



Welcome document

You've booked a visit! What next?

Before your visit

Risk assessments

Group leaders are responsible for completing their own risk assessment before their visit. We have included PHM's risk assessment at the end of this document, which can be used to inform the creation of your own assessment.

Cancellations

Please provide as much notice as possible if you need to cancel your visit. There are currently limited slots available for group visits - by giving plenty of notice we will be able to offer your space to another group.

To cancel your visit please contact the Learning Team at learning@phm.org.uk / 0161 838 9190.

Any questions?

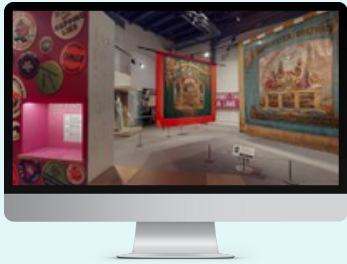
You can contact the Learning Team at People's History Museum (PHM) by emailing learning@phm.org.uk or calling 0161 838 9190.

Please allow up to five working days for a response to an email.

Phones will be answered by staff Monday, and Wednesday to Friday, 10.00am to 5.00pm.

Before your visit

To prepare your group for their visit you can:



Look at this [3D Scan](#) of the main galleries or read our visual story.



Find out what exhibitions are on display: [What's on](#)



Print off the [self-guided resources](#). Remember to pack your clipboards and pencils!

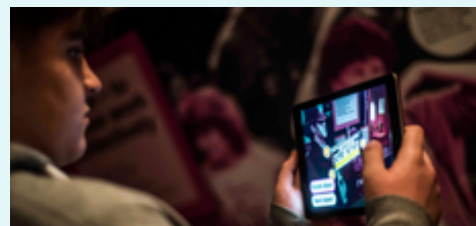


Explore our resources to familiarise yourself with the topics in the galleries: [resources](#)

Find out more about two of our [immersive digital experiences](#)



Match Girls' Strike, 1888. Through an arcade style game, players' progress is hampered by the harsh working conditions at the factory.



Grunwick strike, 1976 - 1978. Download our free app using augmented reality (AR) to reveal 3D digital scans of objects.

Getting here

Please check tfgm.com for travel updates and once you've arrived in Manchester allow time for walking to the museum.

Free bus



You can reach the museum via all three free bus routes. Get off Route 1 on Gartside Street and Route 2 and 3 on Deansgate by John Ryland's Library.

[Free bus route map.](#)

Tram special offer 'Kid for a Quid'



£1 return for each child and £2 for each accompanying teacher, from any stop on the network.

['Kid for a Quid' information](#)



If you are going to be more than five minutes late please call the museum on 0161 838 9190.

Not arriving at your designated time will impact on other groups arriving, staff and events in the building and may delay your entrance to the galleries.



Drop off

If your group is arriving by mini bus or coach they can be dropped off on Bridge Street, outside Open Kitchen Cafe & Bar.

The locations of parking bays can be found on Manchester City Council's website: [Coach and lorry parking in Manchester](#)

Please do not drop off or park on New Court Street (formally Left Bank). This is private land owned by Spinningfields Estate and any vehicles caught stopping for even short periods will be fined £100.

Safety measures at the museum

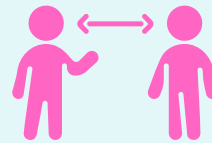
The government has removed Covid-19 domestic restrictions in England.

[Find out more about living safely with COVID-19.](#)

For the safety, health and comfort of our visitors:



We respect your decision to continue to wear a face covering.



We encourage people to keep their distance from other visitors and groups.



Hand sanitiser is provided around the building.

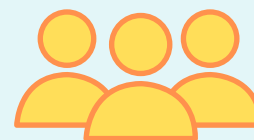


Spaces are cleaned daily.



Interactives have been reintroduced into the galleries.

There is plenty to read and look at if you wish to avoid high touchpoints.

