



Museum of London Docklands

Risk assessment advice for families

The following information will help you prepare for your family visit to the Museum of London Docklands. If you are visiting with an organised group, please refer to the risk assessment advice for community groups on our website.

Our galleries, exhibitions, learning spaces and lunch areas

All the museum's public areas have been designed and are maintained to ensure that they are safe for visiting families. These spaces are continuously checked on a daily basis to remove or minimise hazards.

Alongside our regular cleaning routines, we use a ZOONO Surface Sanitiser Spray every 30 days in our lunch spaces, learning rooms, public areas and Mudlarks gallery at the Museum of London Docklands. This is effective against a broad range of bacteria and viruses such as those in the coronavirus family.

Visitors are encouraged to use hand sanitiser on arrival and before departure and there are hand sanitiser stations placed at regular points around the museum. If preferred, there are also opportunities for your group to wash their hands.

Our activities for families

All our activities are designed and managed to remove or minimise hazards and we carry out a risk assessment for every activity. For example, we check any materials, equipment or objects used to make sure they are safe and we remove any trip/slip hazards. We review and update risk on a regular basis to ensure that they reflect any changes to the activities or spaces in which they take place. Some activities may have specific hazards (eg relating to allergies) and a small number of activities have strict age restrictions for health and safety reasons. If you are attending a particular activity, please check the details on our website for any additional information to avoid disappointment.

Our people

All our staff have undergone a basic disclosure (police check) and we carry out a DBS enhanced disclosure for anyone involved in regulated activity (eg regular contact with the same children). Everyone is familiar with and complies with our Safeguarding Children and Adults at Risk Policy and Procedure.

Fire and evacuation

We have fully tested evacuation procedures in place in case of fire or other emergencies. In the case of an evacuation, please make your way calmly to the nearest exit and follow the instructions of our gallery staff (in pink shirts). Our buildings are fitted with alarm systems and emergency exits are clearly marked.

First aid

We have members of staff who are trained in providing first aid. Please inform our gallery staff (in pink shirts) immediately if anyone in your family requires assistance due to illness or injury.

Insurance

We have public liability insurance providing cover up to £10 million through Allianz Insurance plc.

Health and safety

We have a written health and safety policy and all staff receive health and safety training.

Lost group members

Please inform our gallery staff immediately if any children you are with become separated from the group and you are unable to find them. We have established procedures in place to deal with these situations efficiently.

Supervision

We recommend that visitors under the age of 11 are accompanied by a responsible adult. Accompanying adults are responsible for the health and safety of the children they are with, so please stay with your children at all times.

Further advice

If you need more information to help you prepare for your visit please email learning@museumoflondon.org.uk.

We hope you have a safe and enjoyable visit.