

RISK ASSESSMENT FOR – Hobbledown West London Group Visits Risk Assessment

SUBJECT: Hobbledown West London Groups Risk Assessment

Assessment Date: 2024

This risk assessment has been written to assist you in writing your own Risk Assessment for your upcoming trip. This generic assessment covers the site risks but does not assess the specific requirements, abilities, medical or physical abilities of your group. We would encourage the group organiser to visit Hobbledown West London to undertake your own assessment, this can be prebooked via our contact Center.

- **The Escapade Group does not accept liability for any omissions to this list.**
- **The control measures indicated are recommendations only and must be adapted / amended by group organisers.**
- **Please ensure adequate supervisors are appointed for the number in your group.**
- **Areas of the attraction's grounds do feature water; children must be accompanied by group leader at all times during the visit.**
- **Supervision is required at all times and there is strictly no climbing on the barriers / fencing or trees**
- **A Hobbledown, there are many uneven surfaces and staircases of various widths, so care must be taken when moving around the site.**
- **Guests must use handrails where provided and running must be discouraged when moving around the site.**
- **Some attractions may not be suitable for children or those of a nervous disposition.**
- **Group leaders are responsible for ensuring all supervising adults are competent and understand their roles. Plan and use suitable group control measures (for example, buddy systems, large group split into smaller groups each with named leaders, identification systems). Discuss the itinerary and arrangements prior to arrival / departure points.**

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Version Number: V1.0

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Risk Matrix								
Risk rating guidance	Likelihood (L)	5	5	10	15	20	25	Likelihood (L) x Severity (S) = Risk Rating (RR).
		4	4	8	12	16	20	
		3	3	6	9	12	15	
		2	2	4	6	8	10	
		1	1	2	3	4	5	
			1	2	3	4	5	
	Severity (S)							
Acceptability of risk guidance	High-risk: 15 – 25		High-risk activities should cease immediately. Further effective control measures to mitigate risks must be introduced.					
	Medium-risk: 8 – 12		Medium - risks are an acceptable level based on the reduced likelihood after sufficient control measures are implemented					
	Low-risk: 1-6		Low-risks are largely acceptable. Where it is reasonable to do so, efforts should be made to reduce risks further.					
Guidance. When completing a risk assessment, you should:	Identify the persons at risk and the significant hazards. Calculate an initial RR for the activity. Identify risk control measures that reduce the risks to an acceptable level. Calculate a revised RR - you should consider how much safer the task will be if the control measures are followed. Here, you should consider changing both the likelihood (L) and the severity (S) ratings.							
Note. Ideally, you should look to reduce the risks so that the task can be classified as "low-risk". The total risk scores are a multiplication factor of the calculated Likelihood and Severity. Both Likelihood and Severity are given a number between 1 - 5 as shown on the matrix below and these two numbers are then multiplied together to give the total risk score. Total risk scores can be divided in both directions, i.e. a total risk score of 12 could be a Likelihood (3) x Severity (4) or Likelihood (4) x Severity (3).								

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Likelihood	Definition	Points rating
Very High	Very High probability if the situation is not addressed an accident is almost certain.	5
High	High probability an accident is probable without any added factor	4
Moderate	Moderate probability an incident is foreseeable.	3
Low	Some probability, requires a combination of factors to take place.	2
Very Low	No significant probability; lightning strike, freak accident.	1

Severity	Definition	Points rating
Very High	Severe injury involving a potential life changing injury or fatality	5
High	Serious injury including concussions or fracture of long bones	4
Moderate	Injury requiring medical intervention e.g. cuts requiring stitches	3
Low	Minor injury, laceration or bruising requiring first aid only	2
Very Low	No injury likely e.g. damaged or soiled clothing, minor bruising, grazes	1

