

This information will help you write a risk assessment for your school visit to The Postal Museum.

Visiting safely

We have made changes to ensure the safety of your students and our staff. The measures we are keeping in place for now are highlighted in blue.

Planning visits

We strongly recommend that you make a planning visit to risk assess potential hazards in the museum and on your journey. To book your visit email schools@postalmuseum.org

Supervision

Teachers and adult helpers are responsible for the health and safety of their group and should supervise students at all times.

It is important to meet our minimum ratios to provide adequate supervision on the Mail Rail ride and in Sorted! (if relevant).

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

EYFS Reception	1:4
KS1	1:4
KS2	1:6

Groups and group leaders

Split your class into equal-sized groups. Assign all adult helpers to a group with a group leader. Classes should stay in these small groups throughout the visit.

1 adult group leader per group	Red
	Green
	Blue
	Yellow

Lost students

Tell our staff immediately if any students become separated from their group and you are unable to find them. We have procedures to deal with these situations efficiently.

Museum staff and volunteers

All staff and volunteers have undergone a standard police check. Schools Team staff delivering sessions have undergone a Disclosure and Barring Service (DBS) check.

First aid

There is a first aid room for minor injuries and illness. Tell our staff immediately if one of your group requires assistance.

HAZARD IDENTIFICATION

Visiting safely measures and changes to museum buildings highlighted in blue. Any changes that arise on the day of your visit will be included in your Welcome Briefing in the Mail Rail depot.

The Postal Museum – general risks

The Postal Museum is split over two buildings. The Postal Museum is on one side of the road, and Mail Rail is on the other. The road has a temporary pedestrian crossing.

Put your class into groups before you set off. Schools should arrive at the Mail Rail building and line up outside.

ACTIVITY/AREA	HAZARD	CONTROL MEASURES	RISK LEVEL
Arrival on Phoenix Place	Moving vehicles Building works	<ul style="list-style-type: none">School groups to use zebra crossingStudents led by teachers when crossing the roadStudents divided into small groups with an adult group leaderSchools to arrange coach drop-off and collection in a safe location	Moderate
Museum spaces	Students getting lost	<ul style="list-style-type: none">Teachers bring register and take regular head countsAll adults have a printed Itinerary and Museum mapMuseum staff and volunteers to guide and help school groups	Low
	Fire	<ul style="list-style-type: none">Fire and evacuation covered in Welcome briefingFire hydrants throughout museum siteFire exits clearly markedFire alarm system in place and regularly checkedMuseum staff to lead fire evacuation	Low
The Postal Museum Courtyard and entrance	Slips, trips and falls Overcrowding	<ul style="list-style-type: none">Courtyard cleaned every day and has non-slip flooringHandrail and slope for wheelchair accessMuseum closed to public (Tuesdays). Reduced visitor numbers and distancing in place (Wednesdays)	Low

The Postal Museum Welcome Space	Slips, trips and falls Retail units and café tables Students getting lost Overcrowding	<ul style="list-style-type: none"> School groups supervised by museum staff and volunteers Museum closed to public (Tuesdays). Reduced visitor numbers and distancing in place (Wednesdays) 	Low
The Postal Museum toilets (ground floor)	Slips, trips and falls Students getting stuck in toilets Flood caused by leaving the tap running Cleanliness	<ul style="list-style-type: none"> Students visit toilets in small groups with an adult leader Teachers remind students about taps and check cubicles Toilets checked regularly Extra cleaning in place 	Low
The Postal Museum lifts	Students getting stuck in the lift or ending up on the wrong floor	<ul style="list-style-type: none"> Students with access requirements to use the lift with adult supervision 	Low
The Postal Museum shop	Stock falling on students Freestanding units	<ul style="list-style-type: none"> Shop is not open (Tuesdays). Schools that wish to should visit the shop in small groups (Wednesdays) 	Low
The Postal Museum stairs between floors	Slips, trips and falls Spillages Overcrowding Cleanliness	<ul style="list-style-type: none"> Students use stairs in single file with adult supervision Stairs and handrails regularly checked Extra cleaning in place 	Low

The Postal Museum Exhibition Space – specific risks

The exhibition space is monitored by museum staff and volunteers. Schools should visit the exhibition space in small groups to avoid overcrowding.

Some interactives have been adapted for your safety. Stylus pencils are available to use with touch screens.

