



# Covid-19 Public Activities Risk Assessment – Willows Activity Farm

## Purpose of this document:

This COVID19: Risk Assessment document sets out the decisions taken and measures put in place to prepare for the phased re-opening of Willows Activity Farm and ensure we operate in a safe way, using Government guidelines at all times. Assessment is reliant on information known about COVID-19. Should other information become know, then additional measures will be taken based on advice from Government.

Assessment Approved By [signature]: \_\_\_\_\_

Date: \_\_\_\_\_24.07.20\_\_\_\_\_

**WILLOWS ACTIVITY FARM - PUBLIC ACTIVITY COVID -19 RISK ASSESSMENT**

Activities	Who is at Risk	Activity Hazards Identified	Management Systems Controls in Place	Decision to remain closed at this stage.
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<b>Outdoor Activities / Areas</b>				
Willows Activity Farm Website	All members of the public visiting WAF.	<p>We do not communicate the Covid Secure modus operandi well enough.</p> <p>There is no direct contact, but mis communication could result in visitors not being Covid Secure aware.</p>	<ul style="list-style-type: none"> <li>• Clear communication of all Covid-19 safety measures that have been implemented.</li> <li>• Covid-19 Risk assessment available to view on website.</li> </ul>	
Admissions	Visitors Staff	<p>Queuing – visitors not adhering to social distancing regulations.</p> <p>Transaction between visitor and staff member</p>	<ul style="list-style-type: none"> <li>• Pedestrian walkway pre-admissions Covid secure behaviour signage and social distancing markers.</li> <li>• Only pre-booked members will be permitted entrance – staff member to have a daily list.</li> <li>• Visitors given wristbands at entrance.</li> <li>• Staff wearing required PPE. (face shield/mask)</li> <li>• Limited number capacity per day/session</li> <li>• Floor markings to maintain Social Distance at admissions</li> <li>• Cashless</li> <li>• Minimise lanes open to allow for social distancing requirements.</li> <li>• Hand sanitiser pre and post admissions.</li> </ul>	

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Agility Play Trail. Mr. Tods Lair. Squirrel Nutkins Assault Course. Treehouse. Zip Wire, Sand & Water play.	Visitors Staff	Adults / children not adhering to social distancing regulations.  Staff attending incidents requiring first aid.  Contamination from touch points / surfaces on equipment.  Pinch points in Mr Tod's Lair.	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site</li> <li>• Signage on all activities reminding visitors of Covid-19 secure behaviour.</li> <li>• Monitor equipment periodically by duty manager to ensure fair use by family groups.</li> <li>• First Aid measures in place and staff trained on Covid-19 procedures.</li> <li>• Regular disinfection of equipment in place to reduce risk of contamination from touch point / surfaces.</li> <li>• Hand sanitiser points available for visitors and hand wash sinks located nearby.</li> <li>• Signage to advise visitors of handwash locations.</li> <li>• Removal of all loose equipment (buckets &amp; spades)</li> <li>• Separate entrance and exit for Agility play trail and Sand and water Play.</li> </ul>	
Outdoor Animal Feeding Area	Visitors	Visitors are 'funnelled' into a narrow area.  Adults/children not being socially distanced.	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site</li> <li>• Signage at entrance to animal feeding walkway to advise of Covid secure behaviour.</li> <li>• Handwash station at either end of walkway.</li> <li>• Signage to advise of hand washing requirements.</li> <li>• Fixed social distancing at 2 metre intervals.</li> <li>• Clearly marked one-way system in place to avoid visitors crossing paths.</li> </ul>	