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HAZARD	L	S	RR	WHO MIGHT BE HARMED	CONTROL MEASURES	FURTHER CONTROL MEASURES:	L	S	RR
<p>Moving Vehicles in the Car Park</p> <p>Vehicles movements inside attraction</p>	2	3	6	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of death or serious injury from: Being struck by moving vehicles</p>	<ul style="list-style-type: none"> • Speed limit of 5mph in car park. Speed limit signage displayed. • Coach / Minibuses directed to park as close to entrance as possible. • Coaches / minibuses can drop off and pick up at entrance, then park. • Access is wide enough for visiting vehicles and adequate parking is provided for cars and coaches. • Vehicle movements limited during open hours, any vehicle will be driven at slow speeds / and escorted where necessary. • Only trained and authorised team are permitted to drive zoo vehicles. • Zoo vehicles are maintained in line with manufacturers recommendations. • Farm machinery and equipment kept / stored away from public access. 	<ul style="list-style-type: none"> • Group Leaders to supervise children on and off coach / minibus. • Group Leaders to ensure that children stay together within their groups. • Group Leaders / Coach Drivers to follows instructions given by Hobbledown Team • Group Leader to brief children on acceptable behaviour for safety. • All group organisers should undertake their own risk assessment for the visit 	1	3	3

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Slips, Trips and Falls	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of minor injuries – cuts and grazes from falling over</p>	<ul style="list-style-type: none"> • Team make regular documented checks on housekeeping and to identify hazards and risks. • Designated paths / access routes around the park. • Spillages cleared up by team members as soon as possible, spills kits in place. • Floors kept tidy, clean and dry. During wet weather team monitor doorways and entrances • Good lighting internally and externally • Salt or grit in icy conditions in main pedestrian walkways • Regular maintenance of paths, surfaces. • Door mats at entrances to buildings to reduce water transfer into buildings. 	<ul style="list-style-type: none"> • Sensible nonslip fitted footwear advised for all guests. Group Leaders to advise attendees of appropriate footwear. • All visitors are advised to take care while on the premises. • Group Leader to brief children on acceptable behaviour for safety. • Group leaders are responsible for ensuring adequate supervision is provided at all times. • All group organisers should undertake their own risk assessment for the visit. • All visiting groups must have adequate numbers of adults to supervise children, including extra provisions for those with additional needs or requirements. 	1	2	2
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<p>Livestock</p> <p>Zoonosis-Risk of transmission of zoonotic diseases</p> <p>Physical Injuries</p>	2	3	6	<p>Children Group Leaders Parents / Guardians</p> <p>The above group sustaining ill health such as E Coli 0157, Cryptosporidiosis, Leptospirosis, Salmonella</p> <p>Risk of injury from: Crushing, bites, pecks, gores</p>	<ul style="list-style-type: none"> • Compliance with Industry Code of Practice “Preventing or controlling ill health from animal contact at visitor attractions” - • Double fencing in non-contact areas so there is no direct or indirect contact with livestock. • Paths, gates, fencing are regularly cleaned and disinfected to reduce the risk of infection from zoonotic disease and kept free from faeces and urine from livestock. • The zoo is kept as clean as practicable. • Any “activities” arranged are supervised by trained team at all times and following standard rules and procedures. • Hand washing facilities with warm water, antibacterial soap and means of drying hands throughout the park. Handwashing sinks checked as part of Zoo Team checks. • Handwashing facilities are at a low level to allow for effective handwashing in children and adults. • Signs and Pre Arrival information informing guests - Use of antibacterial gels MUST never be 	<ul style="list-style-type: none"> • Group leader must take responsibility to ensure children and adults wash hands when leaving animal contact areas, before eating and drinking and before and after playing. • Group leaders to ensure there is no eating, drinking, no hand to mouth contact, no dummies / toys or smoking / vaping in animal contact areas. • Group Leader to brief children on acceptable behaviour for safety. • Group leaders are responsible for ensuring adequate supervision is provided at all times, particular attention paid to supervise good handwashing. • Group Leaders must be aware of additional risk to vulnerable groups such as pregnant persons, or those with an existing health condition is increased. Children are also of particular risk (under 5’s in particular). These should be 	1	3	3
