



# Codes of Practice

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For more information visit: <http://willderland.com/> or



[WILLDERLAND FARM](http://willderland.com/) Registered Charity Number: [1182071](https://www.charity-commission.gov.uk/charity-details/1182071)



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## 1. We Run a Responsible Care Farm

### 1.1 *Legal status and business structure and 1.2 Statement of purpose*

#### **Legal & Business Structure, Statement of Purpose**

Willderland Farm is a Charitable Incorporated Organisation (CIO), registered in February 2019.

The charitable objectives are:

1. Relieving the needs of people with learning disabilities by providing access to a calm natural setting in which they can participate in farming activities
2. To advance the education of the public in the subject of horticulture, animal husbandry, and the natural environment.
3. The conservation protection and improvement of the physical and natural environment by promoting biological diversity and providing opportunities to participate in the enhancement of habitats and species surveys,

The farm is run by 10 trustees, who meet regularly (normally monthly). Agendas are produced before each meeting, and a record is produced following each meeting. Will Birkin the Chair of the Trustees Chairs each meeting and there is a rolling secretary who produces minutes. Further details of how the organisation operates can be found within the CIO constitution.

The land on which Willderland Farm operates, is rented on a rolling 5 year lease, at a cost of £1 per/year.

### 1.3 *Accountancy procedures*

#### **Accountancy Procedures**

Our accounts are administered by an independent examiner Ian Newman.

He is Membership Quality Manager at UHY International and qualified as a Chartered Accountant (ICAEW) in 1993.



## 1.4 Financial sustainability

### **Financial Sustainability**

- We are volunteer led and run.
- A benefactor pays for our annual insurance of ~£1000.
- We currently receive ~£120 a month in regular donations to cover: food and bedding for the animals; annual security fee; annual SF&G fee; sundries; petrol for the tractor; equipment and materials; maintenance.
- Website and Marketing is being conducted for free by a benefactor.
- CIO trustees will cover the costs of vets bills for animals.
- Grants will be sort to cover further capital costs.
- Visitors will be strongly to advised to make a donation, ideally a monthly donation of at least £2 per month.
- We anticipate receiving ~£200 per month shortly following opening in May 2022.
- If there is any shortfall the 10 trustees will collectively contribute, and be reimbursed at a later date.

## 1.5 Insurance

### **Insurance**

Willderland Farm is insured through McClarrons Ltd:

Policy No.	RKL23467/10/74117
Reference No.	XS8478

The insurance is full public liability up to £5,000,000 and insurance liability up to £10,000,000.

All of our items are insured with an excess of £100.

The cover started on 6<sup>th</sup> October 2019 and will be renewed on 5<sup>th</sup> October 2020.

## 1.6 Care Farming

### **Care Farming**

Willderland is registered with Social Farms and Gardens and has completed their Codes of Practice requirements. These will be regularly reviewed in accordance with new guidance.



## 1.7 Feedback

### **Feedback**

Feedback forms will be made available and we will encourage service users to post about their experiences on the website.

## 1.8 The environment

### **Environment**

One of the founding pillars of the educational mission of the Farm is to encourage people to live in a sustainable manner and we must lead by example if this is to have authenticity. This policy shows how we will ensure that as an organisation we make a positive impact on our environment.

#### **Policy**

Willderland Farm aims to

- ◆ integrate the consideration of environmental concerns and impacts into all of our decision making and activities,
- ◆ promote environmental awareness amongst representatives, volunteers and visitors to encourage sensitive and positive interactions within the farm environment,
- ◆ educate and update on all environmental news and factors of pertinence,
- ◆ minimise energy, water and material consumption wherever possible and minimise waste through re-use and recycling (including purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable),
- ◆ promote efficient use of materials and resources throughout the farm including water, electricity, raw materials and other resources, particularly those that are non-renewable,
- ◆ avoid use of hazardous materials and products and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of,
- ◆ purchase and use environmentally and socially responsible products where they are available, economical and suitable,
- ◆ communicate our environmental commitment verbally, via our website, social media and leaflets,
- ◆ continually improve our environmental performance by periodically reviewing our environmental policy in light of our current and planned future activities,
- ◆ promote wildlife by creating, improving and working harmoniously with its ecosystems.

We will meet or exceed compliance with environmental legislation and environmental codes of practice through training for representatives and the monitoring of environmental performance. Relevant Environmental Regulations include

- ◆ Waste (England and Wales) Regulations 2011
- ◆ The Hazardous Waste (England and Wales) Regulations 2005
- ◆ Environmental Protection (Duty of Care) Regulations 1991
- ◆ The Environment Act 1990
- ◆ The Control of Pollution (Amendment) Act 1989

### Action

The policy is implemented throughout the organisation through measures outlined in the annual operational plan for each area.

## 1.9 Livestock, legal obligations

### **Livestock (including legal obligations)**

Requirement	Status
Holding Number and register flock (required for sheep and goats, not chickens)	05/005/0489  234169 – flock number
Identify animals with ear tags	for sheep and goats when arrive, recorded in below table*
Medication administered	Recorded in below table*
Medication storage	In a cabinet in a shipping container
Animal isolation	There are three grazing compartments in which we can isolate one or more animals.



\*

Animal	Ear Tag	Medication	Date Administered
Graham			
Lolly			
Kansas			
Lizzie			
Eloise			
Jasmine			

### *1.10 Animal welfare*

#### **Animal Welfare**

We confirm that our care firm will meet the 5 Freedoms as set out by the RSPCA:

1. Freedom from hunger and thirst
2. Freedom from discomfort
3. Freedom from pain, injury or disease
4. Freedom to express normal behaviour
5. Freedom from fear and distress

### *1.11 Health and safety*

#### **Health and safety**

##### **Scope**

The scope of this policy applies to the premises of Willderland Farm and all persons on the premises. All staff and volunteers at the Farm have individual responsibilities to take reasonable care for their own health and safety and for that of others who might be affected by their acts or omissions. They must cooperate with those persons who are responsible for health and safety to enable them to carry out their duties.

##### **Policy Statement**

It is the policy of the Farm to promote the health and safety of all people on its premises and for that purpose it will:

- Take all reasonably practicable steps to safeguard the health, safety and welfare of all personnel on the premises;



- Provide adequate working conditions with proper facilities to safeguard the health and safety of personnel and to ensure that any work which is undertaken produces no unnecessary risk to health or safety;
- Display the HSE poster entitled 'Health and Safety Law'
- Encourage persons on the premises to co-operate with the Farm in all safety matters, in the identification of hazards which may exist and in the reporting of any condition which may appear dangerous or unsatisfactory;
- Encourage everyone to accept their own responsibility not to endanger themselves or others and to assist actively in fulfilling the requirements and spirit of legislation and good practice;
- Ensure the provision and maintenance of plant and other equipment and systems of work that are safe;
- Maintain safe arrangements for the use, handling, storage and transport of articles and substances;
- Provide sufficient information, instruction, training and supervision to enable everyone to avoid hazards and contribute to their own safety and health;
- Provide specific information, instruction, training and supervision to personnel who have particular health and safety responsibilities (eg a person appointed as a Health and Safety Officer or Representative);
- Make, as far as is reasonably practicable, safe arrangements for protection against any risk to health and safety of the general public or other persons that may arise from the Farm's activities;
- Make suitable and sufficient assessment of the risks to the health and safety of employees and of persons not in the employment of the Farm arising out of or in connection with the Farm's activities;
- Make specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen;
- Provide information to other employers of any risks to which those employers' workers may be exposed to when on the Farm's premises.
- This policy statement and the procedures for its implementation may be altered at any time by the Farm's Board of Trustees ('the Board'). The statement and the procedures will be reviewed every two years by the Board.





## Statutory Duties

Willderland Farm will comply with its duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its workers and of visitors to its premises and, in general, to:

- Make workplaces safe and without risks to health;
- Ensure plant and machinery are safe and that safe systems of work are set and followed;
- Ensure articles and substances are moved, stored and used safely;
- Provide adequate welfare facilities
- Give workers the information, instruction, training and supervision necessary for their health and safety.

