

RISK ASSESSMENT GUIDANCE NOTES

This document has been prepared to meet the requirements of Group Organisers and is confirmation of Risk Assessment prepared by West Midland Safari Park:

West Midland Safari and Leisure Park operates under a Zoo License issued by the Wyre Forest District Council. To fulfil the requirements of the Licence, we are legally required to complete a full Risk Assessment on each department; these include Animal reserves; Catering; Amusements and Rides and all other public areas. The Risk Assessment was carried out in 1995 and is updated annually.

Due to the amount of individual risk assessments that cover the Park's operations it is not possible to provide them on an individual basis. The following information has been compiled to assist you with completing your own risk assessment. It is the responsibility of a group representative to carry out specific risk assessments for their organised visit. To help groups complete a risk assessment we offer a free preliminary visit for staff organising a visit.

The preview ticket is automatically included with our group information pack. This is produced specifically for group leaders to view our premises for suitability before making a group booking. During a preview visit, we would welcome any suggestions or specific observations you may wish to bring to our notice, to improve any of the facilities that we have on offer. If you feel unsure about anything, please ask.

Our aim is to provide a safe, enjoyable and memorable day out for our guests and we wish you all a very pleasant and enjoyable trip.

Safari Park Rules

- DO NOT cause distress to the animals by leaping about, shouting or tapping on the glass.
- DO NOT feed the animals, unless stated otherwise.
- DO NOT climb over the barriers.
- DO NOT exit your vehicle in the Animal Reserves.
- DO NOT open or unlock vehicle doors, windows or sunroof when in the Wolf, Lion, Tiger or Wild Dog exhibits, or when near a Camel.

The Park reserves the right to evict any group that breaks these rules, or that allows children to harass other visitors.

Supervision

West Midland Safari Park takes Health and Safety very seriously and expects people in charge of children to act responsibly.

- It is essential that children are supervised throughout their visit.
- The group representative is responsible for group conduct.
- West Midland Safari Park staff will intervene if the behaviour of the group is disruptive.

We would strongly recommend that there is at least 1 adult per 10 pupils, following levels of supervision as recommended by DfES Health and Safety of Pupils on Educational Visits 1998.

The most common risk is the 'trip and fall' accident. Therefore pedestrian and amusement areas are inspected daily. Daily report sheets are completed in these areas and are returned to Management to ensure that the ground operations are monitored at all times.

To ensure that your group minimises the potential for accident, please remind them to obey all signs and keep to the pedestrian areas at all times. It is also advisable to suggest wearing footwear that does not have slippery soles or high heels, especially in damp or wet weather and during evening events.

Hazards Identified

Hazard and risk: Dangerous animals - risk of being bitten.

Controls:

- Supervisory staff present.
- Warning signs in enclosures.
- Feeding of the animals is strictly prohibited, unless stated within an enclosure.
- Doors, windows and sun roof must not be opened when in Wolf, Lion, Tiger or Wild Dog Reserves or when near a Camel.
- It is forbidden for anyone to leave their vehicle anywhere in the animal reserves.
- Safety barriers and/or locks are in place for non close contact animals.
- Supervision by staff at animal handling sessions in Discovery Trail and in the Discovery Room.
- Teacher/Group leader supervision.

Responsibility:

- Group Leader, Teachers, Adult Helpers, Park Staff.

Hazard and risk: Close contact with animals and artefacts - risk of accidental injury or disease contraction.

Controls:

- Hand washing facilities provided in Discovery Trail area with warning and advisory signs displayed.
- Anti bacterial hand gel dispensers provided in Discovery Trail and in Educational sessions.
- Supervision by staff at animal handling sessions in Discovery Trail and in the Discovery Room.
- Feeding animals prohibited, unless specifically stated otherwise. Where visitors are encouraged to feed animals with specific animal feed sold on site, hand wipes are provided with food boxes. Animal feed cannot be guaranteed nut free.
- Regular health screening of animals.
- Areas kept clean, risk animals isolated.

Responsibility:

- Group Leader, Teachers, Adult Helpers, Park Staff.

