



PREVENTING OR CONTROLLING ILL HEALTH FROM ANIMAL CONTACT AT VISITOR ATTRACTIONS

Industry Code of Practice



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INTRODUCTION

Every year millions of people visit premises where members of the public, particularly children, are encouraged to view or touch animals.

The purpose of this Code of Practice is to help ensure visitor health and safety by providing sensible, practical and proportionate guidance on preventing or controlling ill health at visitor attractions.

This Code of Practice has been produced by the industry and is aimed at the owners, operators and managers of such visitor premises.

It provides guidance, including pictures and real-life case studies, of practical measures that you can apply at your premises to help you comply with the law and keep visitors safe. The examples are from businesses, ranging from conventional farms that open to the public for one day a year to attractions that may cater for hundreds of thousands of visitors each year.

The code is modelled on 'Managing Visitor Safety in the Countryside, principles and practice' published by the Visitor Safety in the Countryside Group (www.vscg.co.uk).

"The Health and Safety Executive was consulted in the production of this publication. It endorses the sensible, proportionate, reasonable and balanced advice to owners on managing visitor health and safety set out in the industry Code of Practice."

Health and Safety Executive

"The Chartered Institute of Environmental Health supports the adoption and promotion of this Industry Code of Practice and believes that compliance with these standards will be the means to minimise risks to health from visitor contact with animals."

The Chartered Institute of Environmental Health

Context

The Code of Practice is based on guidance from the Health and Safety Executive (HSE) Agriculture Information Sheet No 23(rev2) 'Preventing or controlling ill health from animal contact at visitor attractions' (AIS23), which has been withdrawn. AIS23 was revised following the outbreak of *Escherichia coli* O157 at a visitor attraction in Surrey in 2009. The Health Protection Agency (HPA) set up an Independent Investigation Committee chaired by Professor Griffin the report of which, 'Review of the major outbreak of *E. coli* O157 in Surrey, 2009' was published in June 2010 and can be found at:

<https://www.gov.uk/government/publications/escherichia-coli-e-coli-o157-report-and-recommendations-from-2009-godstone-incident>

The proposal to develop the Code of Practice to replace existing HSE guidance was discussed with Professor Griffin and the Advisory Committee on Dangerous Pathogens.

The Code of Practice has been produced by the Access to Farms partnership which includes representatives of a number of organisations whose members encourage visitors, especially children, to visit their farm attraction, farm or other attraction to view, touch or pet animals.

Access to Farms members



Visits to these attractions have increased significantly over recent years and every year millions of people go to these attractions.

These visits play a valuable part in the education and development of children and young adults, and provide an enjoyable experience for many people. It is uncommon for members of the public to become ill as a result of such visits. However, there have been a relatively small number of cases of serious ill health involving members of the public resulting from exposure to micro-organisms such as *E. coli* O157 and *Cryptosporidium* carried by animals.

As with most activities, visits to farms and farm attractions can never be considered free from risk. However, we believe it is possible to reduce the levels of risk and still provide a valuable and enjoyable recreational and educational experience.

Premises covered by the Code of Practice

These include:

- Farm attractions such as open farms and farm parks.
- Animal contact enclaves within other attractions, including those at zoos.
- City farms or other educational establishments.
- Working farms with livestock that occasionally open to the public, e.g. for school visits or to participate in Open Farm Sunday or similar events.
- Rare breed and rescue centres.
- Agricultural shows or country fairs where livestock are present.
- Travelling menageries or mobile petting enterprises.
- Other similar visitor attractions at which the public have contact with animals.

Whilst the general principles covered in this document are equally applicable to zoos, specific guidance on managing zoonotic disease (disease passed from animals to humans) in zoos is contained in 'Managing zoonotic risk in zoos and wildlife parks'. This can be found at:

<http://www.biaza.org.uk/uploads/Animal%20Management/zoonoticrisk.pdf>

This Code of Practice does not apply to the following destinations except where they may have an animal contact enclave:

- Moors and mountains
- Historic properties
- Forests
- Way marked trails
- Waterways
- Open countryside
- Visitor centres
- Nature reserves
- Footpaths
- Country parks
- Archaeological remains

For these settings, guidance in the 'Managing Visitor Safety in the Countryside: Principles and Practice' booklet is applicable.

The Code of Practice describes the measures that need to be taken to protect visitors. It does not address the health and safety of staff, including employees, volunteers and helpers. Nor is it aimed at premises that offer work experience where children come to carry out work activities. It is also not intended to address premises where agricultural or horticultural activities are undertaken by members of the public such as allotments on city farms and similar premises. We still have a duty to comply with our legal obligations to protect these people and risk assessments for the activities they undertake will need to be carried out.

There are several reasons for managing visitor safety:

Moral: First and foremost we want our visitors to return home happy and satisfied with their experiences. We have a moral obligation to consider their health and safety and protect them from unnecessary or unreasonable risk.

Legal: We have legal duties to ensure the safety of those we do not employ but who are affected by our work—our visitors. These duties are explained in more detail in Chapter 9.

Financial: We need to demonstrate that all reasonable and practicable steps have been taken to reduce the risks, thereby reducing unnecessary costs arising from implementing inappropriate or disproportionate health and safety measures.

Reputation and authority: We cannot create an environment that is free from all risk. However, we must demonstrate to the public, regulators and government that we have done all that is reasonably practicable and within our powers to control or minimise the risks down to acceptable levels. If there is a zoonotic outbreak, we are then in a much better position to defend our position and retain public trust.

Business: Attracting and satisfying visitors is fundamental to many of our businesses. Creating a healthy and safe environment is essential to attract visitors and therefore makes good business sense.

Education: There is an educational benefit from demonstrating how good practice results in healthy and safe visitor experiences, with potential transferable learning value to our visitors.

This Code of Practice covers the building blocks of visitor risk management and aims to improve standards across the industry whilst promoting consistent enforcement by the regulators.

The principles contained within the Code of Practice provide a framework to guide management decisions and ensure that the experiences of visitors are memorable for the right reasons.

Subsequent chapters deal with specific areas of risk management. The headings will be familiar to readers with a background in occupational safety or knowledge of the HSE's Guide to Successful Health and Safety Management (HSG 65).
<http://www.hse.gov.uk/pUbns/priced/hsg65.pdf>

Part 1: PRINCIPLES

CHAPTER 1: WHAT IS RISK?

Consideration of risk is important at several levels:

Potential risk to society

- Reduction of educational and development opportunities. Many children and young adults derive great educational and developmental benefit from visiting our sites, learning through experience.

Potential risk to the individual:

- Personal illness or death
- Long term effects of illness
- Loss of employment, income, or educational opportunities
- Impoverished experience
- Increased costs
- Passing disease onto relations and friends.

It is important to understand how people view and accept risks. People are likely to be less tolerant of risk when:

- They are exposed to the risk whether they want to be or not (involuntary exposure).
- They have no control over the outcome.
- There is uncertainty about what could happen and its likelihood of happening.
- They have no personal experience of the risks involved (fear of the unknown).
- It is difficult to imagine the level of exposure to risk.
- There is potential for a major catastrophe (even though the risk of it happening may be low, should it come about the consequences would be severe).
- The benefits of taking the risks are not clear.
- They are exposed to the risks but others get the benefits.
- The potential illness would result from human failure.
- It involves vulnerable groups including children.

Some of these factors account for people's common misconceptions when asked to rank the relative safety of road, rail and air travel. There is often a mismatch between an individual's perception of risk and that deduced from risk assessment.

Potential risk to your organisation:

- Damage to reputation.
- Loss of income if visitors don't come because they perceive that the risk of harm is too great.
- Civil claims arising from visitor illness, leading to financial loss.
- Prosecution and penalties for breaches of criminal law.
- Impact on the morale and esteem of employees.

Adverse outcomes like these arise from either a failure to recognise and deal with a hazard or through making the wrong response. Our aim is to have the best of both worlds—to introduce risk control measures that are sufficient to safeguard visitors, but do not lessen the attraction.

What are the animal-related ill health risks at visitor attractions?

All animals naturally carry a range of micro-organisms, some of which cause no illness in the animal but can be transmitted to humans. Diseases passed from animals to humans are

known as zoonoses. Some zoonotic diseases may cause ill health; in some cases the diseases may be severe or life threatening. Equally, some are more amenable than others to treatment, and some may leave lasting ill health.

A range of zoonotic diseases can be acquired from animal contact at visitor attractions including:

- *Verocytotoxigenic Escherichia coli* or VTEC of which *E. coli* O157 is one
- *Cryptosporidium parvum*
- *Chlamydia abortus* (formally called *Chlamydia psittaci*)
- Toxoplasmosis
- *Salmonella* spp.

How do people become infected?

People can become infected with micro-organisms through consuming contaminated food or drink, through direct contact with contaminated animals, by contact with an environment contaminated with animal faeces or by being bitten. Very low numbers of micro-organisms can cause human infection.

How safe is a visit to an attraction?

Given an estimated 10 million people visit such attractions each year, we consider the risk of infection to be low.

A review by the Health Protection Agency, published in 2010, found that there were 55 outbreaks of gastrointestinal disease linked to petting farms between 1992 to 2009 in England and Wales. An HPA press release said: “Although the overall risk of infection is low in light of the millions of farm visits each year, these outbreaks—over a 17-year period—led to 1,328 people becoming infected, of whom 113 were hospitalised. Illness ranged from mild through to severe diarrhoea and occasionally more serious conditions. The majority of these outbreaks were caused by *E. coli* O157 (55 per cent) or *Cryptosporidium* (42 per cent).”

We acknowledge that zoonotic disease can be very serious for those affected, particularly young children and the elderly. However, the risk needs to be seen in the context of an historically very low incidence of infection at visitor attractions where the public are encouraged to view or touch animals. Although the number of reported cases of zoonotic diseases varies from year to year, there is no evidence to suggest a substantive increase in the prevalence or incidence of infection in Britain.

CHAPTER 2: GUIDING PRINCIPLES

This chapter sets out the principles that we use to guide us when deciding what actions to take to reduce the risk of zoonotic diseases to visitors. Subsequent chapters expand on these principles.

AWARENESS

Ensure that your visitors know the risks they face.

Visitors should be aware of the risks they face and have the chance to decide whether or not to accept them.

Inform and educate your visitor about the nature and extent of hazards, the risk control measures in place, and the precautions that they themselves should take.

Risk can be controlled through information and education as well as physical measures. People on organised visits, e.g. school trips, can be made aware of hazards in advance through their organisers. Information can be included on the attraction's website and on site maps/plans given to visitors on arrival. Signs and notices at entrances and around the site are also an important means of communicating information.

