

Health and Safety Guidance for formal education visits

"School" in this document shall refer to any school/college/recognised education establishment/learning group/home educator group
"Pupil" shall refer to any individual visiting the Gardens with any school/college/education establishment/learning group/home educator group

Before visiting, leaders of school parties should:

- Use this document to complete their own risk assessment.
- Ensure they are familiar with the [Garden Dos and Don'ts](#) and have read the [School Visits Prices, Planning and Practical Information](#) before planning a visit.
- Ensure all adults attending with the school have been provided with relevant health and safety information and guidance to ensure they have a safe and enjoyable visit.
- Ensure they are familiar with emergency procedures. In the event of an emergency, leaders of school parties should call Kew Constabulary on their emergency number: 0208 332 3333. Do not call 999 as Kew is a large site; Kew Constabulary are trained to deal with first aid and security emergencies and are best placed to liaise with ambulance/fire/police crews.
- In the event of any issues or emergencies, please also inform the Schools team:
Phone: 0208 332 5627 – leave voicemail if no response and they will call back asap
Email: schools@kew.org

Definition of risk level

- Low risk: May be acceptable but the task needs to be reviewed to see if the risk can be reduced further.
- Medium risk: Should only proceed with the task under the appropriate management, authorisation and consultation. Where possible, the task should be redefined to take account of the hazards involved, or the risk should be reduced further prior to undertaking the task.
- High risk: Should not proceed with the task. The task should be redefined, or further control measures should be put in place to reduce risk. The controls should be re-assessed for adequacy prior to going ahead with the task

Risk/Hazard	Existing Control Measures	Risk Level * (tick one)			Further Action needed to reduce risks (provide timescales and initials of person responsible)
		High	Med	Low	
Contact with moving machinery or material being machined	<ul style="list-style-type: none"> All equipment maintained to comply with health and safety legislation. Warning signage (as appropriate) displayed prior to work commencing. Barriers installed to prohibit access to unauthorised person in the working area. No work equipment left unattended. Keys removed from ignition switches. Work equipment removed upon completion of work. RBG Kew staff and contractors competent to undertake tasks. On-going supervision provided. All RBG Kew staff and contractors working with moving machinery to wear high visibility clothing and personal protective equipment. Specific risk assessments and method statements in place prior to work commencing. 		Med		<ul style="list-style-type: none"> Leaders of school parties to provide supervision and guidance for all persons within their groups. Some areas within the grounds are signed PRIVATE. These areas should not be entered unless accompanied by a Kew employee.
Struck by moving, flying or falling object	<ul style="list-style-type: none"> Gardens are closed to public when it is deemed there is danger to visitors from weather conditions. <p>Tree Top Walkway</p> <ul style="list-style-type: none"> Exclusion zone immediately underneath walkway. Emergency telephones located at the base and top of treetop walkway stairs. Emergency telephone located within treetop walkway passenger lift. Signage displayed adjacent to emergency telephones on action to take in the event of an emergency. 			Low	<ul style="list-style-type: none"> Leaders of school parties to check Kew website, Met office and transport websites to see if any restrictions have been put in place. <p>Risk of falling branches.</p> <ul style="list-style-type: none"> Supervising adults not to stand groups under trees in adverse conditions e.g. high winds, lightning storms or heavy snow.