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'Bouncy Backyard' inflatable area	Visitors Staff	<p>Visitors are 'funnelled' into a gated area.</p> <p>Adults/children not adhering to social distance regulations.</p> <p>Visitors and staff not adhering to social distancing regulations.</p> <p>Staff attending any incidents requiring first aid.</p> <p>Contamination from regularly touched surfaces.</p>	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site</li> <li>• Remove gates/open up the space - separate entrance and exit.</li> <li>• Spacing of picnic benches in space to allow for 2 metre social distancing requirement.</li> <li>• Signage to advise of Covid secure behaviour.</li> <li>• Staff member to cap numbers on all inflatables</li> <li>• No picnicking between benches.</li> <li>• Hand sanitiser available for visitors.</li> <li>• Thorough hygiene clean at the end of the day and between morning and afternoon sessions.</li> <li>• First Aid measures in place and staff trained on Covid-19 procedures.</li> <li>• Staff member to wear PPE (face visor)</li> </ul>	
Trampolines	Visitors Staff	<p>Children playing in a small area.</p> <p>Contamination from regularly touched surfaces.</p>	<ul style="list-style-type: none"> <li>• One access point so hand positions can be wiped down regularly</li> <li>• Stagger the ones in use, one half one day the second half the other.</li> <li>• Thorough hygiene clean at the end of the day and between morning and afternoon sessions.</li> </ul>	
Funfair Rides	Visitors Staff	<p>Queuing.</p> <p>Children placed in the ride and released from the ride by responsible adult.</p> <p>Use of controls by multiple staff.</p>	<ul style="list-style-type: none"> <li>• Marking out socially distanced queues</li> <li>• Allow adults in one at a time to secure child in / release from ride.</li> <li>• Wiping of ride seats and belt by staff with antibacterial wipes / spray in between rides.</li> <li>• Covid signage in place.</li> <li>• Staff member to wear PPE (face visor)</li> <li>• Control panel to be sanitised before and after use by staff member.</li> </ul>	

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Activities	Who is at Risk	Activity Hazards Identified	Management Systems Controls in Place	Decision to remain closed at this stage.
Outdoor Stage (not in use) Outdoor arena used for shows.	Visitors Staff	Adults/children not being socially distanced	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site.</li> <li>• Larger space allowing for visitors to be more spread out.</li> <li>• Signage advising of Covid secure behaviour.</li> <li>• Announcement at start of each show to remind visitors of Covid secure behaviour during the performance.</li> <li>• Duty manager present during each show to monitor audience.</li> <li>• Staff taking part in shows adhere to Covid secure behaviour.</li> <li>• Costumes used for shows are rotated daily and fully sanitised.</li> </ul>	
Growing Patch	Visitors	Adults/children not being socially distanced.  Gates being touch points.	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site.</li> <li>• Signage advising on Covid secure behaviour.</li> <li>• Hand sanitising available.</li> </ul>	
Animal Racing and animal encounters	Visitors Staff	Adults/children not being socially distanced.	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site.</li> <li>• Signage advising on Covid secure behaviour.</li> <li>• Socially distanced markings on fencing.</li> <li>• Announcements by livestock team at start of activity to maintain Covid secure behaviour.</li> <li>• Hand sanitising available.</li> </ul>	

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Activities	Who is at Risk	Activity Hazards Identified	Management Systems Controls in Place	Decision to remain closed at this stage.
Peter Rabbit Adventure Playground	Visitors Staff	<p>Adults/children not being socially distanced.</p> <p>Pinch points such as Mrs. Tiggy winkles and Mr McGregor's shed.</p> <p>Loose play equipment high usage contact areas.</p>	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site.</li> <li>• Signage advising on Covid secure behaviour.</li> <li>• Mrs. Tiggy winkle's kitchen remove loose items.</li> <li>• Remove all loose play equipment items.</li> <li>• Intermittent monitoring of area.</li> <li>• Hand sanitiser available.</li> <li>• Mr McGregor's shed play area separate entrance and exit and use of one-way system in place.</li> </ul>	
Tristan Tractor Ride and queuing area.	Visitors Staff	<p>Adults/children not being socially distanced.</p> <p>Contamination from touching high usage contact areas.</p>	<ul style="list-style-type: none"> <li>• Reduction/cap of visitors on site.</li> <li>• Queuing area highlighted entrance and exit only.</li> <li>• 2 metre markers on queuing area.</li> <li>• Reduced maximum number allowed on ride to allow social distancing.</li> <li>• Social distancing managed by driver.</li> <li>• Use of entrance and exit doors on trailer to allow visitors on and off and separately.</li> <li>• Disinfection of touch point areas between rides.</li> <li>• Hand sanitiser available.</li> </ul>	