In particular, Willderland Farm will:

- Assess the risks to the health and safety of its workers;
- Make arrangements for implementing the health and safety measures identified as necessary by this assessment;
- Record the significant findings of the risk assessment and the arrangements for health and safety measures;
- Draw up a health and safety policy statement, including the health and safety procedures and arrangements in force, and bring it to the attention of its workers;
- Appoint someone competent to assist with health and safety responsibilities
- Co-operate on health and safety with other employers sharing the same workplace;
- Set up emergency procedures;
- Provide adequate first aid facilities;
- Make sure that the workplace satisfies health, safety and welfare requirements, eg for ventilation, temperature, lighting and for sanitary, washing and rest facilities;
- Make sure that work equipment is suitable for its intended use, as far as health and safety is concerned, and that it is properly maintained and used;
- Prevent or adequately control exposure to substances that may damage health;
- Take precautions against danger from flammable or explosive hazards, electrical equipment, noise or radiation;
- Avoid hazardous manual handling operations and, where they cannot be avoided, reduce the risk of injury;
- Ensure that appropriate safety signs are provided and maintained;
- Report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority.



## **Duties of Volunteer Employees**

The organisation expects non-employed (voluntary) workers to observe Health and Safety duties that would be expected of employees. They include the following:

- To take reasonable care for their own health and safety and that of other persons who may be affected by what they do or do not do;
- To co-operate with the Farm on health and safety;
- To use work items provided by the Farm correctly, including personal protective equipment, in accordance with training or instructions;
- Not to interfere with or misuse anything provided for health, safety and welfare purposes;
- To report at the earliest opportunity injuries, accidents or dangerous occurrences at work, including those involving the public and participants in activities organised by the Farm.

## **Duties of Visitors and Contractors**

General visitors to the City Farm should take reasonable care of themselves and any accompanying dependents (particularly young children). Those visitors that are vulnerable adults or children should be accompanied by their carer(s) at all times.

Contractors working on site should report any concerns relating to their own safety or suspected unsafe working practices to the trustee or volunteer manager present.

## **Organisation of Health and Safety**

The Board will appoint a Health and Safety Officer who will:

- Have a broad overview of H&S matters
- Keep H&S policies under review
- Ensure risk assessments are carried out
- Take action as necessary to ensure all H&S policies are fulfilled
- Update the board as necessary on H&S policy

## **We have fulfilled HSE “The basics for your business”**

- Competent Person (Health and safety) – Samuel Hurst
- Information and training – Identified what training is required.
- Insured
- Prepare Health and Safety policy – V1 prepared
- Have the right facilities – Toilets, washbasins, welfare facilities
- Risk Assessment



- Record accidents and incidents
- Report accidents and illness (RIDDOR)
- Consult (trustees and volunteers on H&S policy)
- Displayed HSE poster

## **Health and Safety Rules**

Everyone on site must exercise ordinary care to avoid accidents in their activities comply with the following general rules and with any further rules which the Farm may publish from time to time.

### Accident Book

Any injury suffered by a volunteer or visitor on the Farm's premises, however slight, must be recorded, together with such other particulars as are required by statutory regulations, in the accident book maintained by the Farm and or in electronic format.

### Fire Procedures

All personnel must familiarise themselves with the fire assembly point.

### Equipment and Appliances

No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of the Farm and any directions for the use of such must be followed precisely.

### Safety Clearways

Doorways and paths must be kept free of obstruction

### Maintenance

Defective equipment, furniture and structures must be reported as such without delay.

### Hygiene and Waste Disposal

Facilities for the disposal of waste materials must be kept in a clean and hygienic condition. Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned.



## **Food Hygiene**

On site only drinks of water, tea, and coffee will be provided. And snacks, including, cake, fruit, biscuits. Etc.

- The main responsibilities for all food businesses under the Food Safety Act 1990 are:
- to ensure you do not include anything in food, remove anything from food or treat food in any way which means it would be damaging to the health of people eating it
- to ensure that the food you serve or sell is of the nature, substance or quality which consumers would expect
- to ensure that the food is labelled, advertised and presented in a way that is not false or misleading

Specific hygiene requirements when handling or preparing food include:

- Regularly wash hands before and during food preparation and always after using the lavatory;
- Tell your supervisor of any skin, nose, throat or bowel problem;
- Ensure cuts or sores are covered with waterproof dressings;
- Keep yourself clean and wear clean clothing;
- Remember that smoking in a food room, and other enclosed spaces, is illegal;
- Never cough or sneeze over food;
- Clean as you go;
- Keep all equipment and surfaces clean;
- Prepare raw and cooked food in separate areas;
- Keep perishable food covered and either refrigerated (less than 8°C) or piping hot (above 63°C); Ensure waste food is disposed of properly;
- Keep the lid on the rubbish bin and wash your hands after putting waste in it;
- Avoid handling food as far as possible;
- Tell your supervisor if you cannot follow the rules;
- Advise your supervisor of any defects or concerns regarding the facilities - e.g. uncleanness, refrigeration malfunction or cracked food preparation surfaces.

## **Alcohol, Drugs and Tobacco**

The Farm operates a Smoke Free policy across the site. The use of drugs (except under medical supervision) on the premises are prohibited at all times. The use of intoxicants is prohibited during working hours and no employee may undertake their duties if under the influence of alcohol or drugs, except under medical supervision.



## **Cleaning Materials, General Machinery and High Risk Areas**

- All visitors must take care if they step off the eco-grid paths, because the ground will be uneven.
- All visitors should avoid the site boundaries, as there are hawthorn and blackthorn hedges, barbed wire and anti-climb paint.
- All visitors should take care when near the pond.
- All portable machinery – including the two wheeled tractor - must be switched off and unplugged when not in use.
- Wandering cables are a hazard; use with caution and safety in mind.
- Use protective clothing and equipment provided and as instructed on machinery/equipment/material (It is the duty of a worker to report any loss of or defect in protective clothing or equipment)

## **Risk Assessments**

There are risk assessments tailored for the type of activity and capabilities of people participating.

## **Health and Safety Signs**

There are H&S signs across the site to remind volunteers and visitors of key hazards and how to manage them in order to be safe.

### *1.12 Networking*

## **Networking**

Willderland Farm is committed to engaging with a wide range of partners in the community in order to ensure the fullest possible utilisation of its services and facilities, especially for its key identified users. These partners include local authorities, care providers, charities, individuals, and community and environmental groups.



## **2. We Care About the People Who We Work With**

### *2.1 Preliminary meeting with service user and communication with commissioners*

#### **Preliminary Meeting with Service Users Policy**

- Initial contact will normally be via the contact form on the website.
- Willderland Farm will respond, requesting pertinent information regarding the service user (or service user groups) needs and explain the scope and limitations of our offer.
- Should Willderland Farm and the service user (or service user group) feel it is appropriate to progress, one off site meeting will be arranged to see how the service user (or service user group) reacts to the environment.
- If the experience is positive for the service user (or service user group) and they agree to adhere to all Willderland policies, then a more regular arrangements for therapeutic experiences can be arranged,

### *2.2 Induction*

#### **Induction Policy**

- Willderland farm has no paid staff, we are volunteer run.
- Volunteers who take a specific management role, will be inducted by following the procedure:

#### *Tour of site and policies review – with a member of the board of trustees*

1. Review full range of policies and volunteer to sign a document to agree to adhere to them.
2. Site tour and explanation of the range of activities hosted.
3. Assist in providing a therapeutic experience to a service user(s)

#### *Attendance at a trustee meeting*

Attend a trustee meeting to better understand organisational governance.



