



Royal Albert Hall

Guidance for Schools / Community Groups visiting the Hall

The Royal Albert Hall has prepared the following information sheet for schools, teachers and community group leaders bringing groups of children, young people or vulnerable adults to the Royal Albert Hall for performances, tours, workshops and education and outreach events.

As part of our safeguarding procedures, this advice and requirements below are intended to facilitate our commitment to promoting the safety and well-being of every child and vulnerable adult who attends the Hall for performances, tours and workshops to ensure they have a rewarding experience.

For the avoidance of doubt, references to children refer to anyone under the age of 18 years or those over 19 years who are receiving services as care leavers and those between 19 and 25 years with learning difficulties. This guidance also applies to vulnerable adults where appropriate.

School/Group Requirements

All children must be accompanied by and remain under the care and control of a responsible adult at all times. There is a minimum ratio of 1 adult to 10 children with a minimum of 2 adults in attendance.

If you have any members of your group with special needs, please communicate the general nature of these needs to the Hall *before* your visit so that any necessary arrangements can be made in good time (please see Points of Contact below).

Arrival at the Royal Albert Hall

Due to the limited and restricted coach parking around the Hall, you are requested to ensure your coach departs the local area once you have arrived and dropped off your group. It is essential that schools / groups only enter the building via the numbered door previously advised to them or the door number indicated on the tickets.

Royal Albert Hall Stewards (in red jackets) will guide groups to their seats. Please ensure that any instructions they give are followed.

From time to time it may be necessary to require bag searching or for people to pass through body arches as a condition of entry. If this is the case, please comply with any instructions from Hall personnel. We will endeavour to do this as quickly as possible.

Evacuation Procedures

During your visit it may be necessary to evacuate the building; instructions will be given by Hall Stewards, a member of the Education team, or other Hall personnel. Children and adults should leave the building at the appointed exits quietly and quickly as instructed.

Please note that in the event of an evacuation during an auditorium show, there is no designated public assembly point and the show will not recommence. Groups should agree a

suitable location prior to entering the Hall or in the case of performing groups, this will be communicated to you in advance, as part of your access plan.

Supervision of Students

Students must be supervised by appropriate responsible adults. Students will not be allowed to leave the building without a teacher. The supervision and all welfare issues of the pupils is solely the teacher's responsibility in the first instance.

General Behaviour

For everyone's enjoyment of an event, children are expected to demonstrate reasonable standards of behaviour while at the Hall and it is expected that responsible adults accompanying a group will support this ethos.

Children are not allowed to climb over seating or railings or indulge in other inappropriate conduct in the auditorium, to run in the corridors or stairwells, or enter any unauthorised areas. The Hall is a working building and staff and equipment are moving around all areas and are a potential risk if children do not follow this guidance.

The Royal Albert Hall reserves the right to refuse/restrict access to any child, group and accompanying adults or ask them to leave the premises if the behaviour of an individual or a group gives cause for concern and/or if these concerns are not dealt with appropriately by the supervising adults. In these circumstances, refunds will not be offered on tickets.

Stewards

An appropriate number of stewards (where required) will be provided to the relevant number of children in the building from the time they enter the building to the time they leave.

The purpose of stewards is to direct visitors and supervise an emergency evacuation should one become necessary. They are not there to supervise the behaviour of the children. This will remain the responsibility of the teacher/adults accompanying the groups.

Lost children / vulnerable adults

The Hall has a comprehensive lost children/vulnerable adult's procedure. If a child or vulnerable adult becomes lost from your group, please contact a member of Hall staff immediately and they can assist you in reuniting you with the individual.

Medical

When large scale events are taking place, the Hall's medical provider will deliver first aid cover based in the Hall's Medical Room (ground floor, Door 4 area).

In other circumstances, a member of our security team with first aid training will provide cover and will be contactable via Stage Door.

As far as possible, a teacher, chaperone or responsible adult should be in attendance for any treatment.

For anyone who has specific allergy concerns or medical requirements, you are requested to inform the Hall prior to arrival (please see Points of Contact below).