GUIDE TO COMPLETING YOUR FORMAL EDUCATION VISIT RISK ASSESSMENT

	Existing Control Measures	Risk Level * (tick one)			Further Action needed to reduce risks (Provide timescales and initials of person responsible)
		High	Med	Low	
Struck by moving vehicle	<ul style="list-style-type: none"> Garden speed restriction of 10 mph in force. Movement of all non-gardening related vehicles is restricted to a minimum during the Gardens opening hours. Vehicle access restricted to specific routes. Only authorised RBG Kew staff operate horticultural vehicles. Safe working procedures in place to monitor drivers/vehicle movement within the Gardens. In the event of an emergency, non-gardening vehicles are provided with escorts (RBG Kew Constabulary or pedestrian). All equipment maintained to comply with health and safety PUWER (Provision and use of Work Equipment Regulations) legislation. Keys removed from ignition switches. RBG Kew staff and contractors competent to undertake tasks. On-going supervision provided. RBG Kew staff identifiable by branded clothing and photo security passes. RBG Kew (on site) contractors identifiable by their company branded clothing. Specific risk assessments and method statements in place prior to work commencing. 			Low	<p>Leaders of school parties to:</p> <ul style="list-style-type: none"> provide supervision and relevant guidance for all persons within their groups. ensure all individuals in the group are aware of working vehicles in the gardens. note that some vehicles are very quiet and to be always observant. ensure that all individuals in the group avoid touching, moving, or climbing on any vehicles or bicycles / trikes.
Slip, trip or fall on same level	<ul style="list-style-type: none"> Areas considered high risk, due to uneven surface, bad cracking etc. fenced off by use of temporary barriers installed until area made safe. 			Low	<ul style="list-style-type: none"> Leaders of school parties to provide supervision and relevant guidance for all persons within their groups
Fall from height	<ul style="list-style-type: none"> Climbing trees is NOT permitted. (Refer to RBG Kew Dos and Don'ts) Active tree management programme in place. See play equipment control measures on page 10. <p>Tree Top Walkway</p>			Low	<ul style="list-style-type: none"> Leaders of school parties to provide relevant supervision and instruction for all persons within their groups.

GUIDE TO COMPLETING YOUR FORMAL EDUCATION VISIT RISK ASSESSMENT

	<ul style="list-style-type: none"> Height of protective barriers on staircase and walkway built to Building Regulations specification. Emergency telephones located at the base and top of treetop walkway stairs. Emergency telephone located within treetop walkway passenger lift. Signage displayed adjacent to emergency telephones on action to take in the event of an emergency. <p>Note: RBG Kew staff <u>do not</u> provide supervision on the Tree Top Walkway.</p>				
<i>Drowning or asphyxiation, working over or near water</i>	<ul style="list-style-type: none"> Buoyancy aids provided as required and regularly checked. 			Low	<ul style="list-style-type: none"> Leaders of school parties to provide supervision and relevant guidance for all persons within their groups
<i>Exposure or contact with harmful substance e.g. chemicals/dust/fumes etc</i>	<ul style="list-style-type: none"> Use of hazardous substances is only undertaken by competent persons. Hazardous substances are kept in secure environments. Appropriate signage is displayed. 			Low	<ul style="list-style-type: none"> Leaders of school parties to provide supervision and relevant guidance for all persons within their groups
<i>Legionella</i>	<ul style="list-style-type: none"> Water management system in place. Legionella testing carried out. L8 Risk assessments completed. 			Low	<ul style="list-style-type: none"> Leaders of school parties to ensure all party members wash hands before eating
<i>Exposure to heat / fire/cold/damp</i>	<ul style="list-style-type: none"> All school groups are briefed on kew.org to consider the season and weather when planning their visit <p>Note: During the summer months, there are high levels of pollen present, and the glasshouses can reach very high temperatures.</p>		Med		<ul style="list-style-type: none"> Leaders of school parties to ensure all participants are briefed and advised on what clothing to bring – depending on the time of year. In hot weather supervising adults should, where possible, make use of shaded areas. Pupils and staff are encouraged to drink plenty of water. Water tap locations around the Gardens are marked on the map and supervising adults can ask Kew staff where the nearest water tap is located. Contact Kew Constabulary in case of emergency: (see emergency contact details on Page 1 and on your tickets and receipt document and visit kew.org for further information)
<i>Injury by an animal</i>	<ul style="list-style-type: none"> Kew constabulary available to deal with incidents (see information on kew.org for details) 			Low	<ul style="list-style-type: none"> Supervising adults to avoid any contact with animals on site and supervise pupils to prevent contact