## 2.3 Service user contract

### **Service User Contract**

Individuals and groups accessing Willderland are expected to adhere to the Farm's policies and procedures, e.g., in respect of health and safety, environmental responsibility, and equality of opportunity. Otherwise, individuals or groups accessing our facilities are subject to the policies and procedures of the service or organisation which provides their support, e.g., day centre or school. Under no circumstances will groups or individuals be permitted to access Willderland unaccompanied by their staff or, as applicable (e.g. in the case families or individuals), other legally responsible guardian.

In the event that Willderland enters into a formal contract with an organisation or service, arrangements will be subject to the specific terms pertaining to said contract.

Each service user or organisation will be provided with the Service User Pack and the Codes of Practice and asked to sign that they have read, understood, and agree to adhere to the policies and guidance contained within.

## 2.4 Safeguarding

### **Safeguarding Adults Policy**

#### **Contents**

- Introduction
- What is abuse
- Duties & responsibilities
- Confidentiality
- Procedure
- Recruitment: Protecting Adults from Harm

#### **Appendices**

- Willderland Farm Safeguarding Lead
- Important Safeguarding Contacts

### **Introduction**

Adult Safeguarding is a process of protecting adults with care and support needs (referred to in this policy as "adults") from abuse, exploitation, or neglect. Willderland Farm is totally committed to ensuring that adults who use our services are not exploited or abused, and that our working practices take every reasonable precaution to protect those people using our services. If abuse is reported to us, or staff suspect or identify abuse or neglect, this policy outlines what steps are to be taken. This policy is based on the Care Act 2014 and



uses guidance issued by HM Government (<https://www.gov.uk/guidance/care-and-support-statutory-guidance/safeguarding>).

Adult safeguarding duties apply to any adult who:

- has care or support needs;
- is experiencing, has experienced, or is deemed to be a risk of, neglect, abuse, or exploitation;
- as a result of the above factors, is judged unable to properly protect themselves from potential abuse or neglect.

Safeguarding duties apply regardless of who provides a person's care and support needs, e.g., private carer, family member, local authority, charity, etc.

Examples of adults with care and support needs include: an older person; a person with a physical disability learning disability, or sensory impairment; a person with mental health needs, including dementia, personality disorder, or depression; a person with a long-term health condition; a person whose capacity to live independently is impaired by alcohol or substance dependence; a person identified as vulnerable for another reason, e.g., is an asylum seeker or refugee. This list is not exhaustive and other categories would apply.

The duties apply regardless of whether or not the person has the ability to make specific decisions for themselves at specific times. There may be times when a person has care and support needs and is unable to protect themselves for a specific and time-bound period.

It should be noted that the policy for protecting adults who may be at risk of abuse or neglect has been framed with due reference to the principles of the Mental Capacity Act (2005). This Act establishes a duty upon providers of all services working with potentially vulnerable adults to assume a priori capacity of individuals to make decisions on their own behalf.

### **What is abuse?**

Abuse is a violation of an individual's human and civil rights by another party, e.g., individual or service. Abuse might be unintentional or deliberate; what matters, however, is whether the vulnerable person is harmed. Abuse, neglect, or exploitation may be systematic and sustained, or occur just once.

Abuse and neglect can take many forms, and consequently the list that follows is not be understood to be comprehensive.

Types of Abuse: Institutional; Psychological; Emotional; Physical; Sexual; Financial; Neglect (deliberate, or by omission); Institutional; as a result of Discrimination, e.g., racial, sexual, age; Modern Slavery; exposure to religious or political Radicalisation.





## **Duties and Responsibilities**

All trustees and volunteers have a duty to be vigilant to signs that an adult with support and care needs might be experiencing abuse, neglect, or exploitation. There is a duty to respond to any allegation or suspicion by following the reporting procedures that follow. Willderland Farm has a designated Safeguarding Lead and all concerns relating to adults with support needs should be referred to them.

## **Confidentiality**

Any adult who reports abuse, or whom Willderland Trustees or volunteers suspect may be subject to abuse, must be made aware (so far as their mental capacity permits) that it cannot be guaranteed that the principle of confidentiality will apply in such circumstances. **It is the policy of Willderland Farm that the safety and wellbeing of adults using our services takes precedence over all other considerations, even where an individual is judged to have mental capacity.**

## **Procedure**

Where a Trustee or volunteer suspects abuse or neglect is occurring, they should bring this to attention, verbally or in writing, of the Safeguarding Lead. Where an individual reports abuse, neglect or exploitation to a Trustee or volunteer, the latter should take the following steps:

- Reassure the individual and tell them they have done the right thing in speaking to you;
- Explain what will happen next, with reference to Willderland Farm safeguarding procedure and the issues relating to Confidentiality, as discussed above;
- Make a written note of what is reported to you, including the individual's name, date and time, the date of the alleged abuse, such details as the individual is able or willing to provide, your name;
- If the allegation (or suspicion) of abuse or neglect relates to a Trustee, volunteer, or other individual using Willderland Farm, you must ensure that the adult does not have further contact with this person, while ensuring, so far as it is possible, that the latter is not aware of the reason for this;
- Where the adult concerned is in imminent threat of physical or other harm, or has already experienced such harm the matter should be reported immediately to the Police and (as necessary) Ambulance Service.
- Note, that when recording allegations of abuse or neglect, you must avoid asking leading questions, giving opinions, or expressing belief or disbelief of the veracity of the alleged abuse or neglect being reported to you.

While in all circumstances suspicion or allegations of abuse or neglect should be reported to the Safeguarding Lead, it is understood that this may not always be possible or practical. In this instance, Trustees or volunteers should refer to the useful contacts details in the Appendices of this policy document.



It should be noted in relation to the safeguarding procedure that the overwhelming majority of adults utilising Willderland Farm will be accompanied by staff from the organisation, e.g., local authority, private company, charity, etc., who provides their care. These will have their own policies and procedures relating to protecting the adults they support from harm. Consequently, in instances where it is suspected that abuse or neglect is occurring, Willderland Farm Safeguarding Lead may judge it appropriate to speak initially to staff from the organisation which provides the support for the adult concerned. This will be done on a case-by-case basis, e.g., it would not be deemed appropriate to consult with staff from another organisation or service where systemic or institutional abuse or neglect within the same is suspected.

### **Recruitment: Protecting Adults from Harm**

Willderland Farm will ensure that all staff (Trustee and volunteer) who are on site and facilitate activities with service users will hold a DBS disclosure certificate. It should be noted, further, that the overwhelming majority of adults accessing the services provided by Willderland Farm will be accompanied either by a parent or legal guardian, or by staff from the organisation or service that provides their care: these will have their own policies and procedures relating to Safeguarding, and will in almost all instances have a statutory duty to obtain DBS checks for its staff.

### **Appendices**

#### **Willderland Farm Safeguarding Lead**

Jonathan Griffiths-Reeve (*full DBS clearance held*)

Tel: **0753 189 5474**

Email: **[jonathanjdr@yahoo.co.uk](mailto:jonathanjdr@yahoo.co.uk)**

#### **Important Contacts**

Cambridgeshire County Council Contact Centre (for all safeguarding concerns):

**0345 045 5202**

8am - 6pm weekdays

9am - 1pm Saturday

Email: **[referral.centre-adults@cambridgeshire.gov.uk](mailto:referral.centre-adults@cambridgeshire.gov.uk)**

Outside office hours: if someone is in danger and unable to protect themselves, or cannot remain in the community with immediate intervention, telephone: **01733 234 724**.



## Police

Non-emergency: **101**

Emergency: **999/112**

## Additional useful numbers

Out of hours GP: **111**

First Response Service (mental health): **111 option 2**

## Safeguarding Children Policy

### **Contents**

- Introduction
- What is abuse
- Duties & responsibilities
- Confidentiality
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- Recruitment: Protecting Children from Harm

### **Appendices**

- Willderland Farm Safeguarding Lead
- Important Safeguarding Contacts

## Introduction

Willderland Farm is totally committed to ensuring that children who use our services are safe to access our service, and that our working practices take every reasonable precaution to protect them. If child abuse is reported to us, or staff suspect or identify abuse or neglect, this policy outlines what steps are to be taken. This policy is guided by the Safeguarding Disabled Children: practice guidance document and adheres to the guidance issued by HM Government (<https://www.gov.uk/topic/schools-colleges-childrens-services/safeguarding-children>).