Photography

All ticket holders consent to the photographing, recording or filming of themselves as members of the audience and it is the responsibility of the teacher, group leader or responsible adult to ensure they have sought permission from parents/carers in advance of their visit.

Where children attend as performers the Hall takes all reasonable steps to prevent the taking of photographs and the filming of the event inside the auditorium **unless** it is agreed in advance with the Hall and the promoter or organiser of the event and all the necessary permissions have been granted. Some Education workshop events will be recorded; however, it is the responsibility of teachers, and group leaders to ensure that appropriate permission has been granted in advance of their visit.

Occasionally a Hall appointed photographer or videographer will record a workshop or project involving children. We will not use any child's personal details or full name; however, we may identify schools and groups and use such images in printed publications for the general public, on the Hall's own website or make them available to journalists working on a feature about the Hall and its Education projects.

The Elgar Room

The Elgar Room is situated on the Rausing Circle (third floor) level. There are various lifts available for visitors with access requirements, the nearest being Door 8. Please ask a member of staff for guidance or assistance.

Toilets including accessible facilities and cloakroom facilities are provided nearby.

The Education and Outreach Studio

The Education and Outreach Studio is situated on the Second Tier (second floor). There are various lifts available for visitors with access requirements. Please ask a member of staff for guidance or assistance.


Toilets and cloakroom facilities are provided nearby.

Further Information and Points of Contact

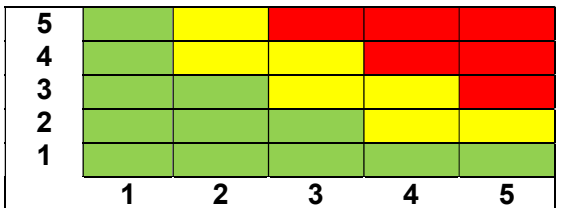
If you are visiting the Hall as a group of audience members or participants and would like to receive further information please contact education@royalalberthall.com.

If you are visiting the Hall as a performing group, please contact whoever is coordinating your involvement in the event, as they will have an assigned point of contact at the Hall.

The Royal Albert Hall (RAH) Premises Risk Assessment for Groups/Schools

Royal Albert Hall - Generic School Visit Risk Assessment	Date RA review undertaken: 14/05/19		Review Date: 14/05/20 or as necessary
Royal Albert Hall	RA Undertaken by:		 Royal Albert Hall
Contact: Guy Pengelly 020 7589 3203	Name: G Pengelly Name E Cobbold		
Kensington Gore LONDON SW7 2AP	Signed.....Original Signed..... Signed.....Original Signed..... Position: Health and Safety Manager Position: Education & Outreach Manager		

Calculation of Risk

<u>Probability (P)</u>	<u>Severity (S)</u>	<u>Calculations of Risk</u>	<u>Action Level</u>
5 Almost Inevitable 4 Very Likely 3 Likely 2 Very Unlikely 1 Negligible	5 Multi Death/Injury 4 Single Death 3 RIDDOR Major Injury 2 RIDDOR Reportable 1 Minor/First Aid	<div style="display: flex; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); margin-right: 10px;">Probability</div>  </div> <p style="text-align: center;">Severity</p>	Low – no action required Medium – justify/review for each event day High - immediate action/further controls needed

Important Note:

1. This document should be read in conjunction with Promoter's and/or Production risk assessments and that of the contractors employed by the Event. This assessment also relates to Hall's specific procedures reviewed and accepted by Westminster City Council and the London Fire Brigade.
2. We, The Royal Albert Hall, reserve the right to alter, update or amend the details contained herein at any time, in light of new information or new procedures being required. Whilst we, as a responsible employer, will adhere to all necessary control measures so far as is reasonably practicable, this Risk Assessment is a live document and the final physical safety arrangements onsite may therefore differ slightly from the written ones shown here.

