

Group Visits - Risk Assessment.

Department	Retail	Park	Port Lympne & Howletts
Task	Arrival, Use of Facilities and Departure from Park	Reference	Covid 19 Response Spring 2021, Health & Safety at Work Act, Dept of Education Guidance, The School Trip Community Guidance.

**This risk assessment should be read in conjunction with the following:
 Various government publications listed in Strategic Risk Register.**

What is the hazard?	Who is at risk?	How might they be harmed?	Pre-control risk rating			PPE required	Control measures - In all cases these will include training, PPE, keeping work area tidy and free of debris, manual handling assessments, safe systems of work & COSHH assessments. Specific control measures:	New risk rating (Residual)		
			L	S	R			L	S	R
Covid 19 is transmitted between employees, visitors, contractors, and customers whilst entering using or departing the park.	Staff and guests.	Guests, visitors, employees, and contractors are unable to maintain safe distancing from each other when entering, using or departing the park, increasing the potential risk of transmission.	2	4	8	Perspex screens, gloves, facemasks, sanitiser.	<ul style="list-style-type: none"> Staff encouraged to carry out lateral flow tests routinely and not to attend work following a positive test or if presenting symptoms. Staff training. Till areas are equipped with Perspex screens. Provision of hand sanitiser. Extra toilets and washrooms provided during times of high-volume footfall. Staff who will be in face-to-face contact with guests are required to wear face coverings as part of company policy. Guests and staff are encouraged to follow UK government guidelines to wear face coverings when indoors or in poorly ventilated areas. Extra staff deployed to car parks, entrances, and lavatories on busy days. Where possible visit coordinators will be met by a member of staff to assist with arrangements before entering the park. 	2	3	6

Groups of guests arriving at or using the park may become unmanageable, persons of the group may become lost or find themselves at physical risk.		Guests may find themselves at risk of injury through entering prohibited areas, being struck by vehicles or machinery, trips, slips and falls, becoming lost from their group, or from foul play.	2	4	8		<ul style="list-style-type: none"> Organisers are responsible for supervising the arrival and departure of their group by ensuring they follow the route marked for pedestrians in the main tarmac car parks. Persons organising a visit on behalf of a school, or an education establishment should identify a visits coordinator to assess and manage the risks in accordance with DfE guidelines, including having their own risk assessments that includes any particular health or mobility issues effecting members of their party. The coordinator should also have an emergency response plan covering what to do in the event of an incident away from school or place of education. The participants of group visits should be organised into smaller manageable groups to avoid overcrowding or conflict with other persons using the park. Signs are provided to indicate prohibited areas such as wild animal enclosures, or golf buggy only routes. Group organisers and team leaders are expected to supervise the people in their charge to prevent them entering any prohibited areas. Routine checks are made of the parks to identify, sign, or cordon any damaged or defective infrastructure. Terms and conditions are imposed on all users of vehicles in the park to restrict their speed to a fast-walking pace, to observe the normal UKs rules of the road and to give way to pedestrians. All planned routine maintenance work is carried out when the park is closed to visitors wherever possible, any work that needs to be carried out during park opening times is cordoned off from visitors. 	1	4	4
A critical incident such as a fire or wild animal escape, or other type of incident occurs whilst a group uses the park.		Guest and visitors risk being seriously or mortally injured in consequence of a critical or other incident occurring whilst in the park.	2	5	10		<ul style="list-style-type: none"> Contingency plans are in place for all foreseeable emergency situations. These are routinely audited and tested and include animal escape and fire safety. Staff qualified as first aiders are always available on site, all operational staff are issued with a personal radio. In the event of an incident all guests are required to follow the instructions issued by staff at the time. Group coordinators or team leaders are responsible for carrying out a headcount as soon as is possible to make sure all in their group are accounted for. 	1	5	5