Safeguarding duties apply regardless of who provides the child's care and support needs, e.g., private carer, family member, local authority, charity, etc.

### **What is child abuse?**

Child abuse is when anyone under the age of 18 is either being harmed or not properly looked after. There are four main categories of child abuse: physical abuse, emotional abuse, sexual abuse and neglect.



Abuse might be unintentional or deliberate; what matters, however, is whether the child is harmed. Abuse may be systematic and sustained, or occur just once.

For detailed information on what constitutes child abuse please see <https://www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection>

### **Duties and Responsibilities**

All trustees and volunteers have a duty to be vigilant to signs that any child accessing the service might be experiencing abuse, neglect, or exploitation. There is a duty to respond to any allegation or suspicion by following the reporting procedures that follow. Willderland Farm has a designated Safeguarding Lead and all concerns relating to children should be referred to them.

### **Confidentiality**

If child abuse is reported or suspected the concerns must be acted upon to ensure the safety of the child over and above the confidentiality agreement Willderland holds with service users. If a child reports abuse or neglect but asks Willderland Trustees or volunteers not to report the matter further, they must be advised that this cannot be guaranteed and the matter must be brought to the attention of the Safeguarding Lead in order that a decision relating to the specific circumstances of the child concerned can be made.

### **Procedure**

Where a Trustee or volunteer suspects abuse or neglect is occurring, they should bring this to attention, verbally or in writing, of the Safeguarding Lead. Where a child reports abuse, neglect or exploitation to a Trustee or volunteer, the latter should take the following steps:

- Reassure the child and tell them they have done the right thing in speaking to you;
- Explain what will happen next, with reference to Willderland Farm safeguarding procedure and the issues relating to Confidentiality, as discussed above;
- Make a written note of what is reported to you, including the child's name, date of birth, date and time, the date of the alleged abuse, such details as the individual is able or willing to provide, your name;
- If the allegation (or suspicion) of abuse or neglect relates to a Trustee, volunteer, or other individual using Willderland Farm, you must ensure that the child does not have further contact with this person, while ensuring, so far as it is possible, that the latter is not aware of the reason for this;
- Where the child concerned is in imminent threat of physical or other harm, or has already experienced such harm the matter should be reported immediately to the Police and (as necessary) Ambulance Service.



- Note, that when recording allegations of abuse or neglect, you must avoid asking leading questions, giving opinions, or expressing belief or disbelief of the veracity of the alleged abuse or neglect being reported to you.

While in all circumstances suspicion or allegations of abuse or neglect should be reported to the Safeguarding Lead, it is understood that this may not always be possible or practical. In this instance, Trustees or volunteers should refer to the useful contacts details in the Appendices of this policy document.

It should be noted in relation to the child safeguarding procedure that all children utilising Willderland Farm will be accompanied by staff from the organisation, e.g., local authority, private company, charity, etc., who provides their care, or with a family member. Support organisations will have their own policies and procedures relating to protecting the children they support from harm. Consequently, in instances where it is suspected that abuse or neglect is occurring, Willderland Farm Safeguarding Lead may judge it appropriate to speak initially to staff from the organisation which provides the support for the child concerned. This will be done on a case-by-case basis, e.g., it would not be deemed appropriate to consult with staff from another organisation, service, or family member where abuse or neglect within the same is suspected.

### **Recruitment: Protecting Children from Harm**

Willderland Farm will ensure that all staff (Trustee and volunteer) who are on site and facilitate activities with service users will hold a DBS disclosure certificate. It should be noted, further, that the overwhelming majority of children accessing the services provided by Willderland Farm will be accompanied either by a parent or legal guardian, or by staff from the organisation or service that provides their care: these will have their own policies and procedures relating to Safeguarding, and will in almost all instances have a statutory duty to obtain DBS checks for its staff.

### **Appendices**

#### **Willderland Farm Safeguarding Lead**

Jonathan Griffiths-Reeve (*full DBS clearance held*)

Tel: **0753 189 5474**

Email: **[jonathanjdr@yahoo.co.uk](mailto:jonathanjdr@yahoo.co.uk)**

#### **Important Contacts**

Cambridgeshire County Council Contact Centre (for all safeguarding concerns):

**0345 045 5203**



8am - 6pm weekdays

Outside office hours: if you feel child is in danger outside of office hours and your concerns cannot wait until the next working day, telephone: **01733 234 724**.

Email: **[referralcentre.children@cambridgeshire.gov.uk](mailto:referralcentre.children@cambridgeshire.gov.uk)**

### Police

Non-emergency: **101**

Emergency: **999/112**

### Additional useful numbers

Out of hours GP: **111**

First Response Service (mental health): **111 option 2**

## *2.5 Confidentiality, information sharing, and data protection and storage*

### **Confidentiality, information sharing, and data protection and storage**

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2. **About this policy 1**
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## **1. Purpose of the policy**

1.1. Willderland Farm is committed to complying with privacy and data protection laws including:

- (a) the General Data Protection Regulation (“**the GDPR**”) and any related legislation which applies in the UK, including, without limitation, any legislation derived from the Data Protection Bill 2017;
- (b) the Privacy and Electronic Communications Regulations (2003) and any successor or related legislation, including without limitation, E-Privacy Regulation 2017/0003; and
- (c) all other applicable laws and regulations relating to the processing of personal data and privacy, including statutory instruments and, where applicable, the guidance and codes of practice issued by the Information Commissioner’s Office (“ICO”) or any other supervisory authority.

(together “**the Legislation**”)

1.2. This policy sets out what we do to protect individuals’ personal data.

1.3. Anyone who handles personal data in any way on behalf of Willderland Farm must ensure that we comply with this policy. Section 3 of this policy describes what comes within the definition of “personal data”. Any breach of this policy will be taken seriously and may result in disciplinary action or more serious sanctions.

1.4. This policy may be amended from time to time to reflect any changes in legislation, regulatory guidance or internal policy decisions.

## **2. About this policy**

2.1. The types of personal data that we may handle include details of: staff records, customer details, volunteer details, board member details and e-comms subscribers.

**2.2.** Peter Lennard is the Data Protection Officer (DPO) at Willderland Farm and is responsible for ensuring compliance with the GDPR and with this policy. Any questions or concerns about this policy should be referred in the first instance to Peter Lennard, who can be contacted by email: [peter.windlehill@btinternet.com](mailto:peter.windlehill@btinternet.com).



### 3. Definitions of data protection terms

- 3.1. The following terms will be used in this policy and are defined below:
- 3.2. **Data Subjects** include all living individuals about whom we hold personal data, for instance an employee or a supporter. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.
- 3.3. **Personal Data** means any information relating to a living person who can be identified directly or indirectly from that information (or from that information and other information in our possession). Personal data can be factual (such as a name, address or date of birth) or it can be an opinion (such as a performance appraisal). It can also include an identifier such as an identification number, location data, an online identifier specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.
- 3.4. **Data Controllers** are the people who, or organisations which, decide the purposes and the means for which, any personal data is processed. They have a responsibility to process personal data in compliance with the Legislation. Willderland Farm is the data controller of all personal data that we manage in connection with our work and activities.
- 3.5. **Data Processors** include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition, but it could include other organisations such as website hosts, fulfilment houses or other service providers which handle personal data on our behalf.
- 3.6. **European Economic Area** includes all countries in the European Union as well as Norway, Iceland and Liechtenstein.
- 3.7. **ICO** means the Information Commissioner's Office (the authority which oversees data protection regulation in the UK).
- 3.8. **Processing** is any activity that involves use of personal data, whether or not by automated means. It includes but is not limited to:
  - (a) collecting;
  - (b) recording;
  - (c) organising;
  - (d) structuring;





- (e) storing;
- (f) adapting or altering;
- (g) retrieving;
- (h) disclosing by transmission;
- (i) disseminating or otherwise making available;
- (j) alignment or combination;
- (k) restricting;
- (l) erasing; or
- (m) destruction of personal data.