Item (a)	Task/Activity (b)	Hazard/Consequence (c)	Who is at risk? (d)	Risk Level (e)	Control Measures in place (f)	Residual Risk Level (g)	Additional Control Measures (h)
01	Access and egress of pedestrians to site	Death or injury caused by vehicle movement. Injury from slip, trip or fall.	All accessing site		<p>Automated Hall lighting systems.</p> <p>24 hour staffed Stage Door security.</p> <p>Hazard reporting procedures for faults.</p> <p>Clearly defined roadway maintained and managed by Westminster City Council.</p> <p>Pedestrian walkways available and readily identifiable, with drop down curbs in various areas.</p> <p>Designated and/or controlled parking bays within RAH property and local roads.</p> <p>Fire exits maintained and available for use at all times (during rehearsals one exit door only per exit route may be available).</p> <p>Whenever the building is open to the public or during show times sufficient numbers of entrance/exit doors are open and staffed by stewards to ensure easy access/exit.</p> <p>CCTV in specific areas.</p>		<p>Hall public areas cleaned on regular basis, including ice and snow clearance & gritting by Building Services. Roadways, local pathways and street lighting are the responsibility of Westminster City Council.</p> <p>School coaches should and are requested to drop off and pick up parties on Prince Consort Road or a similar location, rather than directly outside the Hall, due to the movement of other vehicles in close proximity to exiting young persons.</p>

02	Alcohol	Death or injury caused by the intake of alcohol, including affecting a person's reactions or ability to carry out tasks.	All accessing site		Challenge 25 system operated at all bars. Stewards to notify Duty Management of guests under the influence of excessive alcohol or passing alcohol to young people.		Parents or Carers are not to purchase or supply alcohol to those under the age of 18.
03	Carpets and floor surfaces	Injury caused by falls, slips and trips.	All accessing site		Hazard reporting procedures. Building Services (BS) Department maintenance and inspection programme. Duty Technician on site during events to carry out repairs where possible. Pre-event Duty Managers inspection. Housekeeping contractors available for spillage clearance. Flooring installed to best practice standards and of suitable materials. Floor mats provided at each entrance door into the building to reduce the likelihood of wet floors.		
04	Lost children	Death or injury caused to or by the inexperience or inquisitiveness of a child. Inappropriate behaviour to a child	Child and all in the vicinity.		Restricted access to the Hall for specific events. Specific areas restricted by security systems. 24 hour Stage Door security with CCTV monitoring.		Event Promoter's specific risk assessments for child performers. No under 14's allowed in a standing arena

		by an adult.			Security and Steward monitored access to site. Lost Child Procedure in place. RAH Child Safeguarding Policy		without event specific risk assessment.
05	Children using mobility equipment	Injury caused by falls, trips and knocks against other people or items. Injuries to disabled guests or workers. Obstructions for Medical and Fire staff including emergency response.	All accessing site		Ramps and lifts available to most parts of the Hall. RAH Event and Duty Management staff, Steward and Fire Officer monitoring. Hall emergency procedures. RAH Access Policy. Access platforms built with low level handrail. Tablet and TV screen Protection to be fitted where necessary		<p>The Arena is not suitable for Patrons with wheelchairs. Please contact the Hall for options on access.</p> <p>Steward assistance available during events.</p> <p>Mobility Access Platforms for certain seated events.</p> <p>Event Promoter's specific risk assessments for child performers with disabilities.</p>
06	Ramp access	Injury caused by uneven or slippery surface.	All using ramp		Housekeeping/BS staff inspections and cleaning programmes. Hazard reporting procedures. Clearing of ice and snow in poor weather. Handrails available. Stewards in ramp areas to assist and guide where necessary.		Use of alternative access means if required.

