



HS-P-044

School or Young People/Groups at Twickenham Stadium:

Date of last revision: 03/11/17

Revision: V5

The Rugby Football Union (RFU) welcomes young people to Twickenham Stadium, including on stadium tours and to visit the World Rugby Museum, as well as for events.

The stadium is both the Home of England Rugby and operates as an event venue all year round.

To ensure that school groups and young visitors have an enjoyable experience, it is important that we safeguard their health, safety and welfare.

The main legislation covering school trips is the Health and Safety at Work Act 1974. The employer (the local authority, governing body or proprietor) is responsible for health and safety, although this may be delegated to staff. This is also reflected in the Management of Health and Safety at work regulations 1999.

We have identified three types of school/young people visits:

- 1: School groups and young people visiting the World Rugby Museum and stadium tours.
- 2: School groups and young people visiting the Stadium as spectators.
- 3: School groups and young people attending the event as participants.

This document will cover information and risks for all three.

Non-Event Day Visitors:

1: School groups visiting the World Rugby Museum

Arrival

Normal non-event day entry into the stadium for groups arriving by coach is through the North Car Park access from the entrance in Rugby Road.

The group leader should report to Venue Operations Staff at Gate D, who will advise where to park the vehicle(s). Members of the group should remain on their transport while the responsible adult makes contact with the host department.

Groups should proceed to the Rugby Store in the South Stand where they will be met by Museum staff for check-in, unless specified otherwise.

Supervision

At all times the supervision of young people remains the responsibility of the visiting school/group staff, who must ensure that any misbehaviour is dealt with immediately. Others in the party, general visitors or on site staff should not be subjected to any form of verbal or physical abuse.

Safety throughout the visit

The RFU is responsible for ensuring that any safety procedures are explained before the activity commences.

If the activity includes a stadium tour, supervisory adults, including Tour Guides, are to ensure that the prescribed route is adhered to and regular checks are made to ensure the party stays together.

Many vehicles move around the site daily. Pedestrians should keep as close to the stadium structure as possible, allowing vehicles to pass on the wider concourse.

The RFU actively welcomes visitors with disabilities but it would be an advantage to pre-warn the Tours Manager of this fact as some alternative routes may need to be arranged to facilitate access.

If any member of your group requires first aid or suffers an accident, please inform the Tour Guide who is in radio contact with the Museum Office and Venue Operations team.

In the event of any emergency, the Tour Guide will advise on the quickest route to safety and ensure the party remains together. The alarm at the stadium is a continuous ring bell sound.

We have an on-site lift maintenance team in the event of any lift malfunction.

Please ensure that the Group Supervision Agreement found on page 6 is completed and handed to the museum on arrival.

Stadium Fire Procedure is available upon request:

Further information available:

<http://www.hse.gov.uk/services/education/faqs.htm#school-trips>

Event Day Visitors

2: School Groups and Young Person's Visiting the Stadium as spectators.

Arrival:

Most groups will have purchased parking tickets, which will dictate from which direction you approach the stadium.

Supervision:

At all times the supervision of young people remains the responsibility of the visit organisers, who must ensure any misbehaviour is dealt with immediately. Others in the party, other general visitors or on site staff should not be subjected to any form of verbal or physical abuse.

Safety throughout Your Visit:

When you access the stadium all vehicle traffic will have ceased, unless in case of emergency, or as approved by the event safety officer. This allows maximum use of the outer concourse for pedestrians.

Group leaders are to ensure that all members of the group know the location of their seats, nearest toilets, and an agreed meeting point in the event of one or more of the party becoming separated.

In the event of an emergency, if there is a need to evacuate, stewards will direct your group to pre-determined exit gates. Do not attempt to re-enter the stadium unless told it is safe to do so.

If any member of your group requires first aid or suffers an accident, summon help from the nearest steward, or proceed to the first aid posts located at ground level in the south west and north east corners of the stadium.

Stadium Event Risk Assessment Updated and available if requested.

RFU Safeguarding Policy is available at:

http://www.englandrugby.com/mm/Document/Governance/Safeguarding/01/30/34/50/rfuSafeguardingPolicy2014_Neutral.pdf

In accepting tickets and arriving at the stadium for an event, it is conceded that the risk assessment and other information have been agreed.

3: School Groups and Young Person's as Participants.

Arrival:

You will be given a designated area to meet, where your party will be given wrist bands or swingers, which will allow access into the stadium.

A dedicated location will have been allocated inside the stadium where you will be met by the RFU representative.

Supervision:

At all times the supervision of young people remains the responsibility of the visit organisers, who must ensure that any misbehaviour is dealt with immediately. Others in the party, general visitors or on site staff should not be subjected to any form of verbal or physical abuse.

In accepting tickets and arriving at the stadium for an event it is conceded that the risk assessment and other information have been agreed.

