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Managing Group Visits - Risk Assessment.

Please note, this is an internal risk assessment. It will be made available to groups to help and inform them in writing their own risk assessments which they are required to complete, prior to visiting Port Lympne or Howletts parks. We encourage a free pre-visit for the group organiser to help them plan and prepare their own risk assessment. Group organisers are expected to know specific, additional risks that need to be assessed and mitigated for their particular group individuals’ needs, before they arrive on site. They are expected to inform us if there is anything else specific that Port Lympne is required to know, to accommodate a safe and enjoyable visit.

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| Department | Retail | Park | Port Lympne & Howletts |
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| Task | Managing a Group arrival, duration of visit and departure from Park | Reference | GEN001 |
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| This risk assessment should be read in conjunction with the following:Various government publications listed in Strategic Risk Register. |
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| What is the hazard? | Who is at risk?All persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilities.All persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilities.All persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilitiesAll persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilities | How might they be harmed? | Pre-control risk rating | PPE requiredNone – general.Possible Hi -vis jackets for younger groups.NoneNoneNone | 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 |
| Groups of guests or individuals within groups whilst on the park may be at risk of being:* Separated from the main group,
* Lost or disorientated,
* Difficult to manage,
* Subject to physical injury.
 | Guests may find themselves at risk of injury through entering prohibited areas, being struck by vehicles or machinery, trips, slips and falls or other accidental or deliberate act.  | 3 | 3 | 9 | * Organisers are responsible for supervising their group for the duration of their visit by ensuring they follow the routes and paths marked for pedestrians by park signage and maps.
* 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 D of E guidelines.
* Where reasonably practicable, the coordinator should complete a pre-visit assessment at Port Lympne or Howletts park to gain a full understanding of the park’s geography and set up, in case there are issues to consider for individual members within a group e.g. accessibility issues.
* 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 in 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 infrastructure 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 5 mph (fast walking pace), to observe the normal UK 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.
 | 2 | 3 | 6 |
| A critical incident such as a fire or wild animal escape, or other type of incident occurs whilst a group is on 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 | * Contingency plans are in place for all foreseeable emergency situations. These are routinely reviewed and tested, including animal escape and fire safety.
* Staff qualified as first aiders are 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.
* Routine day and night-time security checks are carried out by operational staff.
* Measures are in place to receive emergency vehicles as quickly as possible onto the park if required.
 | 1 | 5 | 5 |
| Additional pay to use experiences during a visit such as Animal Experiences, Vehicle Safari Experiences, (that may involve close observation / contact with animals or off road safari tour areas) | Guest and visitors are at risk of injury or being involved in vehicle breakdown (Safari tours) when taking part in such additional activities.  | 2 | 4 | 8 | * Safety briefs are given to guests.
* Specialist training is provided to staff.
* Staff qualified as first aiders are 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.
* Measures are in place to deal with vehicle breakdown and ensure guest safety during vehicle recovery.
 | 1 | 4 | 4 |
| Accidents in designated play unit areas | Slips, Trips, Falls including falls from height on apparatus. | 3 | 3 | 9 | * Play equipment is constructed, maintained and

inspected to be safe if used correctly.* Soft ‘wood bark’ is applied as floor covering

throughout each play area* Regular safety inspection by RoSPA trained personnel
* Group leader supervision is required at all times
* Play area age restrictions are clearly displayed

Accident response * First aiders are available on site 24/7 in the event of an
* accident.
* All operational staff are issued with a personal radio to promote quick communication to first aid trained staff.
* Procedures are in place to receive emergency service vehicles.
 | 2 | 3 | 6 |
| Accidents within other areas – including:* Mansion gardens
* Mansion Building
* Gatehouse
* Paths and roadways specifically adjoining animal enclosures
* Main car park and adjacent walkways
 | All persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilities | Slips, Trips, Falls, Bites and Stings. | 3 | 3 | 9 | None | Park / Mansion Gardens* Roads, pathways, walkways and steps are the subject of ongoing weekly review by operational staff, defects are reported and addressed / repaired at the earliest opportunity.
* Pond areas have warning signs and if the water is deeper than 15 cm then a life preserving aid is within 5 meters of the water.
* Barriers / fencing / hedging around all footpaths.
* Regular Inspections of trees by our own arborists and bi-annual audits.

Mansion Building and Gatehouse* Absorbent mats in all entrances and exits
* Staff in attendance 24/7 (Mansion)
* Staff in attendance 0900-1700 (Gatehouse)
* Wet patches from rain or spills cleared up immediately with the addition of wet floor warning
* signage
* First aid trained staff on site at all times

Main Car Park* The main car park is inspected weekly, and potholes are identified filled in regularly.
* The walkway from the main car park to the Gatehouse is regularly inspected and faults are reported for immediate review and repair.