ACTIVITY/AREA	HAZARD	CONTROL MEASURES	RISK LEVEL
The Postal Museum exhibition entrance	Automatic closing doors	<ul style="list-style-type: none"> Students enter exhibitions in small groups with an adult leader Museum staff to monitor entrance 	Low
Freestanding objects and displays (including vehicles and pillar boxes on support stands)	Slips, trips and falls Bumping into objects Objects moving from support stands	<ul style="list-style-type: none"> Students told about appropriate behaviour and not to run in the galleries Students reminded not to touch museum objects 	Low
Partition walls between exhibition zones	Students getting stuck between gaps in partition walls	<ul style="list-style-type: none"> Students told not to squeeze between gaps in the walls Adult group leaders supervise groups 	Low
Viewing displays at high level	Displays falling from height Slips, trips and falls	<ul style="list-style-type: none"> Displays maintained regularly 	Low
Interactive feely boxes, and handling boxes (Zone 1)	Bumps and collisions Loose items	<ul style="list-style-type: none"> Loose items currently removed Sound activated by motion sensor 	Low
Interactive phone boxes (Zone 2 and Zone 5)	Trips when entering kiosk Telephone cable could get wrapped around a child's neck	<ul style="list-style-type: none"> Adult group leaders supervise groups Students use kiosk one at a time 	Low
Interactive pneumatic tube (Zone 5 and Zone 5)	Fingers jammed in the tubes Loose parts (pencils and paper)	<ul style="list-style-type: none"> No pencils. Use of stylus pencils encouraged 	Low

Interactive touch screens and digital games (Zones 1, 2, 3 and 5)	Bumps and collisions Static, electric shocks	<ul style="list-style-type: none"> Regular maintenance and safety checks Use of stylus pencils encouraged 	Low
Interactive dressing up (Zone 2)	Slips, trips and falls Entanglement in clothing Loose items (buttons) Cleanliness	<ul style="list-style-type: none"> Museum staff and volunteers keep dressing up tidy Dressing up is cleaned regularly 	Low
Interactive handling table (Zone 4)	Bumps and collisions Loose magazines and books	<ul style="list-style-type: none"> Height of table is adjustable for younger children and wheelchair users Magazines and books currently removed 	Low
GPO film interactive (Zone 4)	Electric shocks from faulty equipment or exposed cables	<ul style="list-style-type: none"> Regular maintenance and security checks 	Low
Make a stamp interactive (Zone 5)	Stool seating AV screen Use of Internet	<ul style="list-style-type: none"> Students told about appropriate use of interactive Regular maintenance and security checks Use of stylus pencils is encouraged 	Low
Write a postcard interactive (Zone 5)	Moveable seating Loose items	<ul style="list-style-type: none"> Currently no pencils. Use of stylus pencils is encouraged 	Low
Folding stools hanging on walls (Zone 5)	Stools falling on the floor Finger traps	<ul style="list-style-type: none"> Stool fixings are safety checked every month 	Low

Learning Space A – Interactive sessions

Teachers and adult helpers must attend interactive sessions. We encourage adults to take an active part in the learning, as instructed by the session facilitator.

Mobile phones must be on silent. Photography is welcome but we politely ask schools not to film sessions on phones or tablets.

Schools visiting on Wednesdays will eat their lunch in Learning Space A.

AREA/ACTIVITY	HAZARD	CONTROL MEASURES	RISK LEVEL
Tables, chairs and benches (including stacked furniture)	Slips, trips and falls Bumps and collisions Overcrowding Cleanliness	<ul style="list-style-type: none"> Tables, chairs and benches set up in advance Stacked chairs on trolley Benches spaced out and students sit in their group colours Benches cleaned between sessions 	Low
Windows	Falling from open windows Ventilation	<ul style="list-style-type: none"> Windows kept open to ventilate room Students told not to sit on window ledges 	Low
Electrical sockets	Electric shock from fingers in socket	<ul style="list-style-type: none"> All sockets have child-safety cover Regular maintenance and checks 	Low
Flooring	Slips, trips and falls Spillages	<ul style="list-style-type: none"> Flooring cleaned regularly No food/drink allowed 	Low
Sink area and overhead cupboards	Water Risk of flooding from leaving tap on Bumps to head	<ul style="list-style-type: none"> Students to use the sink with adult supervision Adults check taps are off and wet paper towels are put in the bin Cupboards have child-safety locks 	Low
Wall cupboards	Finger traps Falling objects	<ul style="list-style-type: none"> Sink area covered by a shutter when not in use Teachers to remain vigilant and remind students not to touch 	Low
AV screen and stand	Electric shock from screen Loose cables Stand running over feet	<ul style="list-style-type: none"> Museum staff to position screen safely Brakes applied to the stand Students supervised by adult leaders 	Low
Sliding partition wall between	Trapped fingers Cuts and bruises	<ul style="list-style-type: none"> The partition will either be open or closed. This will be prepared in advance by museum staff 	Low