RFU Safeguarding Policy is available at:

http://www.englandrugby.com/mm/Document/Governance/Safeguarding/01/30/34/50/rfuSafeguardingPolicy2014_Neutral.pdf

Although there is no legal requirement on numbers of young people to supervisor's ratio, this is a recommendation:

Ratios:

Child	8yrs and under	1 Adult	6 Children
Child	5yrs and under	1 Adult	4 Children
Child	8yrs-11yrs	1 Adult	10 Children
Child	11ys-15yrs	2 Adults	15 Children

Young Person	16yrs-18yrs	2 Adults	15 Children
Specific Needs	All age groups	Risk Assessment Specifies	Risk Assessment Specifies

The Museum requires a 10-1 pupil-teacher ratio.

Other Information:

Gate F: 0208 831 7766 24 Hour/Emergency Number

Gate D: 0208 744 7863 Car Parking and Stadium Access for Vehicles. Limited Hours

World Rugby Museum: 0208 892 8877

Other factors for school groups to consider:

- What are the arrangements for groups going home, or being collected?
- In the unlikely event of a child going to hospital, who goes with them?
- No access to pitch. Where barriers or taped areas have been provided, do not move them or walk within them.

When visiting the World Rugby Museum and Stadium Tours, please ensure the Group Supervision Agreement here is filled in and handed to the museum on arrival.



I [NAME IN FULL] take full responsibility for the supervision of my group/s from [NAME OF SCHOOL /COLLEGE] whilst visiting the World Rugby Museum and Twickenham Stadium Tours, on [DATE]

Number of adults:

Number of children:

Age of children/students:

Key Stage:

I also agree to the following:

1. I confirm I have read Twickenham Stadium's Risk Assessment.
2. I confirm I understand the coach drop-off/pick-up and parking arrangements.
3. I retain responsibility for the behaviour of all members of the group/s while on site.
4. I will ensure that the children in my group/s are supervised at all times. I understand that free adult/teacher places are given for this purpose and that they will be charged for in the unlikely event of these conditions not being met.
5. I will ensure that the children in my group/s are correctly supervised while using the interactive equipment in the Museum.
6. I will ensure the group leaves the stadium together.
7. I will ensure that there is no eating or drinking at any time in the Museum or on the Stadium Tour.
8. I will ensure that the instructions and directions of the Stadium Tour Guide (if undertaking a Stadium Tour) are adhered to at all times.
9. I will ensure that if any damage should occur then I will report it to the Museum staff at the earliest opportunity on the day itself.
10. I will be responsible for the removal of any litter that may be generated by my group/s while visiting the Museum.
11. I will be sure to ask a member of staff if I need any further assistance.

Signature:

School/College Address:

Postcode:

Tel: No: Email:

Assessment No:	YP001	Type of Assessment :	Venue Risk Assessment for school groups visiting Twickenham Stadium										
Review Date:	Annual		Dept./Area										
Area or activity being assessed (detailed description) This is an assessment of school groups attending Twickenham Stadium.													
Section 1: Identify the Hazards													

1	Work at height		7	Fixed machinery or Lifting equipment	✓	13	Layout, storage Space, obstructions	✓	19	Lone working/work out of hours		25	Access and egress	✓
2	Confined space/ asphyxiation risk		8	Use of portable Tools/equipment		14	Lack of welfare facilities	✓	20	Violence to Visitors /verbal assault	✓	26	Traffic Routes	✓
3	Hot Works		9	Electrical Equipment/Electricity	✓	15	Slips, trips & falls/ housekeeping	✓	21	Radiation sources		27	Occupational Diseases	✓
4	Manual Handling operations	✓	10	Vehicles/driving at night	✓	16	Lighting levels		22	Fire hazards & Flammable material	✓	28	Contractors	
5	Outdoor work/ weather conditions	✓	11	Noise or Vibration	✓	17	Heating & Ventilation		23	Hazardous fumes, Chemicals, dust		29	Legionella	
6	Display screen equipment		12	Pressure Vessels /Gases		18	Occupational stress		24	Hazardous biological agents	✓	30	Asbestos	

