



Risk Assessment Form – PWP & ZSH

Establishment: Paradise Wildlife Park & Zoological Society of Hertfordshire		Assessment No: 004		Assessment Date: 01/03/2018	
Section/Department: Group Visits - Entire Site		Assessment Type (See Note 1)			
		Specific	Generic XXX		Record of Dynamic Assessment
Activity/Process: Group Visits (Please be advised, owing to the amount of individual risk assessments that cover PWP/ZSH's operation, it is not possible to send them all out on an individual basis. This document only contains risk guidelines and we would strongly recommend that all organisers make a preliminary visit to PWP to carry out their own risk assessment before bringing a group.)					
Assessor			Health & Safety Committee or Line Manager Acceptance		
Name:	Lisa Pressland		Name:	Lynn Whitnall	
Role:	Human Resources & Health & Safety		Role:	Director	
Signature:			Signature:		
What are the hazards?	Who might be harmed and how?	What are you already doing? (Specific Existing Control Measures)	Risk Rating Note 3	Do you need to do anything else to control this risk? Who should complete action and by when?	Residual Risk Rating (See Note 4)
Slips, trips & falls: Uneven surfaces, wet leaves and mud; deep water	Staff & Visitors by slips, trips & falls	<ul style="list-style-type: none"> Regular maintenance of path and walkways; damaged areas of decking to be marked out of bounds Safety notices re uneven surfaces etc. on railings, fence etc. where relevant Physical barriers between the public and electric fences/deep water Lifebuys are positioned near areas of deep water; these are regularly inspected and replaced where necessary 	3x2 = 6	Site inspection prior to public reopening: Actions required included barrier fencing around top of JCB Digger Play Equipment; Resurfacing of pathway outside Tumble Jungle to prevent standing water & filing down sharp points on fencing in World Of Dinosaurs.	2x2 = 4

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<p>Contact with Animals: classroom/contact sessions</p>	<p>Staff & Visitors via animal bites and scratches or from contamination or infection after contact</p>	<ul style="list-style-type: none"> • Zoo staff will explain contact rules and suitable behaviour before all classroom/contact sessions including instruction that participants should refrain from: <ul style="list-style-type: none"> - making loud noises and moving around during handling sessions - putting hands in their mouths or near their eyes, and from placing their face near the animals - eating and drinking during contact sessions • Hand wash/rub will be supplied after all contact sessions • All animals are regularly examined and screened by our vet; Zoo staff will remove animals if they show any signs of agitation • Signage is clearly displayed in all close animal contact areas 	<p>2x2 = 4</p>	<p>Animal Contact has been severely reduced in the light of the Covid-19 pandemic – lots of experiences and contact sessions now require social distancing, face masks and the wearing of gloves. These additional precautions have subsequently reduced the risk of bites and scratched further.</p>	<p>1x2 =2</p>
<p>Viewing platforms: Risk of slips & falls on stairways and platforms</p>	<p>Staff & Visitors by slips, trips & falls</p>	<ul style="list-style-type: none"> • Safety notices where relevant (e.g. warning of steep steps, do not climb, do not sit children on rails, lean on fences or cross barriers) • Hand rails & high visibility tape at edge of steps & viewing platforms • Barriers halfway up steep steps to viewing platforms (Lions) • One-way system in operation (Lions & Tapirs viewing platforms); clear signage ('this way up', 'exit other end', 'exit this way') • Step edges marked with yellow & handrails in place 	<p>2x3 = 3</p>	<p>Site inspection prior to public reopening: Actions required included replacing anti-slip strips in various areas and additional placement of hazard tape and signing in several areas to improve visibility and awareness of hazard</p>	<p>1x3 =3</p>

