

JORVIK School Visits Risk Assessment

JORVIK Viking Centre has identified the potential areas of risk to visitors.

When carrying out a risk assessment special consideration is given to the control measures that we will undertake, such as providing adequate information, instruction or training to the appropriate people, and identifying who takes overall charge in an emergency situation.

This is a generic risk assessment for the attraction; it is recommended that teachers and guides carry out their own risk assessment prior to their visit. This can be arranged free of charge through our Reservations department by emailing schools@yorkat.co.uk. We also request that you contact us ahead of your visit about any additional needs within your group and we are happy to advise on the suitability of our learning sessions and equipment based on students' abilities, access needs or known conditions, such as specific allergies. Please note that the JORVIK attraction is on the basement floor and, whilst it has been designed to be wheelchair-friendly, we are only permitted one wheelchair user in the building at a time due to fire regulations. You must inform us of any students or staff who are wheelchair users in your group when you are making your booking.

Please ensure that all adults in your party are aware of the hazards listed and the suggested controls. Teachers/group leaders are reminded that while staff at JORVIK are located around the building and are there to help, it is the overall responsibility of the teachers/group leaders to ensure that the children in their charge are supervised at all times. If you have any queries or concerns whilst on your visit, please speak to a member of our staff, who will make every effort to assist you.

General Risk Management Information

- Activities that take place at JORVIK have been designed with full consideration of risks and are maintained as safe spaces for visitors.
- We require all school groups to visit with an appropriate ratio of responsible adult supervisors and to supervise students at all times whilst they are on-site.
- All electrical equipment is regularly checked and PAT tested.
- JORVIK Viking Centre has a current fire certificate and regular fire service inspections are undertaken. There are established, written evacuation procedures in place to deal with any such emergency.
- JORVIK is equipped with regularly maintained fire-fighting equipment.
- The uniformed Front of House team are in attendance and there is always a first aider on site.
- First Aid kit and accident book is available on site.
- Security assessment & procedures regularly performed.

TYPE:	School Visit	LOCATION:	JORVIK Viking Centre	DATE OF ASSESSMENT:	21st August, 2024
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HAZARD	WHO IS AT RISK	LIKELIHOOD	CONTROL MEASURES	RESIDUAL RISK	REVIEW
Moving Around JORVIK					
Slips and falls due to spillages or wet weather	Teachers, students, staff, volunteers	L	<ul style="list-style-type: none"> Floors kept clean and dry at all times if possible. Wet floor signs put on display. Absorbent mats installed on stairs and plastic umbrella bags provided to customers on Admissions in wet weather. Glass floor in first gallery is coated in protective film which also increases friction. Any spillages cleaned up immediately in the appropriate manner. 	L	<p>Hourly checks undertaken by duty manager. Staff have radios to call in any incidents spotted or reported.</p> <p>Additional controls to be applied accordingly, where necessary.</p>
Extreme temperatures	Teachers, students, staff, volunteers	M	<ul style="list-style-type: none"> Heaters and air conditioning installed throughout building. Portable heaters available for staff areas. Doors can be closed where appropriate to prevent heat loss. Groups are advised to wear appropriate clothing for the time of year and can keep coats on if needed. Heaters and fans all PAT tested and used during working hours only to prevent fire hazards. 	L	<p>Prior to each day's opening and throughout the day. Additional controls to be applied accordingly, where necessary.</p>
Claustrophobia/ visitor anxiety	Teachers, students, staff, volunteers	L	<ul style="list-style-type: none"> Briefing materials, visual story and familiarisation visits offered to visiting schools and educational groups in advance to prepare for visit experience. Students who are unsure about the space are permitted to exit the attraction and rejoin the group when ready. Staff trained to provide additional lighting or preview of the ride experience before any uncertain visitors board. Members of a school party are permitted to miss the ride experience if desired, so long as they have adult accompaniment. 	L	<p>Prior to each group's visit. Safety to be assessed routinely by staff throughout the visit.</p> <p>Additional controls to be applied accordingly, where necessary.</p>