**3.9. Sensitive Personal Data (which is defined as “special categories of personal data” under the GDPR) includes information about a person's:**

- (a) racial or ethnic origin;
- (b) political opinions;
- (c) religious, philosophical or similar beliefs;
- (d) trade union membership;
- (e) physical or mental health or condition;
- (f) sexual life or orientation;
- (g) genetic data;
- (h) biometric data; and
- (i) such other categories of personal data as may be designated as “special categories of personal data” under the Legislation.

**4. Data protection principles**

4.1. Anyone processing personal data must comply with the six data protection principles set out in the GDPR. We are required to comply with these principles (summarised below), and show that we comply, in respect of any personal data that we deal with as a data controller.



#### 4.2. Personal data should be:

- (a) processed fairly, lawfully and transparently;
- (b) collected for specified, explicit and legitimate purposes and not further processed in a way which is incompatible with those purposes;
- (c) adequate, relevant and limited to what is necessary for the purpose for which it is held;
- (d) accurate and, where necessary, kept up to date;
- (e) not kept longer than necessary; and
- (f) processed in a manner that ensures appropriate security of the personal data.

### 5. Processing data fairly and lawfully

5.1. The first data protection principle requires that personal data is obtained fairly and lawfully and processed for purposes that the data subject has been told about. Processing will only be lawful if certain conditions can be satisfied, including where the data subject has given consent, or where the processing is necessary for one or more specified reasons, such as where it is necessary for the performance of a contract.

5.2. To comply with this principle, every time we receive personal data about a person directly from that individual, which we intend to keep, we need to provide that person with **“the fair processing information”**. In other words we need to tell them:

- (a) the type of information we will be collecting (categories of personal data concerned);
- (b) who will be holding their information, i.e. Willderland Farm including contact details and the contact details of our Data Protection Officer (if we have one);
- (c) why we are collecting their information and what we intend to do with it for instance to process donations or send them mailing updates about our activities;
- (d) the legal basis for collecting their information (for example, are we relying on their consent, or on our legitimate interests or on another legal basis);



- (e) if we are relying on legitimate interests as a basis for processing what those legitimate interests are;
- (f) whether the provision of their personal data is part of a statutory or contractual obligation and details of the consequences of the data subject not providing that data;
- (g) the period for which their personal data will be stored or, where that is not possible, the criteria that will be used to decide that period;
- (h) details of people or organisations with whom we will be sharing their personal data;
- (i) if relevant, the fact that we will be transferring their personal data outside the EEA and details of relevant safeguards; and
- (j) the existence of any automated decision-making including profiling in relation to that personal data.

5.3. Where we obtain personal data about a person from a source other than the person his or her self, we must provide that individual with the following information **in addition to that listed under 5.2 above:**

- (a) the categories of personal data that we hold; and
- (b) the source of the personal data and whether this is a public source.

5.4. In addition, in both scenarios, (where personal data is obtained both directly and indirectly) we must also inform individuals of their rights outlined in section 9 below, including the right to lodge a complaint with the ICO and, the right to withdraw consent to the processing of their personal data.

5.5. This fair processing information can be provided in a number of places including on web pages, in mailings or on application forms. We must ensure that the fair processing information is concise, transparent, intelligible and easily accessible.

## **6. Processing data for the original purpose**

6.1. The second data protection principle requires that personal data is only processed for the specific, explicit and legitimate purposes that the individual was told about when we first obtained their information.



6.2. This means that we should not collect personal data for one purpose and then use it for another. If it becomes necessary to process a person's information for a new purpose, the individual should be informed of the new purpose beforehand. For example, if we collect personal data such as a contact number or email address, in order to update a person about our activities it should not then be used for any new purpose, for example to share it with other organisations for marketing purposes, without first getting the individual's consent.

## **7. Personal data should be adequate and accurate**

The third and fourth data protection principles require that personal data that we keep should be accurate, adequate and relevant. Data should be limited to what is necessary in relation to the purposes for which it is processed. Inaccurate or out-of-date data should be destroyed securely, and we must take every reasonable step to ensure that personal data which is inaccurate is corrected.

## **8. Not retaining data longer than necessary**

8.1. The fifth data protection principle requires that we should not keep personal data for longer than we need to for the purpose it was collected for. This means that the personal data that we hold should be destroyed or erased from our systems when it is no longer needed. If you think that we are holding out-of-date or inaccurate personal data, please speak to Peter Lennard, Willderland Farm's Data Protection Officer (DPO).

8.2. For guidance on how long particular types of personal data that we collect should be kept before being destroyed or erased, please contact Peter Lennard, DPO, or seek legal advice.

## **9. Rights of individuals under the GDPR**

9.1. The GDPR gives people rights in relation to how organisations process their personal data. Everyone who holds personal data on behalf of Willderland Farm needs to be aware of these rights. They include (but are not limited to) the right:

- (a) to request a copy of any personal data that we hold about them (as data controller), as well as a description of the type of information that we are processing, the uses that are being made of the information, details of anyone to whom their personal data has been disclosed, and how long the data will be stored (known as subject access rights);



- (b) to be told, where any information is not collected from the person directly, any available information as to the source of the information;
- (c) to be told of the existence of automated decision-making;
- (d) to object to the processing of data where the processing is based on either the conditions of public interest or legitimate interests;
- (e) to have all personal data erased (the right to be forgotten) unless certain limited conditions apply;
- (f) to restrict processing where the individual has objected to the processing;
- (g) to have inaccurate data amended or destroyed; and
- (h) to prevent processing that is likely to cause unwarranted substantial damage or distress to themselves or anyone else.

## **10. Data security**

- 10.1. The sixth data protection principle requires that we keep secure any personal data that we hold.
- 10.2. We are required to put in place procedures to keep the personal data that we hold secure, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
- 10.3. When we are dealing with sensitive personal data, more rigorous security measures are likely to be needed, for instance, if sensitive personal data (such as details of an individual's health, race or sexuality) is held on a memory stick or other portable device it should always be encrypted.
- 10.4. When deciding what level of security is needed, your starting point should be to look at whether the information is sensitive or highly confidential and how much damage could be caused if it fell into the wrong hands.
- 10.5. The following security procedures and monitoring processes must be followed in relation to all personal data processed by us: 1) all personal details on our website and database to be encrypted. 2) Our systems data must be backed up daily by our website and database providers and all information stored centrally, not stored on local drives or on removable media. 3) Our systems must be regularly tested, assessed and evaluated by our website and database providers. 4) We use



Mailchimp, a respected US-based email marketing content provider, who have their own stringent Data Processing Agreement. 5) Computers at Willderland Farm to be password protected, including all laptops. 6) Only authorised personnel will have access personal data, and they sign a data protection policy on employment. 7) Personal staff records stored on-site are to be kept in lockable drawers. 8) Sensitive information (such as driver run sheets), to be physically destroyed. 9) Confidential data, such as job application forms, will always be handled with integrity while in use by admin staff and will be physically destroyed when no longer required.

## **11. Transferring Data Outside the EEA**

- 11.1. The GDPR requires that when organisations transfer personal data outside the EEA, they take steps to ensure that the data is properly protected.
- 11.2. The European Commission has determined that certain countries provide an adequate data protection regime. These countries currently include Andorra, Argentina, Canada, Guernsey, Isle of Man, Israel, New Zealand, Switzerland, Faroe Islands, Jersey and Uruguay, but this list may be updated.
- 11.3. As such, personal data may be transferred to people or organisations in these countries without the need to take additional steps beyond those you would take when sharing personal data with any other organisation. In transferring personal data to other countries outside the EEA (which are not on this approved list), it will be necessary to enter into an EC-approved agreement, seek the explicit consent of the individual, or rely on one of the other derogations under the GDPR that apply to the transfer of personal data outside the EEA.
- 11.4. The EU-US Privacy Shield is an instrument that can be used as a legal basis for transferring personal data to organisations in the US, although specific advice should be sought from the Data Protection Officer before transferring personal data to organisations in the US.
- 11.5. For more information, please speak to the Data Protection Officer or seek further legal advice.