Learning Space A and B	Bumps and collisions	<ul style="list-style-type: none"> Students supervised by adult leaders 	
Movement in the Learning Space	Slips, trips and falls Collisions Overcrowding	<ul style="list-style-type: none"> Students to follow instructions from session facilitator Teachers to remain vigilant and intervene if needed Facilitator to maintain 1-2m distance from students 	Low
Students with physical disabilities (e.g. wheelchairs)	Injury to students with special educational needs or physical disabilities	<ul style="list-style-type: none"> Students need to be supervised by an adult on a one-to-one basis Tables adjustable for wheelchairs Disabilities identified on booking form. Activities can be adapted in advance 	Low
AV presentations, sounds and music	Electric shocks from AV screen Loud noises	<ul style="list-style-type: none"> AV screen set up in advance by museum staff Students who are sensitive to noise to be identified on booking form Students to wear glasses to view screen as needed 	Low
Tables and chairs set up for lunch	Slips, trips and falls	<ul style="list-style-type: none"> Students to sit in small groups with adult supervision 	Low
Food and drink	Spillages Allergies Scalds and burns Cleanliness	<ul style="list-style-type: none"> Adults alert museum staff about spillages Food waste put into bins provided Teachers responsible for students with allergies and bring appropriate medication No hot drinks in the Mail Rail depot Time to clean hands before and after eating 	Low

Interactive sessions – specific risks

Interactive sessions have been adapted to keep your students safe in our museum.

Facilitators will remove their face covering for parts of the session but will wear a face covering to move around the Learning Space, keeping 1-2m distance from students. All adults and students are required to wash or sanitise their hands before and after their interactive session.

Floor markers show student volunteers where to stand to keep a 1-2m distance. Equipment and objects handled by students will be cleaned and quarantined between sessions.

MAIL RAIL SCIENCE SHOW			
Sending station demo	Finger traps Cuts and bruises	<ul style="list-style-type: none"> Students follow facilitator's instructions Equipment has regular safety checks 	Low
Pneumatic tube demo	Finger traps Cuts and bruises	<ul style="list-style-type: none"> Students follow facilitator's instructions Equipment has regular safety checks 	Low
Circuit demo	Object handling	<ul style="list-style-type: none"> Equipment has regular safety checks 	Low
Toolbox demo	Object handling Cleanliness	<ul style="list-style-type: none"> Teachers to hand out equipment and supervise use 	Low
THE JOLLY POSTMAN – ONCE UPON A BICYCLE			
Magic spoons activity	Object handling Cleanliness	<ul style="list-style-type: none"> Teachers hand out and collect spoons 	Low
Growing into a beanstalk	Physical participation Standing up and sitting down	<ul style="list-style-type: none"> Students sit in small groups on bench seating Benches safety locks are checked regularly 	Low
JOLLY CHRISTMAS POSTMAN			
Christmas hats	Dressing up Cleanliness	<ul style="list-style-type: none"> Teachers hand out and collect hats Hats cleaned between sessions 	Low
Physical interaction	Physical participation Standing up and down	<ul style="list-style-type: none"> Students sit in small groups on bench seating Benches safety locks are checked regularly 	Low

Mail Rail building – Specific risks

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

Schools visiting on Tuesday will use Mail Rail depot as your 'Base' for the day with storage for belongings and space to eat packed lunches.

ACTIVITY/AREA	HAZARD	CONTROL MEASURES	RISK LEVEL
Mail Rail Welcome Space (ground floor)	Slips, trips, falls Retail units Students getting lost	<ul style="list-style-type: none"> Museum staff or volunteer to greet group and provide briefing 	Low
Mail Rail shop	Freestanding retail units	<ul style="list-style-type: none"> Shop is not open (Tuesdays). Schools that wish to should visit the shop in small groups (Wednesdays) 	Low
Mail Rail lift to depot (ride and exhibitions)	Students getting stuck in the lift	<ul style="list-style-type: none"> Students with access requirements to use the lift with adult supervision 	Low
Mail Rail stairs between floors	Slips, trips and falls Spillages Cleanliness	<ul style="list-style-type: none"> Students to use stairs in single file with adult supervision Extra cleaning of stairs and handrails in place 	Low
Industrial heritage features (walls, floors and ceiling)	Slips, trips and falls Rough edges Cuts and bruises	<ul style="list-style-type: none"> Schools told about industrial heritage in briefing and teachers remain vigilant 	Low
Tables and chairs set up for lunch	Slips, trips and falls	<ul style="list-style-type: none"> Students to sit in small groups with adult supervision 	Low
Food and drink	Spillages Allergies Scalds and burns Cleanliness	<ul style="list-style-type: none"> Adults alert museum staff about spillages Food waste put into bins provided Teachers responsible for students with allergies and bring appropriate medication. No hot drinks in the Mail Rail depot Time to clean hands before and after eating 	Low