					<ul style="list-style-type: none"> Let a member of Kew staff know if an injured or sick bird or animal is found.
Safeguarding	<ul style="list-style-type: none"> Safeguarding policy and procedures in place. Staff, volunteers, contractors follow safeguarding Code of Good Practice and attend annual training. Staff, volunteers, contractors, and relevant others, working with children have undergone appropriate DBS checks and training. On occasion, education sessions may be observed for training and professional development purposes. Anyone observing an education session is required to review Kew's safeguarding Policy and will be always supervised by a member of Kew staff. If the School objects to education sessions being observed, it is the school's responsibility to notify Kew via email (schools@kew.org) at least 48 hours before the visit date. There is clear communication to schools that they always remain responsible for their pupils within the Gardens. Recommended ratios adults-to-children for school groups/activities: <ul style="list-style-type: none"> <input type="checkbox"/> EYFS. 1:2 <input type="checkbox"/> KS 1. 1:5 <input type="checkbox"/> KS 2. 1:8 <input type="checkbox"/> KS 3. 1:10 <input type="checkbox"/> KS 4 & 5. 1:12 <input type="checkbox"/> SEND 1:1 <input type="checkbox"/> Home Educators. see below. For home educators, each pupil visiting must be accompanied by a supervising adult which may be a parent, guardian, or carer. If a parent, guardian, or carer is not present on the trip, it is the responsibility of the trip organiser to ensure that the parent/guardian has given permission for their child to be supervised by another adult accompanying the trip. Adults can supervise more than 1 child, up to our required ratios outlined above. In the event that a pupil is not accompanied by a supervising 			Low	<ul style="list-style-type: none"> Contact Kew Constabulary in case of emergency (see emergency contact details on Page 1 and on your tickets and receipt document and visit kew.org for further information)

GUIDE TO COMPLETING YOUR FORMAL EDUCATION VISIT RISK ASSESSMENT

	<p>adult, Kew reserves the right to cancel or pause an education session.</p> <ul style="list-style-type: none"> For adult learning organisations and university groups, a member of staff from that organisation must accompany the group. Kew staff, volunteers, and contractors know how to contact constabulary. 				
Photography and filming	<ul style="list-style-type: none"> Images of pupils are only taken by Kew staff members with written consent of schools. Schools are not permitted to photograph or record education sessions or Kew staff without written consent from RBG Kew 			Low	<ul style="list-style-type: none"> Supervising adults to inform a member of Kew staff if unauthorised photos are being taken of the pupils by members of the public. If written consent is not in place this will be treated as a Safeguarding incident and the school's Safeguarding lead will be contacted. Kew members of staff will ask the supervising adults to stop recording the session and may terminate the education session if the request is ignored.
Exposure to allergens – Allergic response to plant materials including sap	<ul style="list-style-type: none"> Kew constabulary available to deal with incidents (see information on kew.org for details) 			Low	<ul style="list-style-type: none"> Supervising adults to make Kew teachers aware of any known allergies at the start of any taught sessions. Pupils to be told not to pick, collect, put items or their fingers in their mouth. Constabulary to be called if a pupil has an allergic response (see emergency contact details on Page 1 and on your tickets and receipt document and visit kew.org for further information)
Harmful/poisonous plants/fungi (mushrooms and toadstools)	<ul style="list-style-type: none"> Group leaders of school parties must advise all persons within their supervision that they should not pick or eat any parts of any plants in the Gardens. If prepared plants are to be touched or consumed for educational reasons, the group leaders must check persons within their supervision for any known allergic reactions to plants prior to visiting the Gardens. <p>Please refer to the Garden Dos & Don'ts; no parts of a plant should be collected from the ground or picked unless with Kew staff supervision.</p>			Low	<p>Prior to visiting the Gardens, leaders of school parties to:</p> <ul style="list-style-type: none"> Inform persons within their supervision they should not pick, collect or eat any parts of any plants in the Gardens. Check persons within their supervision for any known allergic reactions to plants.
Plants with sharp spines or thorns	<ul style="list-style-type: none"> Many plants within the cactus areas of some glasshouses have sharp spines/thorns – some are 			Low	<ul style="list-style-type: none"> Prior to visiting the Gardens, leaders of school parties should ensure persons within their supervision are made

