



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: _____16.10.20_____

Reviewed 16th October 2020

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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Outdoor Activities / Areas				
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"> • Clear communication of all Covid-19 safety measures that have been implemented. • Covid-19 Risk assessment available to view on website. 	
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"> • Pedestrian walkway pre-admissions Covid secure behaviour signage and social distancing markers. • Signage informing groups of 6 maximum. • Only pre-booked members will be permitted entrance – all visitors must book online. • Visitors given wristbands at entrance. • Staff wearing required PPE. (face covering) • Signage at admissions to remind visitors or the legal requirements of wearing face coverings. • Limited number capacity per day/session • Floor markings to maintain Social Distance at admissions • Cashless • Minimise lanes open to allow for social distancing requirements. • Hand sanitiser pre and post admissions. • NHS QR code post admissions. 	

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

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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"> • Reduction/cap in number of visitors on site • Remove gates/open up the space - separate entrance and exit. • All picnic benches removed in this area to allow for 2 metre social distancing requirement. • Signage to advise of Covid secure behaviour. • Staff member to cap numbers on all inflatables • Hand sanitiser available for visitors. • Thorough hygiene clean at the end of the day and regular sanitising by staff during operation of the equipment. • First Aid measures in place and staff trained on Covid-19 procedures. • Staff member to wear face covering as a legal requirement. 	
Trampolines	Visitors Staff	<p>Children playing in a small area.</p> <p>Contamination from regularly touched surfaces.</p>	<ul style="list-style-type: none"> • One access point so hand positions can be wiped down regularly • Thorough hygiene clean at the end of the day and regular sanitising by staff during operation of the equipment. • Staff member to wear face covering as a legal requirement. 	
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"> • Marking out socially distanced queues • Allow adults in one at a time to secure child in / release from ride. • Wiping of ride seats and belt by staff with antibacterial wipes / spray in between rides. • Covid signage in place. • Staff member to wear face covering as a legal requirement. 	

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			<ul style="list-style-type: none"> • Control panel to be sanitised before and after use by staff member. 	
Outdoor Stage used for shows.	Visitors Staff	Adults/children not being socially distanced	<ul style="list-style-type: none"> • Reduction/cap in number of visitors on site. • Larger space allowing for visitors to be more spread out. • Signage advising of Covid secure behaviour. • Announcement at start of each show to remind visitors of Covid secure behaviour during the performance. • Duty manager present during each show to monitor audience. • Staff taking part in shows adhere to Covid secure behaviour. • Costumes used for shows are rotated daily and fully sanitised. 	
Growing Patch	Visitors	Adults/children not being socially distanced. Gates being touch points.	<ul style="list-style-type: none"> • Reduction/cap in number of visitors on site. • Signage advising on Covid secure behaviour. • Hand sanitising available. 	
Animal Racing and animal encounters	Visitors Staff	Adults/children not being socially distanced.	<ul style="list-style-type: none"> • Reduction/cap in number of visitors on site. • Signage advising on Covid secure behaviour. • Socially distanced markings on fencing. • Announcements by livestock team at start of activity to maintain Covid secure behaviour. • Hand sanitising available. 	

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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"> • Reduction/cap in number of visitors on site. • Signage advising on Covid secure behaviour. • Mrs. Tiggy winkle's kitchen remove loose items. • Remove all loose play equipment items. • Intermittent monitoring of area. • Hand sanitiser available. • Mr McGregor's shed play area separate entrance and exit and use of one-way system in place. 	
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"> • Reduction/cap of visitors on site. • Queuing area highlighted entrance and exit only. • 2 metre markers on queuing area. • Reduced maximum number allowed on ride to allow social distancing. • Social distancing managed by driver. • Staff member to wear face covering as a legal requirement. • Use of entrance and exit doors on trailer to allow visitors on and off separately. • Disinfection of touch point areas between rides. • Hand sanitiser available. 	