RESPONSIBILITY

It is reasonable to expect visitors to exercise some degree of personal responsibility.

It is reasonable to expect visitors to follow simple instructions made known to them by staff or on leaflets and signs—such as washing hands before eating, drinking or smoking and washing hands after leaving contact areas.

Visitors should be expected not to touch or approach animals they may be allergic to, or where signs specifically prohibit contact.

It is reasonable to expect parents, guardians and leaders to supervise people in their care.

Parental/carer responsibility should include, for example, supervising children when washing their hands and preventing young children sucking their fingers immediately after handling animals or their environment.

RISK CONTROL

Assess risks

Every attraction should carry out a site risk assessment.

A risk assessment would typically involve: identifying how the public could be exposed to micro-organisms; the likelihood of it happening; the possible consequences, and what measures need to be taken to reduce the risks to an acceptable level. The risk assessment would indicate the need to carry out further assessment after a specified interval, or when there is a change in the activities provided. It should be reviewed regularly to verify risk mitigation strategies are in place and are working.

Risk control measures should be consistent.

Consistency is important within a particular site and between organisations. Note that consistency is not the same as uniformity.

Monitor the behaviour and experiences of visitors to review visitor safety plans.

Learn from experience of incidents and near misses. Add questions about accidents to visitor surveys. Have systems in place for accident reporting and investigation, and for letting others know what lessons you have learned. Monitor changes in the number and type of visitor to ensure risk controls remain valid.

Part 2: PRACTICE

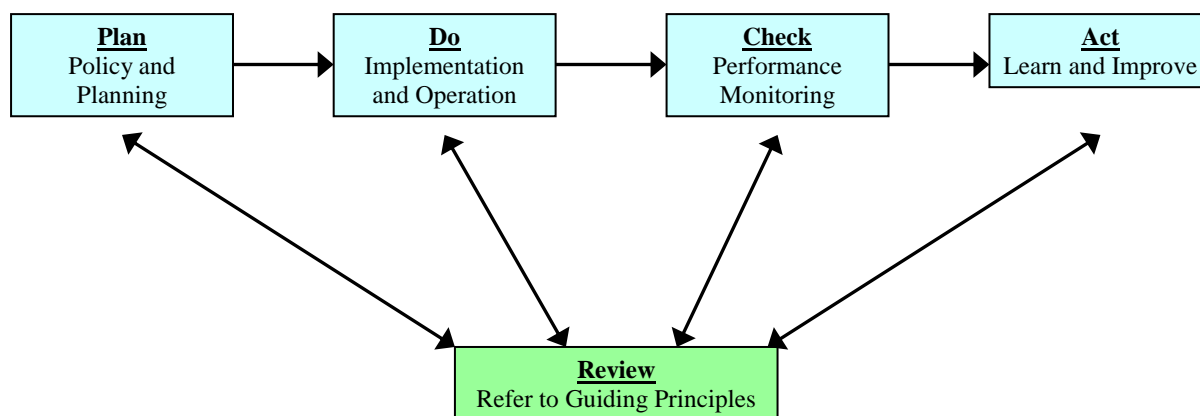
CHAPTER 3: PLANNING AND ORGANISING

This chapter introduces a framework for planning your approach to visitor safety, ensuring that it integrates with other management activities. We build on the general principles set down in recognised management systems.¹ Whilst some of this chapter may be familiar to those in occupational health and safety, it is intended to help the wider range of people involved in visitor safety management.

Elements of an organisation's Visitor Safety Plan

Whatever the size of organisation and resources available, establish a policy for visitor safety and have a strategy for its implementation. Set clear objectives and have a good management plan to achieve them. Learning from experience is important. You should review the outcomes and, if necessary, make changes to improve things.

Visitor safety management is no different to other management processes that demand a systematic approach, as shown in the diagram below.



1. Plan

Policy and strategy development

Developing a policy for visitor safety management and promoting a strategy for its achievement will ensure effective use of your organisation's resources as well as ensuring visitor safety.

An effective policy will:

- Demonstrate the commitment of senior management to visitor safety.
- Integrate visitor safety management with other relevant organisational policies and management activities throughout the organisation.

An effective strategy will:

- Clearly set out how your organisation is structured to deal with visitor safety issues.
- Show where you are now, where you want to be, and set out the steps to get there.
- Identify the resources, in money and staff time, necessary to achieve the objectives.

Planning and organising

Develop plans for visitor safety management at appropriate levels, depending on the size and structure of the organisation.

The types of organisation involved with visitor attractions are varied, ranging from small farms that open to the public one day a year to large enterprises attracting 250,000+ visitors each year. It is reasonable to expect a large attraction to have a detailed safety plan. For a small farm open one day a year a risk assessment would suffice.

2. Do

Implementation and operation

How will you communicate relevant information to visitors?

See Chapter 5 for further information on communication.

Define clear roles.

State who is responsible for carrying out each task, producing overall visitor safety plans, undertaking individual risk assessments and acting on their findings. Be clear who will audit the process and review progress.

List the hazards that your visitors might encounter and assess the risk that they might be harmed.

Risk assessment is central to visitor safety management and is covered in more detail in Chapter 4.

Take care when using generic risk assessments or guidance. They may need adapting to take account of local circumstances. It is essential to use the knowledge of staff and users who are familiar with the site.

3. Check

Performance monitoring

Plan a programme of inspection and keep clear records of your risk assessments and actions.

It helps to follow a written programme of priorities, keeping a record of what has been done and where and listing work planned for the future. You will then be able to demonstrate progress and ensure that the investigation and resolution of any outstanding issues is put into your work programme.

Learn from incidents and near misses.

Incident and accident data is a valuable indicator of risk and provides a measure of performance. Do not ignore near misses, encourage staff to report them and treat them as an opportunity to learn from something that did not quite happen, this time.

4. Act

Learn and improve

Learn from the information that you have gathered and act to make improvements. Incorporate mechanisms into routine work that allow feedback to be used to improve services and safety for visitors, or to explain why no changes are being made.

5. Review

Review against guiding principles

Review is a key part of a management process. Check at each stage that decisions are consistent with the guiding principles. You should measure progress against plans, identify problems and instigate any corrective actions that may be necessary.

1. References and further information

Recognised Management Systems:

- BS 8800–Guide to occupational health and safety management systems
- OHSAS 18001–Health and safety
- HSG65–Successful health and safety management (HSE)

CHAPTER 4: RISK ASSESSMENT

This chapter sets out the steps necessary for successful risk assessment. This includes the information required, a suggested methodology and lists what should be recorded. We also look at the relative merits of different ways of controlling risks and the need to consider controls that reduce risk.

Assessing risks to visitors

There is no universally accepted format for carrying out risk assessments. The HSE recommends a five-step approach for risk assessment in the work place. We have used this model as a basis for assessing risks facing visitors to our premises.

1. Identify the hazards.
2. Consider who might be harmed and how.
3. Evaluate the risks and decide whether the existing risk control measures are adequate or whether more should be done.
4. Record your findings and implement them.
5. Review your assessment and update if necessary.

- **Hazard** is anything with the potential to cause harm.
- **Risk** is the likelihood, high or low, that somebody will be harmed by the hazard, the severity of the harm and the number of people who might be hurt.
- **Risk control measures** are precautions to make an incident less likely to occur and/or the results less severe.

Further information on risk management can be found on the HSE website at:

<http://www.hse.gov.uk/risk/index.htm>

Step 1 – Identify the hazards

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans, in whom they may cause ill health, which in some cases may be severe or life threatening.

VTEC (including *E. coli* O157)

One organism that may be present is the verocytotoxin-producing bacterium *E. coli* O157. *E. coli* O157 can cause serious illness, especially in young children and the elderly in whom symptoms may include bloody diarrhoea and kidney failure. The illness may occasionally be fatal.

You should assume that your animals carry *E. coli* O157 even though they have no signs of this.

Cattle, sheep and goats are the main recognised carriers of *E. coli* O157. The organism may occasionally be found in other animals, especially amongst the mixed species often present at visitor attractions. These include pigs, chickens, horses, donkeys, deer, llamas and alpacas. Farm dogs and wild rabbits can pick up the infection from an infected environment. Infection can also occur in birds such as wild geese. The organism is primarily transmitted through contact with animal faeces (dung). It may also be transmitted by contact with saliva derived from animal grooming activities.

Cryptosporidium parvum

Cryptosporidium parvum is a microscopic parasite predominantly carried by calves, lambs, deer and goats that can cause severe diarrhoea in young children and the elderly. It is capable of surviving for a long time in the environment.

Chlamydophilia abortus

Visitors may also be exposed to *Chlamydia abortus* (formally called *Chlamydia psittaci*), the agent of enzootic abortion and *ovine chlamydiosis* in humans. This bacterium is carried by sheep and possibly goats. In humans, it may cause abortion or flu-like illnesses.

Other zoonoses that may be present at visitor attractions include:

- *Salmonella* spp.
- Orf
- Q fever
- Ringworm
- *Campylobacter* spp.
- Leptospirosis
- Toxoplasmosis

Step 2 – Consider who might be harmed and how

People can become infected with micro-organisms by consuming contaminated food or drink, through direct contact with infected animals, by contact with an environment contaminated with animal products such as faeces, or by contact with saliva.

Very low numbers of micro-organisms can cause human infection.

Anyone can be infected, but children and the elderly are the most vulnerable. Young children are particularly at risk because they are most likely to put contaminated fingers or items in their mouths (including thumb sucking, nail biting and dummies/toys). Women who are, or may be pregnant, and people with weakened immune systems, are also at risk. Only small numbers of the organism are required to cause illness, so just because something (an animal or an object) is not visibly contaminated with faeces, this does not necessarily mean it is free from risk.



Sign advising women about possible health risks

Infection can occur when people come into contact with animal faeces or saliva by:

- Touching or kissing animals in petting areas or during bottle-feeding.
- Feeding, stroking or touching animals through gates or pens.

- Touching gates, or animal pen divisions, or other structures contaminated with faeces.
- Picking up contaminated feed from the floor.
- Removing contaminated footwear or clothing.
- Eating, drinking and smoking with contaminated hands.
- Using contaminated play equipment.
- Touching personal items taken on to the premises that have become contaminated e.g. dropped toys or dummies and pushchair wheels.
- Being bitten.

Step 3 – Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done

The Code of Practice contains a number of case studies outlining how different types of visitor attraction have identified risks and come up with solutions to them. In some cases, the solutions have not only ensured control but lead to an increase in visitor numbers.

The level of overall risk depends on a combination of factors: the likelihood of harm arising; the severity of the harm, and the number of people who might be affected.

