



The
Postal
Museum



**SCHOOLS
WELCOME PACK**

The Postal Museum Schools Welcome Pack

We are looking forward to welcoming you to The Postal Museum. We hope you will find all the information you need to have a safe and enjoyable visit.

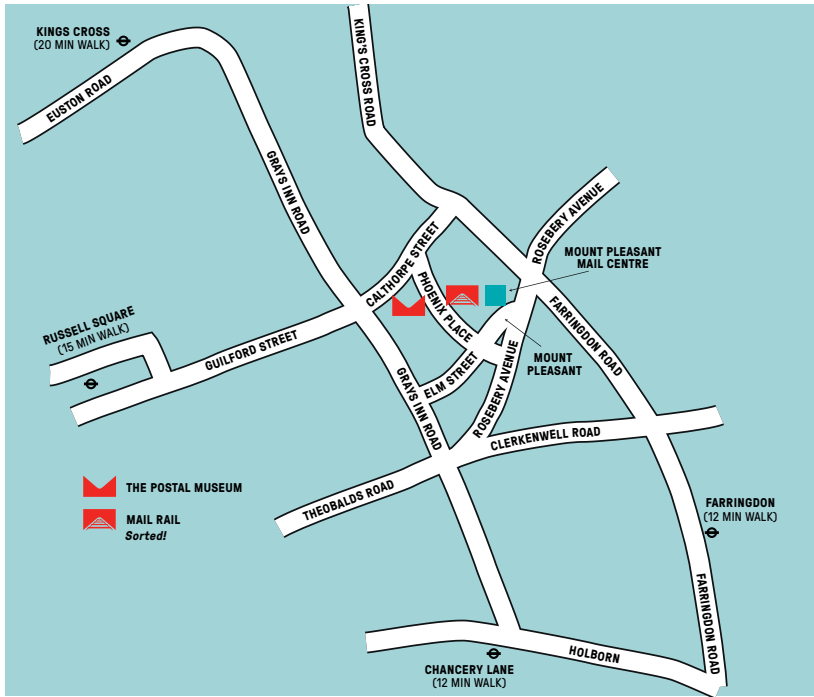
If you have any questions, please get in touch with our Schools team.

Email schools@postalmuseum.org Call 0300 0300 700

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GETTING TO THE POSTAL MUSEUM



The Postal Museum
15 – 20 Phoenix Place
London WC1X 0DA

Opening hours
The Postal Museum
Open daily 10.00 – 17.00
Last admission 16.00

Mail Rail for schools
Monday - Thursday

Sorted! for schools
Monday - Thursday
45-minute timeslots

Plan your journey

Allow plenty of time for your journey. Schools are encouraged to travel by public transport. There is no parking at the Museum.

Public transport

Use TFL Journey planner to plan your route and check for up-to-date information about travel delays that may affect your journey.

Schools in Greater London can apply for free public transport. To find out more visit <https://schoolparty.tfl.gov.uk>

Underground

Chancery Lane, Farringdon
King's Cross, Russell Square
(between 10 – 25 minutes on foot)

Buses

Gray's Inn Road (17, 45, 46)
Farringdon Road (63, 748)
Rosebery Avenue (19, 38, 341)

Rail stations

Farringdon and King's Cross St. Pancras

Coaches and cars

The Museum is within the Congestion Charging Zone. There is no parking. Arrange drop-off and collection points with your coach operator.

Museum entrances

The museum is split across two sites. The Postal Museum and Mail Rail is separated by a road with a zebra crossing.

Schools should arrive in The Postal Museum Welcome Space.

Access

The Postal Museum and Mail Rail have step-free access in all spaces except for the Mail Rail ride.

The Postal Museum Welcome Space, galleries, shop, café and toilets are on the ground floor.

Learning Space A (for facilitated sessions), Learning Space B (Lunch Room/Prayer room) and lockable bag and coat cupboards are on the first floor

There is an outdoor Courtyard with a canopy where schools can eat lunch on sunny days.

Mail Rail Welcome Space, Sorted! and First Aid room are on street level. Mail Rail ride, exhibition and accessible toilets are below ground and accessed by stairs or lift.

WELCOME TO THE POSTAL MUSEUM

The Postal Museum exhibition zones

The 'Royal' Mail

Trace the postal service back to its origins as the King's mail to find out how this royal service was opened up to the people. Get up close to an 18th century Mail Coach and see personal objects belonging to Moses Nobbs, the last Mail Coach Guard. Discover dangers faced by letter carriers and see weaponry used to protect the precious mail. Read terrifying accounts of the escaped lioness that attacked a Mail Coach. Fend off highwaymen in our interactive Mail Coach game. Peer into portholes to spy Post Office packet ships in peril and under attack from pirates.

ZONE 1

Mail for everyone

Discover how in 1840 the introduction of the world's first postage stamp, the Penny Black made post affordable for ordinary people and triggered a communication revolution. Explore our collection of colourful and curious early greetings cards. Investigate quirky Victorian technologies and innovative methods of moving the mail including a pentacycle that ripped postmen's trousers. Step into the shoes of postal workers, get dressed for the job and test your telegraphist skills to decipher Morse code or send a message in a pneumatic tube.

ZONE 2

Post Office in conflict

The Post Office was responsible for maintaining communications at home and aboard in both world wars. Listen to personal stories of conflict in an early K2 telephone box and watch original film footage. Read poignant First World War letters from the Post Office's own battalion, the 'Post Office Rifles' and find out about the women who took on new jobs sorting and delivering mail. In the Second World War, the Post Office Rescue and Salvage squad worked tirelessly to save the mail from bombed out houses in the London Blitz. See an original wartime scrap book kept by postal worker Frederick Gurr recording their heroic work.

ZONE 3

Designs on delivery

Celebrate the creativity of the Post Office. Find out how the Post Office built their brand with a team of talented artists who produced posters to advertise their services and designed iconic stamps for important occasions. Immerse yourself in our poster wall showcasing a selection of iconic designs and flick through original Post Office magazines. Take a seat to watch clips of stunning films produced by the General Post Office (GPO) Film Unit, including the famous 1936 film, Night Mail. Try your hand at designing your very own stamp.

ZONE 4

Communication and change

The postal service is a vital part of the community, providing essential services and a place for people to meet. Learn about working for the post office, see an original post bus and play the post bus game to overcome challenges and deliver the mail. Read personal stories of how people have used the post, from children sending letters to their toys, to families posting Christmas turkeys overseas. Follow the journey of a letter from the post box, through the busy Mount Pleasant sorting office (next to The Postal Museum) to the front door.

ZONE 5

ZONE 6



Temporary Exhibition –

A changing programme of exhibitions that will highlight inspiring objects and stories from our collections and focus on different themes to reveal the enduring power of the post through time.

Visit our website to find out about the current exhibition.

postalmuseum.org

Journey back in time on a specially -made train through the original tunnels and station platforms of the Post Office railway.