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				<p>used as a substitute for handwashing.</p> <ul style="list-style-type: none"> • In the event that handwashing facilities are not available, animal contact areas will be closed to the public. • “Remember to wash your hands signage before eating and drinking, before and after and after playing displayed. • “Avoiding Infection on Farm Visits” signs displayed around the Zoo. • Walkthroughs are fitted with gates; these are weighted to ensure that unaccompanied young children cannot enter the walkthroughs easily. • Animal experiences & walk-through areas may be cancelled or closed at the veterinarian’s discretion. • No eating or drinking in the Thinkery, Play Areas or Animal Areas. • Park is inspected daily for faecal contamination by wild animals. • The walkthrough areas are arranged so that there are clearly defined animal pens, and guest paths, in enclosures where animals will freely interact with 	<p>communicated to attendees.</p> <ul style="list-style-type: none"> • The Group Leader should ensure cuts or abrasions on exposed skin should be covered with plasters to minimise the risk of entry by biological agents. • All group organisers should undertake their own risk assessment for the visit. 			
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					<p>visitors, fencing is used to keep animals off of paths.</p> <ul style="list-style-type: none"> • No free roaming of captive livestock or birds. • All manure, animal waste containers and tools are stored in back of house areas away from visitors. • Areas arranged to prevent animal bedding from entering public areas and walkways, by physical barriers. • Foot dips are provided at the exit points to animal field animal enclosures for team, zoo team carry additional mobile dip on their animal service buggy. • Schools and Groups sent Health and Safety letter prior to visit. The letter highlights the Risk of Zoonotic Disease and what measures need to be taken to reduce the risk of becoming ill. • Schools and Groups encouraged to make pre-visit to carry out Risk Assessment and familiarise themselves with the park layout ahead of their visit. • Groups met at the entrance, given welcome talk including locations of handwashing, toilets, highlighting the importance of 			
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				<p>handwashing.</p> <ul style="list-style-type: none"> • Prior to starting the education sessions, guests will receive a Health and Safety talk reminding them of the importance of washing their hands and the risk of zoonosis. • Animals being used for experiences will be accompanied by a member of the zoo team to control the animal; a second team member will control the number of people touching animals and direct guests to the hand washing facilities, reminding them of the importance of handwashing. • Guests are not allowed to eat, drink, smoke or put their fingers in their mouths during the experience. If guests are not adhering to the rules, then the experience will be cut short. • Animals are not free roaming i.e they are being held by the keeper. • In the event that an animal defecates, this will be cleaned up immediately and the floor disinfected once the activity is finished. 			
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					<ul style="list-style-type: none"> • Guests are not permitted to enter pens during any sessions. • Animals are not placed on to people’s laps to prevent contamination of clothing. • All animal enclosures/hazardous areas are locked or securely fastened, so areas that are not accessible to the general public are clearly signed and gated. 				
Play Equipment / Play Areas	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of minor injury / death or serious injury from: Falling from or onto equipment.</p> <p>Slipping or tripping</p> <p>Defective equipment</p> <p>Boisterous play</p>	<ul style="list-style-type: none"> • Daily, weekly and monthly documented checks and maintenance of all play areas / equipment • Six monthly inspections by an independent play inspection company • Play areas have the appropriate safety surface surround / impact protection provided. • Rules of play signs displayed. • Equipment Specific Risk Assessments in place. • Equipment / attraction specific control may mean closure of some attraction without notice. • Compliance with relevant standards and guidance for all play equipment 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times and any attraction specific rules are followed. • Group Leader to brief children on acceptable behaviour for safety • Rules of play to be followed; Group Leaders to ensure children are adhering to all rules displayed. • Group Leader to be aware that play equipment may be slippery when wet. • All group organisers should undertake their own risk assessment for the visit. 	1	2	2