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		<ul style="list-style-type: none"> Barriers along length of viewing platform/walk ways (wire stung 4" high along rail of Cheetah viewing gallery to inhibit parents siting children on rail) Regular maintenance programme in place 			
Visiting Animal Enclosures: Entering or reaching into enclosures	Staff & Visitors; injury from unsupervised contact (bite, allergic reaction, serious injury or death)	<ul style="list-style-type: none"> Zoo staff & Group Leaders should ensure groups are quiet and calm when near animal enclosures and adhere to zoo rules at all time Pathways must be kept to and safety barriers not be crossed or climbed on Warning signs are clearly displayed and there are physical barriers between the public and electric fences/deep water Lifebuys are positioned near areas of deep water; these are regularly inspected and replaced where necessary 	1x3 =3	Control Measures appropriate	1x3 =3
Free roaming animals; risk of bites or scratches	Staff & Visitors via animal bites and scratches or from contamination or infection after contact	<ul style="list-style-type: none"> Hand washing facilities available where appropriate All animals are regularly examined and screened by our vet Zoo staff will remove animals if they show any signs of agitation <ul style="list-style-type: none"> Clear signage ('all free roaming animals should be respected and treated with care') In the event of a bite or scratches a First Aider will attend and medical assistance will be sought as required 	1x2 =2	Control Measures adequate	1x2 =2
Soft play area (Tumble Jungle)	Children; injury from unsupervised or incorrect	<ul style="list-style-type: none"> Daily checks (records kept of such) and cleaning; any foreign matter removed and spills cleaned No food or drink allowed in soft play 	2x2=4	Large groups are not permitted to use the Tumble Jungle soft play equipment; Facility has also recently (Feb 2022) undergone a complete refurb so all equipment is new and in good	2x1 =2


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	use	<p>area</p> <ul style="list-style-type: none"> No shoes allowed in soft play area Prominent signage regards health & safety aspects; including the requirement for parental/adult supervision and responsibility 		working order	
Outdoor Play areas, Undercover Play, Paddling Pool (Paradise Lagoon) and Rex-Express Train	Staff & Visitors by slips, trips & falls or incorrect use of equipment or play areas/pool	<ul style="list-style-type: none"> Prominent signage regards health & safety aspects, including statements that parental/carer/adult supervision is required for children using the playgrounds/paddling pool and coin operated rides Rex-Express Train– all passengers to remain seated when vehicle moving and adhere to instructions given by Driver Regular maintenance checks and inspections of all equipment/rides is completed, to comply with all relevant safety legislation Separate risk assessments are in place for rides/play areas 	2x2 =4	Drills and evacuation procedures/processes revisited and undertaken in Feb 2022; Large groups are not permitted to use Paradise Lagoon (to prevent overcrowding and overly boisterous activity)	1x2 =2
Zoonosis – handling animals may result in exposure to zoonotic infections	Staff & Visitors via contamination or infection after contact with animals	<ul style="list-style-type: none"> Animals are excluded from areas where food and drink are consumed Signage informing of the risks (i.e. signs and pictures) Adequate hand washing facilities - soap provided & anti-bacterial dry gels/sprays available where it is not possible to provide proper hand washing facilities 	2x2 =2	Animal Contact has been severely reduced in the light of the Covid-19 pandemic and extra hand washing and sanitising remains a priority (and information is conveyed to all visitors accordingly via website and signage). These additional precautions have subsequently reduced the risk of zoonosis further.	1x2 =2
Escaped animals	Staff & Visitors; serious injury or even death if attacked by	<ul style="list-style-type: none"> Visitor safety is of prime importance at all times In event of an animal escape PWP Protocols are in place (staff move visitors into a building/designated place of 	1 x 3 = 3	Control Measures Appropriate	1 x 3 = 3

