

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**CAVES**

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

Uneven/slippery floor in cave

Visitors/staff/contractors

Verbal warnings on all tours before the public go in led by **guides**  
Further warnings to be given throughout the tour  
Visual warning signs are displayed

Low rocks in cave

Visitors/staff/contractors

Further warnings to be given throughout the tour

People falling into water in chambers 7, 8 and 9

Visitors/contractors

Further warnings to be given throughout the tour

Emergency lights failing to work

Visitors/contractors

Verbal warnings by **guides**  
Buoyancy aids to be used by **guides**.  
Lights checked by **maintenance department weekly** & recorded  
**Head guide** checks on this  
**Guides** carry torches

Electrocution

Staff / contractors

Electricity in close proximity to water  
**Water not to be thrown on rocks near lights** (e.g. witch, giant etc.)  
Only **maintenance department** to work on move or change lamps in the vicinity of water or show lights  
**Guides** may change bulkhead lights & tunnel lights only

Show failing

Visitors/staff/contractors

Except 'trip switches' only **maintenance department** to work on any equipment for the 'show'

Injury whilst working in caves

Staff / contractors

Cave guides to be advised of staff working in caves  
**No lone working** above ground level or in chambers off tour route  
**No lone working** in chambers 7, 8, 9  
**Guide** to check whole caves prior to locking up at night (inc 7, 8, 9)

Emergency Phones Failing

Visitors/staff/contractors

**Guides** to test each day

Smoke Machine obscuring view of steps or exits and overhanging rocks

Visitors/staff/contractors

Levels of smoke emissions controlled by **maintenance department**

Psychosomatic, panic, asthma attack or Claustrophobia

Visitors

Visitors monitored by **guides**

Risk of injury from working on rock face & above entrance

Visitors/staff/contractors

Wear hardhat & boots  
**No lone working**  
Work out of season, where possible

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**VALLEY**

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

Falling from Swing Bridge in Valley

Staff

Care to be taken on Bridge

Falling into Canal

Visitors

White line on edge of path

Falling into rivers

Visitors

Fencing & Warning signs on edge of paths  
Buoyancy Aids along pathways.

Falling from Dragon Seat

Visitors

Signs erected round Dragon warning visitors not to climb

Falling from Dinosaurs & Mounds

Visitors

Signs erected round Dragon warning visitors not to climb

Falling into Ponds or river in Dino Park

Visitors

Fencing & Warning signs on edge of paths  
Buoyancy Aids along pathways

Cleaning canal/slippery slabs

Staff

Wear boots with reasonable grip  
Make sure access ladder is tied in.  
Always enter canal with **two people** in radio contact

Working under rock face

Staff

Wear hard hats and toe protectors  
Radio to be carried by one person

Working on banks

Staff

Wear harness by fast flowing water  
Radio to be carried by one person

Working with mechanical machinery

Staff

Wear day glow type clothes. Never work out of site of driver.  
Radio to be carried by one person

Risk Assessment For

**Wookey Hole Caves & Mill**  
**Wookey Hole**  
**Wells**  
**Somerset**  
**BA5 1BB**  
**Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**MILL**

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

Cross contamination from dirty water in hands on vat

Changing light bulbs

Safe use of Chemicals used in cleaning

Squashing of fingers in door Vending machine

Staff / Visitors

Staff

Staff

Staff

Draining of water in the morning and re-filling with fresh water. [Guides](#)

Correct use of steps (Chairs NEVER to be used)

COSHH Sheets to be followed

Training.  
Care in refilling and closing door

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**MILL SOFT PLAY**

List Significant Hazards Below

List groups of people who  
are at risk from the  
significant hazards identified

List existing controls or note where the information  
may be found. List risks which are not adequately  
controlled & the action needed

Falling on entering

Visitors

Safety mats on floor

Falling against metal supports

Visitors

All supports are securely covered with padding  
Ties etc for padding to be checked weekly by  
**maintenance department**, and recoded in log  
book

Injury falling off slide

Visitors

Safety mats on floor

Injury falling on bridge

Visitors

Bridge & both entrance & exit made from  
padded material

Risk of children bumping each other

Visitors

All surfaces protected with padded material.  
Parents / guardians can see whole castle  
Signs asking for shoes to be removed  
Signs insisting all children are supervised at all  
times

Infection through cuts & wounds

Visitors

**Guide** on paper vat will clear body fluids  
immediately.

Castle becoming unsafe

Visitors

Every Monday morning **maintenance  
department** check castle for safety and record  
in log book

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**MILL SOFT PLAY**

List Significant Hazards Below

List groups of people who  
are at risk from the  
significant hazards identified

List existing controls or note where the information  
may be found. List risks which are not adequately  
controlled & the action needed

Falling on entering

Visitors

Safety mats on floor

Falling against metal supports

Visitors

All supports are securely covered with padding  
Ties etc for padding to be checked weekly by  
**maintenance department**, and recoded in log  
book

Injury falling off slide

Visitors

Safety mats on floor

Injury falling on bridge

Visitors

Bridge & both entrance & exit made from  
padded material

Injury falling on rope walkway

Visitors

Ropeway secured at both ends, and both sides  
Ropeway has netting on both sides to prevent  
falling off

Risk of children bumping each other

Visitors

All surfaces protected with padded material.  
Parents / guardians can see whole castle  
Signs asking for shoes to be removed  
Signs insisting all children are supervised at all  
times

Infection through cuts & wounds

Visitors

**Guide** on paper vat will clear body fluids  
immediately.

Castle becoming unsafe

Visitors

Every Monday morning **maintenance  
department** check castle for safety and record  
in log book

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**MILL THEATRE SPACE**

List Significant Hazards Below

List groups of people who  
are at risk from the  
significant hazards identified

List existing controls or note where the information  
may be found. List risks which are not adequately  
controlled & the action needed

Falling from stage

Staff / visitors

Perimeter and steps to stage are clearly defined  
with white tape.  
Drapes round side and rear of stage are  
fireproofed.  
(There is staging behind the drapes).

