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| 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 |
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| 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.) |
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| Assessor | Health & Safety Committee or Line Manager Acceptance  |
| Name: | Lisa Pressland | Name: | Lynn Whitnall |
| Role: | Human Resources & Health & Safety | Role: | Director |
| Signature: |  | Signature: |  |
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| 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 RiskRating(See Note 4) |
| Slips, trips & falls: Uneven surfaces, wet leaves and mud; deep water | Staff & Visitors by slips, trips & falls | * 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
* Lifebuoys 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 |
|  Contact with Animals: classroom/contact sessions | Staff & Visitors via animal bites and scratches or from contamination or infection after contact | * Zoo staff will explain contact rules and suitable behaviour before all classroom/contact sessions including instruction that participants should refrain from:
* 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
 | 2x2 = 4 | Animal Contact has been severely reduced since the Covid-19 pandemic – lots of experiences and contact sessions have either been discontinued or the timing have been cut down which has reduced the risk of bites and scratched further. | 1x2 =2 |
| Viewing platforms: Risk of slips & falls on stairways and platforms | Staff & Visitors by slips, trips & falls | * 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
* 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
 | 2x3 =3 | 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 | 1x3 =3 |
| Visiting Animal Enclosures: Entering or reaching into enclosures | Staff & Visitors; injury from unsupervised contact (bite, allergic reaction, serious injury or death) | * 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
* Lifebuoys 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 | * 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
* 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 use | * Daily checks (records kept of such) and cleaning; any foreign matter removed and spills cleaned
* No food or drink allowed in soft play area
* No shoes allowed in soft play area
* Prominent signage regards health & safety aspects; including the requirement for parental/adult supervision and responsibility
 | 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 working order. Specific RA in place for soft play area which the Catering Manager regularly reviews | 2x1 =2 |
| 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 | * 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 and at regular intervals after; Large groups are not permitted to use Paradise Lagoon (to prevent overcrowding and overly boisterous activity). Separate RA in place that the Park Services Manager regularly reviews. | 1x2 =2 |
| Zoonosis – handling animals may result inexposure to zoonotic infections | Staff & Visitors via contamination or infection after contact with animals | * 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 a dangerous escaped animal | * 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 safety until the situation has been dealt with by the dedicated PWP Team)
* Regular drills are carried out to ensure protocols are tested and updated accordingly
 | 1 x 3 = 3 | Control Measures Appropriate | 1 x 3 = 3 |
| Fire | Staff & Visitors may be injured during a fire | * Visitor safety prime importance at all times – visitors will be moved to designated fire assembly areas as per current fire procedures
 | 2 x 3 = 6 | Regular Fire Drills are now undertaken (at least 6 monthly) and additional Fire Marshall Training has been done to increase number of competent people on-site to handle a fire and evacuate effectively (training completed in June 2022) | 1 x 3 = 3 |
| Lost Children | Children if lost – could be injured or abducted etc | * 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 x 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 30/06/2023) | 2 X 2 = 4 |
| Movement of vehicles around the site | Staff & Visitors could be injured by a moving vehicle | * 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 x 2 = 4 | Since repainting of crossings on drive, concerns have been highlighted re ambiguity for vehicles to stop at the crossings – working group is now in place with any actions being agreed and completed accordingly. Meetings arranged for every 3-4 months (minutes and actions available separately).  | 2 x 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:** |  |

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| **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:** |  |
| **Review Date:** | **01/23** | **Name:** | **Lisa Pressland** | **Role:** | **Head of HR and H&S** | **Signature:** |  |

**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:

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|  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 |

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| **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