When undertaking your assessment you should be aware that:

- All animals (including birds) carry micro-organisms such as *E. coli* O157 that could represent a hazard to human health. Animals carrying infection can still appear healthy.
- Ruminants (e.g. cattle, sheep and goats) carry *E. coli* O157.
- *E. coli* O157 is also found in a range of other animals and birds.
- Although tests are available to detect the presence of *E. coli* O157 and other micro-organisms, a negative test result does not guarantee the animal is free of infection.
- *E. coli* O157 may be introduced to your premises at any time by new stock, wild birds and animals, or by visitors.
- Young stock, stock under stress, pregnant stock or stock that are unfamiliar with people are more likely to excrete micro-organisms such as *E. coli* O157.
- Other animals on the premises, including pets, may acquire the bacterium through contact with faeces etc.

Control measures

Control measures are actions that need to be taken to prevent or reduce exposure to a substance hazardous to health, in this case micro-organisms. Such measures include the layout of the premises (including giving regard to topography); the cleaning of the premises; provision and use of washing facilities; supervision; information, and signage. A combination of control measures will be necessary to protect the health of visitors. To be effective, these measures should be practical, workable and sustainable. They should be reviewed on a regular basis.

Controlling the risk

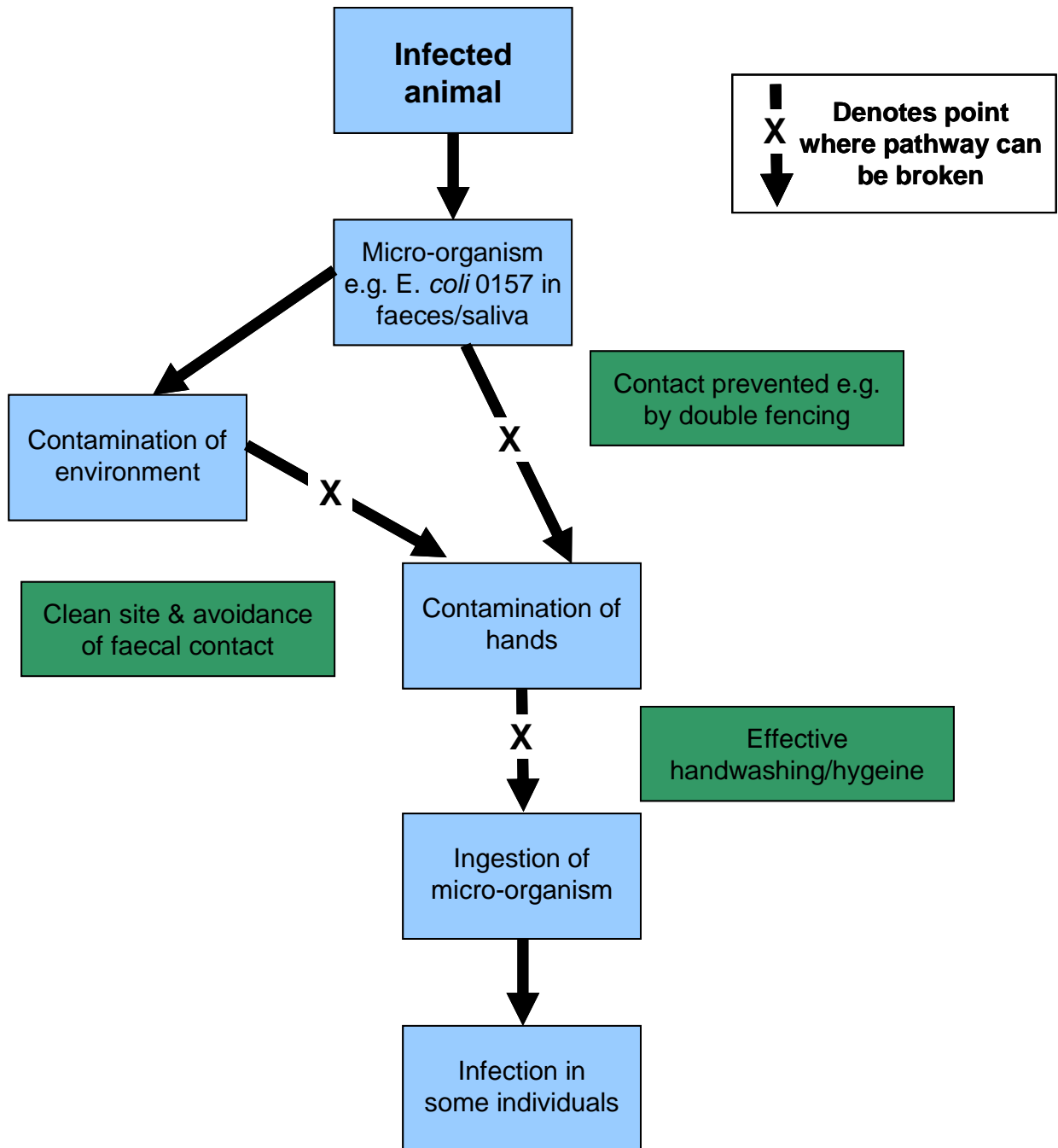
In order to minimise and control the risk you should concentrate on the following:

- Establishing premises layout and routes, including areas to which visitors should not have access.
- Defining, segregating and clearly identifying animal contact areas.
- Defining, segregating and clearly identifying non-animal contact areas.
- Defining, segregating and clearly identifying eating and play areas.
- Providing adequate and suitable washing facilities.
- Providing visitor information and signage.
- Providing training and supervision of staff.
- Establishing livestock management procedures including management of bedding, sick/pregnant/stressed animals and veterinary input.
- Controlling manure/run-off and compost heaps.

These are discussed in more detail in the following sections.

The diagram below shows the risk pathway for micro-organisms such as *E. coli* O157 and demonstrates how the pathway can be broken by control measures.

The risk pathway for micro-organisms



Premises layout and routes

You should:

- Decide which areas you want visitors to have access to.
- Make sure routes around the premises prevent visitors from entering non-access areas, e.g. places where work is going on or where manure is stored.
- Consider how you will prevent entry to non-access areas. For example, providing suitable fencing and warning signs;
- Direct visitors to washing facilities as they leave any animal contact area, before they access eating and play areas and before leaving the premises.
- Avoid directing visitors across tracks or routes regularly used by stock and farm vehicles. If this is not possible, make sure visitors do not have to walk through any build up of faeces, liquid effluent, or soiled bedding material. For example, regularly clear or clean routes used by livestock or when cleaning out pens etc, and provide duckboards or similar so that visitors avoid contaminating their footwear.
- Keep the premises as clean as practicable and ensure areas to which visitors have access are free from any build-up of faeces.



Clear sign on locked gate



Well signed entrance to animal feeding area

Take the following precautions if you intend to use fields that have been used for grazing or keeping stock for recreational activities e.g. picnicking, camping or play area. :

- Keep farm animals off the fields for at least three weeks prior to use.
- Remove any visible droppings, ideally at the beginning of the period.
- Mow the grass, keep it short and remove the clippings before the fields are used for recreation.
- Keep farm animals off fields during use.
- Always wash hands before eating, drinking and smoking.
- Ensure adequate supervision of children, particularly those aged under five.

Animal contact

You should:

- Decide on suitable contact areas where visitors will be able to pet or feed animals.
- Decide which animals are suitable for contact areas. Sick or injured animals should be excluded from contact with the public.
- Not allow the public to enter pens where animals are housed (this is because faeces or contaminated bedding will be underfoot and visitors may themselves carry infections on their footwear that could put your animals at risk).



Do not allow visitors to enter pens where animals are housed

Visitors can be allowed to enter pens or enclosures specifically designed for the handling of animals, such as pens in which lambs are brought into for feeding. These should be closely supervised and be near to washing facilities. Staff should remind visitors to wash their hands after animal contact e.g. feeding the lambs. The staff should also remove faecal contamination from the pen as soon as possible.

- Ensure adequate and suitable washing facilities are available and are used by visitors when leaving contact areas.
- Ensure fencing and other barriers are regularly inspected and properly maintained.
- Ensure that animal contact areas where visitors stand or walk are as free as possible from any faeces, and put in place measures to prevent contamination from liquid manure or surface run-off where necessary.
- Regularly clean and disinfect pen divisions and gates in animal contact areas where visitors are able to touch them. A variety of cleaning methods are available. Not all disinfectants are suitable so take advice from your vet.
- Don't allow faeces to remain on and contaminate walkways or other areas used by the visitors.
- Don't allow contaminated bedding or run-off material to contaminate walkways or other areas used by visitors. Solid boarding at the base of pens can be used to prevent spillage onto walkways.



Do not allow run-off to contaminate walkways



Retain all bedding and faecal material within the pens

- Ensure that eating (including sweets, gum and ice cream), drinking, putting contaminated items in mouths (including dummies, pens and pencils) are discouraged and smoking is prohibited in animal contact areas. Signs should be displayed instructing visitors of this requirement.

- Ensure an adequate number of trained staff for contact areas.
- Where eating and play areas are adjacent to areas containing animals, ensure that measures are provided to prevent members of the public touching the animals, e.g. by providing double fencing. This should be positioned at a distance that will prevent visitors reaching through to touch the animals and to prevent animals reaching over or through the fence to contact people.



Example of double fencing, stock and electric fences used together



Example of double fencing, high and low stock fences

Children can still enjoy feeding animals in non-contact areas



Food is allowed to slide down the pipes into the pen for the pigs



Food is placed in the trailer and by turning a handle the tractor and trailer back out and the food is tipped from the trailer for the cattle

In some non-contact areas, it will not be reasonably practicable to provide double fencing along enclosures where animals are kept. Examples include livestock farms that open occasionally, such as on Open Farm Sunday, or along a farm walk/trail through fields. In such cases, the areas should be clearly signed to inform visitors they are entering a non-contact area and touching, petting and feeding of animals is not allowed. Eating and play areas should be located within non-contact areas. Any decision to rely on single fencing and signage rather than double fencing must be justified in your risk assessment.



Single fencing can be acceptable on farm trails

Case study: Mead Open Farm, Billington, Bedfordshire

This is a commercial attraction with approximately 160,000 visitors each year.

Problem 1

Animal paddocks were not double fenced and play areas and picnic benches were nearby.

Solution

I did not want double fence with stock fencing and rails because this made the animals seem too far away. So, we used high tensile wire with three strands and electrified it far enough away from the main fence so no one could touch it or the animals. We also put standpipes in all the gateways so we can pressure wash the paddock sweeper to avoid contamination of walkways.

Cost: Labour £1,500 Materials £2,195

Outcome

The result is exactly what we wanted. The whole area is now a clean area for picnics and play. And we don't get any goats heads stuck in the fencing!