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					<ul style="list-style-type: none"> Defective equipment would be taken out of use immediately and access prevented. All play areas are in dedicated no animal contact zones. Water play equipment cleaning and water quality management system in place Play barn, cleaning schedule and sanitisation schedule in place. Water Play areas have routine testing, cleaning and disinfection regime. First Aiders and First Aid supplies available. Attraction specific rules displayed at entrance to some attractions. These must be adhered to at all times 				
Fire	2	3	6	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of death or serious injury from: Smoke inhalation / burns</p>	<ul style="list-style-type: none"> Site Fire risk assessment in place Maintained fire precautions around site (fire extinguishers, fire alarms, smoke detection, emergency lighting) Documented Emergency Procedures Team trained in safe evacuation of guests. No Smoking Policy on site Electrical and Gas appliances checked, maintained and certified. 	<ul style="list-style-type: none"> Group leaders are responsible for ensuring adequate supervision is provided at all times. Group Leader to brief children on acceptable behaviour for safety. Instruction from Team must be followed in emergency 	2	2	4

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Lost Children	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of injury or distressed caused by separation from their group.</p>	<ul style="list-style-type: none"> • Team carry two-way radios to report the name and description of the lost child to the main office. • Hobbledown Team are trained to deal with lost children. • Tannoy announcements will be made throughout Hobbledown to find Group Leader. • All team members wear uniform and name badges to make them approachable for help. • CCTV coverage onsite 	<ul style="list-style-type: none"> • Group Leader to ensure an adequate number of responsible adults are present to supervise their children. • Group Leader to brief responsible adults on meeting points and “what to do in the event of lost child”. • Group Leader should advise children to go to team members if they become separated from their group. We advise that each child has a sticker displaying their teacher's name and a contact number for the school. • Group Leaders should consider means of identifying their group from others i.e coloured bibs or arm bands. 	1	2	2
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Plants, Trees, Weeds, Wildlife	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of death or serious injury from falling branches / trees Climbing, falling</p> <p>Risk of ill health from: Allergic reaction, stings from nettles, poisonous plants, irritation to skin, ingestion of berries causing ill health etc.</p>	<ul style="list-style-type: none"> • Tree safety management plan in place around the Zoo to manage dead or diseased trees. • Vegetation around the zoo is managed – to remove poisonous plants such as giant hogweed and to manage stinging nettles, brambles etc. in public areas. • Guests must not touch wildlife; responsible adults must remove children in their care and alert team member to any wildlife issues such as birds or snakes. • Group Leaders to supervise and ensure trees and bushes are not being climbed and that children are not picking or eating wild fruit or berries from the trees. 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times. • Group Leader to seek first aid assistance if required and report and accidents while at the Zoo. • Group Leader to brief children on acceptable behaviour for safety. • All group organisers should undertake their own risk assessment for the visit. 	1	2	2
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Ponds, Watercourses				<p>Children Group Leaders Parents / Guardians</p> <p>Risk of death or serious injury from: Drowning</p> <p>Risk of ill health from: Bacteria, blue green algae bloom</p>	<ul style="list-style-type: none"> • Pond areas are fenced. • Waterplay activity has no standing water which could cause a risk of drowning. • Life Rings are provided in pond areas. • No water features pose a risk 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times. • Natural water course / swales and ditches are not fully fenced or only have standoff fencing. Group Leaders are responsible for ensuring adequate supervision is provided at all times to keep children away from these areas. • Group Leader to brief children on acceptable behaviour for safety. • All group organisers should undertake their own risk assessment for the visit. 			
Insect bites / stings	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of death or serious injury from: Anaphylaxis</p> <p>Risk of ill health from: Anxiety, panic, phobia</p>	<ul style="list-style-type: none"> • Pest control contract in place. Pest control will treat and remove wasp nests if identified • Wasp traps installed around the Zoo as needed • Treatment of oak trees for OPM. In the event OPM is identified trees / areas will be segregated and appropriate action taken • First aiders and first aid equipment on site with first aid room 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times. • Group Leaders should be aware of children or adults in their group with allergies and take appropriate action i.e Epi Pen Training, Histamines being carried. • All group organisers should undertake their own risk assessment for the visit. 	1	2	2

