



Lakes Aquarium

Lakes Aquarium Group Visits Risk Assessment Guidance

Lakes Aquarium has over 10 years experience in providing high quality group visit facilities and tours for a wide range of groups, including schools from all over the UK, adult groups, coach tours and special interest groups.

We pride ourselves on an excellent safety record. Group organisers and teachers can therefore feel confident that safety is a priority, and groups are free to enjoy their day.

All groups will be allocated a host and will receive an introductory talk. Guided tours are available at no extra cost. However, pre-booking is essential. Our team of tour guides are fully trained and have the experience, competence and professionalism to work with groups of a variety of ages and abilities.

The Lakes Aquarium complies with relevant safety regulations such as the Health and Safety at Work Act 1974, environmental health requirements and also complies with requirements for public liability insurance cover. A copy of our current public liability insurance certificate is included in this document for your records.

There are also documented procedures for dealing with accidents, near misses and emergencies. Records are available for inspection.

Familiarisation Visits

We encourage all teachers and group organisers to take advantage of free familiarisation visits to the Aquarium to view our facilities first hand and carry out their own risk assessments. Group Organisers and teachers will have regular opportunity to liaise with Aquarium staff to discuss their group visit requirements. To arrange your pre-visit, please contact the Group Visits Co-ordinator on 015395 30153 (Ext. 207).

In the event that a pre-visit is not possible, this document provides a general outline of the risks and controls identified throughout the attraction.

GENERAL INFORMATION

Coach Parking

Coaches are free to drop groups at the front door of the Aquarium to avoid danger of passing traffic in the car park. Allocated coach parking is available at the rear of the building.

Code of Conduct

- For groups travelling to the Aquarium by coach, we would recommend that you aim to arrive at Lakeside 10-15 minutes prior to your allocated time of visit, to ensure prompt entry into the Aquarium and avoid congestion in the building.
- As organiser of the visit, please report to the Aquarium reception on arrival to receive instructions for the group.
- The Aquarium encourages groups to wait outside the main entrance until their allocated guide is present. The tour guide will take control of the group throughout the tour. However, the safety of the children will remain the responsibility of the group leader during the visit.
- Lakes Aquarium encourages responsible attitudes to the environment as an integral part of our tours and our policy discourages visitors from placing their hands into any of the tanks or displays. All our displays are housed indoors and are supervised at all times during guided tours to ensure visitor safety.
- If a child becomes separated from the group he/she must report to reception immediately.
- In the event of an emergency a member of Lakes Aquarium staff should be notified immediately.

Picnic Area

A small outdoor seating area is available, under canopy at the front of the Aquarium building.

Toilets

Toilet facilities are situated adjacent to the Aquarium on the station platform and in Oscar's Restaurant. There are no toilet facilities inside the Aquarium building. Group leaders are advised to arrange visits to the toilets in small groups.

First Aid

All staff involved in the administration of first aid hold relevant current qualifications e.g Health & Safety at Work Certificate. First aid is available from the main office, which is located behind the main reception desk (Please see building plan).

In case of an emergency, the nearest hospitals to the Lakes Aquarium are The Westmorland General Hospital, Kendal and the Furness General Hospital, Barrow-in-Furness.

Fire Exits & Procedures

Lakes Aquarium is covered by a current fire certificate and all fire exits are clearly marked throughout the building. All staff are trained to evacuate the building quickly and calmly before tackling the fire, and then only if safe to do so.

Combined Visits

Should you wish to complement your visit to the Lakes Aquarium with a visit to another local attraction, you can benefit from our special combined tours based on and around Lake Windermere.

Full risk assessments are available for each of the other attractions we work with for combined group tours.

For further information, please contact the Group Visit Co-ordinator on 015395 30153 (Ext. 207)

Risk Assessment Record (1)

Location: All Areas	Persons at risk: Staff/Public	Staff
Public		
Nature of risk: Stairs around building – Minor/Major fall		
Likelihood of occurrence: 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often	Severity of outcome: 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury	
Risk evaluation score 6	Risk category Medium Risk	
Existing controls in place to reduce risk: Suitable lighting on stairs. Notice in place to encourage use of handrails where stairs are double width. Regular checks for loose coverings on stairs. Stairs kept swept and clean. All spillages on stairs mopped immediately and wet floor sign in place.		
Further controls needed to reduce risk: Staff diligence		
Information, instruction, training needed: 		
Assessed by: C Brown	Date of assessment: 9/01/10 Date for review: 09/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk

