

Wonderland Midlands Full Site Risk Assessment 2019-2020

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| CASTLE CATERING AREA/ INDOOR PLAY AREA | | Named Dribble the Dragon's Crazy Castle. Main Castle Area consists of Indoor Soft Play Area, Seating area, Food outlet/Kitchen. Toilets are also located within the Castle (Men's/Ladies/Disabled and baby changing facilities. Castle is fitted with an intruder alarm and fire safety system. | | | | | |
| Date: 09/07/2020 | Review date: 09/07/2021 | Carried out by: ANDREW GRIFFITHS | | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating* L, M or H | What further action is necessary? | Staff member | By when | Done |
| CASTLE COURTYARD Front Doors | Staff and customers The doors could cause injury, if not secured. | Ensuring we check this area regularly and open up/lock up thoroughly. | Low | Regular Daily Checks | Castle Staff | Constant Monitoring | Conducted Daily |
| Hallway | Staff and customers have access to toilets via this hallway they could trip or bump into people if overcrowded. | Have a queueing system for people using the toilets. there is also a first aid kit in this area for all top site uses | Low | Regular Daily Checks | Top site/maintenance staff | On a continuous basis | by the 18.07.2020 |
| CASTLE SEATING AREA Heating/electrics | CASTLE TO REMAIN CLOSED FOR THE FORESEABLE FUTURE | N/A | Low | N/A | N/A | N/A | N/A |
| INDOOR SOFT PLAY AREA Play Area- slips trips and falls | CASTLE TO REMAIN CLOSED FOR THE FORESEABLE FUTURE | N/A | Low | N/A | N/A | N/A | N/A |



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| CHESHIRE CAT SHOP | | <p>Timber/brick construction. At night Steel bars and shutters protect 2 windows that do not open. 1 window slides open and is used to purchase admission tickets. There are 2 doors. One set of doors when open are secured in place. There is a fire extinguisher located behind the counter. The Alice and Queen figures are suspended using strong fishing wire, with more than one hanging point. The Cheshire Cat figure sits upon a shelf. All figures are low voltage. The contents of the shop include a range of giftware, all products have passed safety standard regulations and are priced in the appropriate way</p> | | | | | |
| Date: JAN 2019 | Review date: JAN 2020 | Carried out by: ANDREW GRIFFITHS | | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating* L,M or H | What further action is necessary? | Staff member | By when | Done |
| Slipping on laminated flooring | Staff and customers may slip on wet floor. | Swept and cleaned daily. Yellow wet floor warning sign displayed during/after cleaning. Mats located at doorways | Low | Precautions we already take are sufficient. | n/a | Constant monitoring | n/a |
| Tripping hazards – display stands | Staff and Customers | Stands – having locking devices. Plenty of space around base of stands. | Low | Precautions we already take are sufficient. | n/a | n/a | n/a |
| Electrics | Staff and customers | All appliance PAT tested Unused plug sockets fitted with safety caps Sockets concealed behind units. Plugs not overused. | Low | Checked on a regular basis by electrician. | Site Staff | Monthly | Checked regularly |
| Display units. | Staff and customers | All units are secured to the floor or wall. | Low | Precautions we already take are sufficient. | n/a | n/a | n/a |
| Security | Staff and customers | Cash handling training. Safe located in other building out | Low | Precautions we already take are | Manager | Constant monitoring | Checked regularly |



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| | | of sight to the public to deposit notes out of the till draw. | | sufficient. | | g | |
| Suspended Animated figures | Staff and customers, the figure may fall. | Secured from more than one point. Maintained and checked regularly. | Low | Precautions we already take are sufficient. | n/a | n/a | n/a |

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| CRAZY GOLF | | GENERAL DESCRIPTION OF CRAZY GOLF: The Treasure Island Crazy Golf is a 9-hole course located at the entrance to Wonderland. | | | | | |
| Date: JAN 2019 | Review date: JAN 2020 | Carried out by: ANDREW GRIFFITHS | | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating * L, M or H | What further action is necessary? | Staff member | By when | Done |
| <u>SLIPS, TRIPS AND FALLS</u> Wooden decking Concrete surfaces Sand Areas Green covering Grass | Staff and customers | Area inspected daily. Surfaces swept and cleaned daily. All ramps have rope slides. Walkway marked out by wooden decking and rope barrier. Adult supervision required for younger children. Area closed in extreme weather conditions | Low | Precautions we already take are sufficient. | Site staff | n/a | Constant monitoring |
| ELECTRICAL SUPPLY | Staff and Customers | Electrical supply located within an exhibit – no access to the general public. Access locked at all times. | Low | Precautions we already take are sufficient. | n/a | n/a | n/a |



