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# Applying VSG Principles in National Trust properties

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**National Trust**





# MANAGING VISITOR SAFETY IN THE HISTORIC BUILT ENVIRONMENT

principles & practice



# Safety Policy

Recognises VSG principles

- Proportionate risk management
- Balance risk versus benefits
- Measures consistent with conservation objectives
- Expect visitors to take some level of responsibility
- Commitment to collaboration through VSG

Director General annual review and approval

Consistency across our devolved leadership structure



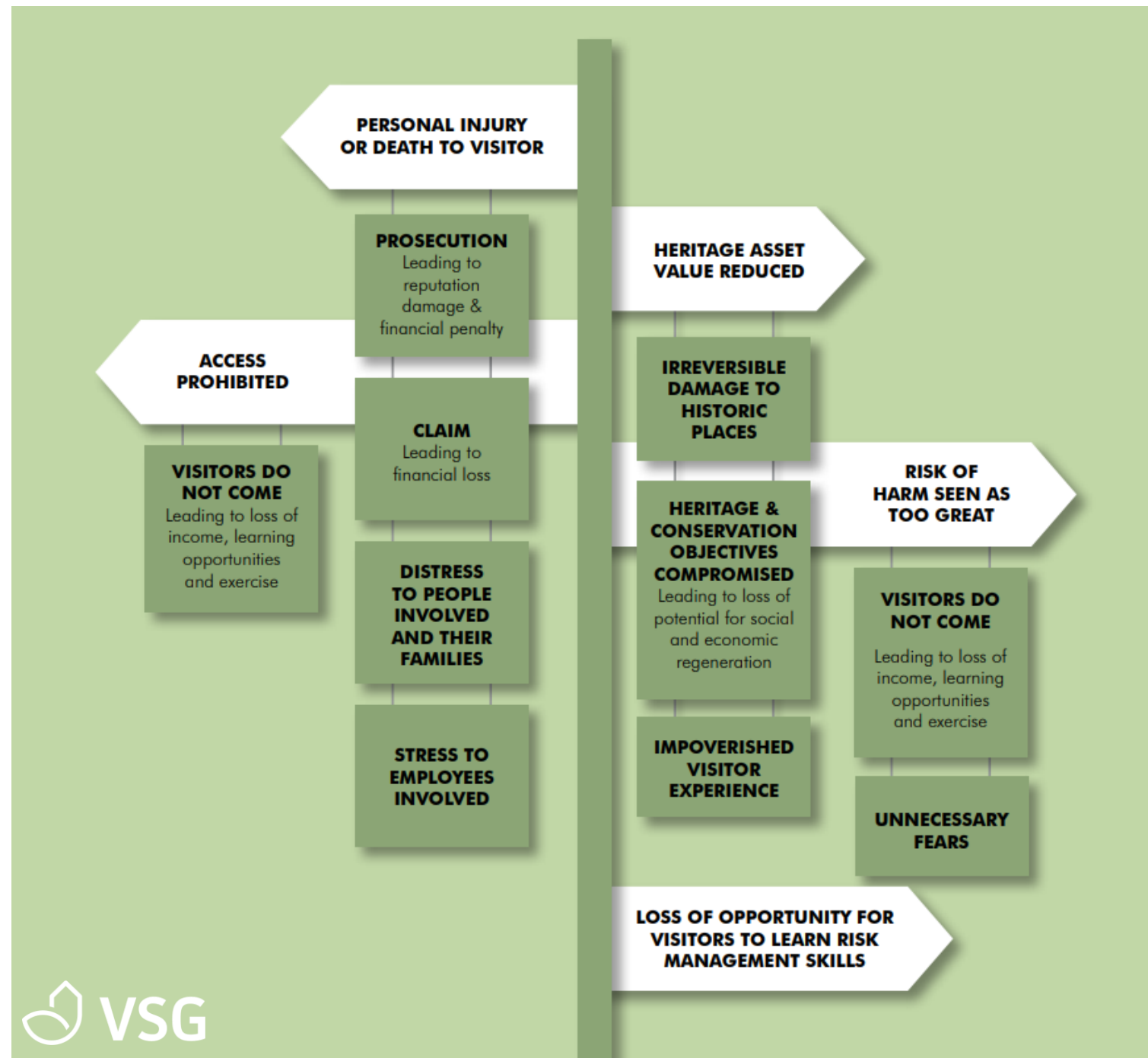
# Principles

## Balancing risks and benefits

- Fundamentals
- Awareness
- Partnership
- Responsibility
- Risk control



# Consequences



General level of visitor use, location and terrain	<b>Very lightly visited</b>  Buildings and structures in rugged, remote or rural countryside; very low visitor numbers	<b>Lightly visited</b>  Buildings and structures in forest, moorland, coast and countryside; low visitor numbers	<b>Moderately visited</b>  Buildings and structures in rural and urban areas; moderate visitor numbers	<b>Heavily visited</b>  Buildings and structures in rural and urban areas; high visitor numbers