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	a dangerous escaped animal	<p>safety until the situation has been dealt with by the dedicated PWP Team)</p> <ul style="list-style-type: none"> Regular drills are carried out to ensure protocols are tested and updated accordingly 			
Fire	Staff & Visitors may be injured during a fire	<ul style="list-style-type: none"> Visitor safety prime importance at all times – visitors will be moved to designated fire assembly areas as per current fire procedures 	$2 \times 3 = 6$	Regular Fire Drills are required (at least 6 monthly) and additional Fire Marshall Training to increase number of competent people on-site to handle a fire and evacuate effectively (training arranged for June 2022)	$1 \times 3 = 3$
Lost Children	Children if lost – could be injured or abducted etc	<ul style="list-style-type: none"> Zoo staff are trained in procedures in dealing with lost children All staff are approachable for help and the majority have access to radios in order to alert other departments of a lost child Lost children are taken to the Welcome Centre or Discovery Centre and announcements/calls put out over the Park PA system and radios Group leader to undertake frequent head counts 	$2 \times 2 = 4$	Senior Management Team need to revisit Lost Child Protocols to ensure up to date and completely effective prior to the peak summer Season (LP by 30/06/2022)	$2 \times 2 = 4$
Movement of vehicles around the site	Staff & Visitors could be injured by a moving vehicle	<ul style="list-style-type: none"> Only experienced and fully trained staff drive vehicles on-site; public vehicle access is restricted to the Car Parks Site speed limits are in place and adhered to at all times Visitors are instructed to keep to pathways at all times 	$2 \times 2 = 2$	Since repainting of crossings on drive, concerns have been highlighted re ambiguity for vehicles to stop at the crossings – working group has been devised and are reviewing all Traffic Management (next meeting 12/05/2022)	$2 \times 2 = 4$

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Actions Required							
Action Required:	N/A	By Who	N/A	Role:	N/A	Signature:	
Action Required:	Regular Fire Drills are required (at least 6 monthly) and additional Fire Marshall Training to increase number of competent people on-site to handle a fire and evacuate effectively (arranged for June 2022)	By Who	Senior Management Team, led by Lisa Pressland & Paul Simpson	Role:	Senior Managers	Signature:	
Action Required:	Senior Management Team need to revisit Lost Child Protocols to ensure up to date and completely effective prior to the peak summer Season.	By Who	Senior Management Team, led by Lisa Pressland	Role:	Senior Managers	Signature:	
Action Required:	Senior Management Team need to review Traffic Management and pedestrian safety across the site.	By Who	Senior Management Team, led by Lisa Pressland	Role:	Senior Managers	Signature:	

Assessment Review (See Note 4)							
Review Date:	02/2019	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	
Review Date:	06/2021	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	
Review Date:	04/2022	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	

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Notes:

- 1 If using a Generic Risk Assessment, Assessors and a member of the Health & Safety Committee or a Line Manager are to satisfy themselves that the assessment is valid for the task and that all significant hazards have been identified and assessed. If additional hazards are identified they are to be recorded and attached to the Generic Assessment.
- 2 When recording the Risk Rating ensure that both the Likelihood and Consequence scores are included:

High	Common, regular or frequent occurrence	3	3 Med	6 High	9 High
Medium	Occasional occurrence	2	2 Low	4 Med	6 High
Low	Rare or improbable occurrence.	1	1 Low	2 Low	3 Med
Risk Matrix: Likelihood x Consequence			1	2	3
			Minor injury or illness	Serious injury or illness	Fatalities, major injury or illness
			Low	Medium	High

High	Improve control measures or consider stopping work/activity; conducting work at this level is to be reported directly to Line Manager/H&S/Director
Medium	Review control measures and improve if reasonably practicable to do so; consider alternative ways of working
Low	Maintain control measures and review if there are any changes

- 3 Record the residual Risk Rating to demonstrate that the risk has been reduced to an acceptable level; record Likelihood and Consequence scores.
- 4 Risk Assessments are to be reviewed:
 - At least annually
 - If there is reason to doubt the effectiveness of the assessment
 - Following an accident or near miss
 - Following significant changes to the task, process or procedure
 - Following the introduction of new personnel
 - If “Generic”, prior to use