

# SCHOOLS AND GROUPS SAFETY INFORMATION AND RISK ASSESSMENT GUIDELINES

## **Supervision of students**

- As per our terms and conditions, students aged 16 or under must be accompanied by a designated adult at all times within the Zoo. To enable you to do this we have generous free adult to child ratios which will have been communicated with you on booking. Post-16 students do not need to be with an adult but accompanying staff must remain within the zoo to supervise and be contactable during the trip.
- You are responsible for supervising your groups at all times. Any disruptive behaviour to DZS staff, animals or other visitors that is deemed to be aggressive or compromise the health and well-being of public or animals will be dealt with accordingly and the whole group may be asked to leave the zoo site.

## **Lost child procedure**

- In the event of a lost child, please speak to the nearest member of DZS staff or volunteer. They will initiate our lost child procedure. Our designated safe space on site is the restaurant so please pass this on to your children in the event of them being separated from the group.

## **Personal belongings**

- DZS can provide a safe place for storing any bags, however DZS takes no responsibility for any lost or stolen item.

## **First Aid**

- There is always a designated First Aider on duty each day. In the event of a first aid incident, please contact the nearest DZS staff or volunteer and they will contact the duty first aider and coordinate with emergency services, if required.

## **Public liability insurance**

- We hold public liability insurance up to the value of £8 million through Hiscox Insurance Company Ltd and Zurich Insurance Company Ltd. A copy of the certificate is available on request.

# RISK ASSESSMENT GUIDELINES

Please find below a list of potential hazards your group may encounter whilst on the zoo site. This information is given to assist you in carrying out your risk assessment of our site. These are designed as guidance notes only and should not be used in place of a full risk assessment. Responsibility for carrying out a full risk assessment for your school's visit to Dartmoor Zoo remains with the school. You are welcome to book a free risk assessment planning visit for two members of staff prior to your planned trip. Please contact [education@dartmoorzoo.co.uk](mailto:education@dartmoorzoo.co.uk) to book in a date for this.

Hazard	Associated risks	Persons at risk	Implemented controls	Residual risk level	School responsibility
Animal contact	Bites and cuts Zoonosis illness Animal escape	All groups	Working procedures to avoid inappropriate animal contact and in the event of animal escape. Signage across site to warn against inappropriate animal contact. Hand gel and hand washing facilities available in animal contact areas. Animals only handled by trained, competent staff. Clear rules set out before any close contact with animals.	Low	Supervise children around site. Ensure no crossing of barriers and enforce adherence to signage. Ensure hand washing following any animal contact and before eating.
Fire	Fire, burns, smoke inhalation	All groups	Site is a no smoking site. Fire risk assessment completed and reviewed regularly. Emergency procedures and appropriate fire equipment in place.	Low	In case of fire or alarm, school staff to take children to the nearest fire assembly point under direction of trained staff.
General public, visitors, and others	Injury to others from exposure to work activities or from general public	All groups	All works to be clear of public area or appropriately barriered off. Zero tolerance policy to unruliness towards staff, animals, or visitors.	Low	School staff to report incidents to DZS staff member who will deal with it accordingly.

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Hygiene	Biological agent infection	All groups	Toilets and hand washing facilities available. All visitors advised to wash hands before eating and after any contact with animals.	Low	Ensure children wash their hands before eating.
Movement of people and vehicles	Injury due to collision with vehicle	All groups	Pedestrian right of way across the site. Authorised vehicles only allowed up the main drive and on site. Staff appropriately trained if driving vehicles on the zoo site. Close supervision of groups in car park, main drive and disabled car park where possible vehicle contact may occur.	Medium	Close supervision of group when in shared vehicle and public spaces.
Play equipment	General injury from slips, trips, and falls	All groups	Equipment designed in line with EN1176. Daily check conducted on park equipment. Signage asking children to be supervised when using equipment.	Low	Close supervision of group when using play equipment.
Safeguarding	Injury to or kidnapping of child or vulnerable person	All groups	All education staff delivering to groups are enhanced DBS checked and have completed safeguarding training. Children only allowed on site with an appropriate number of accompanying responsible adults.	Low	Ensure an appropriate number of adults accompany the group. The adults must supervise the group around the site.
Slips, trips, and falls	Sprain, strain, bruising, cut, abrasion, fracture, concussion	All groups	Daily park check conducted prior to opening. Ramps fitted with non-slip surfaces. Signage across site warning of slippery or uneven surfaces.	Low	Ensure children have appropriate footwear. Take note of hazard signage across site.
Severe weather	Injury from falling branch Animal escape	All groups	Zoo protocols in place to account for extreme weather events, which may lead to on site restrictions or cancellation of visit.	Low	Communication with DZS staff prior to visit if extreme weather forecast.