September 2026

Dear Group Leader,

RISK ASSESSMENT FOR PRE-BOOKED GROUP VISITS

Health and safety is a management priority at this site. We are very happy to share our risk assessments with you but please note that you will still need to do your own. You know your children and what kind of supervision they will need and how they will cope with new situations. If you have not visited The Look Out already then you are very welcome to have a complimentary visit so that you can assess the environment and activities that we hold for yourself.

Remember that our staff are here to help you but it is your responsibility for the supervision of your children.

If you see any health and safety issue, repair or maintenance job please report it to a member of staff immediately so that we can do something about it. If in doubt please speak to a member of staff. We are all here to help you.

We do hope that you and your children have an informative, fun and safe visit.

Yours faithfully

Julia Inglis-Taylor
Exhibition Manager

Risk assessment pro-forma

Risk assessment for: Pre booked group children's visits

Department: Place,

Location/Site: The Look Out Discovery Centre

Activity:

Pre-booked group visits to The Look Out Discovery Centre from 1st September 2026 until 31st August 2027

Name signature and date of person carrying out assessment:

Mark Croll, Facilities Manager

Name(s), signature(s), and date of person(s) consulted:

Julia Inglis-Taylor, Exhibition Manager
Dean Potts, Operations Manager

Version Number: 29

Date of risk assessment: 14th September 2025

Date of Review: September 2027 (or sooner if circumstances change)

If you have any problems or concerns during your visit to The Look Out please ask to speak to the Duty Manager on the day of your visit, who will endeavour to resolve any issues.

Copy to Risk Assessment File
Managers: MaC / MiC / DP / JIT
Explainers: RDS / SD / JC / FY / RW
Weekend Explainers: LF / FG RN-W / JR
Reception: SM / KJ / KN / PG / FD
Shop: ST / KR / MW
Cleaners: NT / AH
Café: KR / EM / OA
Teacher / Leader of pre-booked group visits

Risk Assessment Scoring

Consequences – most probable result of the potential accident

Consequences		Score
Death		100
Permanent disability (including amputation or impairment of any function)		50
Temporary disability	for more than 3 weeks	25
	For 3 days to 3 weeks	5
	For less than 3 days	3
Minor Ailments (cuts, bruises, bumps and no lost time)		1

Exposure – the frequency of occurrence of the hazard event

Exposure		Score
Hazard present:	many times daily	10
	Once a day	6
	Once a week to once a month	3
	Once a month to once a year	2
	Less often than once a year	1

Probability – likelihood of accident sequence following to completion

Probability	Score
Very likely	10
Likely to occur	6
Possible	3
Very Unlikely	0.5

A multiplication of these three values will give an overall risk score. This will enable a judgement to be made as to action required

Score	**Judgement**	**Classification**
0 – 100	Risk could be acceptable	LOW
100-200	Hazard requires attention	MEDIUM
200+	Hazard requires urgent attention / action control measures	HIGH

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
Slips/trips and falls? (i.e. wet/slippery/ poorly maintained floors, poor storage, trailing cables, work at heights). • General trips • Falls from equipment/exhibits. • Any uneven surfaces including steps and stairs. • Fall into glass.	• Visitors • Children	• Warning signs put up when floors are being mopped/toilets being cleaned. • Staff clean up spills. • Visitors are not allowed to eat or drink in the exhibition, except for water from the water dispenser which should be drunk in that vicinity. • Children not allowed to run in centre. • Children are not allowed to climb on any exhibits – explainer advises as part of welcome talk on arrival. • All staff carry a two-way radio. • Stairs in main exhibition have anti-slip edges. • Yellow edging on main exhibition outside steps and seminar room steps. • All glass in the building is safety glass and fully complies with the British Safety standard. • Signs up – ensure children are supervised at all times.	(5x2x3=30) Low (3x3x3=27) Low (3x3x3=27) Low (3x1x0.5=1.5) Low	• Teacher/helper to inform staff of any spills. • Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit. Teacher/helpers to note and ensure adequate supervision during the visit. To be aware	• At time of visit