	placed behind protective screens and warning notices displayed “do not touch”.				aware of the dangers of touching plants with sharp spines/thorns.
	<p>Note: <i>Plants with sharp spines/thorns can be found throughout the Gardens.</i></p>				
Environment unfamiliar to students and their supervising adults	<ul style="list-style-type: none"> Information outlining adult supervision ratios, a site map, Health and Safety information etc available on the Prices, planning and practical information section of website, including information which can integrate into visiting schools own risk assessments. Signage displayed at key intersections of Gardens identifying locations of places of interest. 			Low	<ul style="list-style-type: none"> Leaders of school parties to ensure that the correct number of adults is present to manage the group sizes effectively. These ratios are <ul style="list-style-type: none"> <input type="checkbox"/> EYFS. 1:2 <input type="checkbox"/> KS1. 1:5 <input type="checkbox"/> KS2. 1:8 <input type="checkbox"/> KS3. 1:10 <input type="checkbox"/> KS4 & 5. 1:12 <input type="checkbox"/> SEND 1:1 <input type="checkbox"/> Home Educators. see below. For home educators, each pupil visiting must be accompanied by a supervising adult which may be a parent, guardian, or carer. If a parent, guardian, or carer is not present on the trip, it is the responsibility of the trip organiser to ensure that the parent/guardian has given permission for their child to be supervised by another adult accompanying the trip. Adults can supervise more than 1 child, up to our required ratios outlined above. In the event that a pupil is not accompanied by a supervising adult, Kew reserves the right to cancel or pause an education session. For university groups, a member of staff must accompany the group. Leaders to ensure group sizes are as small as possible when visiting potentially busy areas (e.g., glasshouses, galleries, shops, and other attractions such as The Treetop Walkway). Leaders of school parties to read Prices, planning and practical information section of website, including information which can integrate into their own risk assessments.

GUIDE TO COMPLETING YOUR FORMAL EDUCATION VISIT RISK ASSESSMENT

					<ul style="list-style-type: none"> All groups / supervisory persons to be provided with emergency contact details (see emergency contact details on Page 1 and on your tickets and receipt document and visit kew.org for further information)
Pupils getting separated from their group	<ul style="list-style-type: none"> RBG Kew Constabulary carry out periodic patrol of the Gardens. RBG Kew staff wear branded clothing/uniform and/or photo security passes. All RBG Kew Constabulary and many other staff carry communications aids. An emergency contact number and guidelines are displayed on kew.org Kew Schools Team (Schools@kew.org) have emergency contact number for leaders of school groups. <p>Note: Group leaders must supervise persons in their party to ensure they do not become lost or disorientated.</p>			Low	<ul style="list-style-type: none"> Ensure that the Kew Schools Team have an emergency telephone number for the lead teacher, preferably a mobile number and ensure that this mobile is available at all times. All groups / supervisory persons to be provided with emergency contact details (see emergency contact details on Page 1 and on your tickets and receipt document and visit kew.org for further information) Leaders of school parties to ensure all accompanying and supervisory adults always have relevant paperwork on them.
Security	<ul style="list-style-type: none"> RBG Kew Constabulary based in the Gardens. RBG Kew Constabulary periodically drive / walk-through / cycle around the Gardens. CCTV strategically sited within the Gardens. CCTV monitored by RBG Kew Constabulary 24/7. All reasonable measures are taken to ensure RBG Kew staff who may be left alone with pupils or be in a position of substantial access with pupils have been subjected to Disclosure and Barring Service checks. 			Low	<ul style="list-style-type: none"> Contact Kew Constabulary in case of emergency: (see emergency contact details on Page 1 and on your tickets and receipt document and visit kew.org for further information)
Welfare facilities	<ul style="list-style-type: none"> Public toilet blocks are available (with disabled facilities). All public toilets are regularly supervised and cleaned. Café/restaurant facilities are available in the Gardens offering a selection of snacks, hot food, and drinks. An internal schools lunch space with limited space (open from 1130 - 1330) is available for school parties. There is limited capacity in the lunch space 			Low	<ul style="list-style-type: none"> Leaders of school parties to provide supervision and relevant guidance for all persons within their groups. In the event of pupils needing the toilet during an education session and there is only one adult with the school party the education session will be suspended. For Safeguarding reasons Kew teachers are not permitted to remain with the group unless an adult is present from the visiting school. The session will resume if there is enough time to complete