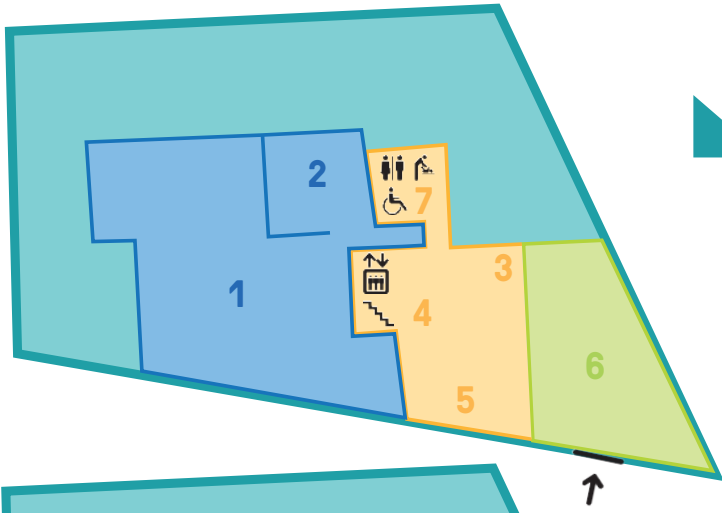
Delve into the nuts and bolts of Mail Rail in the interactive exhibition, housed in the original car depot. Climb aboard a battery loco, sort the mail on the move in a Travelling Post Office carriage and explore the lockers of engineers who kept the network running around the clock.

Learn through play in our miniature mail-themed world for children aged 8 and under.

Dress for the job and try on mini uniforms, work a shift in the sorting office, help customers to weigh and stamp letters, drive a vintage post van, and explore a mini neighbourhood.

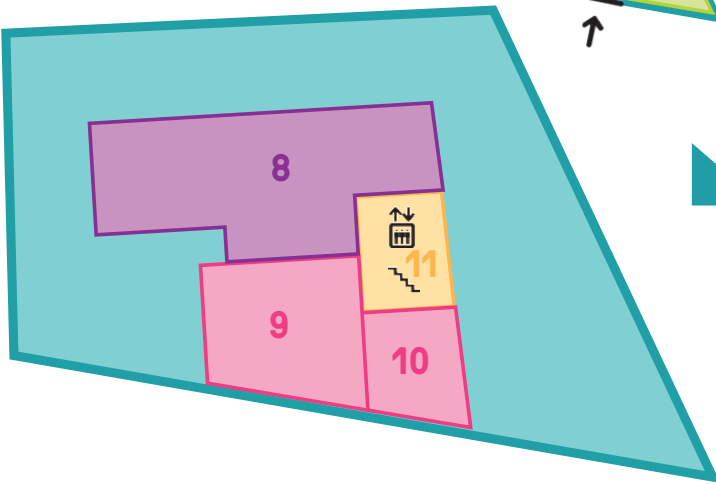
MUSEUM MAPS - PRINT FOR YOUR VISIT

THE POSTAL MUSEUM



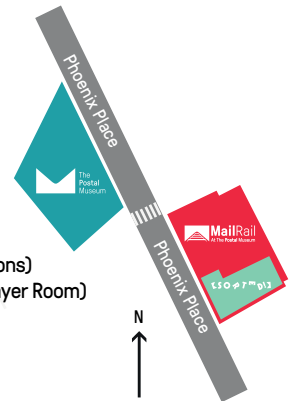
G Ground floor

1. The Postal Museum exhibition
2. Temporary exhibition
3. The Counter Café
4. Welcome Space (schools arrival point)
5. Shop
6. Courtyard
7. Accessible toilets, First Aid room

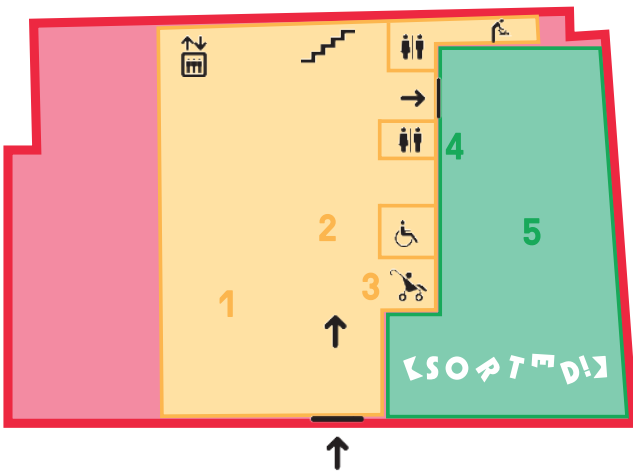


1 First floor

8. Discovery Room
9. Learning Space A (facilitated sessions)
10. Learning Space B (Lunch Room/Prayer Room)
11. Bag and coat storage cupboards

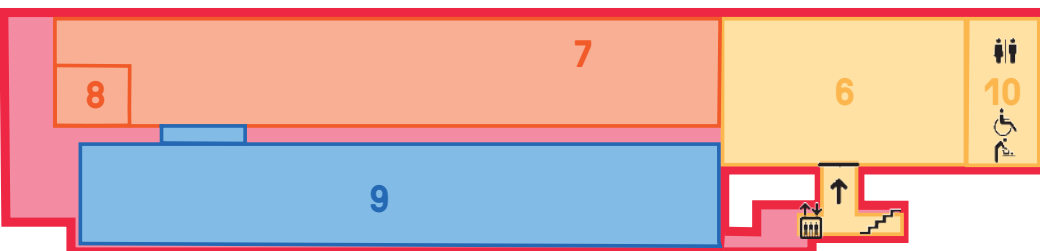


MAIL RAIL



G Ground floor

1. Shop
2. Tickets and information
3. Buggy parking
4. Sorted! accessible toilets
5. Sorted!



-1 Lower Ground floor

6. Mail Rail orientation space
7. Mail Rail ride
8. Accessible Mail Rail show
9. Mail Rail exhibition
10. Accessible toilets and Changing Places room

TEACHER TIPS FOR A FIRST CLASS VISIT

Read these tips to help us provide a first class visit for your school.

Before your visit

Make a familiarisation visit

Visit us to plan your day. To request this visit email schools@postalmuseum.org and include your booking reference. The visit does not include the Mail Rail ride.

Check your Timetable

Read your Timetable carefully. Contact us immediately if anything is incorrect.

Risk Assessments

Use our risk assessments to plan your visit. Teachers are encouraged to complete their own.

Learning resources and gallery trails

Download resources and trails to support your visit. Use them to introduce the topic and prepare for your visit postalmuseum.org/learning

Goody bags

If pupils would like a souvenir you can pre-order Goody bags using the order form. Goody bags will be ready to collect at the end of your visit.

On the day

Arrive promptly

All schools including self-led visits must arrive in The Postal Museum Welcome Space at least 15 minutes before the start of your first activity. Bring your confirmation email as proof of booking. A Welcome briefing will be provided by the Schools team.