Problem 2

Stopping contamination of walkways.

Solution

The solution was easy. We put sleepers along the bottom of the gates and in some places we have put sheep hurdles in front of the gates as well to create an area where no one walks.

Cost: Sleepers 2.4mts £18.99 Sheep hurdles £21.00 each.

Outcome

We now have animal areas with no faecal material in the walkways. This has reduced the risk of contamination of footwear.

Eating areas

You should:

- Site eating or picnic facilities away from areas where animals can be contacted, or where wind blown contaminated material (e.g. straw from muck heaps) might be present, and preferably at the end of any farm trail, walk or tour, or outside the main areas of the premises.
- Ensure that visitors have to pass through or by washing facilities before entering eating areas.
- Ensure visitors are advised, e.g. by adequate signage, to wash their hands before eating.
- Exclude animals including captive birds from eating areas. They could contaminate eating areas with faeces. Consider wing clipping, double gates into eating areas and adequate fencing to exclude them.
- Where eating areas are adjacent to animal contact areas, prevent animal contact, e.g. by providing double fencing. This should be positioned at a distance that will prevent visitors reaching through to touch the animals and to prevent animals reaching over or through the fence to contact people.
- Provide adequate waste bins and clear discarded food from eating areas to discourage wild birds and rodents from feeding and contaminating the area.
- Locate ice cream and sweet kiosks in the non-contact areas of the premises, such as the eating areas or at the exit where visitors have passed washing facilities. Remind visitors using the kiosks, by notices or verbally, to wash their hands before touching or eating purchased food or sweets.



This is not acceptable. Where eating areas are situated next to animal contact areas, animal contact must be prevented.



Double fencing to prevent contact with animals



Washing facilities on side of food kiosk



Sign reminding visitors to wash hands before eating or drinking

Play areas

You should:

- Site play areas away from areas where animals can be contacted, and preferably at the end of any farm trail, walk or tour, or outside the main areas of the premises.
- Ensure that visitors are advised, e.g. by adequate signage, to wash their hands before and after using play areas.
- Exclude animals including captive birds from play areas. They could contaminate play areas and equipment with faeces. Consider wing clipping, double gates into play areas and adequate fencing to exclude them.
- Where play areas are adjacent to animal contact areas, prevent animal contact, e.g. by providing double fencing. This should be positioned at a distance that will prevent visitors reaching through to touch the animals and to prevent animals reaching over or through the fence to contact people.
- Ensure that play areas and equipment are designed so they can be cleaned on a regular basis to remove any contamination.



Double fence between play and animal area

Washing facilities

While the primary control measures should focus on reducing and eliminating faecal contamination, the most effective method of removing dirt and contamination remains hand washing with soap and running hot and cold, or warm water followed by hand drying. Soap bars can easily be dropped onto the floor. Liquid soap is a better solution.

Washing facilities should be provided at or near the exits from any area/premises where visitors are encouraged to have animal contact.

Cleansing wipes or anti bacterial gels are not an acceptable substitute for proper hand washing.



Signage or other means of public communication should state this

At temporary events, such as agricultural shows, where suitable permanent washing facilities are provided (e.g. a purpose built toilet and washing block), it is acceptable practice for animal exhibitors or others to provide information and signs to indicate that visitors should use these facilities after contact with the animals. If such general visitor washing facilities do not exist or are not situated close by, it will be necessary to provide suitable temporary washing facilities. Washing facilities should be positioned close to areas where animal contact is allowed.

Guidance for managing risks events such as agricultural shows is available at <http://www.asao.co.uk/>

The provision of adequate numbers of washing facilities and their location is crucial to preventing ill health. Facilities can be individual taps and basins, and/or long sinks with a number of running water outlets. They need to be provided and easily accessible at or near:

- Areas where visitor contact with animals is allowed, such as petting barns. If there is a one-way system for visitors through the contact area they should be provided immediately adjacent to the exit. If there is a two-way flow of visitors they should be provided immediately adjacent to entrances and exits. A one-way system may help to ensure that washing facilities are properly used;
- Entrances to eating areas.
- Exits from the premises.

Washing facilities

An acceptable way to estimate the capacity of washing facilities is to:

- Estimate the maximum number of visitors expected or permitted at one time.
- Consider how many visitors will be in animal contact areas at any time—you may already limit numbers in these areas to allow visitors time to enjoy the experience with the animals.
- Assess the rate at which visitors will leave contact areas, e.g. in large groups such as school parties or a few at a time.
- Estimate the time taken to wash hands effectively, remembering that a thorough hand wash may take up to two minutes.

If you estimate that, for instance, 30 people will leave a contact area every 15 minutes, and each person will take two minutes to wash their hands, you should provide enough washing facilities for four people to use at one time (30×2 divided by $15 = 4$). Make similar calculations for other locations around the premises, such as the main exits or entrances to eating areas.

You can supplement permanent facilities with temporary ones at busy times, e.g. just before the summer holidays, in remote areas of the premises, or for short duration events such as country shows or fairs. Portable units can be hired which have heating, lighting and running water.



Portable hand wash stations

Case study: Dairy farm hosting four school visits a year (50 children)

Problem

HSE issued an improvement notice relating to hand washing and the use of gels.

Solution

Two additional hand wash basins with warm water, liquid soap dispensers, paper towel dispensers and bins were installed. The position adjacent to the calf feeding area was agreed with the inspector. Signage was put up advising people to wash hands. The location was noted in the teacher information pack.

Outcome

More schools are asking to visit since the farm advertised improved washing facilities

All washing facilities should be/have:

- Accessible by all visitors, i.e. at the right heights for both children and adults or with raised standing areas provided for children. Check these do not create tripping or falling hazards.
- Running hot and cold, or warm water (e.g. mixer taps). It is easier to create soap lather with warm water, and it may encourage visitors, especially children, to wash more thoroughly particularly in cold weather. Warm water supplies should be fitted with a means of restricting the temperature to no more than 43°C to avoid scalding.
- Liquid soap as soap bars can be dropped on the floor. Bactericidal soaps are not necessary.
- Paper towels in and near animal contact areas, as they provide an additional opportunity to remove contamination. Elsewhere, hot-air hand-dryers are suitable but may lead to queues that discourage visitors from washing their hands. Reusable hand towels are not suitable.
- Properly maintained and cleaned regularly as required, at least daily.
- Replenished with paper towels and soap as necessary.
- Open or pedal operated waste bins that are emptied as necessary.
- Arranged so that visitor throughput and/or water overflows etc. do not make the immediate vicinity muddy and put people off using the washing facilities.



**Case study: Ouseburn City Farm, Newcastle
(in excess of 20,000 visitors each year)**

Problem 1

Environmental Health would not allow the attraction to open its main pedestrian gates because no hand washing facilities were nearby.

Solution

Money was raised through Newcastle City Council Access Fund to install an external hand washing trough. This is accessible to children, adults and wheelchair users. Installation included a hand washing trough with three sets of hot and cold water taps, water feed, hand towel dispenser and tiling.
Cost: approximately £1500

Outcome

The main pedestrian gates can now be opened, allowing the public to enter the farm without having to go through the visitor centre. The farm entrance is more welcoming and there has been an increase in visitors who all see the external hand washing facilities and use them.

Problem 2

The signage for hand washing was unclear.

Solution

The hand washing toolkit of the Federation of City Farms and Community Gardens was used to produce some A4 laminated signs.

Outcome

There is now clear signage throughout the site, advising visitors to wash hands after touching the animals and showing the location of hand washing. Visitors (including children) are regularly overheard telling each other to wash their hands.

Only in exceptional circumstances, such as premises that open on an occasional basis in the summer, it may be acceptable to provide cold running water only, soap and disposable towels. This must be justified in your risk assessment.

Case study: Molescroft Farms Ltd

This is a large arable farm with environmental stewardship. When there are group visits, neighbouring farms bring cattle and sheep.

During school visits, 30 children attend. Open Farm Sunday can attract up to 250 people. In addition, 300 primary school children visit the Friday before Open Farm Sunday.

Problem

The new toilets and sinks (with hot water) are fine for most visits. However, on the Friday before Open Farm Sunday the hand washing facilities are not adequate to cope with 300 children.

Solution

They made troughs out of clean unused sheet foot troughs and fitted these under a line of taps. Cold water was supplied from two different taps to ensure sufficient water pressure. Liquid hand wash was provided under each tap.



Outcome

Children like it. It is only used during summer so cold water is adequate. During the rest of the year the normal facilities are adequate for the reduced number of visitors. Although it is temporary, the hooks have been left in position so it can easily be put back whenever there are large numbers of visitors (probably every summer now).

Do not provide buckets or troughs of standing water that are shared or reused by several people. They do not allow effective hand washing and reusing water can spread micro-organisms among those using it. Adding a disinfectant to the water does not make the practice acceptable.



**This is not acceptable.
Dirty water will be
contaminated**

It is important to encourage your staff, parents, teachers and others who have responsibility for visitors to make sure that children and other visitors wash their hands properly.



**Parents should ensure
children wash their
hands properly**

**Case study: South of England Agricultural Society
Countryside Day for Schools
(2,500 pupils)**

Problem

Ensuring pupils do not eat or drink in the livestock area and wash their hands before visiting the food hall and prior to lunch. Making sure teachers have all the information and take responsibility.

Solution

At the pre-event briefing for teachers, the importance of hand washing was emphasised and a copy of HSE guidance was given to all teachers.

A map of the site highlighted the location of hand washing facilities. The existing hand washing facilities were checked for adequacy. As a result, lower hand towel dispensers were fitted to ensure children could reach them.

Extra control measures put in place. A one-way system was introduced in the livestock building so that children exited past the toilets. This was pointed out at the briefing and highlighted by signage at the event.

Signs were put up to remind visitors about 'no eating and drinking in the livestock area', 'wash hands before touching food' etc.

Directional signs to toilets were put up on the day.

The refreshment area for animal exhibitors was moved to outside the livestock building.

Outcome

Apart from the lower hand towel dispensers, the actual facilities were not improved. However, organisation was improved and measures put in place to make the event as safe as possible.



Example of a hand wash station on mobile petting attraction.

Cleaning footwear, pushchairs, wheel chairs etc

The layout of the premises should be planned to minimise the likelihood of contamination of footwear, pushchairs, wheel chairs etc. Where this unavoidably occurs, you will need to consider providing suitable facilities to allow visitors to clean contaminated footwear and wheels on pushchairs and wheelchairs. The facilities should be arranged to reduce the risk of personal contamination from manure, liquid run off etc. during the cleaning process and be located so that people can easily wash their hands after this has been done.