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
• Uneven car park surfaces – potholes • Tree roots/uneven paths		• A ratio of 1 adult per 6 children (or 1:4 for foundation and early years children) are allowed free entry to encourage adequate supervision for safety reasons. • Where there is a need for 1:1 care, the carer is allowed free entry to ensure adequate supervision for safety reasons. • There is good access around the centre for wheelchair users. • Potholes are filled periodically but this will not wholly eradicate problem. • Tree roots in area form a natural hazard	(1x6x3=18) Low (3x6x3=54) Low	To be aware	
Contact/Impact with objects, equipment, and substances? (i.e. being struck by falling/flying particles/objects, trapping fingers, use of hand tools, substances causing burns/scalds). • Exhibits. • Exhibits being pulled over.	• Visitors • Children	• Exhibits are designed for children and are checked regularly. • Most of them are secured in some way e.g. to the floor unless this would cause more of a risk in other ways.	(1x3x3=9) Low (25x1x0.5=12.5) Low	• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	• At time of visit

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
• Trapped fingers in exhibits. • Objects dropped over balcony in main exhibition / Children throwing objects. • Hot water. • Fingers trapped in doors. • Traffic.		• Notices are up on certain exhibits to say “Mind your fingers”. • Perspex panels put in to help prevent objects being thrown over balcony in main exhibition area. • Water temperature controlled at source. Checks are made regularly on temperatures. Warning signs are up by hot taps. • Trap guards are on toilet doors. • Sign (10mph) is up in the car park with directional flow indicated. • Children should be supervised by their teacher/helper.	(1x3x3=9) Low (3x1x3=9) Low (3x1x0.5=1.5) Low (3x1x0.5=1.5) Low (100x1x0.5=50) Low	• Teacher/helper to supervise children when using the toilets and take note if hot taps are used.	
Fire or Explosion? (i.e. poor storage/waste management of fire systems, arson / terrorist activities, building works, smoking). • On sound of fire alarm • Forest fire	• Visitors • Children	• To evacuate from nearest fire exit and assemble in coach car park. • Fire extinguishers are displayed throughout the centre. • Break glass points are displayed throughout the centre. • There is a no smoking policy at The Look Out.	(100x1x0.5=50) Low (100x1x0.5=50) Low	• In event of fire raise alarm • Teachers/helpers to help their children if there is a fire evacuation. • Fire equipment to be used by competent and trained people only.	• At time of visit

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
• Building Lockdown		• Fire checks and drills are undertaken on a regular basis. • Signage throughout building • Smoke detectors are displayed throughout the centre. • Regular litter picks are undertaken • Staff will move visitors into the main exhibition hall, lock doors and await advice from the emergency services.		• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	
Injury from assaults? (i.e. working alone, special needs supervision). • Too boisterous children	• Visitors • Children	• Children are supervised by their teacher/helpers and should not be left alone	(3x6x3=54) Low	• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit	• At time of visit
Other consequences or hazards not otherwise listed? (i.e. Use this space for continuation if necessary) • Weather – low temperatures/ rain etc. - high temperatures / sun etc. • Lost children	• Visitors • Children	• Children to be appropriately dressed. • Teacher/helper to inform receptionist who will contact a Duty Manger to initiate a search.	(3x2x3=18) Low (1x3x3=9) Low	• Teacher/helper to warn parent/guardian. • Teacher/helper to ensure children are protected from sun – hats, cream etc. and that children have plenty to drink. • Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	• Before visit • At time of visit

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
Other risk assessments relevant to this document include: • Tower, Reception and Shop • Main Exhibition, Woodland & Water, Build It & Light and Colour Zones • Seminar Room, Classroom • Play and Picnic Area • Coffee shop, Toilets, Internal Corridors • Car Park and External Paths • Presentations/Shows • Bike Hire • Wasp Stings • Vulnerable Visitors • General Fire Risk Assessment • Building Lockdown	• Visitors • Children				
Electric Shock? (i.e. work/maintenance on electrical systems, static shock, tampering, careless use of electricity, insufficient sockets)	• Visitors		(100x1x0.5=50)		

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
• Electrical equipment • Sockets • Cables	• Children	• Electrical equipment PAT tested on a regular basis. Due Dec 2026 • Unused sockets are switched off. • In shows and presentations cables are secured and/or taped.	Low	• Teacher/helper to ensure children do not play with plugs or sockets. • Children to sit on floor or chairs provided unless used as a volunteer in the show.	• At time of visit
Exposure to Hazardous Substances/ Environments? (i.e. use of chemicals/cleaning fluids, presence of dusts/fumes/ Noise/hot liquids and surfaces, thermal environment and exposure to infectious diseases/materials) • Chemicals	• Visitors • Children	• Kept in locked cupboards • COSHH Risk Assessments have been carried out on all chemicals use.	(25x1x0.5=12.5) Low		
• Tower	• Visitors • Children	• Children to be accompanied up tower by teacher/helper, maximum of 10 at a time. Advised in welcoming talk. • Sign up with reminder guidelines – do not run, children must be accompanied by an adult, visitors throwing objects off the tower will be asked to leave, ask an explainer for help. • Tower will be closed if weather is bad. • Sign warning visitors not to lean over the edge. • No throwing objects from the tower	(5x1x3=15) Low	• Teacher/helper to help children up tower. • Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	• At time of visit