Lateness

If you are going to arrive late call 0300 0300 700. We cannot change the allocated time for Mail Rail rides or Sorted! A late start to a facilitated session may be arranged at the discretion of the museum.

Brief your class

Divide each class into small groups with an adult supervisor. Give each adult a copy of your Timetable. Bring a class register and any medications for your pupils.

Supervision

The Postal Museum is a public place. Teachers and accompanying adults are responsible for the health and safety of pupils. Read our Code of Conduct and rules for Mail Rail and Sorted! (as applicable).

Eating and drinking

Food and drink is not allowed in The Postal Museum galleries, Mail Rail exhibition and ride or in facilitated sessions in Learning Space A.

Snacks can be consumed in the seating area of Sorted! with adult supervision.

Lunch

If you have requested use of the lunch room (Learning Space B) a 30-minute time slot will be on your Timetable.

Adult: pupil ratios

Must be as agreed in your booking confirmation. Groups that bring additional adults/pupils may have to pay full adult/child rates (at the discretion of the museum).

Minimum adult: child ratios (not including additional SEND support)

FDN	1 : 3
KS1	1 : 4
KS2	1 : 6
KS3	1 : 10
KS4+	1 : 15

More information

Read our Terms and Conditions for schools postalmuseum.org/for-schools

TEACHER TICK LIST

A handy tick list to help you plan a first class visit.

Got a question for us?

Email schools@postalmuseum.org or call 0300 0300 700

Please quote your booking reference. This is on your confirmation email.

Visit date _____ Arrive _____ Depart _____

My booking reference _____

Before your visit

✓	Task	My notes
	Check and print your confirmation email	
	Check and print your Timetable	
	Read your Welcome Pack	
	Arrange payment of invoice	
	Book familiarisation visit	Date:
	Read risk assessments	
	Plan your journey and arrange travel	
	Download learning resources postalmuseum.org/learning	
	Explain the Code of Conduct to pupils and Mail Rail ride and Sorted! (as relevant to your booking)	

On the day

✓	Task	My notes
	Divide your class into groups (see adult: child ratios)	
	Print a Timetable and map for each adult	
	Print learning resources and trails (dependent on activity)	
	Pick up lunches and medications	
	Brief your class about the Code of Conduct and rules for Mail Rail and Sorted!	
	Check your travel route	
	Allow plenty of time for your journey	

All school groups including self-led visits must arrive in The Postal Museum Welcome Space at least 15 minutes before the start of your first activity.

FACILITIES - THE POSTAL MUSEUM

Ground Floor



Courtyard

The outdoor Courtyard can be used to eat lunch on sunny days.



The Welcome Space

All schools should arrive in The Postal Museum Welcome Space. Our Schools team will provide a briefing.



Exhibitions

Five interactive Exhibition zones and the temporary exhibition space. Schools will be allocated time to visit exhibitions. See Timetable.



Shop

A shop visit is not included in your Timetable. Schools can visit the shop in small groups with adult supervision at the end of your visit or pre-order Goody bags.



Café

The Counter Café is open for visitors to use from 10.00 – 17.00. Food and drink is not allowed in the exhibitions and café food must not be taken into the Lunch Room or Learning Space.



Accessible toilets

Gender-neutral toilets including accessible toilets. Teachers must accompany pupils to the toilets.



Accessible lifts

Lifts to all floors with disabled access.

First Floor



Lockable bag and coat cupboards

Outside Learning Space A and B. Schools team will show you how to use them and provide an access code.



Learning Space A

Facilitated sessions take place in Learning Space A. Arrive outside the Learning Space at least five minutes before the start of your session. See your Timetable.



Learning Space B (Lunch Room)

On the first floor. Use of the Lunch Room should be requested in your booking. Each class will be allocated a 30-minute time-slot. See your Timetable.



The Discovery Room

Next to Learning Space A and B. This is a public space where visitors can access our archive. School visits are available on selected dates when it is closed to the public.



Prayer Room

Schools can request use of the Lunch Room as a Prayer Room (subject to availability).

Email schools@postalmuseum.org to arrange this and quote your booking reference.

FACILITIES - MAIL RAIL

Street Level



The Welcome Space

All school groups should arrive at The Postal Museum Welcome Space. The Schools team will escort your class across the road to Mail Rail.



Shop

Time to visit the shop is not included in your Timetable. Schools can visit the shop in small groups with adult supervision at the end of your visit or pre-order Goody bags.



Step-free access

Mail Rail entrance has a ramp and lifts to lower ground floor.

Mail Rail ride has restricted access.

Below Ground



Orientation space

Visitors queue to ride Mail Rail. Schools will have an allocated time-slot and will not queue with the general public.



Mail Rail exhibitions

Interactive exhibition. Schools will visit this before or after the Mail Rail ride. See Timetable.



Accessible toilets

Gender-neutral toilets including accessible toilets and baby changing facilities. Teachers must accompany pupils to the toilets.



Changing Places Room

Next to the toilets. Schools can ask to use this room as a quiet space, to administer medication, or minor first aid. Request access from the Visitor Hosts at the Welcome Desk.

Mail Rail Ride



Lockers

Schools that visit Mail Rail first will leave coats and bags in the lockers before the ride.



Trains

Schools will ride the train at their allocated time-slot. See your Timetable.

Sorted!



Sorted!

The entrance to Sorted! is to the right of the Mail Rail Welcome Space.



Toilets

Gender-neutral toilets, including accessible toilets and baby changing facilities. Teachers must accompany pupils to the toilets.

Accessibility

Further information about access is available on our website postalmuseum.org

To request additional support for your visit or ask a question about access at The Postal Museum. Email schools@postalmuseum.org or call 0300 0300 700

CODE OF CONDUCT

To ensure an enjoyable and safe experience for all our visitors we ask that you follow our Code of Conduct.

You can download a child-friendly version to show your class on our website postalmuseum.org/for-schools

1. Pupils must be supervised by an adult at all times (including the toilets and shops).
2. Museum staff are not able to take responsibility for pupils.
3. Pupils with SEND must have appropriate support.
4. School groups must follow their Timetable and arrive promptly for each activity.
5. School groups must follow instructions given by Museum staff and volunteers.
6. Pupils should be respectful of each other, museum staff and other visitors.
7. Pupils should move carefully around the museum. There is no running.
8. No eating or drinking in the galleries, Mail Rail ride or in facilitated sessions.
9. Pupils should use exhibition interactives in small groups with adult supervision.
10. Pupils should not touch or climb on museum objects on open display.
11. Pupils should follow rules for Mail Rail ride and Sorted! (as relevant).
12. Adults must attend facilitated sessions and provide appropriate support.
13. Bad language and unruly behaviour is not acceptable.
14. Schools must leave all facilities including the Lunch Room, Learning Space, exhibitions, toilets and shops in a good condition.
15. Any damage or accidents must be reported to Museum staff immediately.

Thank you for your cooperation.

Read our [Terms and Conditions for schools postalmuseum.org/for-schools](https://postalmuseum.org/for-schools)

Ride Mail Rail

Please make sure all teachers/group leaders read this information to prepare pupils for the ride.