### Internal Areas

JCB Area	visitors	<p>Visitors funnelled through doors.</p> <p>Adults/children not being socially distanced.</p>	<ul style="list-style-type: none"> <li>• Reduction/cap in number of visitors on site</li> <li>• Separate entrance and exit.</li> <li>• Secure doors back to make access easier</li> </ul>	
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		Contamination from touching JCB's as they are highly used.	<ul style="list-style-type: none"> <li>• Signage advising on Covid secure behaviour.</li> <li>• Regular disinfection of JCB's</li> <li>• Social distancing measures in queue.</li> <li>• Limited numbers of tractors available.</li> <li>• Tractors wiped with sanitiser in between each use.</li> <li>• Hand sanitiser available in area.</li> </ul>	
The Farmyard  Animal Feeding	Visitors Staff	Funnel customers through gates.  Adults/children not being socially distanced  Stops visitors moving.  Challenges keeping socially distanced as driven by where animals are.	<ul style="list-style-type: none"> <li>• Signage advising of Covid secure behaviour.</li> <li>• 2 metre floor markings.</li> <li>• Handwashing before exit.</li> <li>• Reduced capacity of visitors on site.</li> <li>• Staff member present in area throughout the day.</li> </ul>	
The Farmyard  Animal Handling (Guinea pigs)	Visitors Staff	Adults/children not being socially distanced  Stops visitors moving.  Contact between staff and visitors.	<ul style="list-style-type: none"> <li>• Area inside The Farmyard designated for guinea pig handling which is fenced off.</li> <li>• Separate entrance and exit with access gates – these must be kept closed at all times.</li> <li>• Staff member to be wearing PPE – face covering and /or visor.</li> <li>• Staff member allows visitors to enter handling area in their Covid safe 'bubbles' - 3 groups at one time. Children must be accompanied by an adult.</li> <li>• 3 benches positioned for the visitors to sit down and handle the guinea pigs. They must be seated in their designated 'bubbles' only</li> </ul>	

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			<ul style="list-style-type: none"> <li>Staff member to remind visitors on hand washing procedure upon exiting The Farmyard.</li> </ul>	
Peter Rabbit Theatre	Visitors Staff	<ul style="list-style-type: none"> <li>Visitors not able to adhere to social distancing due to queuing.</li> <li>Contained buggy park.</li> <li>Funnelling of visitors to enter through doors.</li> <li>Seating.</li> <li>Exiting of visitors through doors.</li> </ul>	<ul style="list-style-type: none"> <li>Markings on floor for queuing outside the theatre door</li> <li>Provide buggy parking outside the foyer</li> <li>Marked off seats for social distancing</li> <li>Announcements by entertainers to retain social distancing</li> <li>Shows not to encourage children to socially interact.</li> <li>Separate entrance and exit</li> </ul>	<p><b>NOT OPEN FOR RE-OPENING.</b></p> <p><b>All shows to take place in outdoor arena</b></p>
Indoor Play (Woolly Jumpers) excluding F&B  Captain Chickens Egg Dodge	Visitors staff	<ul style="list-style-type: none"> <li>Funnelling of visitors to enter</li> <li>Adults not able to socially distance in the space</li> <li>Children not able to socially distance.</li> <li>Multiple touch points of contact.</li> <li>Lack of control for social distancing</li> <li>Unable/not viable to deep clean on a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>Limit numbers into and out of area</li> <li>Additional cleaning</li> <li>Additional distancing monitoring staff</li> <li>SUBJECT TO HYGIENE CLEANING RECOMMENDATIONS</li> </ul>	<p><b>NOT OPEN FOR REOPENING.</b></p> <p><b>NOT FOR RE-OPENING</b></p>
Cotton Tail Village	Visitors Staff	<ul style="list-style-type: none"> <li>Funnelling of visitors to enter</li> <li>Adults not able to socially distance in the space</li> <li>Children not able to socially distance</li> <li>Lack of control for social distancing</li> <li>Unable/not viable to deep clean on a regular basis</li> <li>Unfixed toys subject to multi - handling</li> </ul>	<ul style="list-style-type: none"> <li>Limit numbers into and out of area</li> <li>Additional cleaning</li> <li>Additional distancing monitoring staff</li> <li>SUBJECT TO HYGIENE CLEANING RECOMMENDATIONS</li> </ul>	<p><b>NOT OPEN FOR RE-OPENING</b></p>
<b>Food &amp; Beverage Areas</b>				