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Adverse weather	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Risk of serious injury from: Lighting</p> <p>Slips Risk of ill health from: Sunburn Hypothermia Hyperthermia Sunstroke, dehydration fainting</p>	<ul style="list-style-type: none"> • Certain attractions and play equipment are weather dependant and will be closed if deemed to be unsafe. ROSPA 30/30 will be applied. • Buildings are provided for shelter. • Group Leader must brief attendees on appropriate clothing for conditions and time of year; they should have sufficient protection for all types of weather. • Activity locations may be changed to reduce risk of exposure to adverse weather. • Drinking water bottle fill stations available onsite 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times. • Correct clothing for expected weather conditions to be worn. • Sensible non-slip footwear advised. • Ensure adequate hydration maintained. • Sun block advised for strong sunlight. • Group Leader should recommend - For inclement weather children must be adequately dressed in a waterproof coat and Wellingtons/ sturdy footwear. In hot weather we advise sunhats and sun cream be worn at all times. • All group organisers should undertake their own risk assessment for the visit. 	1	2	2

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Accident, Emergency, or sudden illness	2	2	4	<p>Children Group Leaders Parents / Guardians</p> <p>Inappropriate advice/treatment given in first aid.</p>	<ul style="list-style-type: none"> • Hobbledown have trained first aiders onsite at all times. • First Aid Room and appropriate supplies available • Documented Emergency Procedures • Team carry radios Radio's and telephones to call for emergency services. • Good access for emergency services around the site • Defibrillator onsite 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times. • Visiting Groups would be expected to follow direction given by the zoo staff in the event of an emergency. • All group organisers should undertake their own risk assessment for the visit. • Group Leaders should be aware of preexisting health and conditions including allergies- Group Leaders are responsible for ensuring that appropriate actions are in place to safeguard attendees' welfare. 	1	2	2
Allergies				<p>Children Group Leaders Parents / Guardians</p> <p>Risk of allergic reaction from touching animals, animal feed, straw, nuts</p>	<ul style="list-style-type: none"> • Food containing nuts clearly labelled. • High Risk food stuff – removed from guest feeding experiences. • Allergy folder held in the catering department with list of ingredients 	<ul style="list-style-type: none"> • Group Leader must be aware of which children have allergies and remove them from that environment. Group Leaders must know what to do if someone has an allergic reaction and how to manage their symptoms – HCP 			

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						<ul style="list-style-type: none"> • Group Leader must supervise children and prevent children from eating eat animal’s feed or putting fingers in mouth after feeding animals or animal contact • Group Leader should discuss any concerns with a manager when undertaking their own risk assessment. 			
Food and Drink			<p>Children Group Leaders Parents / Guardians</p> <p>Risk of serious injury from: Burns, scalds from hot food</p> <p>Slips or trips on debris dropped on the floor</p> <p>Risk of ill health from: Food poisoning, food allergy or intolerance Zoonoses</p>	<ul style="list-style-type: none"> • No eating or drinking is permitted in animal areas. • Eating and drinking should only be in dedicated areas and only after hand washing. Hand washing required before eating and drinking and always on exit of animal contact areas, and after playing. • Dropped food and drink should be cleared up and/or reported to a member of staff. • Hobbledown food business are registered and inspected under FSA. Food Hygiene rating displayed onsite. • HACCP food safety management systems in place - staff training, cleaning procedures. • Food allergen information is 	<ul style="list-style-type: none"> • Group leaders are responsible for ensuring adequate supervision is provided at all times – including during refreshments. • Group Leader are responsible for supervising hand washing when leaving animal contact areas, ensuring hand washing is undertaken after play and before eating and drinking. Hand washing must be using water and soap, not using GEL, SANITISER, or wipes. • Group Leader to ensure children / visitors do not have food or drinks in animal contact areas. 				

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				<p>available for food and drink products on site</p> <ul style="list-style-type: none"> • Hobbledown provide lids for hot drinks. 	<ul style="list-style-type: none"> • Group leaders must ensure the rules of the park are followed. • Dropped food and drink should be cleared up and/or reported to a member of staff so it can be cleared up. • Groups Leaders should be aware of any special food requirements of their group and to provide information to Hobbledown where they are providing the catering • Group Leaders should ensure pack lunches are stored in appropriately. Hobbledown cannot refrigerate / store packed lunches. • Group Leaders should ensure all rubbish is cleared away after eating and drinking. 			
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