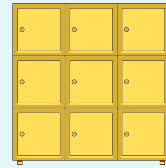


Group visits have been reintroduced on Mondays, Wednesdays and Thursdays to allow one quieter weekday (Friday) for individual visitors who prefer to visit at a quieter time.

During your visit

Storage

Groups can leave low value items such as coats, packed lunches and bags in one of our storage lockers, which will be provided near the Info Desk.



Nine small public lockers are located on the lower ground floor of the museum. They require a refundable £1 coin to operate.

Lunch

The picnic area is located on the ground floor next to the Info Desk. To guarantee a space please reserve when booking.



For adult groups, you might want to visit [Open Kitchen Cafe & Bar](#) on the ground floor of the museum. Booking is essential for groups.

OPEN
KITCHEN

To book, contact Open Kitchen by phoning 07707 974 774 or emailing phmbookings@openkitchenmcr.co.uk.

10% student discount is available at Open Kitchen with a valid student ID card. Excludes alcohol. Cannot be used in conjunction with any other offer, discount or promotion.

Shop

PHM shop sells products at a range of prices, including small items for £2 and under. We ask that groups divide in groups of ten or less when visiting the shop.



Toilets

Toilets, including gender neutral, accessible toilets, are located on the lower ground floor, ground floor, and second floor.



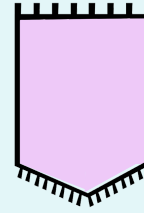
Managing behaviour

It is a group leader's responsibility to supervise their group. Please ensure your group are accompanied at all times.



Behaviour

To ensure that all visitors are respected and the collections are protected we ask that visitors do not run or behave in a way that might damage the building, collections or harm other visitors.



Objects

There are plenty of interactive and tactile elements to our galleries.

We kindly ask you to refrain from touching banners that are on open display to help us preserve them.



Noise

We encourage conversation and play in the museum and groups do not need to be silent. We do ask you to be mindful of other visitors and avoid excessive noise or shouting.

Any groups or individuals who do not meet these expectations will be politely reminded of this document and may be asked to leave the museum if their behaviour does not change.

Looking around the museum



Taking photographs

Photography without flash is allowed. Many of the objects are sensitive to light.



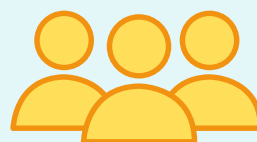
Food and drink

Please leave food or drink out of the gallery spaces as they can attract bugs.



Pencils

Please use pencil to avoid permanent marks to displays.



Numbers

PHM will provide a timetable if you have a large group. This may involve splitting larger groups into two or three to help us manage numbers. This will help you explore each gallery and avoid too many visitors in any one space.

Additional support available

Let us know at the point of booking and we will prepare additional support for your arrival, or ask a member of the Visitor Experience team on the day. During your visit we can provide:



Infrared hearing loop facilities are available throughout the building.



Noise cancelling headphones are available from the Info Desk.



There is a Quiet Room by the Info Desk, or staff can help find a quieter space in the building when it's unavailable.



Magnifying glasses, colour overlay filters and large print guides are available from the Info Desk.



There is lift access to all floors. All lifts in the museum are wheelchair accessible and the main lift near the reception area also has audio announcements.



Free wheelchair hire and plug-in points are available near the Info Desk for mobility scooters and battery operated wheelchairs.

For a more detailed breakdown of Access at PHM visit:
<https://phm.org.uk/visit/access/>

PHM Risk Assessment Form

Nature/ type of task being assessed	Self-guided group visit	Locations	Reception area, toilets, main galleries, changing exhibition space, stairs and landings		
Date of assessment	28 / 04/ 22	Date when assessment must be reviewed	After any near misses or health and safety incidents	Assessment completed by / Department	Liz Thorpe (Learning Officer)
How many people could be at risk?	45 participants, 10 accompanying adults, 25 staff, 100+ visitors	What category of person may be at risk (e.g. employee, contractor, and public, vulnerable people?)	Public, group, young, old, disabled people, employees		