## **12. Processing sensitive personal data**

- 12.1. On some occasions we may collect information about individuals that is defined by the GDPR as **special categories of personal data**, and special rules will apply to the processing of this data. In this policy we refer to “special categories of



personal data” as “sensitive personal data”. The categories of sensitive personal data are set out in the definition in Section 3.9.

- 12.2. Purely financial information is not technically defined as sensitive personal data by the GDPR. However, particular care should be taken when processing such data, as the ICO will treat a breach relating to financial data very seriously.
- 12.3. In most cases, in order to process sensitive personal data, we must obtain explicit consent from the individuals involved. As with any other type of information we will also have to be absolutely clear with people about how we are going to use their information.
- 12.4.** It is not always necessary to obtain explicit consent. There are a limited number of other circumstances in which the GDPR permits organisations to process sensitive personal data. If you are concerned that you are processing sensitive personal data and are not able to obtain explicit consent for the processing, please speak to Peter Lennard, the Data Protection Officer.

### **13. CCTV**

- 13.1. Where we use CCTV we ensure it remains safe. We will adhere to the ICO’s code of practice for the use of CCTV.
- 13.2. We do not need to ask individuals’ permission to use CCTV, but we make it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining that CCTV is in use.
- 13.3. Any enquiries about the CCTV system should be directed to the Farm Manager.

### **14. Photographs and Videos**

- 14.1. As part of our Willderland Farm activities, we may take photographs and record images of individuals within our Care Farm.
- 14.2. We will obtain written consent from relevant party’s photographs and videos to be taken of clients for communication, marketing and promotional materials. We will clearly explain how the photograph and/or video will be used.
  - 14.2.1. Uses may include:
    - (a) Outside of Willderland Farm by external agencies such as newspapers
    - (b) Online on our Willderland Farm website or social media pages



- 14.2.2. Consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the photograph or video and not distribute it further.
- 14.2.3. When using photographs and videos in this way we will not accompany them with any other personal information about the client, to ensure they cannot be identified.

## **15. Notification**

- 15.1. We recognise that whilst there is no obligation for us to make an annual notification to the ICO under the GDPR, we will consult with the ICO where necessary when we are carrying out “high risk” processing.
- 15.2. We will report breaches (other than those which are unlikely to be a risk to individuals) to the ICO where necessary, within 72 hours. We will also notify affected individuals where the breach is likely to result in a high risk to the rights and freedoms of these individuals.

## **16. Monitoring and review of the policy**

- 16.1. This policy is reviewed annually by our board of Willderland Farm to ensure that it is achieving its objectives.

### *2.6 Personal belongings*

#### **Personal Belongings**

Space will be available in the lodge for personal belongings. Items will be left in an open non-secure space so belongings are left at the owners risk and we would encourage visitors to keep valuables on their person. However, only one visit per service provider will be conducted at any one time. During open farm events we cannot accept responsibility for any lost or damaged items.

### *2.7 Equality and diversity policy*

#### **Equality and Diversity Policy**

The policy aims to create an environment in which individual differences and the contributions of all employees and volunteers are recognised and valued and to ensure compliance with our legal obligations under the Equalities Act 2010. Diversity is about recognising that everyone is different, whilst respecting and valuing those differences and realising the business benefits of having a diverse workforce. All staff and volunteers have a duty to act in accordance with this policy, to treat colleagues with dignity at all times, and not to discriminate against or harass other people regardless of their status



Discrimination against staff or volunteers on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics) is neither legal nor acceptable. We will take appropriate steps to accommodate the requirements of different religions, cultures, and domestic responsibilities. We are committed to ensuring that training, development and progression opportunities are available to all employees. Our employment policies and procedures are reviewed regularly to ensure fairness and good practice. Any form of discrimination may be unlawful and breaches of WHCF's Equality and Diversity policy. Discrimination will be treated as a disciplinary offence and dealt with under the disciplinary procedures.

### *Forms of discrimination*

Discrimination by or against an employee or volunteer is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

" Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not "fit in" would be direct discrimination.

" Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

" Harassment or bullying related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment and bullying is dealt with further in our Respect and Personal Dignity Policy (GN29).

" Victimisation is the less favourable treatment of someone compared to their peers because they, in good faith, have complained (whether formally or otherwise) that someone has been bullying or harassing them or someone else, or supported someone to make a complaint or given evidence in relation to a complaint.

Potential areas of discrimination – recruitment of volunteers, trustees and service users

Recruitment procedures will ensure that no one is discriminated against their protected characteristics listed above.



## Responsibility

All trustees will have responsibility for this policy being implemented.

### *2.8 Lone working*

#### **Lone working**

We have a WhatsApp Group and require anyone lone working to message when they arrive and leave site. If no message is received the person lone working on site is messaged or called by their “buddy” for that given day.

### *2.9 Staff recruitment*

#### **Staff recruitment**

Willderland Farm does not currently have any paid staff as it is run by volunteers only.

We recruit volunteers by advertising on the local village facebook pages and newspapers. All volunteers are accepted if they agree to adhere to our volunteer policies.

### *2.10a Staff contracts and job descriptions*

#### **Staff contracts and job descriptions**

Willderland Farm does not currently have any paid staff as it is run by volunteers only. Volunteer contracts and job descriptions are detailed below and in the Volunteer Handbook.



## **Volunteer contracts and job descriptions**

### Volunteer Handbook

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*Willderland Farm reserves the right to change or amend the policies of volunteering, or change the content of this handbook from time to time. Changes will be communicated via the Trustees or Coordinators.*



## Introduction

This document describes our general working conditions and the rules of Willderland Farm (WF). It should be read in conjunction with your contract of volunteering. If you need further information or help in any way, do not hesitate to ask a Trustee. Every volunteer is subject to, and must observe and comply with, all rules, policies and procedures as set out or referenced in this document. For the avoidance of doubt these rules, policies and procedures do not form part of the contract of volunteering. WF is therefore entitled to amend, cancel or introduce such rules, policies and procedures as it considers necessary. Any volunteer who breaches any of these rules, policies or procedures may be subject to disciplinary action.

## History and facilities

Willderland Farm is an independent, voluntary, community organisation meeting the needs of local people through a wide range of educational, recreational and therapeutic activities. It is governed by a Board of Trustees elected annually by WF members. Started in 2018, as a result of demands by local residents for the land to be used for the benefit of local people. WF is now a major focus for community activity. Enabling people to learn about food, farming and the environment is one aspect of our work. Our facilities include a farm and community gardens run on sustainable principles, with wildlife, activity, education, training and crafting areas.

## Aims and objectives

The aims of WF are determined from the 'charitable objects' that were set up when it registered as a charity (2018) and were updated by a vote of the general membership in September 2018. These are interpreted in its 3-year strategy, which is regularly updated to ensure that the organisation continues to meet local needs and is a leader in its community.

The strategy for 2018-2021 gives the following areas of activity:

- 1) Engaging in education, particularly on food, farming and the environment (interpretation, information, courses, training and educational visits).
- 2) Delivering health and social care (mental health, learning difficulties, addiction recovery, older people)
- 3) Providing a community facility – a farm with gardens, conservation areas and animals(attract general visitors, produce food, gardens, opportunities to take part and get involved)
- 4) Community development (increasing the capacity of local people to participate in society volunteering, events, build community cohesion, membership and supporters)
- 5) Strengthen the organisation (diverse, robust income, communications, volunteers development, environmental credentials, use of technology).