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Trips & falls due to stairs	Teachers, students, staff, volunteers	L	<ul style="list-style-type: none"> • Adult supervision for young people moving around the space at all times. • All stairs kept clear and handrails in place. • Any steps are clearly marked and have anti-slip strips on edges. 	L	Prior to each day's opening and throughout the day. Additional controls to be applied accordingly, where necessary.
Hazards arising from lift use in Admissions area	Teachers, students, staff, volunteers	L	<ul style="list-style-type: none"> • Adult supervision and accompaniment required for young people using the lift. • Lift regularly serviced by lift engineers. • Emergency button installed on lift to raise alarm if there are any issues. 	L	Prior to each day's opening and throughout the day. Additional controls to be applied accordingly, where necessary.
Using toilet facilities, including locking doors and hot water taps	Teachers, students	L	<ul style="list-style-type: none"> • Students should be supervised using the facilities at all times and should visit them in small numbers to prevent crowding. • Signage in place alerting people to hot water taps. • Toilet doors fitted with finger protection covers on hinge side. • Doors fitted with door shutters and regularly checked. • Facilities inspected every hour to check cleanliness and working order. 	L	<p>Hourly checks undertaken by duty manager. Staff have radios to call in any incidents spotted or reported.</p> <p>Additional controls to be applied accordingly, where necessary.</p>
Hazards arising from boarding the ride and disembarking at the finish point	Teachers, students	M	<ul style="list-style-type: none"> • Staff members present at boarding and disembarking points at all times and trained to warn customers of steps, gap, protruding speakers and wobbly capsules. • Students should be supervised when boarding the capsule by accompanying adults and should be split into groups of 5 + an adult for boarding each capsule. • Customers informed not to step on to ride area and to wait until instructed to board or disembark. • Anti-slip tape applied to gentle ramp going to Caps On area and anti-slip and hazard tape applied to step on to capsules. • Barrier put in place to close off ride area when needed. • Emergency Stop button next to boarding and disembarking points in case of fall on to ride area. 	L	<p>Prior to each day's opening and throughout the day. Staff have radios to call in any incidents that require additional assistance.</p> <p>Additional controls to be applied accordingly, where necessary.</p>

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Hazards arising from using the ride	Teachers, students, staff, volunteers	L	<ul style="list-style-type: none"> Students instructed to remain seated at all times and under adult supervision. In the event of a breakdown or emergency, additional protocols are in place to evacuate all visitors from the ride. Clear instructions will be given over the tannoy and educational groups should follow the instructions given. 	L	Prior to each day's opening and throughout the day. Additional controls to be applied accordingly, where necessary.
Sharp edges on display cases and wooden set installations or broken elements in exhibitions, causing injury	Teachers, students, staff, volunteers	L	<ul style="list-style-type: none"> Adult supervision for young people moving around the space at all times and no running is permitted. Any breakages are reported and cleaned up or cordoned off immediately with clear signage. 	L	Hourly checks undertaken by duty manager. Staff have radios to call in any incidents spotted or reported. Additional controls to be applied accordingly, where necessary.
Overcrowding in gallery areas, due to 'bottleneck' points between areas	Teachers, students, staff, volunteers	M	<ul style="list-style-type: none"> Number of visitors moving through spaces is controlled by limiting numbers admitted on each time slot. Staff to politely encourage customers to move along if crowds are stopping customer flow through the galleries. 	L	Prior to each group's visit. Safety to be assessed routinely by staff throughout the visit. Additional controls to be applied accordingly, where necessary.
Incorrect handling of objects being presented by staff in galleries	Teachers, students, staff	L	<ul style="list-style-type: none"> All handling materials to be under close supervision of JORVIK staff at all times and clear verbal instructions given when handling is appropriate. All objects checked for damage prior to each session. 	L	Prior to each new talk and safety to be assessed routinely by staff throughout the day. Additional controls to be applied accordingly, where necessary.
Falling off seating in presentation area	Teachers, students	L	<ul style="list-style-type: none"> Adult supervision for young people as they are seated, with clear directions about where to sit. JORVIK staff to give additional instructions when concluding their presentation about how to vacate the area and move on to the next one. 	L	Prior to each new talk and safety to be assessed routinely by staff throughout the day. Additional controls to be applied accordingly, where necessary.
Noise damage from coinstriking activity	Teachers, students, staff	L	<ul style="list-style-type: none"> Hammer is not in constant, repetitive use. Noise created does not exceed the decibel limit outlined in law. Staff to warn customers that there will be a loud bang. 	L	Prior to each day's opening and throughout the day. Additional controls to be applied accordingly, where necessary.

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Hazards arising from watching a coin-striking talk and demonstration, including loose coin-making dies, discs and hammer use	Teachers, students	L	<ul style="list-style-type: none"> • Coin-striking equipment regularly checked and maintained. • Equipment only to be used by trained staff and to remain under close supervision at all times. • Staff to ensure visitors remain at a safe distance and clear verbal instructions given when permitting appropriate handling of coinage. • Clear indication given when coin is being struck and activity carried out behind plastic safety shield. • Adult supervision for young people whilst in this space, ensuring that instructions are followed. 	L	Prior to each new talk and safety to be assessed routinely by staff throughout the day. Additional controls to be applied accordingly, where necessary.
Overcrowding in shop area, leading to push, trip or banging into shop furniture	Teachers, students, staff	L	<ul style="list-style-type: none"> • Students should be supervised using the shop at all times and should visit it in small numbers to prevent crowding, as per the guidance in the Teachers' Notes. 	L	Prior to each group's visit. Safety to be assessed routinely by staff throughout the visit. Additional controls to be applied accordingly, where necessary.