Level of visitors' skill, self-reliance and personal responsibility	<b>Advanced</b>  Personal skills, awareness of risks and self-reliance appropriate for the terrain. Visitors accept responsibility for their own safety	<b>Moderate</b>  Skills, awareness of risks and self-reliance are important. Some personal responsibility expected	<b>Minor</b>  Self-reliance awareness of risks and personal responsibility encouraged	<b>Minimal</b>  Previous experience of visits to historic sites and awareness of risks not expected. Visitors expected to follow advice and act responsibly
Level of management intervention	<b>Minimal</b>  Intervention only for very high risks. Little, if any, information provided	<b>Minor</b>  Intervention for high risks. Limited information provided	<b>Moderate</b>  Intervention for significant risks. Information provided	<b>Advanced</b>  Risks actively managed. Information provided



# Fountains Abbey and Studley Royal

Parkland

Historic site

Self reliance important

Responsibility for others



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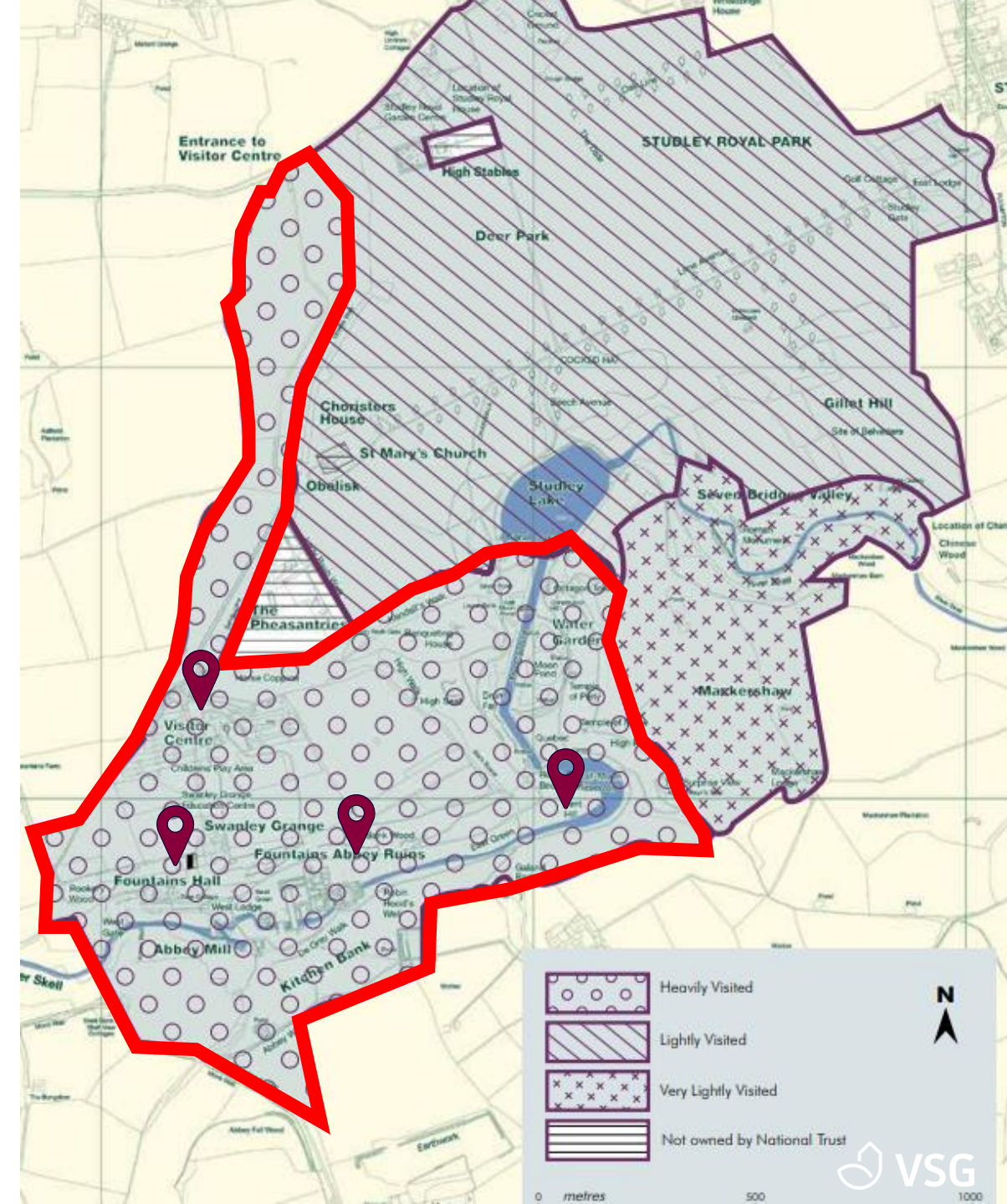
# Zoning