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| FOOD ACTIVITY/CATERING AREAS | | The tearoom is the main Café within wonderland and is a fully equipped kitchen that serves hot and cold food & drinks and is located on bottom site opposite the gift shop. Within Wonderland we do have 2 other catering outlets also. | | | | | |
| Main Café- Alice's Tea Room | | | | | | | |
| Date: JAN 2019 | Review date: JAN 2020 | Carried out by: ANDREW GRIFFITHS | | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating* L, M or H | What further action is necessary? | Staff member | By when? | Done |
| Incorrect chilling of food | Staff and customers | All fridges and freezers are temperature checked daily and the results recorded. Correct storage of chilled food is used. Date dots used. | Low | Consistent checks which are already implemented. No further action necessary. | Kitchen staff | n/a | n/a |
| Correct cooking of hot food | Staff and Customers | All hot food is temperature checked before orders are sent out. At least one log of each food type is recorded each day. All key staff are trained in Basic Food Hygiene. | Low | Consistent checks which are already implemented. No further action necessary. | Kitchen staff | n/a | n/a |
| Condition/cleanliness of catering outlets/kitchens | Staff and Customers | Daily cleaning rota is in place – includes all work surfaces, walls, floors, storage areas and appliances. | Low | Consistent checks which are already implemented. No further action necessary. | Kitchen staff | n/a | n/a |



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| Faulty machinery (electrocution, burns) | Staff | All machines are well maintained and inspected regularly. All electrical appliances are PAT Tested annually | Low | Precautions we already take are sufficient. | Electrical | Constant monitoring | n/a |
| Suppliers of fresh/dry goods | Staff and customers | Use of reputable food/goods suppliers. All fresh/frozen goods deliveries are temperature checked and recorded on arrival to the premises. | Low | Precautions we already take are sufficient. | Manager | Constant monitoring | n/a |
| Cleaning/use of hot oil fryers (burns) | Staff | Trained and authorised personnel are only permitted to use fryers. | Low | Consistent checks which are already implemented. No further action necessary. | Kitchen staff | n/a | n/a |
| Spillages | Customers and Staff may slip in the event a beverage is spilt | Allocate a member of staff to keeping the eating areas clean, this includes monitoring and spillages that may have occurred. Use of wet floor signs. | Medium | Consistent checks which are already implemented. No further action necessary. | Kitchen and counter staff | n/a | n/a |

First Aid Trained Staff Located in catering areas and various sites around the park with radios & full first aid and burns kits are provided on top site, the tearoom & various other sites around the park. Accident report book is in the manager's office and is filled out by the manager on duty



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| <p><u>KITCHEN APPLIANCES</u> Fryers – (burns/injury/slip, trips and fall, electric shock) Griddle – (burns/injury, electric shock) Microwave (burns/injury, electric shock) Oven (burns/injury, electric shock)</p> | <p style="text-align: center;">Staff and customers</p> | <p>Full induction and training carried out. Used by authorised trained personnel only. Procedure for emptying and cleaning fryers is in place. Fire extinguisher/blanket in place. First aid. PAT tested Annually</p> | <p style="text-align: center;">Low</p> | <p>Consistent checks which are already implemented. No further action necessary.</p> <p>First Aid trained in burns treatment already implemented</p> | <p style="text-align: center;">Catering Staff and First Aiders</p> | <p style="text-align: center;">n/a</p> |
| <p><u>KITCHEN: GENERAL</u> Spillages</p> <p>Exposure to cleaning chemicals</p> | <p style="text-align: center;">Employees</p> <p style="text-align: center;">Employees/Visitors</p> | <p>All Spillages cleared up immediately. Yellow wet floor warning signs displayed during and after cleaning. Kitchen area – access for kitchen personnel only.</p> <p>Used as per COSHH regulations. Safety equipment provided (gloves, aprons) Full induction and training given in the use and storage of cleaning substances</p> | <p style="text-align: center;">Low</p> <p style="text-align: center;">Low</p> | <p>Consistent checks which are already implemented. No further action necessary.</p> | <p style="text-align: center;">Catering Staff</p> | <p style="text-align: center;">n/a</p> |
| <p><u>COUNTER AREA</u> Serving Food and Drink (slips, trips and falls, burns, injury)</p> | <p style="text-align: center;">Employees/Visitors</p> | <p>Full induction and training given. All drinks served with lids. Jug of hot water for bottle warming not allowed in seating area.</p> | <p style="text-align: center;">Low</p> | <p>Consistent checks which are already implemented. No further action necessary.</p> | <p style="text-align: center;">Catering Staff</p> | <p style="text-align: center;">n/a</p> |