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Activities	Who is at Risk	Activity Hazards Identified	Management Systems Controls in Place	Decision to remain closed at this stage.
Burrows Café	Visitors Staff	<ul style="list-style-type: none"> <li>• Funnelling of visitors to enter.</li> <li>• Queuing.</li> <li>• Closeness of tables.</li> <li>• Interaction of visitors and staff at serving point.</li> </ul>	<ul style="list-style-type: none"> <li>• Queue markings into and out of venue to identify 2 metre social distancing requirements. One-way system in place to enter and exit area.</li> <li>• Visitors to wear face covering if not eating inside the café.</li> <li>• Perspex screen in front of serving counter.</li> <li>• Spacing of tables and chairs to allow for social distancing</li> <li>• App based ordering payment and pick up only</li> <li>• Grab 'n go menu only.</li> <li>• Cashless.</li> <li>• PPE supplied for staff use (gloves, disposable aprons, face masks and visor)</li> <li>• Additional hygiene cleaning in place.</li> <li>• Additional strategically placed waste bins to avoid staff crossing paths.</li> </ul>	
Mrs Rabbits Kitchen	Visitors Staff	<ul style="list-style-type: none"> <li>• Funnelling of visitors to enter.</li> <li>• Queuing.</li> <li>• Closeness of tables.</li> <li>• Interaction of visitors and staff at serving points.</li> <li>• Clearing of tables</li> </ul>	<ul style="list-style-type: none"> <li>• Limit number into and out of area</li> <li>• Queue markings</li> <li>• App based ordering and pick up only</li> <li>• Grab 'n go menu</li> <li>• Cashless.</li> </ul>	<b>NOT OPEN FOR RE-OPENING</b>
Satellite F&B units (Mr Todd's/ Refreshments/ ice-cream parlour/ Peter Rabbits Garden)	Visitors Staff	<ul style="list-style-type: none"> <li>• Visitors queuing not able to adhere to social distancing regulations.</li> <li>• Interaction of visitors and staff at serving point.</li> </ul>	<ul style="list-style-type: none"> <li>• Queue markings to identify 2 metre social distancing.</li> <li>• Grab 'n Go menu.</li> <li>• Cashless.</li> <li>• No seating issues as visitors use outdoor picnic benches.</li> <li>• Only one staff member in each unit.</li> <li>• Perspex screen in place,</li> </ul>	

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			<ul style="list-style-type: none"> <li>• PPE supplied for staff. (gloves, disposable aprons, hats and face visor)</li> <li>• Hand sanitiser in area.</li> <li>• Additional hygiene cleaning in place.</li> </ul>	
Picnic areas	Visitors	Visitors not adhering to social distancing regulations.	<ul style="list-style-type: none"> <li>• Space out picnic benches/tables and chairs to allow for social distancing.</li> <li>• Additional emptying of waste in these areas and hygiene cleaning of picnic tables.</li> <li>• Hand sanitiser available.</li> </ul>	
Handwashing stations	Visitors	Use of taps / paper towel dispensers by multiple visitors.	<ul style="list-style-type: none"> <li>• Signage informing visitors to use hand towels to turn off taps and use dispensers.</li> <li>• Use of hand sanitiser outside of these areas.</li> </ul>	
<b>Facilities</b>				
Burrows Café Toilets	Visitors Staff	<p>Visitors queuing not adhering to social distancing regulations.</p> <p>Visitors not washing hands.</p> <p>Staff coming into contact with visitors during cleaning duties.</p>	<ul style="list-style-type: none"> <li>• Queue marking away from entrance to stop funnel at doorway.</li> <li>• One-way system indicated with signage.</li> <li>• Signage to advise visitors to wait for next available toilet.</li> <li>• 2 metre distancing markings on floor.</li> <li>• Handwashing signage throughout toilet facilities to advise visitors.</li> <li>• Antibacterial hand soap used only.</li> <li>• Staff carrying out cleaning duties enter when safe to do so to maintain social distancing with visitors.</li> </ul>	
Mrs Rabbits Toilets	Visitors Staff	Visitors queuing not adhering to social distancing regulations.	<ul style="list-style-type: none"> <li>• Queue marking away from entrance to stop funnel at doorway.</li> </ul>	