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		• The tower has handrails and non-slip surfacing			
• Lift	• Visitors • Children	• Warning sign put up in lift to explain procedure if person gets trapped. • Children not to play in lift. • Not to be used at all if fire alarm sounds.	(1x1x0.5=0.5) Low	• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	• At time of visit
• Light and Colour room	• Visitors • Children	• Low light area but sufficient to see	(1x6x3=18) Low	• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit	• At time of visit
• Contractors	• Visitors • Children	• Contractors are health and safety checked, given a list of health and safety rules whilst working on site and checked by Duty Manager	(3x1x0.5=1.5) Low		• At time of visit
• Use of toilets	• Children	• Our toilets adjacent to the Build It Zone are for the sole use of school children and visitors to the science centre. • Public toilets are available adjacent to the Woodlark's Café. • Our staff use a different set of toilets		• Teachers are welcome to stand at the entrance to the toilets to supervise their children using them.	• At time of visit
• Play and picnic area.	• Visitors • Children	• The play area is open for school children and the public to use at the same time. • Three separate play areas one designed for All Abilities, one for 3-6 years and one for 7-11 years – clearly signed.	(5x6x6=180) Medium	• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit. • Children to use correct aged play area.	• At time of visit

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		• Play area complies with all ROSPA safety standards and is assessed annually. • Regular health, safety and maintenance checks are undertaken on play area and equipment by contractors and by The Look Out staff. • First aiders are available at the centre. • Bins are emptied on a regular basis. • Area is litter picked on a regular basis. • Bark and rubber are used as flooring in play area to act as cushion effect • Tree roots in area form a natural hazard. • Security cameras installed.			
• Marquee	• Visitors • Children	• Low level children's picnic benches are used	(1x2x3=6) Low	• Children to be supervised	• At time of visit
• Wasps / insect stings / snakes / ticks	• Visitors • Children	• First aiders are on duty	(1x3x3=9) Low	• To seek medical attention if ingested • Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	• At time of visit
• Presentations/shows	• Visitors • Children		(3x2x3=18) Low	• Children to sit on floor or chairs provided unless used as a volunteer in the show	• At time of visit

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		• Separate risk assessments are undertaken for each presentation/show • Presenter will instruct volunteers where to stand and what to do.		• Teacher/helper to note and enforce procedures and ensure adequate supervision during the visit.	
• Crown Estate Woodland	• Visitors • All visitors	• The forest is not The Look Out's land. The Crown Estate can be contacted on 01753 860222 or 07876 825262. • The forest is a natural environment and home to a number of native species such as deer, vermin, snakes, insects, wasps, ticks etc. • Be aware that this is a working forest with machinery operating and vehicles moving around the forest. • The Crown Estate actively discourage the building of wigwams		• School organisers should be aware that consequently the natural environment could present health hazards associated with some species. • Keep your children well away from these areas/vehicles.	•
• COVID-19	• All visitors	• There are currently no COVID-19 restrictions in the UK. (As of 14/9/26) • Teachers and pupils should not attend The Look Out if they feel unwell or have tested positive for COVID-19. • If a member of staff tests positive, they should stay at home until they are feeling well enough to return to work. • Staff do not attend work if they are feeling unwell or have a high temperature.			

What are the hazards which may be caused?	**Who/what may Be harmed?** (give specific groups of people e.g. staff, visitors, contractors, pupils, residents, cleaners, disabled etc. and estimate numbers; include significant property damage)	**What is done now?** (i.e. provision of training, corporate and local standards complied with, existing codes of safe working practice, protective equipment, guarding, supervision, monitoring systems, specific assessments under health and safety regulations e.g. COSHH, DSE, noise, manual handling, fire etc).	**How bad is the risk?** (It may help to use the risk assessment scoring system. Consequences x Exposure x Probability. Evaluate the risk as LOW, MEDIUM or HIGH)	**What needs to be done**? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	**By when?** (What is the target date for completion?)
		• Hand sanitisers are available throughout the centre. • and ceiling fans will be switched on. • Hand sanitisers are available throughout the centre.			