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Internal Areas				
JCB Area	visitors	Visitors funnelled through doors. Adults/children not being socially distanced. Contamination from touching JCB's as they are highly used.	<ul style="list-style-type: none"> • Reduction/cap in number of visitors on site • Separate entrance and exit. • All staff and visitors to wear face covering in this area as a legal requirement. Signage in place to remind all visitors of this. • Secure doors back to make access easier • Signage advising on Covid secure behaviour. • Daily disinfection of JCB's • Social distancing measures in queue. • Limited numbers of tractors available. • Tractors wiped with sanitiser in between each use by customers. • Sanitiser wipes available for visitors to wipe tractors before use. • Hand sanitiser available in area. 	
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"> • Signage advising of Covid secure behaviour. • 2 metre floor markings. • All staff and visitors to wear face coverings as a legal requirement, signage in place to remind all visitors of this. • Handwashing before exit. • Reduced capacity of visitors on site. 	

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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"> • Area inside The Farmyard designated for guinea pig handling which is fenced off. • Separate entrance and exit with access gates – these must be kept closed at all times. • Staff member to be face covering as a legal requirement. • All visitors to wear face covering as a legal requirement. • 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. • 3 benches positioned for the visitors to sit down and handle the guinea pigs. They must be seated in their designated 'bubbles' only • Staff member to remind visitors on hand washing procedure upon exiting The Farmyard. 	
Peter Rabbit Theatre	Visitors Staff	<ul style="list-style-type: none"> • Visitors not able to adhere to social distancing due to queuing. • Contained buggy park. • Funnelling of visitors to enter through doors. • Seating. • Exiting of visitors through doors. 	<ul style="list-style-type: none"> • Markings on floor for queuing outside the theatre door • Provide buggy parking outside the foyer • Marked off seats for social distancing and seated by staff member. • Announcements by entertainers to retain social distancing • Shows not to encourage children to socially interact. • Separate entrance and exit 	To be re-opened for Christmas event.
Indoor Play (Woolly Jumpers) excluding F&B	Visitors staff	<ul style="list-style-type: none"> • Funnelling of visitors to enter • Adults not able to socially distance in the space 	<ul style="list-style-type: none"> • Limit numbers into and out of area. • Timed sessions • Additional cleaning between each session. 	

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Captain Chickens Egg Dodge		<ul style="list-style-type: none"> • Children not able to socially distance. • Multiple touch points of contact. • Lack of control for social distancing • Unable/not viable to deep clean on a regular basis 	<ul style="list-style-type: none"> • Additional distancing monitoring staff • SUBJECT TO HYGIENE CLEANING RECOMMENDATIONS 	<p>See separate Risk Assessment for indoor soft play</p> <p>Not currently open</p>
Cotton Tail Village	Visitors Staff	<ul style="list-style-type: none"> • Funnelling of visitors to enter • Adults not able to socially distance in the space • Children not able to socially distance • Lack of control for social distancing • Unable/not viable to deep clean on a regular basis • Unfixed toys subject to multi - handling 	<ul style="list-style-type: none"> • Limit numbers into and out of area • Additional cleaning • Additional distancing monitoring staff • SUBJECT TO HYGIENE CLEANING RECOMMENDATIONS 	<p>NOT CURRENTLY OPEN</p>
Food & Beverage Areas				
Burrows Café	Visitors Staff	<ul style="list-style-type: none"> • Funnelling of visitors to enter. • Queuing. • Closeness of tables. • Interaction of visitors and staff at serving point. 	<ul style="list-style-type: none"> • Queue markings into and out of venue to identify 2 metre social distancing requirements. One-way system in place to enter and exit area. • All staff to wear face covering as a legal requirement. • All visitors to wear face covering if not eating inside the café, as a legal requirement. Signage in place to remind visitors of this. • Perspex screen in front of serving counter. • Spacing of tables and chairs to allow for social distancing 	