Get ready for the ride

Mail Rail rides must be booked in advance. Schools will be allocated a time to ride the train on your Timetable. Each train seats 20 - 25 people.

A class of 30 pupils plus accompanying adults will be allocated two train times. It is your responsibility to split your class/group.

Smaller groups may ride the train with other visitors if there are empty seats.

Arrive in the Mail Rail depot at least five minutes before your train. A Visitor Host will show you where to wait to board the train.

About the ride

Mail Rail ride lasts 20 minutes and is an immersive underground experience. The ride contains moments of pitch darkness and some loud noises and flashing lights. The ride takes a loop under Mount Pleasant Mail Centre through tunnels that are only 7ft (213cm) wide at their narrowest point. The ride is narrated by a Mail Rail engineer and the train stops at two station platforms where films about the history of Mail Rail are projected onto the walls. At one point the ride simulates a power cut. This is brief but it may be worth warning the adults in your group.

The train

The train carriages are small and may be uncomfortable or unsuitable for visitors who are claustrophobic.

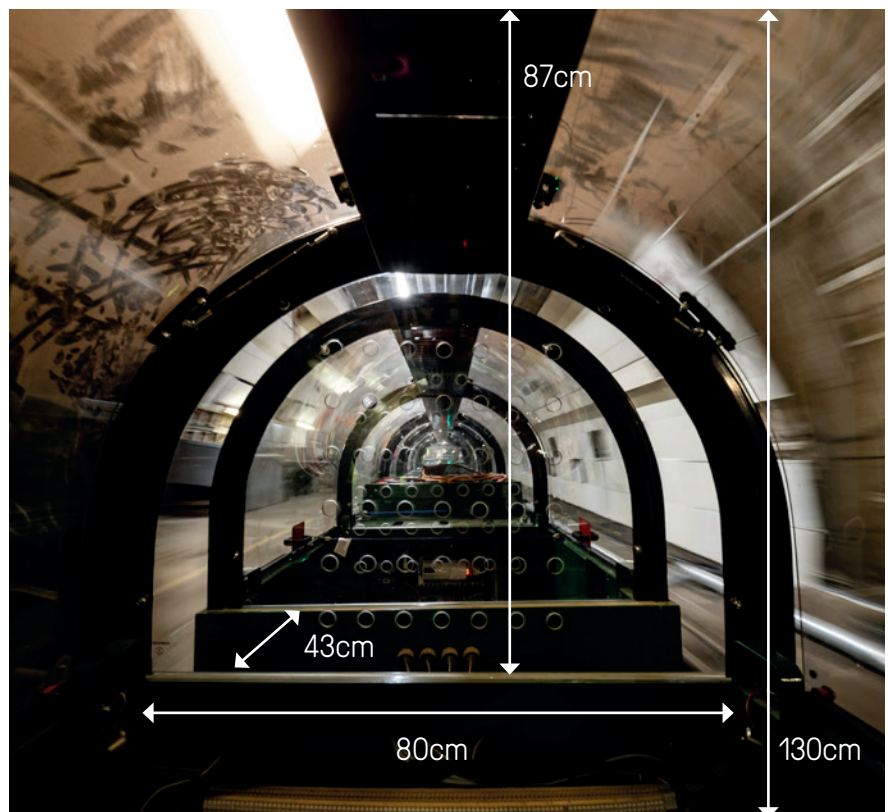
Train dimensions

- Carriages are 130cm high
- Bench seating is 80cm wide
- Seat to overhead canopy is 87cm
- Distance between seats is 43cm

Younger children can sit side-by-side or next to an adult.

Older children or adults will be asked to sit in their own seat.

Seats can be positioned in rows or two benches can face each other.

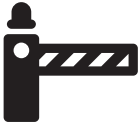


RIDE MAIL RAIL

Rules of the ride



Read your Timetable. If your class has been allocated two trains split your class into two groups in advance.



Your class must queue behind the barrier. A Visitor Host will open the barrier when it is time to board the train.



You must leave your bags and coats in lockers on the platform.



Each pupil should have a partner. Accompanying adults should be positioned throughout the group. (see adult: child ratios on page 7)



A Visitor Host will open the barrier and guide you to the platform to board the train.



A Batchter will show you where to sit. It is very important that you follow their instructions. Teachers must alert Batchters to pupils who need additional support.



Do not attempt to move seats once you have boarded the train.



The Batchter will close the overhead canopy and remind pupils not to lean on the doors.



The train will only depart when the Batchter is happy with the seating arrangements.



At the end of the ride, the Batchter will open the overhead canopy for you to alight the train safely.

Mail Rail access

Mail Rail was built to carry mail not people. Unfortunately this means there are access restrictions.

Mail Rail ride contains conditions which may be unsuitable for pupils with physical or mobility issues, claustrophobia or a pre-existing condition that could be made worse by loud noises, flashing lights or confined spaces. Schools should consider this at the point of booking.

Visitors must be able to transfer themselves in and out of the train unaided. Wheelchairs and walking aids cannot be accommodated on the ride.

Visit our website to read more about the access restrictions.

www.postalmuseum.org/visit/plan-your-visit/facilities/mail-rail-access

Accessible Mail Rail Show

Pupils unwilling/unable to ride the train can watch the Accessible Mail Rail show. This is located at the start of the Mail Rail exhibition. It shows footage of the journey through the tunnels and the two films projected in the station platforms.

Stay and play in Sorted!

Please make sure all teachers/group leaders read this information to prepare your pupils.

Sorted! must be booked in advance. Schools will be allocated a 45-minute time-slot. Classes of 20 – 35 can book exclusive use of the play space. Smaller groups will be charged per child and may share use of Sorted! with other visitors.

Get set for Sorted!

Your pupils will be very excited to visit Sorted! We recommend you divide your class into five or six small groups with an accompanying adult. Adults can direct play by circulating each group between the themed areas. This will provide a meaningful learning experience and encourage children to engage in collaborative learning.

Under 3's area

Schools can use this area if they have exclusive use of Sorted! Role play behind the Post Office counter and design a mini town with magnets and building blocks.

Mini Neighbourhood

Explore a mini neighbourhood, open doors to collect and deliver letters, drive a vintage post van and make a call in a red telephone box.

The Post Office

Get dressed for the job and help customers to weigh and stamp parcels. Write a telegram, and sort letters into pigeon holes ready to be posted.

Reading corner

From classics like *The Jolly Postman* to current storybook favourites, delve into stories about delivering the post.

The Sorting Office (large enough for two groups)

Over two floors, sort and scan letters and parcels on conveyer belts and use trolleys, pulleys and slides and chutes to move the mail.

Rules of Play

Follow the rules to help us provide a safe and enjoyable experience for your pupils.

A child-friendly version is available as a PowerPoint which you may wish to show pupils. Download from our website. postalmuseum.org/for-schools



You must supervise children at all times. Divide your class into small groups.



Shoes must be worn at all times. Help children to use dressing up as needed.