Mail Rail Exhibition

Classes should explore the exhibition space in small groups to avoid overcrowding. The exhibition space is monitored by Visitor Hosts and volunteers.

Some interactives have been adapted for your safety. Stylus pencils are available to use with touch screens.

ACTIVITY/AREA	HAZARD	CONTROL MEASURES	RISK LEVEL
Freestanding objects and displays	Slips, trips 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 Students reminded about behaviour and told not to run in the exhibition space 	Low
Interactive (Timeline/city scape)	Bumps and collisions	<ul style="list-style-type: none"> Students take turns to use interactive 	Low
Interactive (Locker stories)	Bumps and collisions Rough edges Dressing up	<ul style="list-style-type: none"> Dressing up currently unavailable 	Low
Interactive (Climb on battery loco)	Slips, trips and falls Finger traps	<ul style="list-style-type: none"> Students take turns with adult supervision 	Low
Interactive (pneumatics)	Slips, trips and falls Cleanliness	<ul style="list-style-type: none"> Students reminded to play respectfully (despite competitive element) Regular maintenance and safety checks Hand sanitiser provided 	Low
Interactive (freestanding people panels)	Cable from audio cup could get wrapped around a child's neck Cleanliness	<ul style="list-style-type: none"> Audio cups have been replaced by speakers activated by motion sensors 	Low
Interactive (Travelling Post Office TPO carriage)	Slips, trips and falls on moving floor Loose parts Dressing up hygiene	<ul style="list-style-type: none"> Students to visit TPO carriage in small groups with an adult leader Regular maintenance and safety checks Hand sanitiser provided 	Low

Interactive (switch frame operator)	Static or electric shock from AV screen Slips, trips and falls from box Loose parts Levers Cleanliness	<ul style="list-style-type: none"> • Regular maintenance and safety checks • Hand sanitiser provided 	Low
Interactive (electric trains)	Bumps and collisions Peering into transparent box Loose parts Levers	<ul style="list-style-type: none"> • Adults to remain vigilant for students peering through the transparent box • Regular maintenance and safety checks • Hand sanitiser provided 	Low
Mail Rail Network Explorer digital screen	Static or electric shock from AV screen Cleanliness	<ul style="list-style-type: none"> • Regular maintenance and safety checks • Hand sanitiser provided • Use of stylus pencils encouraged 	Low
Interactive (time telescope)	Bumps to head Static or electric shock from AV screen Cleanliness	<ul style="list-style-type: none"> • Adjustable height for wheelchairs • Regular maintenance and safety checks • Use of stylus pencils encouraged 	Low

Mail Rail ride

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

Teachers' notes and a visual story to help students prepare for the Mail Rail ride is on our website postalmuseum.org/schools

ACTIVITY/AREA	HAZARD	CONTROL MEASURES	RISK LEVEL
Embarkation platform (queuing for the train)	Slips and trips Overcrowding	<ul style="list-style-type: none"> Schools queue for train in small groups at allocated time with adult group leaders. Museum staff and volunteers on hand to support groups 	Low
Lockers (coat and bag storage)	Finger traps	<ul style="list-style-type: none"> Students use lockers with adult supervision 	Low
Boarding the train	Slips and trips in the carriage	<ul style="list-style-type: none"> Museum staff to guide students into the train. Keeping 1-2m distance Teachers and adult helpers to sit throughout the train Clear instructions to remain seated in the train 	Moderate
Closing the train canopy overhead	Bumps to head Finger traps Cuts and abrasions	<ul style="list-style-type: none"> Museum staff to close the canopy Students instructed to keep arms clear of closing canopy Teachers and adult helpers to sit throughout the train 	Moderate
Train in motion	Slipping in the carriage Impact on canopy	<ul style="list-style-type: none"> Students supervised by adults and remain seated throughout the ride 	Moderate
Emergency assistance buttons	Pressing button and causing emergency alarm to sound	<ul style="list-style-type: none"> Students supervised by adults and reminded not to press the button 	Low
Leaning on the doors	Train may make an emergency stop	<ul style="list-style-type: none"> Students supervised by adults and reminded not to lean on the doors 	Low
Low oxygen levels in tunnel	Breathing problems	<ul style="list-style-type: none"> Daily checks carried out by engineers 	Low
Dust in tunnel	Breathing problems Dust in eyes	<ul style="list-style-type: none"> Daily checks carried out by engineers 	Low
Disembarking from the train	Slips, trips and falls	<ul style="list-style-type: none"> Students supervised by adults 	Moderate