## Organisational structure

Willderland Farm is registered as a charity (charity number 1182071). The organisation is governed by a Board of Trustees that lease their land to Charity for an insignificant sum. The Board of Trustees delegates the day-to-day operation of the organisation to the Chair (as defined in GV15 Scheme of Delegation) who leads the volunteers and volunteer team.

## The role of the Board of Trustees

The role of the board is to govern the organisation. It does that by:

- ❖ " Ensuring that the work meets its aims and objectives as defined in its constitution.
- ❖ " Holding the team (in particular the Chair) to account.
- ❖ " Ensuring that policies and procedures are in place and are adhered to.

The Board of Trustees meets every four weeks to conduct 'ordinary' business and has ad-hoc meetings for more developmental issues.

## WF image and site rules

Volunteers and trainees are expected to help keep WF attractive, welcoming and safe for our users by ensuring the following guidelines are observed:

- ❖ " Always present a positive image of WF, both on and off site
- ❖ " Maintain a high standard of personal hygiene and appearance
- ❖ " Keep WF site safe, clean and tidy, eg. pick up litter
- ❖ " No unaccompanied children under 8 years old
- ❖ " No unaccompanied children under 16 years old during school hours

## Security and Confidentiality

You will respect the confidentiality of WF's business both during and after your volunteering. All information which is, or has been, acquired by you or WF during, or in the course of volunteering, or has otherwise been acquired by you in confidence, relates particularly to the business of WF or that of other persons or bodies with whom WF has or has had dealings of any sort and has not been made public by, or with the authority of WF shall be confidential and (save in the course of WF's business or as required by law) you shall not at any time whether before or after the termination of the volunteering, disclose such information to any person without the written consent of WF. You will exercise reasonable care to keep safe all documentary or other material containing confidential information and shall at the time of termination of your volunteering or at any other time upon demand, return to WF any such material in your possession.



## Copyright

Any paper based or electronic documents, correspondence, records and instructions relating to WF's products are supplied on the understanding that they are on loan and shall at all times remain the property of WF. All documents correspondence records and instructions relating to products provided by WF are copyright to WF and may not be copied loaned to or given to any person or organisation except with the express permission of the Chair. Upon termination of volunteering for whatever reason all documents, records, instructions and correspondence relating to the WF must be delivered to WF via a senior coordinator nominated to receive them.

## Relations with the Media

Volunteers must not make any unauthorised statements relating to the affairs of WF to the press or other media, including social media, orally or in writing. Communication with press or broadcasting organisations about WF must be authorised by the Chair. For clarity, authority may be delegated to some volunteers whose roles are specifically to undertake marketing and promotional activity.

## Reputation of WF and its users

Volunteers must not bring WF or any of its users into disrepute by virtue of their conduct. Such conduct includes (but is not limited to) releasing information about WF, its users or intellectual property of WF, or making comments about WF or its clients, which may be regarded as negative or derogatory in the public domain. These comments must not be shared verbally or via social media such as Facebook or Twitter. Such conduct may be considered as gross misconduct and dealt with under WF's disciplinary procedure.

## Security, keys, personal property

Volunteers have a responsibility to be vigilant and security conscious at all times. This includes:

- ❖ " Reporting anything which may be a Health and Safety hazard to a coordinator.
- ❖ " Closing gates that have been left open.
- ❖ " Watching for visitors (both children and adults) harassing animals.
- ❖ " Responding if people are acting suspiciously.

Volunteers and coordinators should carry phones so that they can be contacted when on site if a situation occurs where volunteer back-up is needed. Money must be securely locked away at all times. Volunteers may be issued with the keys they need to carry out their job. Keys must be looked after at all times. There are serious security implications if keys are lost, as well as the cost of replacing them. Any lost keys must be reported immediately to a Trustee. All buildings must be kept locked. Money, personal property, other valuables, materials and equipment must not be left lying around. WF cannot be held responsible for loss of or damage to personal property.



## Use of WF property

### WF property

Before borrowing Farm property for personal use permission and authorisation must be granted by coordinators or Trustees. Unauthorised use of farm property will be regarded as potential misconduct or gross misconduct and will be dealt with under the disciplinary procedure.

### WF membership

Anyone can become a farm member. There are two categories of membership: full members, or associate members.

Full membership means that the member lives within WF's area of benefit, which entitles the member to vote at WF's Annual General Meeting.

Associate membership means that the member lives outside WF's area of benefit and therefore generally excludes the member from voting rights, however associate members may be members of the Board of Trustees.

Permanent volunteers are honorary members of Willderland Farm and have the same rights as an associate member. WF membership is necessary to access some of the services at WF (for example allotment holders).

### Policies and procedures list

It is the responsibility of all volunteers to make themselves aware of the policies and procedures of the organisation. A full list is available (GN00 – Index of policies) from the Trustees.

There are specific policies and procedures that ALL volunteers need to read. They are:

GN06 Equality and Diversity

GN09 Health and Safety

GN19 Sickness absence

GN29 Respect and Personal Dignity

GN32 Wellbeing and Mental Health

GN33 Managing stress & wellbeing in the workplace.

There will be other job-specific policies that you will need to read, these will be highlighted by your coordinator.



## **Volunteer member agreement with the policies and procedures**

I ..... have read the policies and procedures of Willderland Farm and will abide by them through the course of my volunteering. I understand that breach of any of the policies and procedures may result in the termination of my volunteering.

Signed: .....

Date:.....

### ***2.11 Staff development***

#### **Staff development**

Willderland team members (Trustee or volunteer) will be supported to develop within their role where it is both feasible and beneficial for the development of the farm and its aims.

#### ***2.12 Designated people responsible for working with service users***

#### **Designated people responsible for working with service users**

Service users will always be accompanied by their own support staff, carers or family members, and they will remain responsible for attending to their individual care and support needs of the service user. Willderland team members are responsible for leading, facilitating and monitoring activities taking place on the site.

#### ***2.13 The staff/service user ratio***

#### **Staff/service user ratio**

There will never be less than one Willderland team member (Trustee or volunteer) present at any specified session taking place on site.





## 2.14 Indoor facilities

### **Indoor facilities**

The Willderland site has The Lodge which provides indoor facilities for indoor activities and to provide options during adverse weather conditions.

## 2.15 Alternatives

### **Activity list including alternatives for adverse weather conditions**

On site activities include:

- Animal experiences and husbandry
- Therapeutic animal walking
- Fruit and vegetable plant care
- Apple and fruit picking
- Vegetable picking and planting
- Pond dipping
- Bird spotting
- Egg collecting
- Wild plant identification

A range of activities can be provided in the lodge in the event of adverse weather. These include:

- Educational activities, e.g. wildlife identification, nature quiz, environmental quiz and talk
- Seated potting and seeding
- Produce cleaning and preparation

## 2.16 Choice

### **Choice**

Willderland will at all times seek to strike a balance between the operational and seasonal needs of the farm and the expectations and abilities of individuals or groups accessing activities. Details of the range of activities available and the content of each is provided in the Service User Handbook issued to all those utilise the Farm.



## *2.17 Structured activities*

### **Structured activities**

Activities are planned and structured as described in the Appendices in the Service User Handbook. Willderland Farm retains the prerogative to alter these, or to offer alternative activities, at short notice as determined the day-to-day operational requirements and circumstances of the Farm.

## *2.18 Multiple activities*

### **Multiple activities**

Activities can be undertaken simultaneously, for example by members of a group during a visit. In all such instances, the Farm representative (Trustee or Volunteer) will retain oversight, and only authorise multiple activities where these can be safely and effectively undertaken, according to the Farm's places and procedures. In circumstances where multiple groups or individuals may access the site, e.g., open day or fete, staffing by Willderland representatives will reflect this, and, as necessary, a specific risk assessment will be prepared in advance.

## *2.19 Accessibility*

### **Accessibility**

Access to Willderland via a drove of approximately 500m length. It is accessible to cars and can be navigated on foot.