Encourage children to respect others, play safely and take it in turns.



First Aid equipment is available. Teachers are responsible for administering minor first aid. All accidents must be reported to the Visitor Host.



Use the seating area for children to calm down or have a drink of water.



There are two toilets in Sorted! take pupils as needed to avoid a queue at the end.

AFTER YOUR VISIT

Photograph your visit (flash photography is restricted in The Postal Museum). We politely ask schools not to film facilitated sessions on phones or tablets. Share your photos with us on social media @thepostalmuseum

Tell us about your day
We love to see anything you produce at school about your visit. Email examples of your work such as newsletters, displays and homework to schools@postalmuseum.org

Give us feedback
Feedback forms with prepaid envelopes will be given to teachers. Please post your comments to us and help provide an engaging learning experience for schools.

Get involved
Join our teachers' panel or book a place on our Twilight CPD evenings. To find out more visit postalmuseum.org/for-schools

Got a question for us?
Email schools@postalmuseum.org
Call 0300 0300 700

Send us a postcard
Copy and cut out this postcard for your pupils to write and tell us about their day. Remember to include the name of your school and the date of your visit.

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Share on social media @thepostalmuseum Email schools@postalmuseum.org

APPENDIX

RISK ASSESSMENTS

RISK ASSESSMENTS

The highlighted risks are for a standard visit. Special events in the museum may have individual risks and school groups will be briefed about them in advance. New risks that arise on the day of your visit will be highlighted in your Welcome Briefing.

The Postal Museum, Mail Rail and Sorted! General Risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Phoenix Place	Moving vehicles	<ul style="list-style-type: none"> ▪ School groups to use zebra crossing ▪ Pupils to be led by teachers when crossing the road ▪ Pupils divided into small groups with a responsible adult ▪ Schools to arrange coach drop-off and collection in a safe location
Museum spaces	Pupils getting lost	<ul style="list-style-type: none"> ▪ Pupils divided into small groups with a responsible adult ▪ All adults have a printed copy of Timetable and Museum Map ▪ Teachers bring a register and take regular head counts ▪ Visitor Hosts and Schools team to guide and help school groups
	Fire	<ul style="list-style-type: none"> ▪ Fire and evacuation covered in Welcome briefing ▪ Fire hydrants throughout the museum site ▪ Fire exits clearly marked ▪ Fire alarm system in place and regularly checked ▪ Visitor Hosts or Schools team to lead fire evacuation (depending on activity)
	Contact with the general public	<ul style="list-style-type: none"> ▪ Security staff and Visitor Hosts based at entrance to The Postal Museum, Mail Rail and Sorted! ▪ Pupils divided into small groups with a responsible adult ▪ Pupils reminded about appropriate behaviour
	First aid	<ul style="list-style-type: none"> ▪ All injuries recorded in the accident book ▪ Teachers are responsible for administering first aid ▪ Visitor Hosts or Schools team to call an ambulance for serious injuries

The Postal Museum – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
The Postal Museum Courtyard and entrance	Slips, trips and falls	<ul style="list-style-type: none"> ▪ Pupils divided into small groups with a responsible adult ▪ Courtyard cleaned every day and has non-slip flooring ▪ Handrail and slope for wheelchair access
The Postal Museum Courtyard (if used for lunches)	Slips, trips and falls Hot drinks Spillages Seating	<ul style="list-style-type: none"> ▪ Pupils divided into small groups with a responsible adult ▪ Schools allocated a time-slot and space to eat lunch away from café area ▪ Courtyard regularly checked by Visitor Hosts
The Postal Museum Welcome Space	Slips, trips and falls Retail units and café tables Pupils getting lost Busy crowded space	<ul style="list-style-type: none"> ▪ Pupils divided into small groups with a responsible adult ▪ Visitor Host or Schools team to greet group and provide briefing
The Postal Museum toilets (ground floor)	Visitor queues for toilets Pupils getting stuck in the toilets Flood caused by leaving the tap running Slips, trips and falls	<ul style="list-style-type: none"> ▪ Pupils to visit toilets in small groups with a responsible adult ▪ Teachers to remind pupils about taps and check cubicles after use ▪ Toilets to be checked and cleaned regularly
The Postal Museum lifts	Pupils getting stuck in the lift or ending up on the wrong floor	<ul style="list-style-type: none"> ▪ Pupils with access requirements to use the lift with adult supervision
The Postal Museum shop	Stock falling on pupils Freestanding units	<ul style="list-style-type: none"> ▪ Pupils visit the shop in small groups accompanied by an adult (schools can pre-order Goody bags*)
The Postal Museum stairs between floors	Slips, trips and falls Spillages	<ul style="list-style-type: none"> ▪ Pupils use stairs in single file with adult supervision ▪ Encourage use of handrail ▪ Stairs regularly checked and cleaned
The Postal Museum exhibition entrance	Automatic closing doors	<ul style="list-style-type: none"> ▪ Pupils enter exhibitions in small groups with a responsible adult ▪ Visitor hosts to monitor entrance
Freestanding objects and displays (including vehicles and pillar boxes on support stands)	Trips, slips and falls Bumping into objects Objects moving from support stands	<ul style="list-style-type: none"> ▪ Pupils visit exhibition zones in small groups with a responsible adult ▪ Pupils told about appropriate behaviour and not to run in the galleries ▪ Pupils reminded not to touch museum objects ▪ Visitor Hosts and volunteers to monitor galleries
Partition walls between exhibition zones	Pupils getting stuck between gaps between partition walls	<ul style="list-style-type: none"> ▪ Pupils to visit exhibition zones in small groups with a responsible adult ▪ Pupils to told not to squeeze between gaps in the walls

*Goody bag order form is attached to your booking confirmation and available online postalmuseum.org/for-schools

The Postal Museum – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Viewing displays at high level	Displays falling from height Slips, trips and falls	<ul style="list-style-type: none"> ▪ Pupils to visit exhibition zones in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries
Interactive feely boxes, and handling objects (Zone 1)	Overcrowding Bumps and collisions Loose items	<ul style="list-style-type: none"> ▪ Pupils to use interactives in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries
Interactive phone boxes (Zone 2 and 5)	Trips when entering kiosk Telephone cable could get wrapped around a child's neck	<ul style="list-style-type: none"> ▪ Pupils to use interactives in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries
Interactive pneumatic tube (Zone 2 and Zone 5)	Fingers jammed in the tubes Loose parts (pencils and paper) Overcrowding	<ul style="list-style-type: none"> ▪ Pupils to use interactives in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries
Interactive touch screens and digital games (Zones 1, 2, 3, 5)	Bumps and collisions Overcrowding Static, electric shocks	<ul style="list-style-type: none"> ▪ Pupils to use interactives in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries ▪ Regular maintenance and safety checks
Interactive dressing up (Zone 2)	Overcrowding Slips and trips Entanglement in clothing Loose items (buttons)	<ul style="list-style-type: none"> ▪ Pupils to use interactives in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries and tidy dressing up ▪ Regular cleaning
Interactive handling table (Zone 4)	Overcrowding Bumps and collisions Loose magazines and books	<ul style="list-style-type: none"> ▪ Pupils to use handling table in small groups with a responsible adult ▪ Object handling sessions led by Visitor Hosts or Schools team ▪ Visitor Hosts and volunteers to monitor galleries ▪ Height of table is adjustable for younger children and wheelchair users
AV film interactive (Zone 4)	Overcrowding on seating Electric shocks from faulty equipment or exposed cables	<ul style="list-style-type: none"> ▪ Pupils to watch films in small groups with a responsible adult ▪ Regular maintenance and security checks
Make a stamp interactive (Zone 5)	Overcrowding Seating AV screen Use of Internet	<ul style="list-style-type: none"> ▪ Pupils to use interactive in small groups with a responsible adult ▪ Pupils told about appropriate use of interactive ▪ Regular maintenance and security checks