Visitor information and signage

Information should be provided to visitors covering the:

- Risks to health.
- Precautions taken to minimise risks.
- Personal responsibility of visitors to minimise risks, including complying with hygiene precautions and carrying out hand washing.
- Site plan, map, route directions or other information as necessary.

An information sheet is available at

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/322846/Farm_visits_avoiding_infection.pdf

The information should be included on the:

- Attraction's website.
- Site maps/plans or other handouts given to visitors on arrival.

Leaflets DVDs, website links or pre-visit packs for schools and other organised groups should be provided to help teachers and others to plan their visit and educate children on safety, prevention of illness and hand washing.

Remember the following:

- Information should include notices at all entrances to the premises to remind visitors of the need for good personal hygiene and to inform them that they should only eat or drink in the designated areas.
- Consider handouts for visitors and stickers etc. about hand washing.
- Signs should be erected in appropriate places reminding visitors to wash their hands when leaving animal contact areas, before eating, before entering and after leaving play areas, and when leaving the premises.
- Washing facilities should have signs showing how to wash hands properly.
- Remember that young children may have dummies or toys that they put in their mouths. You should remind accompanying adults not to put dummies that have fallen to the ground back into their children's mouths.
- Pictograms, audio devices, continuous loop videos or other media may be useful.
- Information should be clearly legible and may be required in languages other than English.



Sign at entrance to animal feeding area



Sign at farm attraction entrance



Signage at the entrance to a visitor attraction

Case study: Odds Farm Park, Wooburn Common, High Wycombe

This is a commercial visitor attraction with approximately 170,000 visitors per annum.

Problem 1

Visitors were not taking notice of hand washing or rules for the animal area.

Solution

To stop children rushing into the animal contact area, a simple picket fence and wooden gate with a high latch was installed to prevent small children from entering without adults.

Secondly, to get visitors to take the animal area rules on board, we made a very basic PowerPoint slideshow using our own photos. This runs silently and continuously on a 50-second loop.



Costs:

Picket fence and gate £200 + labour

Old PC and screen £11 + time

Outcome

The new "gathering area" slows the children down and ensures that they have an adult with them when they enter the animal contact area.

The moving pictures get everyone's attention in this same "gathering area" and they take on board far more of the "rules" before they enter.

HSE, Environmental Health and the customers are all pleased with the efforts.

Chapter 5 contains more detail about the role of information.

Case study: Royal Cornwall Showground, Wadebridge, Cornwall

This agricultural show attracts 127,000 people over three days.

Problem

Public access to livestock areas (cattle, sheep, pigs & goats).

Solution

Numerous permanent and mobile toilet blocks were available on site. Signage advising the use of nearby hand washing facilities within these toilet facilities was erected in livestock areas for those touching livestock.

Outcome

These facilities have been available for a great number of years and therefore no specific improvement can be regarded as having taken place. However, signage increases public perception of the advisability of good hygiene.

Training and supervision

You should:

- Ensure staff are trained and instructed about the human health risks associated with animals and the necessary control measures. Don't forget that training should also be provided for temporary or seasonal staff.
- Ensure staff are trained and instructed on what visitors should or should not do.
- Provide guidance to staff on how to explain the hygiene message to visitors including the importance of thorough hand washing, particularly for children.
- Arrange adequate and appropriate levels of supervision in contact areas. The number of supervisors will depend on the size of the animal contact area and the number of visitors permitted or expected in that area at one time.
- Ensure that children are supervised while they wash their hands. Although this is the responsibility of parents or teachers, in some cases staff may need to help in supervision.
- Remind supervisors in animal contact areas (who may also be there to protect the animals) to ensure that visitors do not eat, drink or put items in their mouths while in these areas and until they have washed their hands on leaving the contact area.
- Ensure supervisors discourage visitors (especially children) from putting their fingers in their mouths, or kissing the animals.
- Stress to your own staff the importance of setting a good example and following good personal hygiene, e.g. thoroughly washing their own hands when necessary, and not eating or drinking in animal contact areas.



Staff should discourage kissing of animals

Livestock management procedures

You should:

- Consider producing an animal or farm health plan in consultation with your vet to help reduce the risks from zoonoses.
- Assess whether animals are healthy before moving them to animal contact areas, but remember that animals carrying VTEC do not necessarily show signs of illness.
- Ensure that animals that have just given birth, or been born, are not put in contact areas.
- Immediately remove any animals showing signs of ill health, such as diarrhoea or stress, from animal contact areas until they have recovered and seek veterinary attention and advice promptly.
- Keep animals and their housing clean.
- Consider whether replacement stock can come from within the premises rather than being brought in (this would reduce the likelihood of new infections being inadvertently brought on to the premises).
- Where possible, source replacement livestock (especially young animals for bottle-feeding) from a reputable supplier with known health status where the stock-keeper will have ensured that they have received an adequate supply of colostrum after being born.
- Try to minimise movement and mixing of animals from different groups. This is particularly important to minimise the shedding of VTEC by ruminants such as cattle, sheep and goats.
- Regularly check all animals on display for evidence of illness, consulting your vet as appropriate.
- Regularly empty and clean water troughs and provide the animals with clean drinking water.

Manure and compost heaps

You should:

- Position manure or compost heaps well away from areas that visitors can access, or fence them off.
- Prevent or contain any liquid run-off where this might contaminate visitor areas or routes.
- Prevent dried contaminated material (e.g. bedding) being blown onto clean non-contact areas.
- Not allow visitors to collect and bag their own compost or manure.



Keep visitors away from manure and compost heaps

Case study: Heeley City Farm, Sheffield

This city farm hosts children and adults with learning disabilities on daytime placements and has approximately 100,000 visitors per annum.

Problem 1: Faeces on paths

Solution All paths are swept down and disinfected before being opened to the public. A gate was put on the stable entrance with a 'sorry we are closed for cleaning' sign. A poster of a clean and unclean path was displayed to give staff/volunteers a pictorial reference of acceptable practice.

(Visitors can be unreasonable about not being allowed in to the stables or having to wait.)

Costs - Gate made from recycled wood, printing and laminating sheet.

Outcome This has improved the facility because all staff work to the same standard. It is good for adults with learning disabilities and children with English as second language.

Problem 2: Animal bedding spilling out

Solution Solid fronts (1/2 height so children can still look through) have been put on to the front of gates and pens in the stables to stop bedding spilling on to clean paths and to stop little children reaching through the bars and touching dirty bedding. It also discourages laddering, where people stand on rails to look at animals with dirty shoes then little children touch the rails and get muck on their hands.

Outcome Solid fronts have reduced the spillage from pens.

Problem 3: Hand washing facilities needed improving

Solution Extra sinks are to be installed outside with hot running water. They will be in the form of taps over a trough to catch the water. Bigger groups of children will be able to wash their hands and staff will find it easier to stand and supervise correct hand washing. Groups of people in wheel chairs, i.e. nursing home residents, can easily wash hands whilst still sat in chairs with staff helping.

Costs - Expensive. The work is part of new £100,000 toilet facilities.

Outcome This will make us more attractive to visiting groups and individuals. We can expand sensory/reminiscence tours for dementia patients.

Problem 4: Attending festivals

Solution We no longer attend events that cannot provide running hot water for hand washing. If we do attend events, animals have to be double fenced and no contact with public is allowed. The cost of a portable hot water washing unit is out of our price range.

Outcome We lose some bookings. People are cross and disappointed not to touch the animals.

Problem 5: Recording

Outcome New recording sheets, daily recording, weekly and monthly deep cleaning schedule.

Costs - Extra staff time for new cleaning system.

Problem 6: Training

Outcome Extra *E. coli* training for staff by a health and safety officer.

Costs - Staff time for the trainer and staff taking time out of normal duties.

Problem 7: Play area

Solution New cartoon signs to prevent eating in the playground. They explain that muck from footwear on play equipment can be transferred to children's hands and so eating is not allowed.

Costs - Staff time to design poster and printing.

Case study: New Forest & Hampshire County Show, New Park, Brockenhurst, Hampshire

This agriculture show attracts 95,000 visitors.

Problem 1: Risk of infection through contact with animals.

Solution A full risk assessment on infection control is completed prior to the event. Visitors are kept to a specific route, minimising the direct contact with animals. All animals are kept in pens. Visitors are not allowed in the car parks and only see the animals once in their pens. Visitors are removed from the area when the animals are moved from their pen to the judging rings.

Outcome Identifies risks. It ensures that the visitors stay away from animals outside of their pens. This reduces contact with the public whilst allowing good viewing. It reduces the risk of visitors touching animals whilst outside of their pens.

Problem 2: Risk of infection from dirty bedding.

Solution Each pen is cleaned and disinfected daily. Fresh straw is then put into the empty pen. The dirty straw is removed from the site. Stockman and stewards are responsible for the removal of faeces produced in the transport of animals. This is especially important when occurring in the walkways.

Outcome It has reduced the risk of infection.

Problem 3: Insufficient knowledge about the need to wash hands

Solution Signage in the livestock marquees informs the public to wash hands after touching animals. Stewards are trained to inform the public that there is a need to wash hands after direct contact with animals. Exhibitors are written to prior to the event informing them of the importance of infection control at the show. Directional signage moves the public from the livestock to the nearest hand wash facilities. These facilities are located close to the marquees to ensure that no one gets lost. Information sheets in schedules and the show programme emphasise the need to use hand wash facilities after touching animals.

Outcome Increased knowledge of the need to wash hands after touching an animal. Ensures that the public know where the nearest facilities are.

Problem 4: Visitors eat food without washing hands.

Solution All food units on site identify the need to wash hands before consuming food. These units are always located next to the hand wash facilities.

Outcome Increased knowledge of the need to wash hands after touching an animal. The risk of infection is reduced.

Problem 5: Facilities are not maintained.

Solution Hand wash facilities are monitored throughout the event with one person for every nine sinks.

Outcome This reduces the risk of facilities becoming unusable.

Step 4 – Record your findings and implement them

You must be able to demonstrate that you have a system in place to spot hazards, but you are not required to record every possible type. Concentrate on the significant hazards that could result in serious harm, or affect several people.

You should keep a record of your assessment where any significant risk is identified, whether or not any further precautions are proposed. This will be useful for later review and for sharing the findings with your site staff.

When writing down your results, keep it simple. A risk assessment is not expected to be perfect, but it must be suitable and sufficient. You need to be able to show that:

- A proper check was made.
- You considered who might be affected.
- You dealt with all the obvious significant hazards, taking into account the number of people who could be affected.
- The precautions are reasonable, and the remaining risk is low.
- You involved your staff or their representatives in the process.