Hazard (What is the hazard, who might it harm and how?)	Current controls (what is already in place to reduce the likelihood of harm or make any harm less serious)	L	S	LxS	Risk Acceptable (Y/N)	Further actions required (what else is required to reduce risks to as low as is reasonably practicable)	Action by	Time scale
Illness or death from contracting and spreading Covid-19 for staff and visitors at the museum and people you may come into contact with after the visit	<p>The government has removed remaining domestic restrictions in England</p> <p>Hand sanitising stations available throughout the museum and specifically placed near high contact points</p> <p>Visitor Experience team to conduct daily cleaning of the galleries</p> <p>Staff are asked to stay at home if they test positive for Covid-19 or display symptoms</p> <p>Groups asked to give space to other visitors and timetables provided for larger groups to help manage numbers in each space</p> <p>Participants and visitors are asked to stay at home if they test positive for Covid-19 or display symptoms, this will be communicated at the point of booking</p> <p>Group visits kept to restricted times to help manage numbers in the galleries, allow time for cleaning</p>	1	3	3	Y	<p>Regular review in line with museums guidelines</p> <p>Welcome Document kept updated with most recent guidance and museum policy</p>	<p>Executive Support Officer</p> <p>Learning Officer</p>	Ongoing

	<p>between timeslots if necessary and to stop groups arriving and leaving at the same time to keep the reception area clear</p> <p>Groups are asked to book in with the Learning Team before their visit. Walk in groups may not be accommodated if capacity would exceed 60 group members in the museum during term time and 45 group members in the museum during the school holidays when the galleries are busier</p> <p>Groups are required to sign in on arrival which helps monitor how many groups are in the building at the same time</p>							
Furniture, staircases and other objects in the spaces present risk of slips, trips and falls	<p>Visitor Experience team to ensure interactive areas are tidied regularly so there are no items left on the floor</p> <p>Groups are asked about support needs and requirements at the point of booking</p> <p>Groups with limited mobility advised to use the lifts rather than the stairs</p>	2	1	2	Y	<p>Visitor Experience team to be vigilant when patrolling gallery spaces</p> <p>Senior Visitor Experience team / Buildings & Galleries Manager to respond timely</p>	Visitor Experience team / Buildings and Galleries Manager	Ongoing
Restricted spaces present risk of crushing	<p>Groups must pre book so PHM staff can manage numbers. Max capacity of 45 participants and their accompanying adults</p> <p>Large groups will be split into smaller groups to move around the galleries during their visit. This will be communicated at the point of booking</p> <p>PHM to provide a timetable with designated times in each gallery. This timetable is added to the staff calendar so any groups who have not brought it on the day can be advised by the VE team when signing in</p> <p>At least one member of PHM staff will be in each gallery at peak hours and will ask groups to move to another space when busy</p> <p>PHM staff to welcome each booked group and outline the guidelines in their introduction</p>	1	1	1	Y	<p>Visitor Experience team to be vigilant when patrolling gallery spaces</p> <p>Senior Visitor Experience team / Buildings & Galleries Manager to respond timely</p> <p>Executive Support Officer / Buildings and Galleries Manager to review building capacity</p>	Visitor Experience team / Buildings and Galleries Manager	Ongoing