Focus interventions on highly used areas

Focus staff and volunteer availability

Information points with key hazard information

Light touch information after the visitor centre to maintain the spirit of the place and freedom to explore





# Management

Visitor Safety Risk Assessment for every site:

- Plans and maps
- Understand routes, buildings and land use
- Consider tenants, concessions, changes
- Significance of risk
- Hierarchy of controls
- Appropriateness

Review relevant content after incidents and annually.

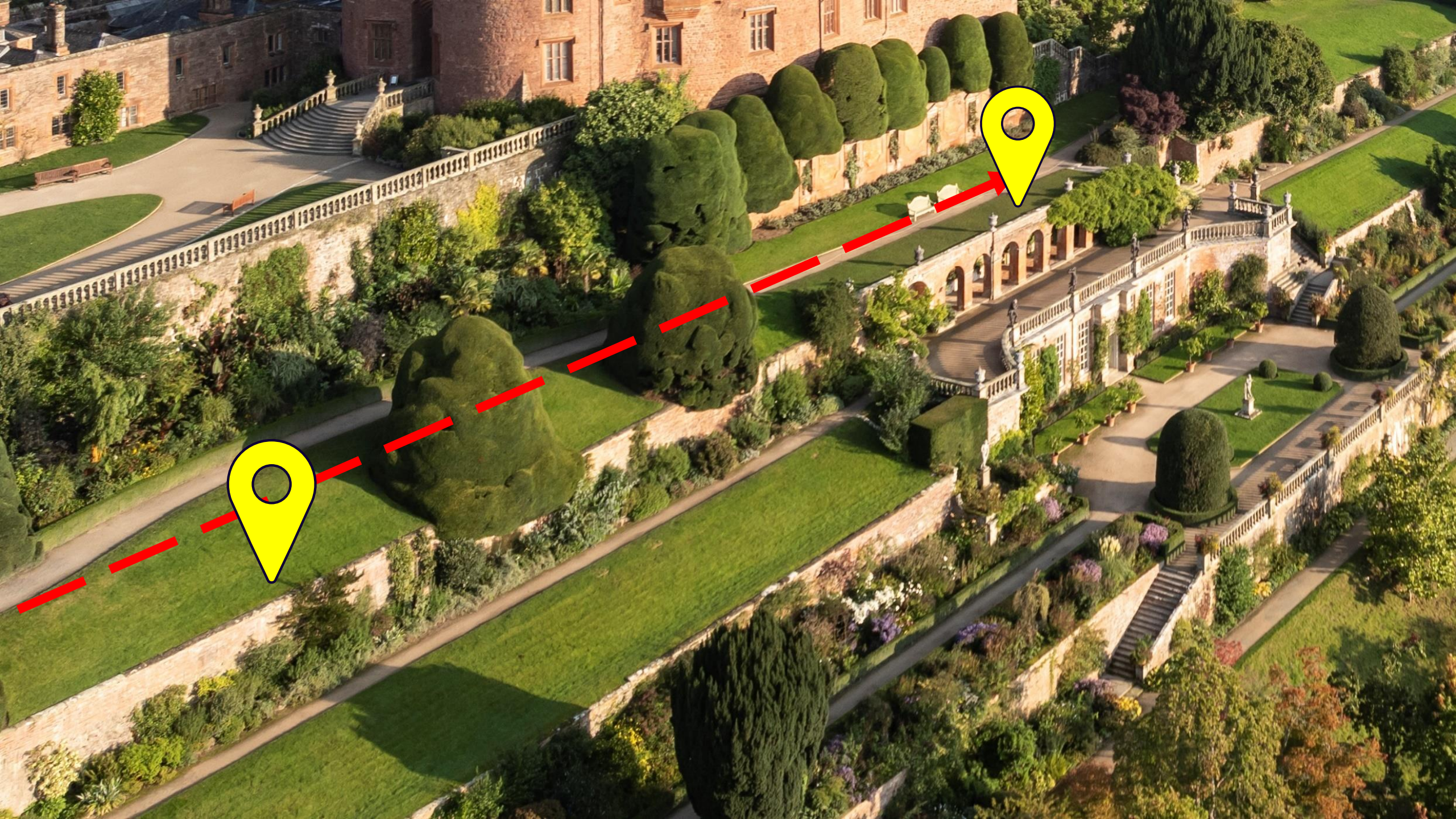




# Powis Castle and Garden



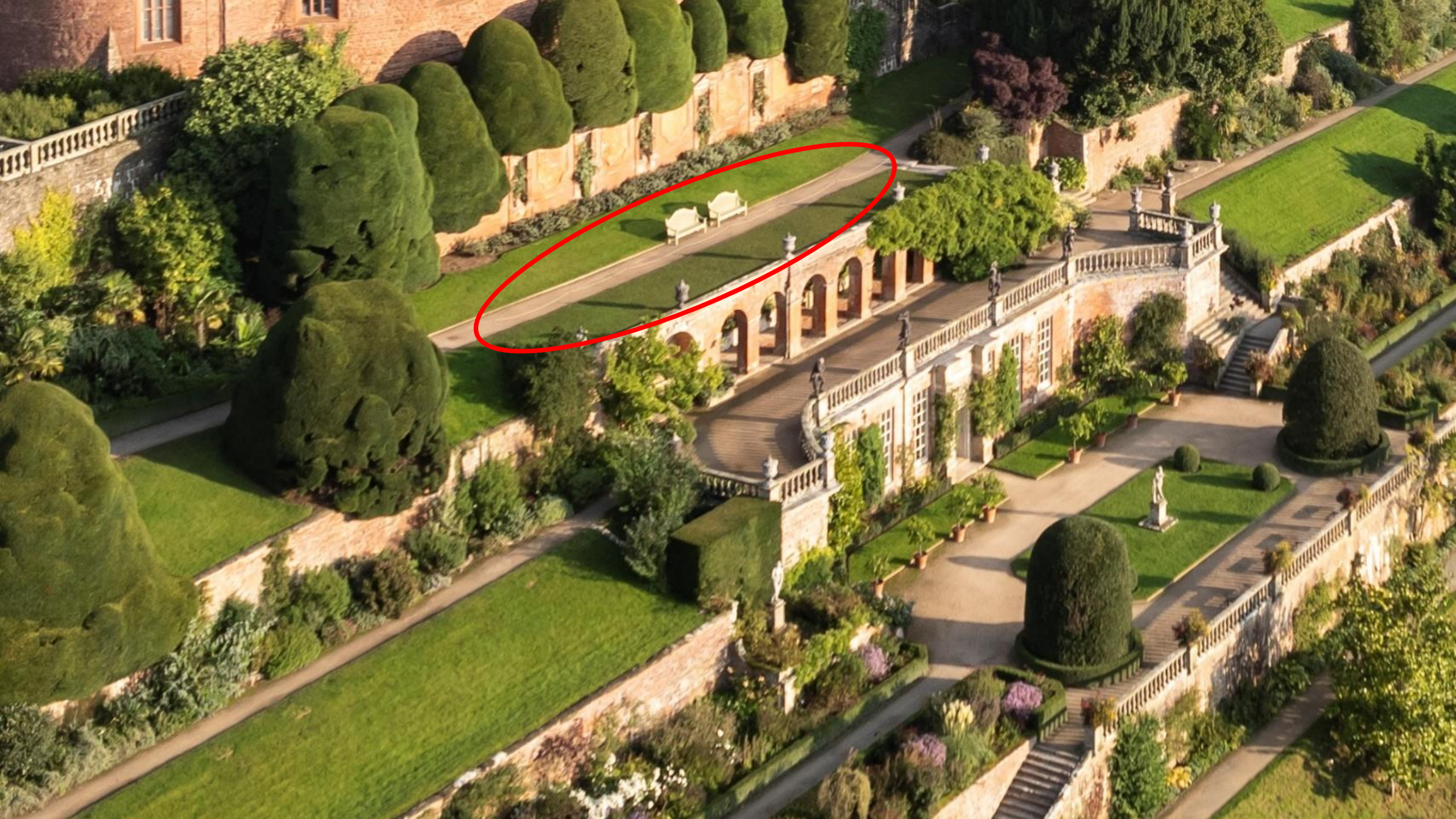






















A photograph of Anglesey Abbey, a large stone building with a red-tiled roof and multiple chimneys. The building features a central entrance with a small porch and a wooden bench in front. The foreground shows a green lawn and a gravel path, with some foliage visible on the left and right sides.

# Anglesey Abbey



# Anglesey Abbey Tapestry Staircase











# Existing control measures

House Risk Assessment 2014

Lighting levels

Contrast tape

Signage

Stewarding



# What did we learn from this?

Risk Assessment

Precedents and consistency

Positively challenge assumptions

Visitor profiles





# Thanks!



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