If, like many businesses, you find that there are quite a lot of improvements that you could make, big and small, don't try to do everything at once. Make a plan of action to deal with the most important things first. Health and safety inspectors acknowledge the efforts of businesses that are clearly trying to make improvements.

A good plan of action often includes a mixture of different things such as:

- A few cheap or easy improvements that can be done quickly, perhaps as a temporary solution until more reliable controls are in place.
- Long-term solutions to those risks most likely to cause accidents or ill health.
- Long-term solutions to those risks with the worst potential consequences.
- Arrangements for training employees on the main risks that remain and how they are to be controlled.
- Regular checks to make sure that the control measures stay in place.
- Allocating clear responsibilities – who will lead on what action and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

Step 5 – Reviewing risk assessments

You should regularly review risk assessments as a matter of course.

In addition, they should be reviewed immediately after any significant incident or near miss and following significant changes to visitor activities or working practices on site. Such changes may necessitate additional and/or alternative risk control measures.

The revised findings should be recorded and retained for future reference.

In summary:

- Identify the hazards on your site.
- Know who is using your site and what they are doing there.
- Think about what accidents could happen (or have happened) and how they might be caused
- Decide if current risk control measures are adequate or more needs to be done.
- When introducing new risk controls choose the most effective ones that are practicable bearing in mind their impact on benefits.
- Record your findings and review your risk assessments on a regular basis.

Part 3: SUPPORTING INFORMATION

CHAPTER 5: THE ROLE OF INFORMATION IN RISK CONTROL

This chapter considers the role of information and education in risk control. We emphasise the need to give visitors the knowledge to consider their behaviour so they can take responsibility for their own health and safety.

The management of safety should be an integral part of your overall system to meet all the needs of your visitors. There are opportunities at different stages of the process.

Well-designed safety information should:

- Alert visitors to the nature and severity of hazards and risks and provide information about restrictions.
- Give visitors the information to understand risks to which they are likely to be exposed, and the precautions they should adopt.
- Give information about the nature and extent of risk control measures provided by the site operator.
- Make clear to visitors what is expected of them, on the understanding that they share responsibility for their own safety.

Our aim should not be to disclaim responsibility. Signs and leaflets that state visitors 'enter at their own risk' have little validity in civil law. However, providing safety information that ensures visitors are made aware of hazards should help to prevent accidents and ill health. It may also help to demonstrate that you have acted reasonably in the event of a claim against you if an accident does occur.

Good information can help visitors to develop the skills and confidence to take appropriate responsibility for their own safety.

Different ways of providing information

- Leaflets, posters, tickets and booklets
- Signs (including pictorial), notices and information boards
- Audio and/or video messages
- Use of signs with themed characters/colour coding along the route
- Verbally
- Websites
- Recorded telephone information lines

You should identify any partners to your visitor attraction and work with them to achieve a common information strategy.

Diversity and social inclusion

Think about the needs of different types of visitor. Ensure that any information you publish is accessible for all. Consider different formats, sizes, typefaces, colours and languages.

Communications strategy checklist

- Who is the audience you want the information to reach?
Consider specific audiences, e.g. people new to the site or particular age/ability groups
Don't forget even regular visitors need reminders.
- How is the information going to reach the audience?
Consider information given prior to the visit on a website and at the location through maps, leaflets and signs.
- Have you met the needs of people with varying levels of skill and ability?
- Can your signs be understood by all visitors or their parent/carer/guardian?
- Have you reached your intended audience?
This is hard to assess without research or survey work, but you may get some idea from hits on a webpage.
- Has the information been effective?
Monitor the behaviour of your visitors to see if you have achieved your objectives

SIGNAGE

Advisory, warning and prohibition signs

You may need advisory, warning or prohibition signs to tell visitors about things that have an impact on their visit. However, do not put up signs unless your risk assessment indicates that they are the most appropriate measure for risk control. You may be able to use a better option such as creating a route that avoids the hazard.

When you decide to use signs you must give thought to their content, design, location and maintenance, if they are to be effective.

Advantages:

- Concise means of conveying information.
- Simple pictorial information widely understood.
- Relatively cheap to produce and install.
- Can be used to warn visitors of hazards that are not readily obvious.

Limitations:

- Prone to damage and deterioration so require ongoing maintenance or investment in more expensive versions.
- Can be ignored by intended audience especially if there are too many.
- Limited effectiveness for children.
- Limited value for foreign language speakers.
- Limited value for the visually impaired.
- Visually intrusive in places of beauty or historical significance.

Some additional points should be noted:

- Poorly designed or badly positioned signs are not effective.
- Signs can be used together with other physical measures, such as fencing. They can explain why access is restricted.
- There is no need to provide warning signs where the hazard is obvious.
- Overuse of signs or leaving old signs in place after the hazard has gone undermines their effectiveness.
- The use of signs to disclaim responsibility or liability is not usually appropriate.
- Safety advice can often be incorporated into the content of general information panels.

- Signs must be regularly inspected and maintained.

Sign design

Be consistent in your use of signs. Otherwise the visitor is likely to be misled. Safety signs fall into five categories:

- Prohibitory
- Mandatory
- Warning
- Safe condition
- Fire-fighting

When you are certain that a sign is needed, decide which category is appropriate. There are standard designs and colours for each category. These are prescribed by the Health and Safety (Safety Signs and Signals) Regulations 1996. Although these regulations apply to the safety of employees in work situations, there is great merit in applying them, as far as is practicable, to visitor safety signs.

You can use an information board to give a fuller explanation and incorporate other information about, for example, emergency procedures, management strategy, nature conservation, or environmental protection.

Examples of hand washing signage are available at:
<http://www.farmgarden.org.uk/publications/856-clean-hands-zone-toolkit>

Sign location

Give careful consideration to the position of signs. General warning notices need to be seen on arrival by as many visitors as possible. They are usually located at the main points of access to a property. Signs in car parks are best placed at the point where visitors exit on foot to the place of interest.

Warn visitors about hazards in time for them to take in and act on the information before being exposed to the risk. This can be particularly important for controlling children.

Sometimes small repeat signs are necessary for hazards that recur along a route.

Monitoring and review

Observe how people react to signs and notices to ensure that they are in the correct location, understood and acted upon.

Check them regularly for damage and deterioration.

Remove signs as soon as they become out of date.

The role of education

If your organisation has an education strategy, include visitor safety within the wider educational objectives, particularly when preparing guidance for site visits. Educational opportunities include:

- Direct work with schools and communities.
- Indirect work, for example, via website information.

Work with school and community groups that organise activities in the countryside. Use the opportunity for local staff to explain the guiding principles and emphasise how visitors have some responsibility for their own safety.

CHAPTER 6 – ADVICE TO TEACHERS AND OTHERS WHO ORGANISE VISITS FOR CHILDREN

This advice is for teachers and others who organise visits by children on the precautions necessary to reduce the risk of ill health arising from contact with animals.

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans, where they may cause ill health. Some of these, such as *Escherichia coli* O157 (*E. coli* O157) or *Cryptosporidium parvum* (a microscopic parasite), present a serious health hazard and have the potential to cause serious illness and health problems which may be particularly severe in young children.

As with many other educational or recreational activities, visits can never be considered free from all risk. However, while the hazards are real, the risk of infection in children can be readily controlled by simple everyday measures. The following practical steps will help make your visit even more safe, healthy and enjoyable.

Before your visit, you should:

- Read and understand the advice in the industry Code of Practice, and discuss arrangements for the visit with the management at the site.
- Confirm that the control measures provided at the site match the recommendations in the industry Code of Practice.
- Seek advice from your local authority or organisation on what the appropriate ratio of pupils to teachers/leaders/assistants/parents should be.
- Discuss and agree with the supervisors, parents or staff of the school, crèche leaders of youth organisations etc. their roles and responsibilities during the visit. In particular, they must understand the need to make sure that the children wash, or are helped to wash, their hands thoroughly after contacting animals and before eating.
Key points to cover with the children should include:
 - explaining the rules for the visit, stressing that they must not eat, drink or chew anything (including sweets) outside the areas in which you permit them to do so;
 - explaining why they must wash their hands thoroughly after contact with the animals, and before eating or drinking anything;
 - demonstrating how to wash their hands properly;
 - discussing the requirements for appropriate clothing, including suitable footwear. You should liaise with the attraction to ascertain what this is;
 - checking that cuts, grazes etc on children's hands are covered with a waterproof dressing.

During and after the visit, make sure that the children:

- Are reminded of the rules/precautions to take upon arrival at the site.
- Do not kiss animals.
- Always wash their hands thoroughly before and after eating, after any contact with animals and again before leaving the site.
- Eat only food that they have brought with them or food for human consumption that they have bought on the premises, in designated areas.
- Never eat food that has fallen to the ground.
- Never taste animal foods.
- Do not suck fingers or put hands, pens, pencils or crayons etc. in mouths.
- Where practical and possible, clean or change their footwear before leaving.
- Wash their hands after changing their footwear.

Check that the children stay in their allocated groups during the visit, and that they:

- Do not use or pick up tools (e.g. spades and forks) or touch other work equipment unless permitted to do so by site staff.
- Do not climb on to walls, fences, gates or animal pens etc.
- Listen carefully and follow the instructions and information given by the site staff.
- Approach and handle animals quietly and gently.
- Do not chase, frighten or torment the animals.
- Do not wander off into unsupervised or prohibited areas e.g. manure heaps.

Remember the children are your responsibility during the visit:

- You should supervise them during the visit, especially during hand washing to make sure that each child washes thoroughly. Site staff may be able to help with this supervision.
- Allow plenty of time for hand washing before eating or leaving the site so that the children do not have to rush.

If a member of your group shows signs of illness (e.g. sickness or diarrhoea) after a visit, advise them or their parent/guardian to visit the doctor and explain that they have had recent contact with animals. Please also contact the attraction you visited and inform them of the illness.

Additional advice

Further advice on *E. coli* O157 including a video on hand washing is available at:
<http://www.hse.gov.uk/campaigns/farmsafe/ecoli.htm>

Other advice is available from a number of other government websites including:

<http://www.hse.gov.uk/>

<https://www.gov.uk/government/organisations/public-health-england>

www.hps.scot.nhs.uk/

<https://www.gov.uk/government/organisations/department-of-health><http://www.defra.gov.uk/>

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

<https://www.gov.uk/government/organisations/animal-and-plant-health-agency>

CHAPTER 7: INCIDENT REPORTING AND INVESTIGATION

Incident reporting is an important element in managing visitor safety. We want our visitors to enjoy their experience and return home unharmed. It is essential to learn from incidents and near misses that do occur.