07	Emergency egress	Crush injuries caused by panic. Slips, trips or falls caused by route blockage.	All on site		Hall Fire Risk Assessment. Emergency lighting systems. RAH Emergency Procedures. Event Promoters RA. Monitoring and inspection of the building by Duty Manager, BS Dept and Fire Officer. Staff information and training. Emergency tannoy announcements. Trained Stewards to assist in evacuation. Signage.		Event Promoter's specific risk assessments for child performers. Chaperones or supervising adults of performers to be briefed on their duties and responsibilities by the Event Promoter.
08	Fire	Death, severe injury or ill-health from smoke inhalation, burns or related fire injury. Crush injuries caused by panic.	All on site		RAH Fire Risk Assessment. RAH Emergency Procedures. 24 hour staffing of Stage Door security. The provision of suitable, maintained firefighting equipment. Trained Fire Officer on duty when public are in the building (in excess of 150 people – otherwise covered by Stage Door Security). Fire detection and alarm systems. Regular inspection and maintenance procedures. Staff information and		Promoter's Event RA Additional fire staff on site whenever there are pyrotechnics.

					<p>training.</p> <p>Smoking is strictly prohibited within the footprint of the building including external gallery and roof areas. Automatic emergency lighting is fitted throughout the RAH and is subject to a maintenance and testing regime. Appropriate emergency exit signage is displayed throughout the Hall.</p> <p>All fire exits and routes are maintained clear of any obstructions.</p> <p>All external glazing is fitted with bomb blast film.</p> <p>Approved and designated evacuation lifts are available within the building; these are only to be used under the direction of a trained steward.</p> <p>Stewards are trained to assist and direct people in the event of an evacuation.</p>		
09	Front of House Accessible Parking	Slips, trips or falls. Death or injury caused by Pedestrian/vehicle	All accessing site		<p>BS Dept maintenance and inspection programme.</p> <p>Hazard reporting procedures.</p>		<p>Pre-booking is required.</p> <p>This facility may be</p>

		impact and crush.			24 hour Stage Door with CCTV monitoring. Drop down curbs to assist in entry and exit to car parking areas.		restricted for high security events.
10	Lighting	Injury caused by poor or low lighting levels, including slips, trips and falls. Eye strain. Sick Building Syndrome. Depression and stress.	All affected by low light levels. Partially sighted members of the public.		Low level event lighting during performance periods. Lighting raised prior to performance, during interval periods and post event. Warning of the use of strobe or flashing lights displayed outside of seating areas. Laser effects used in certain events, with safe procedures and inspection in place. BS Dept maintenance and inspection programme for in house lights. Help Desk response and repair procedures. Duty Technical Manager (TM)/Building Services Technician (BST) available to regulate lighting levels as required. Building Management System programmable for lighting on request.		
11	Medical	Death or increased injury or illness caused by lack of medical assistance.	All accessing site		Provision of First Aid facilities with trained contracted medical or RAH staff when the public are		Nearest A&E Chelsea and Westminster Hospital - Distance

		Slow medical response. Incorrect medical treatment.			present. Medical supplier RA and SWPs. Staff information and training. Hall Emergency Procedures. Stage Door Security trained in First Aid. Defibrillators and First Aid points positioned around the Hall. Medical Room available. RAH Emergency Procedures include the calling of ambulances from Stage Door.		1.5 km. Telephone No: 020 3313 8600 (Children's A&E Dept) Medical staff on site if large numbers of children are taking part in the event, including during rehearsals
12	Noise	Injury caused by excessive noise. Tinnitus other hearing related illness or condition. Inability to hear alarm warnings and evacuation messages.	All on site		Event Promoter and Sound company safety documentation. Event sound monitoring by RAH Show Dept. Contracted noise regulations between Hall and Event Promoter. Sound system warning beacon for use in emergency announcements.		Hearing protection for members of the public available from the Door 6 Information Desk on request.
13	Toilet facilities	Slips, trips and falls. Contact with chemicals. Electrical burns and electrocution.	All using facilities.		Male and female toilets available on all floors. Housekeeping procedures in place for regular cleaning. Help Desk response and repair procedures.		