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| MANUAL HANDLING Injury | Staff | Trolleys and carts are available to bring stock from storage areas. Instructions on how to lift loads correctly given. | Low | Consistent checks which are already implemented. No further action necessary. | Catering Staff | n/a |
| SLIPS | Staff/employees | Equipment provided to clear up spillages and dry floor immediately. Floor cleaned before opening to allow time to dry. All drinks served with lids to help avoid spillages. Area has adequate lighting. Fryers maintained to prevent leakages. | Low | Consistent checks which are already implemented. No further action necessary. | Catering Staff | n/a |
| TRIPS | Employees/Visitors | No obstacles in walkways. No uneven floors. Non-slip mats | Low | No further action necessary. | Catering Staff | n/a |
| FALLS | Employees/Visitors | All stock easily reached. Steady stepladders available if required. | Low | No further action necessary. | Catering Staff | n/a |
| FIRE AND EXPLOSION | Employees/Visitors | Areas cleared of fat deposits regularly (including vents). Fire extinguishers and fire blankets in place and regularly maintained. No Smoking building. | Low | No further action necessary. | Manager | n/a |



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| TOILETS BY MAIN ENTRANCE | | A block of toilets is located at the entrance to Wonderland. There are men, ladies, disabled and baby changing facilities. | | | | | |
| Date: JAN 2019 | Review date: JAN2020 | Carried out by: ANDREW GRIFFITHS | | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating* L, M or H | What further action is necessary? | Staff Member | By when | Done |
| <u>Hot water</u> | Staff and customers | Caution Sign displayed. | Low | No further action necessary as prevention orders are put in place. | Site Staff | Daily | n/a |
| <u>Baby changing unit</u> | Staff and Customers | Unit located on wall. Pulled down for use and then folds back after. | Low | No further action necessary as prevention orders are put in place. | Site Staff | Daily | n/a |
| <u>Slips, trips and falls</u> | Staff and customers | Cleaned and checked regularly. Yellow wet floor warning signs displayed during and after cleaning. In the case of wet weather then signs will be displayed. | Low | No further action necessary as prevention orders are put in place. First Aid is available if required | Site Staff | Daily | n/a |



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| DIAMOND MINE | | Diamond Mine is an activity for children involving sieving through sand an stone using controlled water, collect stones in order to exchange the for a small bag of gem stones. Signage is clearly displayed in the area advising assistance whilst children play. | | | | |
| Date: JAN 2019 | Review date: JAN 2020 | Carried out by: ANDREW GRIFFITHS | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating* L,M or H | What further action is necessary? | Staff Member | By when? |
| Free Flowing water storing at more than 3 inches | Young children – climbing on and falling into water trough | Water unit stands over three foot and out of reach – Member of staff always present supervising their area. A parent would also always be present | Low | No further action necessary as prevention orders are put in place. | n/a | n/a |
| Plastic bags used for mining ore | Young children putting plastic bags over facial area | Bins are provided for used bags and supervision of children by parents/staff member. | Low | No plastic bags will be accessible to children. Site staff will remove these once refilling. Procedure already in place. | Site Staff | Daily checked. |
| Small Stones | Choking hazard if a child swallow's | Part of the activity involves retaining the stones – supervision from staff member/parent will ensure this is avoided | Medium | No further action necessary as prevention orders are put in place. | n/a | n/a |



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| Consumption of water | Young children | Water is checked daily before trade commences. Chlorine – alkali levels are recorded to identify any irregularities. In the event of ingestion first aid requirement are listed in water testing folder | Medium | No further action necessary as prevention orders are put in place. | Site and Manager | n/a |
| Splinters or slips | All Guests | Top level of the exhibit is not made of wood. Any wood used in the design has been treated. The area is cleared and cleaned every day before the park opens | Medium | No further action necessary as prevention orders are put in place. First Aid available if required. | First Aid Staff | n/a |
| Temperature of water | All users – potential illnesses | The diamond mine activity is not operated from oct – April to ensure water remains at an acceptable temperature. | Low | No further action necessary as prevention orders are put in place. First Aid available if required. | Site Staff and Managers | n/a |
| Cleanliness of users Hands | All users | Antibacterial spray is provided near exhibit with accompanying hand towels. | Low | Consistent checks which are already implemented. | First Aid Staff | n/a |