The Postal Museum – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Write a postcard interactive (Zone 5)	Overcrowding Moveable seating Loose items	<ul style="list-style-type: none"> ▪ Pupils to use interactive in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries
Folding stools hanging on walls (Zone 5)	Stools falling on floor Finger traps	<ul style="list-style-type: none"> ▪ Pupils to visit galleries in small groups with a responsible adult ▪ Stool fixings are safety checked every month

The Learning Space – specific risks

Workshops, science shows and storytelling sessions take place in Learning Space A. Sessions must be booked in advance. Sessions last between 45-minutes to 1-hour, and some special events are longer (as indicated on your Timetable).

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Stairs to first floor	Slips, trips and falls Spillages	<ul style="list-style-type: none"> ▪ Pupils to use the stairs in single file with adult supervision ▪ Encourage use of handrail ▪ Stairs regularly checked and cleaned
Coat and bag storage	Fingers trapped in doors Loose items (coats and bags) Trolleys on wheels	<ul style="list-style-type: none"> ▪ Adults to access coat and bag storage ▪ Bag and coat storage cupboards accessed by responsible adults using the door code provided ▪ Visitor Hosts and Schools team to supervise and assist as needed
Tables and chairs (including stacked chairs)	Slips, trips and falls Bumps and collisions	<ul style="list-style-type: none"> ▪ Tables and chairs to be set up in advance for activities ▪ Stacked chairs on trolley ▪ Pupils reminded not to swing on chairs
Windows	Falling from open windows Window ledges	<ul style="list-style-type: none"> ▪ Pupils told not to sit on window ledges ▪ Temperature to be controlled with air-conditioning ▪ Windows to be kept closed
Electrical sockets	Electric shock from fingers in socket	<ul style="list-style-type: none"> ▪ All sockets have a child-safety cover ▪ Daily checks by Schools team
Flooring	Slips, trips and falls Loose rugs and donut cushions	<ul style="list-style-type: none"> ▪ Flooring to be regularly cleaned ▪ Rugs and donut cushions to be used with adult supervision
Sink area and overhead cupboards	Water Risk of flooding from leaving tap on Wet paper towels Bumps to head	<ul style="list-style-type: none"> ▪ Pupils to use the sink with adult supervision ▪ Adults check taps have been turned off and wet paper towels are put in the bin ▪ Adults to ensure cupboard doors are closed ▪ Cupboards have child-safety locks
Wall cupboards	Finger traps Falling objects	<ul style="list-style-type: none"> ▪ Sink area to be covered by a shutter when not in use ▪ Teachers to remain vigilant and remind pupils not to touch

The Learning Space – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
AV screen and stand	Electric shock from screen Loose cables Stand running over feet	<ul style="list-style-type: none"> ▪ Schools team to position screen safely ▪ Brakes applied to the stand ▪ Pupils to be supervised by accompanying adults
Sliding partition wall between Learning Space A and B	Trapped fingers Cuts and bruises Bumps and collisions	<ul style="list-style-type: none"> ▪ The partition will either be open or closed. This will be prepared in advance by the Schools team ▪ Adults to supervise pupils at all times

Lunch Room (Learning Space B)

Schools must request use of the Lunch Room on the booking form. Each class will be allocated a 30 minute time-slot. This will be on your Timetable.

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Tables and seating benches	Overcrowding Slips, trips and falls	<ul style="list-style-type: none"> ▪ Pupils to use benches and tables with adult supervision
Sink area and overhead cupboards	Water Risk of flooding from leaving tap on Wet paper towels Bumps to head	<ul style="list-style-type: none"> ▪ Pupils to use the sink with adult supervision ▪ Adults check taps have been turned off and wet paper towels are put in the bin ▪ Adults to ensure cupboard doors are closed ▪ Child-safety locks on cupboard doors ▪ Small fridge to be locked
Food	Allergies Spillages Scalds and burns	<ul style="list-style-type: none"> ▪ Teachers are responsible for pupils with allergies and bring appropriate medication ▪ Food waste cleared into bins ▪ No hot drinks in Lunch Room ▪ Adults to alert Visitor Hosts immediately if there are spillages ▪ No hot drinks from the cafe in the Lunch Room

Facilitated sessions (Learning Space A)

Led by facilitators, our interactive sessions use handling objects, audio visual presentations and dressing up. Sessions may involve active participation, role play and movement around the Learning Space. Selected sessions include arts and crafts activities as outlined in the Schools brochure.

All teachers, group leaders and accompanying adults must attend sessions. We encourage adults to take an active part in the learning, as instructed by the session facilitator.

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Movement in the Learning Space	Slips, trips and falls Collisions	<ul style="list-style-type: none"> ▪ Pupils to follow instructions from session facilitator ▪ Teachers to remain vigilant and intervene if needed
Pupils with physical disabilities (e.g. wheelchairs)	Injury to children with special educational needs or physical disabilities	<ul style="list-style-type: none"> ▪ Children may need to be supervised by a carer on a one-to-one basis ▪ Tables adjustable for wheelchairs ▪ Disabilities to be identified on booking form. Activities can be adapted in advance
Mobile phones	Distractions Photo consent	<ul style="list-style-type: none"> ▪ Mobile phones on silent. Adults must not leave sessions to take a phone call ▪ Phones can be used to take photographs. Teachers are responsible for photo consent
AV presentations, sounds and music	Electric shocks from AV screen Loud noises	<ul style="list-style-type: none"> ▪ AV Screen to be set up in advance by Schools team ▪ Pupils who are sensitive to noise to be identified on booking form ▪ Pupils to wear glasses to view screen as needed
Museum handling objects	Finger traps Cuts and bruises	<ul style="list-style-type: none"> ▪ Handling objects to be used with instruction from session facilitator ▪ Adults to supervise pupils ▪ Objects regularly checked and cleaned
Dressing up	Entanglement in clothing Loose items (buttons) Hygiene	<ul style="list-style-type: none"> ▪ Pupils use dressing up with instruction from session facilitator ▪ Regular cleaning and repairing
Arts and crafts materials (pens, pencils, scissors and glue)	Minor cuts and bruises	<ul style="list-style-type: none"> ▪ Pupils follow instructions from session facilitator ▪ Adults to supervise pupils during activities ▪ Craft materials regularly checked and replaced

The Discovery Room

The Discovery Room provides access to our archive collections. Schools can book sessions on selected dates as outlined in the Schools brochure.