31	Other(s) – Specify												
----	--------------------	--	--	--	--	--	--	--	--	--	--	--	--

Hazard No	Hazard List what could cause harm from this activity e.g. working at height, trip hazard, fire, etc.	Person at Risk List who might be harmed and how	Risk Rating Decide level of risk without your controls in place	Control Measures For each hazard, list the measures you will be taking to minimise the risk identified e.g. appointing competent person, training received, planning, use of personal protective equipment, provision of first aid, etc.	Residual Risk Rating Decide level of risk once all controls are in place	Any actions to reduce the risk further (provide details below in Section 2)
1	Contact with vehicles: Collusion, contact with, Concussion, Broken bones, Fractures, Death.	Young Person/Child/staff	5	Competent person to instruct person/group to be aware of other users on the roads and paths when moving around the stadium e.g. Fork-lift trucks, delivery vehicles. There is a 24 hour vehicle access around the whole of the site with a few segregated areas for pedestrians. Groups must be closely supervised at all times when outside or when leaving the building. All vehicles are instructed to drive at 15mph and have hazard lights on.	2	
2	Manual Handling operations: Lifting heavy items or goods, musculoskeletal injuries.	Young Person/Child/staff	4	Avoid manual handling whenever possible, manual handling awareness training to be given before start of employment, ensure any medical conditions restricting lifting and manual handling have been notified to the management.	2	
3	Weather- Hot, Cold, Windy, Wet, Icy, Snowy: Slips, trips and falls, falling objects, hypothermia, Sun stroke.	Young Person/Child/staff	4	Venue Facilities department will distribution grit required during icy conditions. Ensure appropriate clothing to be provided according to weather conditions, suitable sturdy footwear to be worn at all times. Ensure there is a suitable provision of protection from the sun in the form of sun protection products and job rotation when having to work in direct sunlight. Ensure access to adequate water supplies to avoid dehydration. Responsible person to review weather forecast before attending.	2	

Hazard No	Hazard List what could cause harm from this activity e.g. working at height, trip hazard, fire, etc.	Person at Risk List who might be harmed and how	Risk Rating Decide level of risk without your controls in place	Control Measures For each hazard, list the measures you will be taking to minimise the risk identified e.g. appointing competent person, training received, planning, use of personal protective equipment, provision of first aid, etc.	Residual Risk Rating Decide level of risk once all controls are in place	Any actions to reduce the risk further (provide details below in Section 2)
4	Noise/Vibration: Loss of hearing, tinnitus.	Young Person/Child/staff	4	No exposure to noisy or vibrating works during visit. During sporting event and near speakers visit recommend that young people are supplied with ear plugs.	2	
5	Slips, Trips and falls: Broken bones, concussion, bruising.	Young Person/Child/staff	4	Competent person to ensure that children/young persons have appropriate footwear, regular cleaning is done and audited signage put out. Any spillages to be reported immediately. Avoid wet areas and ensure no running inside the stadium.	2	

Hazard No	Hazard List what could cause harm from this activity e.g. working at height, trip hazard, fire, etc.	Person at Risk List who might be harmed and how	Risk Rating Decide level of risk without your controls in place	Control Measures For each hazard, list the measures you will be taking to minimise the risk identified e.g. appointing competent person, training received, planning, use of personal protective equipment, provision of first aid, etc.	Residual Risk Rating Decide level of risk once all controls are in place	Any actions to reduce the risk further (provide details below in Section 2)
6	Fire/ Explosive/Evacuation	Young Person/Child/staff	4	All stadium tour guides will be in radio contact with the museum in the event of an emergency incident. The fire alarm is a continuous ringing bell, Ensure that all emergency exits are known and evacuate the area by the nearest exit if alarm is heard; closing all doors behind them and go to the designated meeting point. All venue operations staff trained in fire response, will attend site activation. On event days the stadium supervisors will instruct and direct persons to a place of safety.	2	
7	Accident/Emergency	Young Person/Child/staff	4	All stadium tour guides will be in radio contact with the museum in the event of an emergency incident. Venue operations staffs hold emergency first aid kit and will attend situation when informed.	2	
8	Lost Person	Young Person/Child/Staff	3	Responsible person to contact Venue Operations to conduct search, police to be informed after 10 mins if not found.	2	
9	Hazardous Chemicals	Young Person/Child/Staff	4	All young persons are briefed if they are to be in contact with chemicals around the stadium and suitable precautions taken.	2	

Hazard No	Hazard List what could cause harm from this activity e.g. working at height, trip hazard, fire, etc.	Person at Risk List who might be harmed and how	Risk Rating Decide level of risk without your controls in place	Control Measures For each hazard, list the measures you will be taking to minimise the risk identified e.g. appointing competent person, training received, planning, use of personal protective equipment, provision of first aid, etc.	Residual Risk Rating Decide level of risk once all controls are in place	Any actions to reduce the risk further (provide details below in Section 2)
10	Fixed machinery or Lifting equipment	Young Person/Child/staff	4	All equipment will be stored away or guarded against interference, please instruct all groups not to touch any machinery.	2	
11	Electrical Equipment/Electricity	Young Person/Child/Staff	5	All electrical equipment is inspected and documented all hand held electrical equipment has had the appropriate	2	
12	Violence to Visitors /verbal assault	Young Person/Child/Staff	3	Clear instructions to be given to children and supervisors about the importance of not talking to strangers Children should be supervised at all times so they are not put into a vulnerable position with the general public. Please report any unacceptable behaviour to venue operations.	2	
13	Protection Of Vulnerable children	Young Person/Child/Staff	2	RFU Safeguarding Policy will be followed.	1	

*NB – This table includes some suggestions to help in the preparation for your visit as a guide only and does not replace your own risk assessment.

Risk matrix:

5-4: Unacceptable

4-3: Further Controls Required

1-2: Adequately Controlled