Hazard and risk: Deep water in lake, Flooded Forest exhibit, Sea lion pool and some rides - risk of falling in water and drowning.

Controls:

- Warning signs.
- Appropriate barriers in place.
- Life rings available near any deep water.
- Staff training.

Responsibility:

- Group Leader, Teachers, Adult Helpers, Park Staff.

Hazard and risk: Climbing on railings, fencing, walls etc - risk of injury from falling.

Controls:

- Safety notices where relevant.
- Teacher/Group leader supervision.

Responsibility:

- Group Leader, Teachers, Adult Helpers.

Hazard and risk: Low lighting levels in Twilight Cave - risk of injury from collisions and tripping.

Controls:

- Warning signage.
- Safety lighting illuminating walkways.
- Hand rails.
- Single direction walk through.

Responsibility:

- Group Leader, Teachers, Adult Helpers, Park Staff.

Hazard and risk: Electric fencing around some enclosures - risk of injury from electric shock.

Controls:

- Electric fence warning signs.
- Physical barriers between the public and the electric fences.
- Exit from vehicles prohibited in Animal Reserves.

Responsibility:

- Group Leader, Teachers, Adult Helpers.

Hazard and risk: Zoo vehicles, including train - risk of being hit by vehicle.

Controls:

- Site speed limit for vehicles.
- Driver training and experience.
- Pedestrian escort for any vehicle passing through a pedestrian area.

Responsibility:

- Group Leader, Teachers, Adult Helpers, Park Staff.

Hazard and risk: General public - child welfare risk

Controls:

- CRB checks for Education Staff.
- Regular head counts.
- Lost children taken to First Aid Hut or Front Office.
- Staff are trained in procedures in dealing with lost children.

Responsibility:

- Group Leader, Teachers, Adult Helpers, Park Staff.

Frequently Asked Questions

Does the Park expose children to water?

Some rides and attractions expose children to water. The pools at the Sea lion Island and Theatre, and the lakes in the Park have safety fencing.

Could any floor surfaces at the Park be slippery i.e. due to water? If so, what measures are in place to prevent accidents?

The outdoor nature of the Park means that it is exposed to weather conditions that can have an adverse affect on surfaces. Care needs to be taken when surfaces are wet. Wherever possible we ensure that floor surfaces are of a non-slip nature.

Are there height restrictions for all rides and attractions?

Some of the rides at the Park do have height restrictions on them. Specific restrictions can be found in the amusement areas.

Do any of the attractions involve being in confined spaces?

Some individuals may feel confined on some of the rides and attractions, however no area can be defined as a confined space.

What are the medical provisions on-site?

There is a full time First Aider on duty every day whilst the Park is open. In addition, full time members of staff who are also qualified to administer first aid, support the First Aider. It is company policy not to administer any pills, creams, potions or sprays. However, the Park does have a small supply of provisions available to purchase on site.

Are there any traffic hazards, if so how are these minimised?

Vehicles are kept to an absolute minimum on the pedestrian area of the Park when it is open to the public. When a vehicle does have to be brought into the areas, there are strict speed restrictions and they will be provided with a pedestrian escort.

Is the food in the canteen clearly labelled?

All food sold on site is clearly labelled in accordance with trading requirements.

What are the Park provisions for lost children?

If any child becomes separated from their group then our lost children point is the First Aid Hut which is located near to the Explorers Cafe, OR our reception area which is located at the main entrance. Anyone who has realised that a member of their party has been separated from them should report it immediately to a member of staff who will inform their supervisor/Manager to alert all managers on the park to be aware of the missing person.

Is there a team of trained staff on hand at all times and briefed in emergency and/or first aid procedures?

West Midland Safari and Leisure Park has a comprehensive emergency plan that has been developed in conjunction with emergency services. Staff are trained in what to do in an emergency.

Is there an evacuation procedure?

The Park has a procedure in place to evacuate guests safely. This will be implemented by fully trained staff. Notices are available in every building stating where the meeting point is in the case of an emergency.