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		Visitors not washing hands.  Staff coming into contact with visitors during cleaning duties.	<ul style="list-style-type: none"> <li>• Signage to advise visitors to wait for next available toilet.</li> <li>• Close some cubicles to manage capacity.</li> <li>• 2 metre distancing markings on floor.</li> <li>• Handwashing signage throughout toilet facilities to advise visitors.</li> <li>• Antibacterial hand soap used only.</li> <li>• Staff carrying out cleaning duties enter when safe to do so to maintain social distancing with visitors.</li> </ul>	<b>Toilets closed but first aid room accessible.</b>
Gold Rush Toilets Theatre Toilets	Visitors Staff	Visitors queuing not adhering to social distancing regulations.  Visitors not washing hands.  Staff coming into contact with visitors during cleaning duties.	<ul style="list-style-type: none"> <li>• Queue markings and signage to advise visitors to wait for next available toilet.</li> <li>• Handwashing signage throughout toilet facilities to advise visitors.</li> <li>• Antibacterial hand soap used only.</li> <li>• Outdoor locations allow for easier social distancing.</li> <li>• Priority signage for visitors exiting down the ramp.</li> </ul>	
First Aid Room	Visitors Staff	Staff administering first aid not being able to adhere to social distancing regulations.	<ul style="list-style-type: none"> <li>• Manage first aid outside where possible to achieve social distancing.</li> <li>• Revised first aid procedure in place to consider extra measures for Covid-19</li> <li>• First aider to use sanitiser before and after.</li> <li>• PPE to be worn (gloves/mask / visor).</li> <li>• Identified exit routes to avoid any visitors who require an ambulance being transported through the park.</li> </ul>	
Gift Shop	Visitors Staff	Visitors not adhering to social distancing	<ul style="list-style-type: none"> <li>• Queue markings into and out of shop to identify 2 metre social distancing requirements. One-way system in place to enter and exit area.</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Visitors to wear face covering in shop – signage in place to remind visitors</li> <li>• Perspex screen in front of serving counter.</li> <li>• Designated queuing area with 2 metre markers on the floor.</li> <li>• Cashless.</li> <li>• PPE supplied for staff use (face covering and visor)</li> <li>• Additional hygiene cleaning in place.</li> </ul>	
<b>Seasonal Activities</b>				
Summer 'Egg hunt' garden	Visitors Staff	Visitors not adhering to social distancing regulations with each other and staff.	<ul style="list-style-type: none"> <li>• Garden to be supervised by staff throughout the sessions.</li> <li>• Separate entrance and exit into garden area.</li> <li>• Staff members wearing PPE (visor)</li> <li>• Eggs being given out in small container which the visitors pick up to limit contact.</li> <li>• Eggs being collected are cleaned between each session in a solution of sanitiser.</li> <li>• Hand sanitiser available on the entrance and exit.</li> </ul>	
Potato Patch	Visitors Staff	Visitors not adhering to social distancing regulations with each other and staff.	<ul style="list-style-type: none"> <li>• Look at new journey to and from Potato Patch - currently visitors are funnelled into a walkway that is narrow.</li> <li>• Limit on number of visitors on site</li> <li>• Limit number into potato patch at entrance by staff member.</li> <li>• Sanitising of buckets and spades.</li> <li>• Handwashing station located by exit.</li> <li>• Signage to advise visitors of Covid secure behaviour.</li> </ul>	Will open in September for 4 weeks

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Pumpkin Patch	Visitors Staff	Visitors not adhering to social distancing regulations with each other and staff.	<ul style="list-style-type: none"> <li>• Look at new journey to and from Pumpkin Patch - currently visitors are funnelled into a walkway that is narrow.</li> <li>• Limit on number of visitors on site</li> <li>• Pumpkins are spaced out in the patch.</li> <li>• Handwashing station located by exit.</li> <li>• Signage to advise visitors of Covid secure behaviour.</li> </ul>	Will open for Pumpkin Festival half term
Pumpkin Carving	Visitors Staff	<p>Visitors not adhering to social distancing regulations with each other and staff.</p> <p>Queuing to enter carving area.</p> <p>Use of carving equipment become multi touch points.</p>	<ul style="list-style-type: none"> <li>• Mark out queuing into area to identify 2 metre social distancing.</li> <li>• Limit number of visitors in the area.</li> <li>• Tables spaced for social distancing.</li> <li>• Carving tools sanitised between use.</li> <li>• One-way system in place to enter and exit area.</li> <li>• Adults to use vinyl gloves.</li> <li>• Hand sanitiser available in the area.</li> </ul>	