Why investigate incidents?

- To help manage the incident.
- To prevent future similar incidents.
- To check whether your risk control measures are sufficient and effective.
- It may be a statutory requirement. Some cases of ill health to the public must be reported, usually to the environmental health department of your local authority, or to the Health and Safety Executive.
- To provide information in case there is a claim for compensation, or a need to defend a legal action.
- To identify trends in the pattern of incidents or accidents.
- To measure whether your safety record is improving or worsening.

Common obstacles to investigations

- Difficulty in collecting information.
- Fear of blame. To counteract this it helps to create a management culture in which staff and visitors are encouraged to report accidents and near misses.
- Over-complicated reporting systems. Introduce simple and clear systems that minimise paperwork.
- Staff being unaware of the value of the information they supply. It is essential to give feedback and show how things have changed as a result of incident investigations.
- Visitors may not know how or where to report incidents.

Incident reporting procedures

It is important to have a clear process for reporting and investigating incidents. This should include consideration of the need to inform insurers or involve legal advisors if claims are likely to result. You should also consider whether the incident could give rise to media enquiries and how these would be handled.

You are legally bound under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to report certain accidents, dangerous occurrences and types of ill health to the enforcing authority

You must also ensure that the person who investigates an incident has the necessary skills, knowledge and experience.

Many organisations have specific forms to report incidents and record investigations. Often the two are combined. They typically gather the following information:

Basic facts

- Where the incident happened
- What happened
- Date and time
- Who was involved
- Physical site characteristics
- Facilities or equipment involved

- Activities of those involved
- The weather at time of incident (you may also wish to consider details of clothing and footwear worn at the time)
- The nature of actual or potential exposure to possible infection
- Damage to property or environment (actual or potential)
- What control measures, if any, were in place.

Gathering evidence

Evidence is critical to establish the facts and determine the causes of incidents and it should be gathered before any changes are made to the site (other than those necessary to prevent any recurrence), and whilst the events are fresh in people's minds. Information to be gathered should include:

- Photographs or video recordings of the incident/site.
- Witness statements written or recorded.
- Any equipment or infrastructure damaged or otherwise, implicated in the incident.

Be careful when asking for statements at the time of the event from witnesses who may be distressed. It might be more sensitive to ask for an address and telephone number in order to make contact later.

Incident history

The investigator needs to establish whether:

- A similar incident has happened before.
- Recommendations had previously been made to prevent a recurrence.
- If so, were the recommendations carried out?

Causes

If there is not an obvious direct cause to the incident, it is necessary to look beyond the immediate cause of an incident to see if there are important underlying reasons. Often there are several inter-related causes.

Recommendations

Recommendations are actions to lessen the possibility of a similar incident occurring in the future or to mitigate its effect to an acceptable level. Where recommendations are made they should be given a timescale for implementation and responsibility should be allocated for carrying it out.

Review

There should be a review to see if the recommended actions have been taken and to assess whether they were adequate and appropriate. Responsibility for carrying out the review should be allocated to a person with an appropriate level of authority.

CHAPTER 8: DEALING WITH A MAJOR INCIDENT

A number of zoonotic diseases are notifiable under veterinary and/or human health legislation. However, not all zoonotic diseases in animals or humans are notifiable.

The primary purpose of the notification system is to identify possible outbreaks and epidemics and initiate appropriate action as soon as possible. Accuracy of diagnosis is secondary, and generally *clinical suspicion* is all that is required. If the diagnosis later proves incorrect, the notification can be changed or cancelled.

In April 2010, new Health Protection Regulations for England came into force. These include The Health Protection (Notification) Regulations 2010, which made changes to the requirement for notifications of infectious disease.

An Incident or Outbreak Control Team (OCT) will be formed for significant outbreaks of zoonotic disease. Standard principles for managing incidents/outbreaks apply.

Depending on the individual situation and disease, membership of the OCT may include representatives from the:

- HPA's local Health Protection Unit, for example, the Consultant in Communicable Disease Control.
- The local Health Protection Unit and the Consultant etc.
- Primary Care Trust.
- Local acute trust (Microbiologist or Virologist, Infection Control Nurse).
- Other agencies as necessary may also be included, for example, the Health & Safety Executive or the Food Standards Agency.
- Veterinary involvement may be provided by the Animal Health Veterinary Laboratory Agency.

Further information regarding the investigation of zoonotic disease can be found in 'Guidelines for the Investigation of Zoonotic Disease (England and Wales)' issued in April 2009 at:

<https://www.gov.uk/health-protection/infectious-diseases>

CHAPTER 9: THE LAW AND VISITOR SAFETY

This chapter looks at the legislation and court judgements that affect visitor safety and outlines your responsibilities under the law. References in this chapter are to legislation for England and Wales. There are differences in the legislation in Scotland.

Someone injured through your negligence can bring an action for damages against you in a civil court of law. If you are found negligent, you may be ordered to pay compensation for loss of earnings, medical expenses, pain, suffering and the like.

Claims for damages after accidents are perceived to be on the increase, with solicitors and accident claim practitioners touting for new business by offering 'no win no fee' terms. Concern about the growth of the 'compensation culture' led to the introduction of the Compensation Act in 2006. This brought in changes to the law on liability and breach of statutory duty aimed at tackling perceptions that can lead to a disproportionate fear of litigation and risk-averse behaviour. Despite this, Lord Young states in his 2010 report 'Common Sense, Common Safety', the problem of the compensation culture prevalent in society today is one of perception rather than reality. The number of claims for damages due to an accident or disease has increased slowly but nevertheless significantly over recent years. Furthermore, there is clear evidence that the public believes that the number of claims and the amount paid out in damages have also risen significantly.

Not only organisations but also individuals can face prosecution in a criminal court for not complying with legal duties imposed by government legislation. You can be fined, or even face imprisonment if found guilty in a criminal court.

Criminal law

Health and Safety Legislation

Health and Safety at Work etc. Act 1974

A criminal offence will arise from a failure to comply with legal duties imposed by the **Health and Safety at Work etc. Act 1974 (HSWA)** and regulations made under it.

This legislation places a duty on employers to ensure, as far as is reasonably practicable, that in the course of conducting their undertaking, members of the public are not put at risk.

The phrase 'conducting their undertaking' also includes cleaning, maintenance and repair of the plant, machinery and buildings necessary for carrying on the business. The employer cannot delegate responsibility for this duty. Therefore, in effect, you need to consider the consequences of the actions of contractors as well as your employees.

You need to consider the cost and effectiveness of any precautions that you can take to minimise risk of harm. If a precaution is cheap, easy to take and is very effective, then it is reasonable to implement it even if the risk of harm is small. If the risk of harm is great, then more expensive precautions may be reasonable. These decisions need to be balanced against the benefits arising from the site or the activity, as we have considered in earlier chapters.

Enforcement of health and safety legislation

Responsibility for the enforcement of health and safety legislation rests with the Health and Safety Executive (HSE) and local authorities. Their inspectors have powers to investigate incidents and complaints or carry out routine inspections. When there has been a breach of health and safety law the enforcing authority can serve improvement or prohibition notices or prosecute.

The local authority will be the enforcing authority for most visitor attractions.

Where an offence is committed with the 'consent, connivance or neglect of any director, manager, secretary or other similar officer', that person may be guilty of an offence along with the organisation. If the breach in the law results in death, the police are involved and they may refer the case to the Crown Prosecution Service.

The Corporate Manslaughter and Corporate Homicide Act 2007 created a criminal offence of corporate manslaughter in England, Wales and Northern Ireland and corporate culpable homicide in Scotland. This Act applies to all companies, most government bodies, partnerships, trade unions, employers' associations and incorporated charities. Crown immunity has been largely abolished. The Act does not apply to unincorporated bodies such as some charities, friendly societies etc. or individuals.

Corporate manslaughter and corporate homicide investigations are led by the police. They can be lengthy and intrusive. The existing provisions of the HSWA still apply.

Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH)

E. coli O157 and other micro-organisms that may cause ill health are subject to the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended). These Regulations require an employer or self-employed person to:

- Assess the risks to employees, self-employed people and the public from exposure to hazardous substances, including micro-organisms.
- Prevent, or, where this is not reasonably practicable, adequately control exposure to the hazardous substances.
- Introduce and maintain control measures.
- Inform, instruct and train employees about the risks and precautions to be taken.
- Inform visitors about the risks and precautions to be taken.
- Regularly review the assessment and the effectiveness of control measures.

Guidance on COSHH can be obtained from the HSE website
<http://www.hse.gov.uk/coshh/index.htm>

Management of Health and Safety at Work Regulations 1999 as amended

The Management of Health and Safety at Work Regulations 1999 require you to carry out risk assessments to identify hazards and take any necessary steps to reduce the risk of an incident. Regulation 3(1)(b) states that:

'Every employer shall make a suitable and sufficient assessment of the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking.'

In effect this means that your risk assessments should consider the risks to visitors you invite onto your property, or other people who might be affected by your undertaking or your activities.

Regulation 5 states: 'Every employer shall make and give effect to such arrangements as are appropriate, having regard to the nature of his activities and the size of his undertaking, for the effective planning, organisation, control, monitoring and review of his preventive and protective measures.' Where the employer employs five or more employees, the arrangements should be recorded. (We discuss how you can meet these requirements in Chapter 4.)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

You are legally bound under RIDDOR 2013 to report certain accidents, dangerous occurrences and types of ill health to the enforcing authority. They may well send an inspector to investigate. The authority will also investigate complaints made by members of the public. It is essential that you are able to demonstrate that you have effective procedures in place to identify and manage risk

Independent Regulatory Challenge Panel

An Independent Regulatory Challenge Panel has been established to handle complaints about advice given by either the HSE or local authority inspectors and will seek the expert advice of assessors in reaching a conclusion.

Any case where someone believes the enforcing authority is incorrect or has gone beyond what is required to control the risk adequately is eligible for consideration by the panel. The panel will not consider issues where other independent appeals processes exist, such as enforcement notices or prosecutions.

Further information is available at:

<http://www.hse.gov.uk/contact/challenge-panel.htm>

Public Health legislation

Application of the Health Protection Regulations 2010 (England & Wales)

These health protection powers are for use where voluntary cooperation to avert a health risk cannot be secured and where other methods of control are ineffective, unsuitable or disproportionate to the risk involved. The Department of Health has published Guidance that was written by the Health Protection Agency and the Chartered Institute of Environmental Health, which describes how these powers should be used.