Are there any steep slopes children would have to climb? If so, are there hand-rails to assist them?

Due to the nature of the Park being situated on slight hills, scooter, roller-skates, bikes and children's tricycles are not permitted into the Park. For their own safety we request that children wearing Wheel Heeled shoes (Heeleys) do not activate the wheel part of the shoes and take due care and attention whilst in the park. There are not many steep slopes on the Park, but handrails are provided where necessary.

Is there access for disabled visitors?

Access is available to all attractions at the park for physically disabled visitors. Slopes are provided and hand rails are available to help assist access up and down inclines.

Are the rides/attractions inspected on a daily basis for any hazards?

West Midland Safari and Leisure Park is a member of the British Association of Leisure Parks, Piers and Attractions (BALPPA). Membership deems that a qualified, independent engineer carries out an annual Ride Inspection. No ride can be operated without this test certificate, which is validated by the Association. All rides also undergo rigorous daily testing by our competent onsite engineers.

Are there any steps to negotiate? If so, are there alternatives for guests in wheelchairs?

There are steps around the park, but alternative access is provided where needed.

Is the park clearly sign posted?

The Park is well sign posted throughout and a detailed Park map can be found in our Guidebook which can be purchased on entry.

Are there areas of shade for pupils attending during the summer?

Shaded areas are provided throughout the Park.

Are there glass doors and windows in the Park, if so, do they pose a hazard?

Safety glass is used throughout the Park.

In the event that children do misbehave and climb on railings etc – do staff members take disciplinary action?

The Park has regulations displayed at the entrance. Staff are trained to enforce these regulations for the benefit of all guests. Staff will instruct children to behave where necessary.

Our aim is to provide a safe, enjoyable and memorable day out for our guests and we wish you all a very pleasant and enjoyable trip.

EDUCATION OFFICER

DISCOVERY ROOM ANIMAL RISK ASSESSMENT

West Midland Safari and Leisure Park takes health and safety issues extremely seriously. Due to this we ensure that all animals used are accustomed to being handled on a daily basis. In the interest of hygiene, animal enclosures are cleaned regularly and a strict hand cleaning regime is established at the beginning of every session.

Giant Millipede	
RISK	ACTION
Biting	No risk
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Giant Land Snail	
RISK	ACTION
Biting	No risk.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Tree Frogs	
RISK	ACTION
Biting	No risk.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Snake	
RISK	ACTION
Biting	Any snake handled are medium sized, non venomous and accustomed to handling. If a bite does occur it would be small and unlikely to break the skin. A ranger will secure all the animals and seek medical assistance.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Leopard Gecko	
RISK	ACTION
Biting	All animals used are accustomed to being handled. If a bite does occur it would be small and very unlikely to break the skin. A ranger will secure all the animals and seek medical assistance.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Hedgehog	
RISK	ACTION
Biting	Hedgehogs used are accustomed to handling from a young age and are very reluctant to bite. Trained staff to handle and supervise at all times. If biting occurs staff will secure all animals as well as seeking medical attention.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Rat	
RISK	ACTION
Biting	Rats used are accustomed to handling from a young age and are very reluctant to bite. Trained staff to handle and supervise at all times. If biting occurs staff will secure all animals as well as seeking medical attention.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Rabbit	
RISK	ACTION
Biting	Rabbits used are accustomed to handling from a young age and are very reluctant to bite. Trained staff to handle and supervise at all times. If biting occurs staff will secure all animals as well as seeking medical attention.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Chinchilla	
RISK	ACTION
Biting	Chinchillas used are accustomed to handling from a young age and are very reluctant to bite. Trained staff to handle and supervise at all times. If biting occurs staff will secure all animals as well as seeking medical attention.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

Sugar Glider	
RISK	ACTION
Biting	Sugar Gliders used are accustomed to handling from a young age and are very reluctant to bite. Trained staff to handle and supervise at all times. If biting occurs staff will secure all animals as well as seeking medical attention.
Escape	Kept in secure enclosure. Trained staff to handle and supervise at all times. If escape occurs staff will recover animal.

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