

Shakespeare Pullman Train

Heritage rail journey • afternoon tea

Reference	RA-23	Assessment date	24 September 2026
Applies to	The activity named on the live booking	Review	When arrangements or risks change; after a relevant incident or near miss
Venue	Stratford-upon-Avon Station and Shakespeare Express	Owner	ILEAP CEO / session leader

Purpose and scope

This assessment covers the station meeting point, boarding the heritage train, the seated journey and afternoon tea, and safe viewing of the locomotive after return where included. Confirm operator, platform and timetable for the booking.

Safe start / session leader

STOP	Pause before significant movement or handover until every member is accounted for.
REGISTER	A named holder checks members by name against the live website register, current individual information and the correct booking.
COUNT	Count members and dedicated 1:1 workers. A second ILEAP team member independently checks names and totals; two check on and off transport.
CONFIRM	Resolve differences before moving; verbally confirm names and totals, named subgroup staff and record significant transition checks.
CHECK	Confirm the day's route, transport, venue rules, staffing, support, food, toilets, weather if relevant, exits and collection.
ACT	Put extra controls in place; pause or change the plan if safe delivery cannot be confirmed.

Use STOP-REGISTER-COUNT-CONFIRM at station handover, platform, boarding, seating, any toilet movement, alighting, locomotive viewing and collection. Count at least hourly while stationary. Record significant transitions. A mismatch triggers an immediate stop and the ILEAP Missing Person Procedure.

Staffing and individual arrangements

- Group cover: at least one ILEAP staff member or approved volunteer per five members. Any agreed 1:1 is additional. Increase support or adapt the visit when the group, journey or venue requires it.
- Individual support: staff check current membership information on the restricted website register. Parents/carers keep health, allergy, communication and collection details up to date. A member's own external 1:1 provides agreed personal care and medication support; ILEAP staff do not take over that role.
- External workers and volunteers: confirm ILEAP's enhanced DBS requirement for external 1:1 workers. Approved ILEAP volunteers have a named mentor for their first six sessions. A provider's staff do not count in ILEAP's group ratio.
- Attendance: parents/carers drop off and collect according to the booking unless an individual arrangement says otherwise. Staff support choice, dignity and independence within agreed boundaries.

Core activity controls

These standing controls are checked against the actual members, route, venue and conditions on the day. A changed activity or provider requirement must be considered before the group takes part.

Arrival, handover and movement

What could happen: A member is missed or released to the wrong person.

Controls: Use the booked meeting and collection points. Confirm each arrival and departure by name; keep transport and subgroup lists current. Apply the transition checks above and confirm the agreed collection or independent travel arrangement.

Group separation in public

What could happen: A member becomes lost, distressed or exposed to harm.

Controls: Agree boundaries and meeting points, allocate named staff and know who is in each subgroup. Count at each change of area and reconcile groups on reunion. Stop, secure the remaining members and start the missing-person response immediately if anyone is unaccounted for.

Access, slips and personal wellbeing

What could happen: Fall, fatigue, distress or exclusion.

Controls: Check accessible routes and venue conditions, support mobility only as agreed, keep walkways clear and allow breaks. Use the member's preferred communication and a calm, person-centred response. Do not lift or use equipment without an agreed trained plan.

Toileting, health and medication

What could happen: Unmet care, loss of dignity or delayed help.

Controls: Use an adapted toilet where available and apply ILEAP's one in, one out rule at the venue. The member's external 1:1 provides personal care or medication support under their plan and tells the leader when leaving and returning; ILEAP staff do not take over care breaks. Check current emergency instructions and call 999 when needed.

Safeguarding and boundaries

What could happen: Unwanted contact, exploitation or concern not reported.

Controls: Maintain proportionate oversight, listen to members and reinforce consent and respectful behaviour. Follow ILEAP safeguarding procedure; report promptly to Pete (DSL) or Vanessa (Assistant DSL). Keep member-specific details confidential.

Vaping and leaving the group

What could happen: Unsafe sharing or unaccounted absence.

Controls: No vaping indoors. A permitted break uses the venue's designated area and the member's agreed arrangement; the member goes alone and does not share a vape. Staff know when the member leaves and returns. Follow venue rules and keep group cover in place.

Fire or venue emergency

What could happen: Delayed evacuation or failure to account for members.

Controls: Identify exits and assembly point at safe start, follow venue staff directions, take the register if safe and independently confirm each member by name at assembly. Report any missing person immediately.

Platform and boarding

What could happen: Fall, train movement or platform-edge injury.

Controls: Use the agreed station meeting point, stay behind platform markings and follow railway staff instructions. Allow time to board and alight without rushing or obstructing doors. Two ILEAP team members independently check members before boarding, once seated, after alighting and when safely clear.

Movement on heritage train

What could happen: Fall, collision or burn from hot drink.

Controls: Follow operator instructions. Stay seated while moving unless necessary; use handholds and agreed support in narrow aisles. Manage hot drinks and tables carefully.

Afternoon tea and allergies

What could happen: Allergic reaction or choking.

Controls: Send accurate current dietary needs to the operator before travel and verify the actual provision before eating. Follow eating support plans, avoid unsafe sharing and ensure any prescribed emergency medication is with the responsible person.

Locomotive viewing after return

What could happen: Platform risk, steam, noise or separation.

Controls: Use only the operator-approved viewing area and follow rail staff directions. Prepare members for sound and steam, keep clear of the platform edge and offer another waiting area.

Changes, incidents and review

- For a minor change, put the needed control in place and brief the team. Record it if it may recur or requires a change to this assessment.
- For a significant change, pause or adapt the visit until safe arrangements are clear. Contact Pete or Vanessa if needed and record the decision.
- For an incident, near miss, missing person or safeguarding concern, make people safe, follow the relevant ILEAP procedure immediately and complete the appropriate record.
- Staff and volunteers read this assessment before their first visit and when it changes. Review when arrangements, needs or controls change and after a relevant incident or near miss.

Related arrangements

ILEAP safeguarding, Missing Person Procedure, one in, one out toileting, first aid, incident reporting, volunteer induction and individual plans apply alongside this public assessment. The venue and transport providers' current instructions also apply. Personal details remain in the restricted register and plans.

Document control

Version	Date	Change
1.0	24 September 2026	Public assessment for shakespeare pullman train with activity-specific controls and on-the-day checks.