	<p>and drop ins are not possible – if available, your 30-minute booked timeslot comes with your paid school booking.</p> <ul style="list-style-type: none"> If your group has additional needs that mean they would benefit from a slot in the lunch space, then please let us know and we will aim to accommodate you if we have availability. The lunch space does not have toilets or handwashing facilities but does have hand sanitiser dispensers throughout. Due to the nature of their construction, the lunch space tents are subject to closure during certain weather conditions including high winds and high temperatures. 				the session once the supervising adult returns with the group.
First Aid and Medication	<ul style="list-style-type: none"> There are yellow emergency phone boxes located throughout the Gardens. Kew staff, volunteers and contractors know the locations of these. There are qualified first aiders in the Gardens in the event of an emergency. Constabulary are also trained in First Aid. If a member of Kew staff requires first aid - keep pupils calm, move them away from the situation and call Constabulary for assistance on 02083323333. <p>Note: Leaders of School Parties are responsible for first aid of their pupils/staff. In an emergency call Constabulary.</p>			Low	<p>Leaders of school parties to:</p> <ul style="list-style-type: none"> Provide first aid cover for persons within their supervision. Carry a portable first aid kit ensuring suitable levels of supplies for number of persons/groups Ensure they have the Kew Constabulary and school team contact details in case of an emergency (see your tickets and receipt) <p>Constabulary: 02083323333 Schools team (Phone: 0208 332 5627 – leave voicemail if no response and they will call back asap. Email: schools@kew.org)</p>
Emergency Evacuation	<ul style="list-style-type: none"> Emergency evacuation procedures are in place in all buildings. RBG Kew staff and RBG Kew based contractors are familiar with and regularly practice emergency evacuations. Emergency notices are posted within the site and in all buildings. Dedicated assembly points are indicated on the evacuation notices. When school groups are with Kew Teaching staff, they will guide them to evacuation routes and assembly points. 			Low	<ul style="list-style-type: none"> Leaders of school parties to ensure persons within their supervision evacuate buildings upon hearing the alarm and assemble at the dedicated assembly point.

GUIDE TO COMPLETING YOUR FORMAL EDUCATION VISIT RISK ASSESSMENT

Play Equipment	<ul style="list-style-type: none"> All equipment is regularly checked to ensure it remains "fit for purpose" and results of inspections are recorded in an equipment log. All play equipment within dedicated play areas i.e., conforms to current British and European Standards and is subject to regular inspection. Supervision of visiting school parties always provided by school leaders. Clear signage is installed in the Children's Garden. <p>Note: RBG Kew <u>do not</u> provide supervisory staff for school parties in play areas including the Children's Garden. Supervision levels to be maintained in these areas by school staff.</p>			Low	<p>Leaders of school parties to:</p> <ul style="list-style-type: none"> provide supervision for all persons within their groups whilst on the play equipment. be aware of other users in the play areas and note age limits. ensure that pupils are always supervised while using the play equipment in the Children's Garden. This supervision is crucial to prevent accidents, particularly the risk of falling from height, and to ensure immediate assistance is available if needed.
Access / services for persons with special needs	<ul style="list-style-type: none"> Paths accessible for wheelchair use. Ramped access to public buildings. Lift access available in public buildings. Hearing loop systems in place within entrance Gate Boxes. Limited wheelchair facilities available at entrances to the Gardens (first come basis). Limited number of mobility scooters available (must be booked in advance); training provided. Ramped access to RBG Kew Explorer land train (internal tour of Gardens only – tickets purchased at point of tour and is not included as part of a school booking). 			Low	<ul style="list-style-type: none"> Prior to visiting the Gardens, leaders of school parties should note their requirements when booking on-line and discuss with RBG Kew's Schools team any individual needs of members of their group.
Data Protection	<ul style="list-style-type: none"> The booking documents contain personal data. Leaders of school parties to keep these secure. 			Low	<p>Leaders of school parties and accompanying adults are to ensure:</p> <ul style="list-style-type: none"> Their school's relevant GDPR policies and procedures are followed. Any unwanted documents containing personal data must be returned to the school and not disposed of in the Gardens
Insurance (Public Liability)	<ul style="list-style-type: none"> RBG Kew holds Public Liability Insurance 			Low	.

	<ul style="list-style-type: none"> • RBG Kew holds the Learning Outside the Classroom (LOtC) Quality Badge. 				
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