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| <p>Broken gemstones.</p> | <p>All users</p> | <p>Gemstones are always checked prior to sale and are always given to children in small material bag.</p> | <p>Low</p> | <p>Gemstone are provided by British Fossils Ltd who are an established company who make regular checks.</p> <p>No further action necessary as prevention orders are put in place.</p> | <p>n/a</p> | <p>n/a</p> |
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| COVID-19 GUIDELINES COVERING THE ENTIRE PARK | | The entire park will have safety measures put in place to ensure peoples safety during COVID-19 and to remain going forward.. | | | | | |
| Date: JAN 2019 | Review date: JAN 2020 | Carried out by: ANDREW GRIFFITHS | | | | | |
| What are the hazards? | Who might be harmed and how? | What are we already doing? | Risk rating* L, M or H | What further action is necessary? | Staff member | By when ? | Done |
| Rides | Staff and Customers | <p>All ride stations will be equipped with hand sanitisers for entry and exit of customers and regular use for staff.</p> <p>The rides will be cleaned in between each use by a member of staff</p> <p>Children will sit 2m apart from anybody that is not in their household.</p> <p>Ride Operatives will wear safety visors where applicable</p> | Low | Consistent checks which are already implemented. No further action necessary. | Management | 18.07.20 | |



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| <p>Catering Facilities</p> | <p>Staff and Customers</p> | <p>All catering Facilities will be equipped with hand sanitizers on entry and exit.</p> <p>The catering staff will do clean down regularly throughout the day and at open/close</p> <p>tables will be spaced out 2m apart at all times</p> <p>maximum numbers in the catering facility at any one time</p> <p>table service will be provided</p> <p>throw away menus after every use</p> <p>a queueing system to enter the facility</p> <p>card payment encouraged</p> <p>One way system</p> | <p>Low</p> | <p>Consistent checks which are already implemented. No further action necessary.</p> | <p>Kitchen staff /management</p> | <p>18.07.20</p> | |
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| <p>Toilets</p> | <p>Staff and Customers</p> | <p>Regular clean downs from full time cleaners on a rotation basis.</p> <p>Hand sanitisers on entry and exits</p> <p>Queuing systems & one household using the bathrooms at any one time.</p> <p>Paper towels to dry hands</p> | <p>Low</p> | <p>Consistent checks which are already implemented. No further action necessary.</p> | <p>Cleaners/ Management</p> | <p>18.02.20</p> | |
| <p>Entrances/Exits</p> | <p>Staff and Customers</p> | <p>Hand sanitisers will be provided on entrance and exit.</p> <p>Queueing system</p> <p>Leaflets handed out with COVID-19 information for whilst in the park</p> <p>Screens put up between staff and customers on the kiosks.</p> <p>Regular clean downs of the kiosks</p> <p>Gift shop/Entrance has a one way system with maximum numbers in place</p> | <p>Low</p> | <p>Consistent checks are already implemented. No further actions necessary.</p> | <p>Admissions staff/Cleaners/ Management</p> | <p>18.02.20</p> | |



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| <p>Staff room & character dressing room</p> | <p>Staff</p> | <p>Staggering shift times- to allow staff to sign in and get ready (where applicable)</p> <p>Regular clean downs</p> <p>All costumes will be washed regularly and each character is being given their own items to get ready EG- hairbrushes, make up, headbands and accessories</p> <p>Break times will be limited to 3 people at any one time to ensure enough space is given in the staff room</p> <p>All staff will always be provided with mini hand sanitizers to keep on their person.</p> | <p>Low</p> | <p>Constant checks are already implemented. No further actions necessary.</p> | <p>Operations Manager</p> | <p>18.02.20</p> | |
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| <p>The rest of the attractions within the park</p> | <p>Staff and Customers</p> | <p>One way systems will be put in place where applicable (EG winter wonderland houses)</p> <p>Hand sanitisers will be placed in various different places within each 'site' EG- top site, bottom site, fairy tale houses, crazy golf & dinosaurs.</p> <p>'Lead' characters will be placed in each site to oversee the running of their area and reassure customers or answer an COVID related queries</p> <p>Clear signage & child friendly 2m queuing indicators on the floors/ fences and posts will be throughout the park</p> <p>On entrance and exit we will have a list of guidelines and expectations for whilst visiting the park</p> <p>Free child return leaflets will be handed out to all customers giving them information about our guidelines whilst at the park</p> | <p>Low</p> | <p>Constant checks are already implemented. No further actions necessary.</p> | <p>Management</p> | <p>18.02.20</p> | |
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| | | <p>PREBOOKED tickets only, we have allocated a reduced number of visitors to 300 per day and are only opening these slots online. This will gradually increase as the park has been open longer and in line with government guidelines.</p> <p>All character activities will only be centred around things you can do from a 1-2M distance. We will utilise the main stage where children stand/sit in front of and view the characters from a distance.</p> <p>Any activities we put in place later in the summer will be pre book only. With maximum numbers.</p> | | | | | |
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