



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_____

Reviewed 24th September 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 (not in use) Outdoor arena 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. 	
Internal Areas				
JCB Area	visitors	Visitors funnelled through doors.	<ul style="list-style-type: none"> • Reduction/cap in number of visitors on site • Separate entrance and exit. 	

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		<p>Adults/children not being socially distanced.</p> <p>Contamination from touching JCB's as they are highly used.</p>	<ul style="list-style-type: none"> • 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. 	
<p>The Farmyard</p> <p>Animal Feeding</p>	<p>Visitors</p> <p>Staff</p>	<p>Funnel customers through gates.</p> <p>Adults/children not being socially distanced</p> <p>Stops visitors moving.</p> <p>Challenges keeping socially distanced as driven by where animals are.</p>	<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. 	
<p>The Farmyard</p> <p>Animal Handling (Guinea pigs)</p>	<p>Visitors</p> <p>Staff</p>	<p>Adults/children not being socially distanced</p> <p>Stops visitors moving.</p> <p>Contact between staff and visitors.</p>	<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. 	

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			<ul style="list-style-type: none"> • 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 Captain Chickens Egg Dodge	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. • 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"> • Limit numbers into and out of area. • Timed sessions • Additional cleaning between each session. • Additional distancing monitoring staff • SUBJECT TO HYGIENE CLEANING RECOMMENDATIONS 	<p>See separate Risk Assessment for indoor soft play</p> <p>Not currently open</p>

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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 	NOT CURRENTLY OPEN
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 • Grab 'n go menu only. • Cashless. • Additional hygiene cleaning in place. • Additional strategically placed waste bins to avoid staff crossing paths. 	

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Activities	Who is at Risk	Activity Hazards Identified	Management Systems Controls in Place	Decision to remain closed at this stage.
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)	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. • Only one staff member in each unit. • 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	Use of taps / paper towel dispensers by multiple visitors.	<ul style="list-style-type: none"> • Signage informing visitors to use hand towels to turn off taps and use dispensers. • Use of hand sanitiser outside of these areas. 	

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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. • 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>	<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. 	

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		Staff coming into contact with visitors during cleaning duties.	<ul style="list-style-type: none"> • 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. • Cashless. • Additional hygiene cleaning in place. 	

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Seasonal Activities				
Potato Patch	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 • Limit number into potato patch at entrance by staff member. • Sanitising of spades used by adults. • Handwashing station located by exit. • Signage to advise visitors of Covid secure behaviour. • Staff to wear face covering as a legal requirement. 	Will open in September for 4 weeks
Pumpkin Patch	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
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"> • 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 as a legal requirement. 	Will open for Pumpkin Festival half term