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			<ul style="list-style-type: none"> • Grab 'n go menu only. • Cashless. • Additional hygiene cleaning in place. • Additional strategically placed waste bins to avoid staff crossing paths. 	
Mrs Rabbits Kitchen	Visitors Staff	<ul style="list-style-type: none"> • Funnelling of visitors to enter. • Queuing. • Closeness of tables. • Interaction of visitors and staff at serving points. • Clearing of tables 	<ul style="list-style-type: none"> • Limit number into and out of area • Queue markings • Grab 'n go menu • Cashless. 	NOT CURRENTLY OPEN
Satellite F&B units (Mr Todd's/ Refreshments/ ice-cream parlour/ Peter Rabbits Garden / Hungry Hut / Pumpkin pop up unit)	Visitors Staff	<ul style="list-style-type: none"> • Visitors queuing not able to adhere to social distancing regulations. • Interaction of visitors and staff at serving point. 	<ul style="list-style-type: none"> • Queue markings to identify 2 metre social distancing. • Grab 'n Go menu. • Cashless. • No seating issues as visitors use outdoor picnic benches. • Perspex screen in place, • PPE supplied for staff. (gloves, disposable aprons, hats and face covering). Staff to wear face covering as a legal requirement. • Hand sanitiser in area. • Additional hygiene cleaning in place. 	
Picnic areas	Visitors	Visitors not adhering to social distancing regulations.	<ul style="list-style-type: none"> • Space out picnic benches/tables and chairs to allow for social distancing. • Additional emptying of waste in these areas and hygiene cleaning of picnic tables. • Hand sanitiser available. 	
Handwashing stations	Visitors		<ul style="list-style-type: none"> • Signage informing visitors to use hand towels to turn off taps and use dispensers. 	

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		Use of taps / paper towel dispensers by multiple visitors.	<ul style="list-style-type: none"> • Use of hand sanitiser outside of these areas. 	
Facilities				
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"> • Queue marking away from entrance to stop funnel at doorway. • Visitors and staff to wear face covering as a legal requirement. • One-way system indicated with signage. • Signage to advise visitors to wait for next available toilet. • 2 metre distancing markings on floor. • Handwashing signage throughout toilet facilities to advise visitors. • Antibacterial hand soap used only. • Staff carrying out cleaning duties enter when safe to do so to maintain social distancing with visitors. 	
Mrs Rabbits 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"> • Queue marking away from entrance to stop funnel at doorway. • Staff and visitors to wear face covering as a legal requirement. • Signage to advise visitors to wait for next available toilet. • 2 metre distancing markings on floor. • Handwashing signage throughout toilet facilities to advise visitors. • Antibacterial hand soap used only. 	

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			<ul style="list-style-type: none"> Staff carrying out cleaning duties enter when safe to do so to maintain social distancing with visitors. 	
Gold Rush Toilets Theatre 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"> Queue markings and signage to advise visitors to wait for next available toilet. Handwashing signage throughout toilet facilities to advise visitors. Antibacterial hand soap used only. Outdoor locations allow for easier social distancing. Priority signage for visitors exiting down the ramp. 	
First Aid Room	Visitors Staff	Staff administering first aid not being able to adhere to social distancing regulations.	<ul style="list-style-type: none"> Manage first aid outside where possible to achieve social distancing. Revised first aid procedure in place to consider extra measures for Covid-19 First aider to use sanitiser before and after. PPE to be worn (gloves/face covering). Face covering to be worn by first aider as a legal requirement. Identified exit routes to avoid any visitors who require an ambulance being transported through the park. 	
Gift Shop	Visitors Staff	Visitors not adhering to social distancing	<ul style="list-style-type: none"> Queue markings into and out of shop to identify 2 metre social distancing requirements. One-way system in place to enter and exit area. Staff and Visitors to wear face covering in shop as a legal requirement – signage in place to remind visitors Perspex screen in front of serving counter. Designated queuing area with 2 metre markers on the floor. 	