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Entrance to the Discovery Room	Slips, trips and falls	<ul style="list-style-type: none"> Pupils to enter The Discovery Room in small groups with a responsible adult
Pupils with physical disabilities (e.g. wheelchairs)	Injury to children with special educational needs or physical disabilities	<ul style="list-style-type: none"> Pupils may need one-to-one supervision from a teaching assistant/carer Disabilities to be identified on booking form. Activities can be adapted in advance
General public/researchers	Distractions Noise	<ul style="list-style-type: none"> School groups to visit when archive is closed to the public
Mobile phones	Distractions Photo consent	<ul style="list-style-type: none"> Mobile phones on silent. Adults must not leave The Discovery Room to take a phone call Phones can be used to take photographs. Teachers are responsible for photo consent
Tables and chairs	Slips, trips and falls Bumps and collisions	<ul style="list-style-type: none"> Tables to be set up in advance for activities
Shelving (books and periodicals)	Finger traps Falling books Paper cuts	<ul style="list-style-type: none"> Pupils to access shelving with supervision from Schools team, archive team and accompanying adults Shelves to be tidied regularly
Original archival material	Paper cuts Overcrowding Risks of damage to collections	<ul style="list-style-type: none"> Pupils to view or handle archival material under instruction from archive team Pupils divided into small groups of 15 max with accompanying adults Materials to have protective covers and supports as needed

Mail Rail – specific risks

Mail Rail exhibition and ride are housed in the original car depot at Mount Pleasant. All due care has been taken to make the former working environment safe for visitors while maintaining the authenticity of the original industrial heritage.

Mail Rail exhibition

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Mail Rail Welcome Space (ground floor)	Slips, trips and falls Retail units Pupils getting lost Busy crowded space	<ul style="list-style-type: none"> ▪ Pupils divided into small groups with a responsible adult ▪ Visitor Host or Schools team to greet group and provide briefing
Mail Rail shop	Stock falling on pupils Freestanding retail units	<ul style="list-style-type: none"> ▪ Pupils visit the shop in small groups with adult supervision (schools can pre-order Goody bags*)
Mail Rail lift to depot (ride and exhibitions)	Pupils getting stuck in the lift	<ul style="list-style-type: none"> ▪ Pupils with access requirements to use lift with adult supervision
Mail Rail stairs between floors	Slips, trips and falls Spillages	<ul style="list-style-type: none"> ▪ Pupils to use stairs in single file under adult supervision. ▪ Encourage use of hand rail
Freestanding objects and displays	Trips, slips and falls Bumping into objects Objects moving from support stands	<ul style="list-style-type: none"> ▪ Large objects have a clear space of 1.4m around them ▪ Pupils to visit exhibition zones in small groups with adult supervision ▪ Pupils reminded about behaviour and told not to run in the galleries ▪ Visitor Hosts and volunteers to monitor galleries
Industrial heritage features (walls, floors and ceiling)	Trips, slips and falls Rough edges Cuts and bruises	<ul style="list-style-type: none"> ▪ Pupils to visit Mail Rail in small groups with a responsible adult ▪ Schools aware of industrial heritage and teachers remain vigilant of hazards
Interactive (Timeline/city scape)	Bumps and collisions Overcrowding	<ul style="list-style-type: none"> ▪ Pupils to view in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries
Interactive (Locker stories)	Bumps and collisions Rough edges Dressing up/loose parts Hygiene	<ul style="list-style-type: none"> ▪ Pupils to visit interactive in small groups with a responsible adult ▪ Dressing up checked and cleaned regularly ▪ Visitor Hosts and volunteers to monitor galleries
Interactive (Climb on battery loco)	Overcrowding Trips, slips and falls Finger traps	<ul style="list-style-type: none"> ▪ Pupils to climb on loco with adult supervision ▪ Visitor Hosts and volunteers to monitor galleries
Interactive (pneumatics)	Overcrowding Trips, slips and falls Finger traps Bumps	<ul style="list-style-type: none"> ▪ Pupils to use interactive in small groups with a responsible adult ▪ Pupils reminded to play respectfully (despite competitive element) ▪ Visitor Hosts and volunteers to monitor galleries ▪ Regular maintenance and safety checks

Mail Rail exhibition

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Interactive (Freestanding people panels)	Bumps and collisions Cable from earphone could get wrapped around a child's neck	<ul style="list-style-type: none"> ▪ Pupils take it in turns to listen to peoples' stories with adult supervision ▪ Earphones replaced after use ▪ Visitor Hosts and volunteers to monitor galleries
Interactive (Travelling Post Office TPO carriage)	Slips, trips and falls on moving floor Overcrowding Loose parts Dressing up hygiene	<ul style="list-style-type: none"> ▪ Pupils to visit TPO carriage in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries ▪ Regular maintenance and safety checks ▪ Dressing up washed regularly
Interactive (switch frame operator)	Static or electric shock from AV screen Collisions on transparent box Loose parts Levers	<ul style="list-style-type: none"> ▪ Pupils to use interactive in small groups with a responsible adult ▪ Regular maintenance and safety checks ▪ Visitor Hosts and volunteers to monitor galleries
Interactive (electric trains)	Bumps and collisions Peering into transparent box Loose parts Levers	<ul style="list-style-type: none"> ▪ Pupils to use interactive in small groups with a responsible adult ▪ Adults to remain vigilant for pupils peering through the transparent box ▪ Visitor Hosts and volunteers to monitor galleries ▪ Regular maintenance and safety checks
Interactive (lantern slide viewer)	Finger traps Bumps and collisions Overcrowding	<ul style="list-style-type: none"> ▪ Pupils to use interactive in small groups with a responsible adult ▪ Visitor Hosts and volunteers to monitor galleries ▪ Regular maintenance and safety checks
Interactive (time telescope digital view finder)	Bumps to head Static or electric shock from AV screen	<ul style="list-style-type: none"> ▪ Pupils to use interactive individually with a responsible adult ▪ Adjustable height for wheel chairs ▪ Regular maintenance and safety checks ▪ Visitor Hosts and volunteers to monitor galleries

Mail Rail ride

Mail Rail is an immersive experience with sights, sounds and lights that some pupils may find overwhelming. Schools must consider this at the point of booking.

Find out how to prepare your class to ride Mail Rail on page 12.