					BS Dept maintenance and inspection programme. Hazard reporting procedures. Accessible toilets available on all floors, except the Gallery.		
14	Use of passenger lifts	Death or injury caused by lift doors or mechanism. Panic or distress caused by lift failure. Damage to lift fabric or mechanism.	All using lifts.		Varying sized lifts available to all floors. Regular inspection and maintenance of equipment. Local or Stage Door linked alarm and communication systems. Capacity loading signage. Insurance company inspection and certification. Hall Fire Risk Assessment		Duty Technician on site during events. Lifts used in the evacuation of patrons with disabilities or mobility issues.
15	Use of public access doorways	Injury caused by weighted doors. Door failure/damage. Glass breakage. Injury caused by simultaneous use from both sides of door.	All using doors		BS Dept maintenance and inspection programme. Automatic fire door systems. Use of toughened glass. Use of view panels.		Stewards for events available to assist.
16	Use of public access staircases	Injury caused by falls, slips and trips. Cuts or injuries on handrails. Rubbish hazards. Liquid spillages. Low lighting levels.	All using staircases		Staircases well lit with suitable nosing identification. BS staircase inspections and maintenance programme. Regular staircase		

					cleaning. Hazard reporting procedures.		
17	Glazing and mirrors	Serious injury from impact with windows/mirrors that are not evident	All on site		All safety-critical glazing to comply with BS or similar guidance. Where necessary glass is marked with graphics or manifestation. Low opening or large sheet windows with guarding rails in front.		Mirrors not to be sited where they might cause confusion.
20	Food and drink	Illness or collapse due to lack of food or drinking water. Slips, trips or falls.	Children on site		Limited food and drink available for sale during rehearsals. Kiosks, restaurants, cafe and bars available during public open periods for refreshments. Local shops within 15 minute walk. Water vending machines and drinking water available in certain toilets as well as backstage areas.		Backstage catering dependent on event for performers.
21	Access to unauthorised areas of the Hall	Death or injury to children accessing inappropriate and dangerous areas of the Hall.	Children on site		Access control system to ensure areas of high risk are restricted. Event Promoter's security and Stage Management staff. School Chaperones or supervising adults responsible for controlling		

					groups of children. CCTV.		
22	Inappropriate access to children	Mental or physical injury to children due to adult or child inappropriate behaviour.	All children on site		No adults to be left alone with children unless suitably vetted. Chaperones or supervising adults to be made aware of their duties and responsibilities by either School or Event staff. RAH Safeguarding Policy. RAH Lost Child Procedure.		
23	Security Incident	Death or injury from a security related incident, panic or confusion.	All on site		Robust and tested emergency procedures in place. Regular staff training. Local and National Police and NACTSO advice. Constant national and local area updates, with events being security assessed and staffed appropriately. Hostile Vehicle Mitigation barriers in places of high risk, with barriered vehicle entry points.		
24	Event Special Effects	Death or injury from the use of special effects used within an event. Ill-health from effects.	All on site		Event Promoter/ Production risk assessment. Special effects companies' safety documentation. Pre-event inspections by Westminster and/or the		

					<p>RAH. Medical cover for all events. Appropriate warning signage on entry to the auditorium.</p>		
25	Early Years Sessions – Dr 3 area	<p>Death or injury from: access to catering outlet, equipment or electrical supplies. Other Hall activities in and around the area of Dr 3. Egress from Dr 3 accidentally or deliberately into the roadway. Hot or cold conditions. Falls from furniture or stairs.</p>	All on site		<p>Checks and controls by Education Team and/or Duty Manager. RAH Child Safeguarding Policy</p>		
26	Performances involving children	<p>Death, injury or ill-health of child. Death, injury or ill-health to others, caused by the presence or behaviour of a child</p>	All on site		<p>RAH responsible manager to provide a specific risk assessment for the intended performance. Hall licensing requirements, including compliance with the ABTT/DSA Technical Standards to be followed. Education/Events Team and/or Duty Manager to review area before performance. Emergency procedures briefing to be given to Chaperones/Class</p>		<p>Application for Body of Persons or child performance licence required from WCC for any event with child performers.</p>

					<p>Teachers. Specific child only toilet facilities to be identified if required. The event production staff to ensure that:</p> <ul style="list-style-type: none"> • all electrical supplies are protected and cannot be accessed. • Noise levels are suitable and do not exceed the CNAWR First Action Level. • Any hazards with regards to cabling or equipment are identified to Chaperones, Teachers and children. 		
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