Specific risks associated with additional 'pay to use' experiences during a visit such as Animal Experiences, Vehicle Safari Experiences, Tree Top Challenge etc.		Guest and visitors are at risk of personal injury when taking part in additional activities.	2	4	8		<ul style="list-style-type: none"> Routine security checks are carried out Specialist training is provided to staff. Specialist equipment is routinely inspected. Staff qualified as first aiders are always available on site, all operational staff are issued with a personal radio. Each individual specialist activity has its own specific risk assessment which can be made available if applicable. 	1	3	3
Poor hygiene leads to illness or infection.		Guest and visitors at risk becoming ill or being infected when using cafes or restaurants or using other facilities.	2	4	8		<ul style="list-style-type: none"> Specialist staff training. Relevant assessments and certification is carried out. Routine food safety checks carried out. Perspex screens have been introduced close to points of sale. Water safety management plan in place. Public lavatories, wash areas and litter bins are cleaned and re supplied, litter bins emptied at least twice daily. Provision of hand sanitiser. Staff provided with ample supplies of PPE. 	1	3	3

New Safe Systems of Working.

- Staff encouraged to carry out lateral flow tests routinely and not to attend work following a positive test or presenting symptoms.
- Staff are trained in evacuation procedures.
- Contingency plans are in place which are routinely audited and tested for animal escape and fire prevention.
- Trained first aiders are always available on site, all operational staff are issued with a personal radio.
- Till areas are equipped with Perspex screens.
- Provision of hand sanitiser.
- Guests & visitors are encouraged to pre book using our web site to minimise queuing on arrival.
- Booking data is routinely monitored applying a formula based upon predicted guest numbers per estimated acreage available to the public. This is constantly under review and subject to moderation.
- Guest & visitors are required to assemble at designated points to await entry and follow a similar procedure when leaving the parks.
- Mobile lavatories and washrooms have been made available in the car parks for guests and visitors to use when entering or leaving.
- Points of payment at each park use clear plastic screens to separate staff from guests and visitors when either checking in as part of a pre booking, and or making payment for their booking.
- Visitors are encouraged to wear face masks in accordance with the UK government guidance.
- Staff working face to face with guests and visitors are required to wear face coverings.
- Payment for entry, services or goods will be taken using cashless methods wherever it is possible.
- Staff will routinely wipe the serving area, screen, door handles, card readers and all other equipment and surface areas subject to frequent human contact as often as possible.

Action Required	Regular training, and clear guidance	Monitored by	Compliance Officer	When by	Nov 2022
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Name of assessor	Park Manager – Port Lympe & Howletts	Date	Nov 2021
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Signature		Review date	Nov 2021
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Possible PPE:	Risk assessment:	Likelihood	Severity																																	
Safety boots Eye protection Face shield Hearing protection Gloves Coveralls Head protection Make sure you specify the type of protection required i.e. safety glasses or goggles, disposable coveralls or fire retardant.	<table border="1"> <tr> <td></td> <td colspan="5">Severity</td> </tr> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td rowspan="4">Likelihood</td> <td>2</td> <td>4</td> <td>6</td> <td>8</td> <td>10</td> </tr> <tr> <td>3</td> <td>6</td> <td>9</td> <td>12</td> <td>15</td> </tr> <tr> <td>4</td> <td>8</td> <td>12</td> <td>16</td> <td>20</td> </tr> <tr> <td>5</td> <td>10</td> <td>15</td> <td>20</td> <td>25</td> </tr> </table>		Severity						1	2	3	4	5	Likelihood	2	4	6	8	10	3	6	9	12	15	4	8	12	16	20	5	10	15	20	25	1 = Very unlikely 2 = Unlikely 3 = Fairly likely 4 = Likely 5 = Very likely	1 = Insignificant injury 2 = Minor injuries needing first aid 3 = Moderate – up to three days' absence 4 = Major – more than seven days' absence 5 = Catastrophic – death
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		Quantifiable Actions																																		
		1-3 No action – no further action but ensure controls are maintained and reviewed 3-6 Monitor – look to improve at next review or if there is a significant change 8-12 Action – improve within specified timescale 15-16 Urgent action – take immediate action and stop activity if necessary, maintain existing controls rigorously 20-25 Stop – stop activity and take immediate action																																		

Retail Review of Risk Assessment

Next steps	WHO	WHEN
Review of first draft.	LH, MD, SE, TM, CC	10 th Nov 21
Amendments made, document taken into use.	PW	15 th Nov 21