Falling tripping in back stage area

Staff / Visitors

Area has adequate low lighting and a fire exit  
(which does not require crossing the stage).  
Cables are all in the roof. There are no trailing  
cables

Injury during show

Staff / Visitors

Performers on stage are carrying out rehearsed  
performances  
Members of the public may be invited on stage  
to take part in the show.  
They will be supervised through out the time  
they are on stage.

Theatre lights falling from roof

Staff/ Visitors

All lights hook clamped and safety chained

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

## MILL PIRATES AQUA BLASTER

List Significant Hazards Below

List groups of people who  
are at risk from the  
significant hazards identified

List existing controls or note where the information  
may be found. List risks which are not adequately  
controlled & the action needed

Risk of electrocution

Staff / Visitors

Electrical supply isolated with RCD  
Electrical supply not visible or able to be hit  
with water cannons

Legionellas Disease

Staff / Visitors

Water Thermometer to be purchased  
At 2pm every day the water temperature to be  
taken and recorded in a book (**Penny Pier  
Staff**)  
Every morning **Penny Pier Staff** to check unit  
and remove any debris  
If on any day temperature is 20 degrees C or  
above a biocide will be added (**Penny Pier  
Staff**)  
Every Monday morning during summer months  
water to be completely drained and refilled  
(**Penny Pier Staff**)

Risk of drowning

Visitors

Signs say children should not be left unattended  
in this area  
**Penny Pier Staff** to regularly patrol area

Risk of falling into nearby canal

Visitors

Signs say children should not be left unattended  
in this area  
**Penny Pier Staff** to regularly patrol area

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

## PAPER MAKING

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

Injury from Glazing machine

Staff

**Avoid solitary working.**  
Care must be taken to feed zinc sheets in correctly.  
Only Trained **Staff** over 16 to operate.

Injury from Dry press

Staff

**Avoid solitary working.**  
Care must be taken when placing sheets/hard boards in machine.  
Only Trained **Staff** over 16 to operate.

Injury from Guillotine

Staff

**Avoid solitary working.**  
Safety guard feature must be working.  
Only Trained **Staff** over 16 to operate. .

Dust

Staff

Hoover regularly.  
Wear protective masks supplied

Lifting/moving packages

Staff

Manual handling training to be organised for all staff. Until trained seek advice from line manager.

Slipping on Steps in drying loft

Staff

Install handrail

Moving raw materials (e.g.; 180kg bales of cotton)

Staff

**Avoid solitary working**  
Keep work area neat and tidy

Carrying wet paper from vat floor to drying loft

Staff

Avoid solitary working  
Prop open doors

Injury from wet press

Staff

Only Trained **Staff** over 16 to operate.

Injury from Vat/hog and pump

Staff

Only Trained **Staff** over 16 to operate.

Injury from Stuff chest

Staff

Caution whilst cleaning out.  
Use of 'Danger Do Not Operate' signs  
**No lone working**

Injury using Beater

Staff

Only Trained **Staff** over 16 to operate.  
Use of 'Danger Do Not Operate' signs when cleaning out or checking beater roll  
**No lone working** whilst checking / cleaning

Risk Assessment For

**Wookey Hole Caves & Mill**  
**Wookey Hole**  
**Wells**  
**Somerset**  
**BA5 1BB**  
**Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

**PAPER MAKING**

List Significant Hazards Below

List groups of people who  
are at risk from the  
significant hazards identified

List existing controls or note where the information  
may be found. List risks which are not adequately  
controlled & the action needed

Slippery floor in vat room

Staff

Periodic replacement of wooden slats

Injury from Paper finishing machine

Staff

Only Trained **Staff** over 16 to operate. .  
Room needs to be kept well lit.  
Protective bars in place

Injury from Post sliding on railway

Staff

Steel toe-capped boots

Ladders in drying loft

Staff

**No lone working**  
Replacement of any faulty ladders

Repetitive strain injury

Staff

Swap workstations

Risk Assessment For

**Wookey Hole Caves & Mill  
Wookey Hole  
Wells  
Somerset  
BA5 1BB  
Tel:01749-672243**

Assessment Undertaken

**January 2023**

Signed *C Goodchild*  
GENERAL MANAGER

Assessment Review

**January 2024**

Department / Area

## CAR PARKS & TOILETS

List Significant Hazards Below

Car parks - visitors stepping off of grass.  
Footwear becomes slippery on tarmac  
and pathways. Moving vehicles.

Toilets – across whole site  
Wet floors, contaminated materials,  
hygiene

List groups of people who  
are at risk from the  
significant hazards identified

Staff / visitors /contractors

Staff/visitors/contractors

List existing controls or note where the information  
may be found. List risks which are not adequately  
controlled & the action needed

All staff wear day glow type clothing when on  
duty.  
All staff are made aware of the dangers of  
moving vehicles in and around the car parks.  
Staff never to stand behind moving vehicle.  
There are paths on site, which both staff and  
public can use to avoid vehicular traffic.  
All roads and paths, which have hard surfaces,  
are kept clear of twigs, grass cuttings and  
general debris.  
The edges of steps are all lined with paint to  
assist visitors and staff to see the edges.  
A rail has been provided on the path from the  
grass car park to the top car park by the  
restaurant and the path stones treated to give  
more grip.  
Appropriate hazard/warning signs erected.

Warning signs, regular checks throughout the  
day with staff sign-off sheets. Reported  
incidents are prioritised and dealt with  
immediately. Cleaning products are stored in  
locked cabinets.