will be made aware in advance and on the day that it is not safe to leave valuables there. Schools will be made aware that all possessions are brought to the Museum at their own risk and that the Museum accepts no liability for any lost, stolen or damaged possessions.	1	2	2	1	2	2	Museum staff, school staff and accompanying adults, pupils.
Damage to Museum Collections	Pupils will be asked to leave bags, coats and water bottles in the Activity Space. Pupils will use only pencil in the galleries. No wet materials will be used outside the Activity Space. Schools will be reminded that the Activity Space is the only place that food and drink are permitted in the Museum. Pupils will be reminded not to run in the Museum and to move carefully around the spaces.	2	3	6	1	3	3	Museum staff, school staff and accompanying adults, pupils.

Consequence/Severity	Likelihood				
	1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost Certain
5 Catastrophic	5	10	15	20	25
4 Major	4	8	12	16	20
3 Moderate	3	6	9	12	15
2 Minor	2	4	6	8	10
1 Negligible	1	2	3	4	5

	1 – 3	Low risk
	4 – 6	Moderate risk
	8 – 12	High Risk
	15 - 25	Extreme risk