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			<ul style="list-style-type: none"> • Cashless. • Additional hygiene cleaning in place. 	
Seasonal Activities				
Pumpkin Patch (outdoor activity)	Visitors Staff	Visitors not adhering to social distancing regulations with each other and staff.	<ul style="list-style-type: none"> • Limit on number of visitors on site • Pumpkins are spaced out in the patch. • Handwashing station located by exit. • Signage to advise visitors of Covid secure behaviour. • Staff giving out bags to wear a face covering. 	Will open for Pumpkin Festival half term 17 th October to 1 st November 2020
Pumpkin Carving (outdoor activity)	Visitors Staff	<p>Visitors not adhering to social distancing regulations with each other and staff.</p> <p>Queuing to use carving area.</p> <p>Contamination from use of carving equipment become multi touch points.</p>	<ul style="list-style-type: none"> • Activity to take place in designated outdoor area. • Limit number of visitors in the area. • Tables spaced for social distancing. • Carving tools purchased by visitors so items are only handled by them to eliminate cross contamination of equipment. • Hand sanitiser available in the area. • Staff member to wear face covering. • All surfaces deep cleaned at the end of the day. 	Will open for Pumpkin Festival half term 17 th October to 1 st November 2020
Gourds Grotto (indoor temporary marquee)	Visitors Staff	<p>Visitors not adhering to social distancing regulations with each other and staff.</p> <p>Queuing to enter area.</p>	<ul style="list-style-type: none"> • Limited number of visitors in the area. • Duty Managers to monitor area to ensure queues are not building up. • Staff and visitors required to wear face covering – legal requirement unless exempt. • Hand sanitiser in the area and on entrance. • Designated entrance and exit • One-way system in operation. • Covid secure signage in place to remind visitors of social distancing. 	Will open for Pumpkin Festival half term 17 th October to 1 st November 2020

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Pumpkin Biscuit Decorating (indoor temporary marquee)	Visitors Staff	<p>Visitors not adhering to social distancing regulations with each other and staff.</p> <p>Queuing to enter area.</p>	<ul style="list-style-type: none"> • Limited number of visitors in the area. • Duty Managers to monitor area to ensure queues are not building up. • Staff and visitors required to wear face covering – legal requirement unless exempt. • Hand sanitiser in the area and on entrance. • Limited number of tables which are spaced at 2 metres. • Covid secure signage in place to remind visitors of social distancing. • Biscuit given out by staff member in pre-made Covid safe pack. • All tables cleaned throughout the day and deep cleaned at the end of each day. • 	Will open for Pumpkin Festival half term 17 th October to 1 st November 2020
3D film (indoor temporary marquee)	Visitors Staff	<p>Visitors not adhering to social distancing regulations with each other and staff.</p> <p>Queuing to enter area.</p> <p>Contamination from continual use of 3D glasses.</p>	<ul style="list-style-type: none"> • Limited number of visitors in the area. • Duty Managers to monitor area to ensure queues are not building up. • Staff and visitors required to wear face covering – legal requirement unless exempt. • Hand sanitiser in the area and on entrance. • Seating area sectioned off to ensure household bubbles are sitting together. Seats not in operation are secured with hazard tape to prevent use. • Covid secure signage in place to remind visitors of social distancing. • Visitors given personal disposable 3D glasses to eliminate potential cross contamination risk. 	Will open for Pumpkin Festival half term 17 th October to 1 st November 2020
			<ul style="list-style-type: none"> • Limited number of visitors in the area. 	

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Ice Rink (located inside JCB under cover marquee)	Visitors Staff	<p>Visitors not adhering to social distancing regulations with each other and staff.</p> <p>Queuing to enter area.</p> <p>Contamination from continued use of skating equipment</p>	<ul style="list-style-type: none"> • Duty Managers to monitor area to ensure queues are not building up. • Staff and visitors required to wear face covering – legal requirement unless exempt. • Hand sanitiser in the area and on entrance. • Designated entrance and exit • One-way system in operation. • Covid secure signage in place to remind visitors of social distancing and one-way system. • Max 30 people in the area at any time – on the rink and in the area in front used for putting on and taking off skates. Also includes any spectators. • Directional signage on ice rink. One-way system in operation. • ‘One-off / One- on’ system in operation. Staff member to manage. • Staff member to use portable people counter to manage capacity. • Skates sanitised in between use by staff member. • Skating support devices used on the rink sanitised between use. 	