	Impact and collision	<ul style="list-style-type: none"> Museum staff to open the canopy and provide assistance 	
Evacuation of train ride	Fire or incident	<ul style="list-style-type: none"> Train will stop and museum staff will lead group from the train to a safe muster point 	Low

Sorted! Specific risks

Teachers and adult helpers are responsible for supervising students in Sorted!

SEND students may need to be supported by an adult on a one-to-one basis and some areas (e.g. the Sorting Office upper level) may not be accessible by children with disabilities.

Teachers' notes and a visual story to help students prepare to play in Sorted! are available on our website postalmuseum.org/schools

Sorted! has been adapted for your safety. Loose parts are cleaned regularly and some have been temporarily removed.

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Entrance to Sorted! (street level)	Slips, trips and falls Finger traps	<ul style="list-style-type: none"> Students divided into small groups with an adult leader Museum staff to greet group and provide briefing Hinge guards on front door
Toilets	Students getting stuck in toilets Flood caused by leaving the tap running Slips, trips and falls Cleanliness	<ul style="list-style-type: none"> Children visit toilets in small groups with an adult leader Teachers to remind students about taps and check cubicles after use Toilets checked and cleaned regularly
Students moving around Sorted!	Slips, trips and falls Collisions Bruises	<ul style="list-style-type: none"> Students move around Sorted! in small groups with an adult leader Students reminded to play safely and respectfully Daily inspections by Visitor Hosts Annual inspections of all safety equipment (e.g. RoSPA)
Loose items e.g. magnets, building blocks, wooden shapes, letters, parcels, hats, tabards and books	Physical injury, cuts and bruises Cleanliness	<ul style="list-style-type: none"> Loose items checked daily and damaged items removed Teachers and adults to monitor use of loose items Hats, tabards and vests to be washed regularly

		<ul style="list-style-type: none"> Some loose items removed
Heat	Overheating due to overcrowding	<ul style="list-style-type: none"> Adults to stay vigilant and encourage students to slow down and have a drink of water
Electrical supply	Electric shock, burns, fire	<ul style="list-style-type: none"> Electrical sockets safely located. All sockets have child-safety covers. Regular PAT testing
Floors	Slips, trips and falls Spillages	<ul style="list-style-type: none"> Plastic edging on ventilation grills in floor Students 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"> Students 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 students climbing on top
Doors on houses	Finger traps	<ul style="list-style-type: none"> Adult supervision to stop students slamming doors
SORTING OFFICE		
Slide	Friction burns, falls, collisions, abrasions	<ul style="list-style-type: none"> Soft mat at bottom of slide and netting Vinyl surface to be inspected daily Students to use slide one at a time with adult supervision
Parcel chute and conveyor belt	Entrapment, sharp edges, falls	<ul style="list-style-type: none"> Students use conveyor belt in groups with adult supervision Rubber trim on metal blades
Pulley	Climbing on rope Throwing letters and parcels	<ul style="list-style-type: none"> Students to use pulley in small groups with adult supervision Students encouraged to share and take turns
THE POST OFFICE		
Post Office counter	Weights and measures Tabards and caps Overcrowding	<ul style="list-style-type: none"> Students use area in small groups with adult supervision Students encouraged to share and take turns

Sorting frame	Loose letters Overcrowding	<ul style="list-style-type: none"> Students use area in small groups with adult supervision Students encouraged to share and take turns
BOOK CORNER		
Books	Paper cuts	<ul style="list-style-type: none"> Students use area in small groups with adult supervision
Cushions	Slips and trips	<ul style="list-style-type: none"> Students use area in small groups with adult supervision
UNDER 3'S AREA		
Mini Post Office	Loose letters and parcels Overcrowding	<ul style="list-style-type: none"> Students use area in small groups with adult supervision
Magnet wall and toy town	Loose items Risk of choking	<ul style="list-style-type: none"> Students use area in small groups with adult supervision