Powers that impose restrictions or requirements are conditional on strict criteria being met. The local authority makes an application to a JP who must be satisfied that the **relevant** criteria are met. The criteria cover evidence of infection or contamination, assessment of the potential for significant harm to human health, risk of spread to others and necessity for action to be taken in order to reduce or remove that risk. The legislation also contains **various** safeguards for people who might be subject to the legal measures.

See

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/199773/Health_Protection_in_Local_Authorities_Final.pdf

The measures are contained in the Public Health (Control of Disease) Act 1984 (as amended) together with the Health Protection (Local Authority Powers) Regulations 2010 and the Health Protection (Part 2A Orders) Regulations 2010.

For further information see:

Health Protection Legislation (England) Guidance 2010

Information about Public Health legislation in Scotland is available at:

<http://www.legislation.gov.uk/asp/2008/5/contents>

Civil law

The foundation of most personal injury actions is in proving negligence under common law. An action for damages is brought in the civil courts.

To win an action and be awarded compensation the injured person must be able to demonstrate that they were owed a duty of care, and there was a breach of that duty leading to the injury.

A civil case can also be brought for breach of statutory duty that results in injury or ill health.

Common law duties essentially derive from decisions made by judges over the years. Under common law you owe someone a duty of care if there is:

- sufficient proximity between you and the person injured, and it was
- reasonable to foresee that harm may result from your actions, and
- it is fair, just and reasonable to impose a duty of care on you.

Proximity can be geographical, contractual, or through a care situation (for example between teacher and child). If you breach that duty of care, and foreseeable physical or psychological damage results, then you are liable to negligence. An employer may be held liable for the negligence of his employees (this is called vicarious liability).

The visitor must take reasonable care for his own safety. If he doesn't and comes to harm, then his 'contributory negligence' would lessen any claim against you.

Note that children cannot be expected to appreciate dangers in the same way as adults. It is highly unlikely that contributory negligence could be attributed to the actions of a very young child. Adults, however, will be expected to exercise responsibility for children in their care.

In civil law, the duty of care has been further defined by legislation. Under the Occupiers' Liability Acts of 1957 (OLA57) and 1984 (OLA84), the occupier of premises owes a duty of care to lawful visitors (OLA57) and trespassers (OLA84), by reason of the state of the premises and things done or omitted to be done on them. In Scotland, a similar duty of care is owed under the Occupiers' Liability (Scotland) Act 1960.

The 'occupier' is the person or body that has sufficient control over the premises to be in a position to take the steps necessary to protect people who otherwise may be at risk.

If there is more than one occupier, each owes a duty of care that is in relation to the degree of control each has over the premises.

An occupier has the duty of care and cannot delegate this duty to someone else. So, in effect, you may be responsible for the actions of contractors working on your behalf.

Visitors

Under Section 2(2) of the OLA57, the occupier has:

'A duty to take such care as in all the circumstances of the case is reasonable to see that the visitor will be reasonably safe in using the premises for the purposes for which he is invited or permitted by the occupier to be there.'

You must consider the particular needs of people you invite onto your property.

You must be able to demonstrate that your precautions are reasonable in the circumstances.

You must be prepared for children to be less careful than adults. Furthermore, a warning sign, however clear in itself, cannot warn if the child is unable to read. However, in some circumstances, particularly in the case of a young child, the parent may hold the primary duty of care.

Warning a visitor of dangers might be sufficient to absolve you from liability, but only if it was sufficient to enable the visitor to be reasonably safe.

Under OLA57, you can choose to restrict or exclude your liability by imposing entry conditions. However, the Unfair Contract Terms Act 1977 says that:

'A person cannot by reference to any contract term or to a notice exclude or restrict his liability for death or personal injury resulting from negligence.'

In the case of other loss or damage, liability can only be excluded or restricted if the terms are reasonable.

APPENDIX 1

CHECKLIST

Use the checklist to ensure that you are addressing issues that will help to keep your customers safe from exposure to microbiological contaminants and zoonoses. This document may help you record your COSHH assessment. It can be printed on A3 paper.

PREMISES LAYOUT AND ROUTES	Current standard	Action required	By who	Date
<p>Are the public access areas segregated from the main farm work areas?</p> <p>Areas of the farm to which members of the public have access need to be defined and segregated in order to implement the control measures.</p>				
<p>Are the visitor routes around and through the attraction clearly defined?</p>				
<p>Are the visitor routes kept reasonably clean and free from build-up of animal faeces?</p> <p>Sensible hygiene practices indicate that traffic routes should be clean to minimise risks of contamination of hands and footwear and reduce transfer of faecal matter to non-animal areas.</p>				
ANIMAL CONTACT				
<p>Are adequate washing facilities provided adjacent to areas of animal contact?</p> <p>The primary control measure is good hygiene.</p>				
<p>Are non-contact animals segregated from the public?</p> <p>Access to animals that have been designated as non-contact should be managed in accordance with the guidance.</p>				

PREMISES LAYOUT AND ROUTES	Current standard	Action required	By who	Date
<p>Are the public prevented from entering animal pens (except in staff supervised specific contact areas)?</p> <p>You need to prevent the public entering animal living pens, as faeces or contaminated bedding will be underfoot.</p>				
<p>Are visitors prohibited from eating, drinking and smoking in the animal contact areas?</p> <p>Permitting these activities in areas with recent faecal contamination is unacceptable.</p>				
<p>Is contaminated bedding or run-off prevented from contaminating walkways or other visitor areas?</p> <p>Faeces should not be allowed to remain on and contaminate walkways or other areas used by visitors. Also contaminated bedding or run-off material should not be allowed to contaminate walkways or other areas used by visitors.</p>				
EATING AREAS				
<p>Are visitors in eating areas prevented from contact with animals in adjacent areas? (Remember temporary eating areas such as ice cream vans and sweet kiosks.)</p> <p>Eating in areas where contact is possible should not be permitted and in all cases thorough hand washing is a primary control measure.</p>				
<p>Are visitors advised to wash their hands before eating or drinking?</p> <p>Hand washing after contact with animals or animal faeces is a primary control.</p>				
PLAY AREAS				
<p>Are children prevented from reaching and touching animals in areas</p>				

PREMISES LAYOUT AND ROUTES	Current standard	Action required	By who	Date
adjacent to play areas? Where play areas are adjacent to animal areas, animal contact should be prevented, e.g. by double fencing.				
Are visitors advised to wash their hands before and after using play areas? Visitors should be advised to wash their hands before and after using play areas.				
WASHING FACILITIES				
Have sufficient numbers of washing facilities been provided? Thorough hand washing is a primary control measure.				
Are washing facilities provided immediately adjacent to petting areas, eating areas, or areas where contact with animals or their faeces likely, including exits? Thorough hand washing is a primary control measure.				
Is clean running hot and cold or warm water provided? Thorough hand washing is a primary control measure.				
If only cold water facilities are provided, has a justification by risk assessment been completed? In exceptional circumstances, such as premises that open on an occasional basis in the summer, providing cold running water soap and paper towels only may be acceptable. This must be justified in a risk assessment.				
Is liquid soap provided?				

PREMISES LAYOUT AND ROUTES	Current standard	Action required	By who	Date
<p>Thorough hand washing is a primary control measure.</p> <p>Depending on type and method in which they are used, bars of soap may not be effective and may present additional microbiological risks</p>				
<p>Are personal means of drying hands thoroughly provided?</p> <p>Drying by paper towel or hot-air dryer forms part of the thorough hand washing as a primary control measure.</p>				
<p>Are cleansing wipes or anti bacterial gels prohibited as a substitute for proper hand washing?</p> <p>Thorough hand washing is a primary control measure. Anti bacterial wipes and gels are not an effective means of preventing exposure to <i>E. coli</i> O157 or <i>cryptosporidium</i>.</p>				
<p>Is the water used in hand washing allowed to drain away quickly?</p> <p>Re-using used hand washing water must not be possible.</p>				
<p>Are the segregated/clean picnic and eating areas co-located with suitable washing facilities?</p> <p>Permitting eating in areas where there is the potential for recent faecal contamination is unacceptable and in all cases thorough hand washing prior to eating is a primary control measure.</p>				
VISITOR INFORMATION AND SIGNAGE				
<p>Is information available for visitors about the risks to health, the precautions taken to minimise risk and on the need for good hygiene?</p> <p>Information should be available on the attraction's website, on site maps and other handouts given to visitors on arrival. Leaflets or pre-visit packs should be provided to schools and other organised</p>				

PREMISES LAYOUT AND ROUTES	Current standard	Action required	By who	Date
groups to aid planning.				
Are washing stations clearly signposted on the route around premises?				
Are there signs to instruct on hand washing techniques?				
TRAINING AND SUPERVISION				
Are employees/staff sure about what visitors can and cannot do? The concern is that staff may not appreciate the risk and thus not prevent members of the public from e.g. eating in animal handling areas.				
Are employees/staff sure of how to explain the hygiene message to visitors?				
Are employees/staff sure how to manage difficult and uncooperative visitors?				
Are there arrangements in place to determine and apply adequate and appropriate levels of supervision?				
LIVESTOCK MANAGEMENT PROCEDURES				
Are there procedures for managing the health of the livestock? New animals introduced to the farm, newly born and newly birthed animals and sick animals, may present a broad range of zoonotic illnesses. They are no more likely to have <i>E. coli</i> O157 than any other animals, but their state may mean that they are more likely to shed this organism into the environment.				

PREMISES LAYOUT AND ROUTES	Current standard	Action required	By who	Date
The current guidance provides advice on good livestock management practice and of cleanliness of livestock quarters (see below).				
Are animals reasonably clean and their pens without a build-up of faecal material? Cross contamination risks increase where animals are dirty.				
MANURE & COMPOST HEAPS				
Are manure and compost heaps and their liquid run-off managed and segregated? Is the spread of faecal matter prevented? Sensible hygiene practices indicate that traffic routes should be clear and methods of segregation, typically fences or channels, set to minimise risks of contamination of hands and footwear and reduce transfer of faecal matter to non-animal areas.				

APPENDIX 2

SOURCES OF ADVICE

There are a number of organisations that offer advice and guidance, some of which is freely available and some which is only available to members.

The National Farm Attraction Network <http://www.farmattractions.net>

The Federation of City Farms and Community Gardens <http://www.farmgarden.org.uk>

Farming and Countryside Education <http://www.face-online.org.uk/>

Farms for Schools <http://www.farmsforschools.org.uk/>

The National Farmers Union <http://www.nfuonline.com/>

The National Farmers Union Cymru <http://www.nfu-cymru.org.uk/>

The National Farmers Union Scotland <http://www.nfus.org.uk/>

The Association of Show and Agriculture Organisations <http://www.asao.co.uk/>

Linking Environment and Farming <http://www.leafuk.org/leaf/home.eb>