<p>Objects in galleries could cause injury if they fall or are thrown</p>	<p>At the point of booking, each group will be sent a document outlining safety measures and 'housekeeping' to read before visiting</p> <p>Accompanying adults are asked to supervise gallery exploration</p> <p>At least one member of PHM staff will be in each gallery at peak hours</p> <p>Heavy or dangerous objects to be kept behind glass or out of reach of children</p> <p>PHM staff to welcome each group and outline the guidelines in their introduction</p>	1	2	2	Y	<p>Visitor Experience team to be vigilant when patrolling gallery spaces</p> <p>Senior Visitor Experience team / Buildings & Galleries Manager to respond timely</p> <p>Head of Collections and Engagement to review gallery risk assessment if injury occurs</p>	<p>Visitor Experience team / Buildings and Galleries Manager</p>	Ongoing
<p>Reduced visibility due to low light levels inside main galleries and changing exhibition space increases risk of trips/falls and injury caused by collision</p>	<p>Notice printed on the wall outside each gallery to warn visitors about the low light levels</p> <p>PHM staff will book groups with visually impaired or blind participants at quieter times of the day to reduce the amount of people on the galleries during their visit</p> <p>Visitor Experience team will routinely check the galleries for obstacles left out</p> <p>PHM staff to welcome each group and outline the guidelines in their introduction</p>	1	1	1	Y	<p>Visitor Experience team to be vigilant when patrolling gallery spaces</p> <p>Senior Visitor Experience team / Buildings & Galleries Manager to respond timely to any incidents</p>	<p>Visitor Experience team / Buildings and Galleries Manager</p>	Ongoing
<p>Collections are damaged by participants</p>	<p>Each group leader is asked to read the Welcome Document which outlines expected behaviour including:</p> <ul style="list-style-type: none"> It is a group leader's responsibility to supervise their group. Please ensure your group are accompanied at all times To ensure that all visitors are respected and the collections are protected we ask that visitors do not run or behave in a way that might damage the building, collections or harm other visitors There are plenty of interactive and tactile elements to our galleries. We kindly ask you to refrain from 	1	1	1	Y	<p>Engagement Assistant to send out Welcome document and flag important points at the point of booking</p> <p>PHM staff to raise points during welcome talk</p> <p>Visitor Experience team to be vigilant when patrolling gallery spaces</p>	<p>Learning Officer / Visitor Experience team</p>	Ongoing

	<p>touching banners that are on open display to help us preserve them</p> <ul style="list-style-type: none">• Any groups or individuals who do not meet these expectations will be politely reminded of this document and may be asked to leave the museum if their behaviour does not change• Photography without flash is allowed. Many of the objects are sensitive to light• Please leave food or drink out of the gallery spaces as they can attract bugs• Please use pencil to avoid permanent marks to displays <p>PHM will provide a timetable if you have a large group. This may involve splitting larger groups into two or three to help us manage numbers. This will help you explore each gallery and avoid too many visitors in any one space</p> <p>Visitors asked not to bring food and drink into the galleries. Visitor Experience team to ask visitors to put items in their bags or consume outside the galleries if food or drink is out</p> <p>PHM staff to deliver welcome to groups to outline expected behaviour</p> <p>Staff will notify Collections Team of any activity that might have damaged the collections or display</p>							
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Assessment values		Classification of risk rating (LxS = score)		Action from risk rating	
Likelihood (L)	Severity (S)	Score	Risk rating	Action	Example time scales
Unlikely – 1 Likely – 2 (to occur at some time) Very likely – 3	Marginal – 1 (slight injury, minor first aid)	1	Trivial	No further action required	-
	Dangerous – 2 (serious injury or damage)	2	Tolerable	Keep control measures under review	Within 3 months
	Very dangerous – 3 (could cause death or widespread injuries)	3-4	Moderate	Where possible fine tune control measures	Within 1 month
		6	Substantial	Urgent control measures needed	Within 7 days
		9	Intolerable	Stop activity until risk reduced	Immediately

- **NOTE:** Where the activity or task is a one off event- the 'time scales for action' may need to be amended to ensure that **safety** controls are implemented before the activity takes place.
- Your assessment will need to consider who may be affected by the hazard/s - i.e. children or the elderly may be most at risk.
- Please remember you are not expected to risk assess activities that are outside of your knowledge, expertise or experience.

Remember

Hazard means anything that can cause harm.

Risk is the change, high or low that somebody will be harmed by the hazard

Five Steps to Risk Assessment

1. Look for hazards
2. Decided who might be harmed
3. Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done
4. Record your findings
5. Review your assessment and revise it of necessary