Risk Assessment Record (2)

Location: All Areas	Persons at risk: Staff/Public	Staff
Public		
Nature of risk: Wet floors from splashes spillages.		
Likelihood of occurrence: 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often	Severity of outcome: 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury	
Risk evaluation score 6	Risk category Medium Risk	
Existing controls in place to reduce risk: All water on floor is mopped up immediately, and wet floor signs are put in place until area is completely dry.		
Further controls needed to reduce risk: Due diligence by Managers Supervisors and staff.		
Information, instruction, training needed: 		
Assessed by: C Brown	Date of assessment: 9/1/10	
	Date for review: 9/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk

Risk Assessment Record (3)

Location: Displays	Persons at risk: Staff/Public	Staff
Public		
Nature of risk: Unauthorised access to plant room from back of building		
Likelihood of occurrence: 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often	Severity of outcome: 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury	
Risk evaluation score 4	Risk category Low Risk	
Existing controls in place to reduce risk: Plant room door to what was temporary displays to be kept locked when unattended.		
Further controls needed to reduce risk: Staff diligence		
Information, instruction, training needed: 		
Assessed by: C Brown	Date of assessment: 9/1/10	
	Date for review: 9/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk

Risk Assessment Record (4)

Location: Displays	Persons at risk: Staff/Public	Staff
Public		
Nature of risk: Unauthorised access service areas		
Likelihood of occurrence: <ol style="list-style-type: none"> 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often 	Severity of outcome: <ol style="list-style-type: none"> 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury 	
Risk evaluation score 6	Risk category Medium Risk	
Existing controls in place to reduce risk: Service area doors to be kept locked at all times, only authorized staff to have keys for these areas.		
Further controls needed to reduce risk: None		
Information, instruction, training needed: 		
Assessed by: C Brown	Date of assessment: 9/1/10	
	Date for review: 9/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk

Risk Assessment Record (5)

Location: Displays	Persons at risk: Public	Staff
Public		
Nature of risk: Visitors placing hands into open tanks resulting in fingers being bitten/nipped by fish. Also risk of hand to mouth transfer of bacteria and disease.		
Likelihood of occurrence: <ol style="list-style-type: none"> 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often 	Severity of outcome: <ol style="list-style-type: none"> 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury 	
Risk evaluation score 4	Risk category Low Risk	
Existing controls in place to reduce risk: Warning signs in place, staff verbally warning visitors not to put hands into tanks		
Further controls needed to reduce risk: Staff supervision		
Information, instruction, training needed: 		
Assessed by: C Brown	Date of assessment: 9/1/10	
	Date for review: 9/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk

Risk Assessment Record (6)

Location: Displays	Persons at risk: Public	Staff Public
Nature of risk: Visitors falling into open topped tanks		
Likelihood of occurrence: 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often	Severity of outcome: 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury	
Risk evaluation score 6	Risk category Medium Risk	
Existing controls in place to reduce risk: Staff / Visitor vigilance		
Further controls needed to reduce risk: Staff supervision		
Information, instruction, training needed: Staff to warn visitors against climbing onto tanks		
Assessed by: C Brown	Date of assessment: 9/1/10	
	Date for review: 9/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk

Risk Assessment Record (7)

Location: Main Aquarium Building	Persons at risk: Staff/Public	Staff
Public		
Nature of risk: Escape of Mammals		
Likelihood of occurrence: 1. Highly unlikely to ever occur 2. May occur but very rarely 3. May occur rarely 4. May occur from time to time 5. Likely to occur often	Severity of outcome: 1. Slight inconvenience 2. Minor injury requiring first aid 3. Medical attention required 4. Major injury needing hospitalisation 5. Fatality or serious injury	
Risk evaluation score 4	Risk category Low Risk	
Existing controls in place to reduce risk: Escape Procedures in place for both otters and small mammals. Copies in H&S file alongside risk assessments		
Further controls needed to reduce risk: Staff diligence		
Information, instruction, training needed: 		
Assessed by: C Brown	Date of assessment: 9/1/10	
	Date for review: 9/1/11	

Risk category: 1-5 Low Risk 6-15 Medium Risk 16-25 High Risk