Accident response* First aiders are available on site 24/7 in the event of an
* accident.
* All operational staff are issued with a personal radio to promote quick communication to first aid trained staff.
* Procedures are in place to receive emergency service vehicles.
 | 2 | 3 | 6 |
| Adverse / inclement weather | All persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilities | Cold, shivering or onset of cold and flu symptoms. Slips, trips and falls.  | 3 | 3 | 9 | Appropriate weatherproof wear (Adverse weather)Appropriate footwear (Park terrain) | Adverse weather* It is the duty of the group organisers to ensure all groups are suitably attired when attending Port Lympne as visitors in adverse weather conditions; to reduce the risk of individuals becoming cold, wet or increasing their risk of infection from cold / flu etc whilst on site.
* It is the duty of the group organisers to ensure all groups are wearing suitable footwear when attending Port Lympne as visitors in adverse weather conditions; to reduce the risk of individuals slipping, tripping, falling whilst on site.
* Operational staff have a proactive and reactive protocol in place for dealing with adverse weather conditions e.g. a gritting plan for snow, frost and ice. Extreme weather plan – PR Manual.
 | 2 | 3 | 6 |
| Contravening animal enclosure perimeter fencing | All persons within a group, including children, vulnerable adults, the elderly and those with physical and learning disabilities. | Physical harm, injury or distress may occur through gaining access to a prohibited area within an enclosure; through animal attack, show of aggression or close proximity of the animal to the individual or group.  | 2 | 4 | 8 | None | * Enclosures are clearly demarcated tin terms of structure to indicate the animal enclosure perimeter.
* Enclosure perimeters have bespoke fencing (based on the animal enclosed) to prohibit unauthorised access.
* Enclosures are protected by a secondary ‘stand-off’ fencing to ensure a separate barrier is in place to prevent unauthorised access.
* Animals in close proximity, where visitors are separated only by a walking path through the enclosure, have been assessed and deemed as extremely low risk of aggression towards people.
 | 1 | 4 | 4 |
| Illness or infection capable of transmission. | All persons within a group as well as other day visitors, short breaks guests, staff and contractors on the park. | Day visitors, short breaks guests, staff and contractors my become unknowingly infected with a condition or illness having made contact with a group or individuals within a group already known to be suffering from such illness. | 2 | 3 | 6 | None | * Groups organisers have a duty to ensure where possible that group visitors are not knowingly suffering from any illness or infection which could be transmitted on site to others.
* Operational staff on site reserve the right to address a group supervisor if they come into contact with a group individual(s) who clearly shows physical signs of illness or infection; to make the supervisor aware and to establish whether their health condition is such that they should be removed from site for their own health and others either visiting or working on the park.
 | 1 | 3 | 3 |
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| New Safe Systems of Working. * 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.
* Provision of hand sanitiser in some areas of the park as an additional, optional hand cleaning choice for guests, day visitors and groups.
* Guests & day visitors are encouraged to pre book using our web site to minimise queueing on arrival.
* Guest & day visitors are encouraged to pre-book the use of a wheelchair where the issue of accessibility arises, requiring wheelchair use.
* 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.
* Additional mobile lavatories and washrooms are made available in the car parks for guests, visitors and groups during peak seasonal times, to use when entering or leaving the site.
* Operational Staff will routinely and frequently clean their working areas, particularly in restaurants, catering, gatehouse and public toilet facilities areas which are subject to frequent human contact. Yearly
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| Action Required | Regular training, process reviews and ongoing clear guidance | Monitored by | MD | When by | Annually |
|  |  |  |  |  |  |
| Name of assessor | Max Davidson / Louise Horton | Date |  1st June 2024 |
|  |  |  |  |
| Signature |  | Review date |  31st May 2025 |
|  |
| Possible PPE: | Risk assessment: | Likelihood | Severity |
| Adverse weather gear for inclement weather.Hi visibility jackets for younger children in groups.Make sure you specify the type of protection required i.e. safety glasses or goggles, disposable coveralls or fire retardant. |

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|  | **Severity** |
| **Likelihood** | **1** | **2** | **3** | **4** | **5** |
| **2** | **4** | **6** | **8** | **10** |
| **3** | **6** | **9** | **12** | **15** |
| **4** | **8** | **12** | **16** | **20** |
| **5** | **10** | **15** | **20** | **25** |

 | 1 = Very unlikely2 = Unlikely3 = Fairly likely4 = Likely5 = Very likely | 1 = Insignificant injury2 = Minor injuries needing first aid3 = Moderate – up to three days’ absence4 = Major – more than seven days’ absence5 = Catastrophic – death |
| **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**

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| Review of RA general  | LH, MD | 1st June 2024 |
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