More detailed information about the access restrictions for the Mail Rail ride is available on our website postalmuseum.org

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Mail Rail depot (below ground)	Stairs General public Queues	<ul style="list-style-type: none"> Pupils to use stairs in single file with adult supervision Encourage use of hand rail Schools to arrive at allocated time-slot to avoid queuing School groups larger than 20 will have sole use of a train (smaller groups may ride with other visitors)
Embarkation platform – queuing for the train	Slips and trips Overcrowding	<ul style="list-style-type: none"> Schools to arrive at Mail Rail ride at allocated time-slot with adequate adult supervision Visitor Hosts and volunteers on hand to guide and support groups
Lockers (coats and bag storage)	Finger traps	<ul style="list-style-type: none"> Pupils to use lockers with adult supervision
Boarding the train	Slips and trips in the carriage	<ul style="list-style-type: none"> Visitor Hosts and Batchers to guide pupils and adults into the train Clear instructions to remain seated in the train
Closing the train canopy overhead	Bumps to head Finger traps Cuts and abrasions	<ul style="list-style-type: none"> Visitor Hosts to close the canopy Pupils instructed to keep arms clear of the closing canopy Pupils must be supervised by adults
Train in motion	Slipping in carriage Impact on canopy	<ul style="list-style-type: none"> Pupils must be supervised by adults and remain seated throughout the ride
Train in tunnel	Fear of dark places	<ul style="list-style-type: none"> Teachers to decide before the visit if pupils are too frightened to ride the train. They can use the Accessible Mail Rail show with adult supervision Visitor Hosts to provide briefing before boarding the train
Emergency assistance buttons	Pressing button and causing emergency alarm to sound	<ul style="list-style-type: none"> Pupils must be supervised by adults and reminded not to press the button
Leaning on the doors	Train may make an emergency stop	<ul style="list-style-type: none"> Pupils must be supervised by adults and reminded not to lean on the doors
Low oxygen levels in tunnel	Breathing problems	<ul style="list-style-type: none"> Daily checks carried out by engineers
Dust in tunnel	Breathing problems Dust in eyes	<ul style="list-style-type: none"> Daily checks carried out by engineers
Disembarking from train	Slips, trips and falls Impact and collision	<ul style="list-style-type: none"> Pupils to be supervised by adults Batchers and Visitor Hosts to open the canopy and provide assistance
Evacuation of train ride	Fire or incident	<ul style="list-style-type: none"> Train will stop and Visitor Hosts will lead group from the train to a safe muster point

Sorted! Specific risks

Find out how to prepare your pupils to visit Sorted! on page 14.

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Entrance to Sorted! (street level)	Slips, trips and falls Finger traps	<ul style="list-style-type: none"> Children divided into small groups with a responsible adult Visitor Host to greet group and provide briefing Hinge guards on front door
Coffee cart	Bumps and collisions Scalds and burns	<ul style="list-style-type: none"> The coffee cart will not be open when school groups visit Sorted!
Toilets	Pupils getting stuck in the toilets Flood caused by leaving the tap running Slips, trips and falls	<ul style="list-style-type: none"> Children visit toilets in small groups with a responsible adult Teachers to remind pupils about taps and check cubicles after use Toilets to be checked and cleaned regularly
Children with disabilities	Injury to children with special educational needs or physical disabilities	<ul style="list-style-type: none"> Children may need to be supervised by a carer on a one-to-one basis Some areas (e.g. the Sorting Office upper level) may not be accessible by children with disabilities
Fire evacuation	Fire	<ul style="list-style-type: none"> Fire evacuation to be covered in Welcome briefing Fire exits clearly labelled Visitor Hosts to lead evacuation
First Aid	Minor and serious injuries	<ul style="list-style-type: none"> Teachers report injuries to Visitor Hosts First aid kit checked every week Teachers to administer minor first aid Serious injuries to be dealt with immediately
GENERAL RISKS		
Children moving around Sorted!	Falls, slips and trips Collisions Bruises	<ul style="list-style-type: none"> Children move around Sorted! in groups with a responsible adult Teachers to read Rules of Play and brief children Children reminded to play safely and respectfully Daily inspections by Visitor Hosts Annual inspections of all safety equipment (e.g. RoSPA) Visitor Hosts and volunteers to supervise Sorted!
Loose items e.g. magnets, building blocks, wooden shapes, letters, parcels, hats, tabards and books	Physical injury, cuts and bruises Personal hygiene	<ul style="list-style-type: none"> Loose items checked daily and damaged items removed Teachers and adults to monitor use of loose items to prevent pupils throwing them Hats, tabards and vests to be washed regularly
Heat	Overheating due to overcrowding	<ul style="list-style-type: none"> Adults and Visitor Hosts to stay vigilant and encourage children to slow down and have a drink of water
Electrical supply	Electric shock, burns, fire	<ul style="list-style-type: none"> Electric sockets safely located. All sockets have child-safety covers Regular PAT testing
Floors	Slips, trips, falls Spillages	<ul style="list-style-type: none"> Plastic edging on ventilation grills in floor Children supervised by adults and told not to run Water to be drunk in seating area

Sorted! Specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
RISKS IN SPECIFIC AREAS		
Seating area	Bench seating Spillages	<ul style="list-style-type: none"> ▪ Pupils to be supervised by adults ▪ Drinks and snacks to be consumed with adult supervision
MINI NEIGHBOURHOOD		
Climbing on Royal Mail van	Falls, impact injuries Overcrowding	<ul style="list-style-type: none"> ▪ Adult supervision to monitor use of van and stop children climbing on top
Doors on houses	Finger traps	<ul style="list-style-type: none"> ▪ Adult supervision to stop children slamming doors
SORTING OFFICE		
Slide	Friction burns, falls, collision, abrasions	<ul style="list-style-type: none"> ▪ Soft mat at bottom of slide and netting ▪ Vinyl surface to be inspected daily ▪ Children to use slide one at a time with adult supervision
Parcel chutes and conveyer belt	Entrapment, sharp edges, falls	<ul style="list-style-type: none"> ▪ Children use conveyer belt in groups with adult supervision ▪ Rubber trim on metal blades to be inspected daily for signs of damage
Pulley	Climbing up rope Throwing letters and parcels	<ul style="list-style-type: none"> ▪ Children to use pulley in small groups with adult supervision ▪ Children told not to hang from rope or throw letters
THE POST OFFICE		
Post Office counter	Overcrowding Weights and measures Tabards and caps	<ul style="list-style-type: none"> ▪ Children use area in small groups with adult supervision ▪ Children encouraged to share and take turns
Sorting frame	Overcrowding Loose letters	<ul style="list-style-type: none"> ▪ Children use area in small groups with adult supervision ▪ Children encouraged to share and take turns
BOOK CORNER		
Books	Paper cuts	<ul style="list-style-type: none"> ▪ Children use area in small groups with adult supervision
Cushions	Slips and trips	<ul style="list-style-type: none"> ▪ Children use area in small groups with adult supervision
UNDER 3'S AREA		
Mini Post Office	Overcrowding Loose letters and parcels	<ul style="list-style-type: none"> ▪ Children use area in small groups with adult supervision
Magnet wall and toy town	Loose items Risk of choking	<ul style="list-style-type: none"> ▪ Children use area in small groups with adult supervision

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