Once on site the main areas of the site can be access along eco grid paths which are suitable for wheelchair users and those with limited mobility. Access to the environmental area and full animal paddocks is limited to those who can manage to walk safely along uneven ground.

The site has eco grid and ramp access to a disabled toilet.

## *2.20 Parking*

### **Parking Policy**

Parking will is in an allotted area adjacent to the main entrance. There is space for a small number of vehicles including space for a large minibus. There is sufficient access space to lower a wheelchair ramp.



## 3. Our Care Farm is a Safe Place to be

### 3.1 *Health and safety records*

#### Health and safety records

Risks to Volunteers & Trustees:

- Uneven ground
- Livestock
- Deep water (ponds)
- Sun
- Manual handling
- Tools and equipment
- Brambles, barbed wire, other prick hazards
- Disease (Leptospirosis- tics, Weil's- rats), E.coli, other animal disease
- Covid-19
- Lone working
- Unwelcome visitors – security checks
- Vehicles – car park, drove traffic, farm vehicles

Risk Service Users:

- Uneven ground
- Livestock
- Disease
- Covid-19
- Safeguarding?



### **3.2 Emergency procedures, accidents, and accident reporting**

#### **In the event of fire**

- Persons discovering a fire should sound the nearest alarm.
- The first duty of all trustees, volunteer managers and carers is to evacuate all people from the volunteer building or away from fire.
- There are is a single fire assembly point near the main entrance to the site.
- No-one should leave the assembly point without the permission of a trustee or volunteer manager.
- If any fire occurs, however minor, the Fire Brigade must be called immediately by dialling 999 or 112 and asking for 'Fire Brigade'.
- When the Fire Brigade arrives advise whether all persons are accounted for and location of fire.

#### **Accidents**

- In the event of an injury or illness, call for a member of staff or ring for an ambulance directly. To call an ambulance, dial 999 or 112 and ask for 'ambulance'.
- All accidents must be reported to the trustee or volunteer manager on site
- All accidents must be entered in the appropriate accident book. These are situated in the volunteers building – duplicates can be given to the victim.
- The procedures for 'notifiable' accidents as shown in Appendix A below must be followed.
- The H&S officer will investigate incidents and accidents, writing a detailed report for the Board.

#### **Dangerous Occurrences**

In the event of any of the following:

Collapse/overturning of machinery;

Explosion/collapse of closed vessel/boiler;

Electrical explosion/fire:

Notify the following immediately: Health & Safety Executive, the Chief Executive and the Farm Chair.

#### **Diseases**

Poisoning;

Skin Diseases;

Lung Diseases;

Infections.



On receipt of a written diagnosis from a doctor, report the disease using form F2508A to: Health & Safety Executive, and the Farm Chair. Full details of Dangerous Occurrences and Occupational Diseases can be found in the HSE Guide to RIDDOR.

## **Accident Reporting**

All accidents which occur during activities on the farm under the control of the Farm must be recorded.

(a) For ALL accidents

complete the accident book

(b) For accidents reportable to the H&S Executive

If accident results in incapacity for work for more than 7 calendar days then complete form F2508 (<https://extranet.hse.gov.uk/lfserver/external/F2508IE>) with copies to: Health & Safety Executive, 4th Floor The Pithay, All Saints Street, Bristol, BS1 2ND, telephone the incident contact centre on 0845 300 9923 or <http://www.hse.gov.uk/contact/index.htm>.

If accident results in fatality, fracture, amputation or other specified injury then immediately notify: Health & Safety Executive, the Chief Executive and the Farm Chair. Follow up within seven days with completed F2508 with copies to: Health & Safety Executive and the Farm Chair.

(c) Contractors

If a reportable accident involves a contractor's employee and the premises are under the control of someone other than the contractor then the person in control of the premises is responsible for reporting the accident.

If a contractor's employee is at work on premises under the control of the contractor then it is the contractor or someone acting on his/her behalf that is responsible for reporting the accident.

## **Definition of Specified Major Injuries or Conditions**

- Fracture of the skull, spine or pelvis;
- any bone in the arm or wrist but not a bone in the hand; any bone in the leg or ankles but not a bone in the foot.
- Amputation of: a hand or foot, a finger, thumb or toe; or any part thereof if the joint or bone is completely severed.
- The loss of sight in an eye; a penetrating injury to the eye, or a chemical or hot metal burn to an eye.



- Injury (including burns) either requiring immediate medical treatment, or involving loss of consciousness, resulting (in either case) from electric shock from any electrical circuit or equipment, whether or not it is due to direct contact.
- Loss of consciousness resulting from lack of oxygen.
- Decompression sickness requiring immediate medical treatment.
- Either acute illness that requires treatment, or a loss of consciousness, resulting (in either case) from absorption of any substance by inhalation, ingestion or through the skin.
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infected material.
- Any other injury which results in the person injured being admitted immediately into hospital for more than 24 hours.

### **3.3 Equipment maintenance**

#### **Equipment maintenance**

Volunteers and service users will use hand tools. Our tractor and attachments will be serviced once a year by an external contractor – with records recorded.

### **3.4 Control of substances hazardous to health (COSHH)**

#### **Control of Substances Hazardous to Health (COSHH Regulations) Assessment**

The assessment must be a systematic review.

What substances are present? In what form?

What harmful effects are possible?

Where and how are the substances actually used or handled?

What harmful effects are given off?

Who could be affected, to what extent and for how long?

Under what circumstances?

How likely is it that exposure will happen?

What precautions need to be taken to comply with the COSHH Regulations?

What procedures need to be put in place to comply with the Control of Asbestos Regulations 2006?1 Prevention or Control Employers have to ensure that the exposure of workers to hazardous substances is prevented or, if this is not reasonably practicable, adequately controlled.

On the basis of the assessment, the employer has to decide which control measures are appropriate to the work situation in order to deal effectively with any hazardous substances that may be present. This may mean preventing exposure by:

removing the hazardous substance;



changing the process;

substituting with a safe or safer substance, or using a safer form;

Or, where this is not reasonably practicable, controlling exposure by, for example:

- totally enclosing the process;
- using partial enclosure and extraction equipment;
- general ventilation; – using safe systems of work and handling procedures.

It is for the employer to choose the method of controlling exposure and to examine and test control measures if required. The Regulations limit the use of Personal Protective Equipment (e.g. respirators, dust masks, protective clothing) as the means of protection to those situations ONLY where other measures cannot adequately control exposure.

Employers must provide any of their workers and, so far as is reasonably practicable, other persons on site who may be exposed to substances hazardous to health, with suitable and sufficient information, instruction and training so that they know the risks they run and the precautions they must take. Employers must ensure that anyone who carries out any task in connection with their duties under COSHH has sufficient information, instruction and training to do the job properly.

### **3.5 First aid arrangements**

#### **First Aid Arrangements**

At all times there will be either a trustee, volunteer manager, or carer for the individual/group visiting that is trained to a "first aid at work" level.

A first aid box is available from the shipping container.

### **3.6 Risk assessments**

#### **Risk assessments**

##### *Key risks identified*

Risks to Volunteers & Trustees:

- Uneven ground
- Livestock
- Deep water (ponds)
- Sun
- Manual handling
- Tools and equipment
- Brambles, barbed wire, other prick hazards
- Disease (Leptospirosis- tics, Weil's- rats), E.coli, other animal disease



- Covid-19
- Lone working
- Unwelcome visitors – security checks
- Vehicles – car park, drove traffic, farm vehicles

Risks to Service Users:

- Uneven ground
- Livestock
- Disease
- Covid-19
- Safeguarding

Generic risk assessment

Willderland Farm – Land work & tasks Section/Team: All Location: General farm risk assessment			Assessment Date: Review Date:																																			
Preconditions & notes:																																						
Calculations: 1 Minimal. 2. Moderate. 3. High 4. Major ( L-Likelihood C–Consequence RR–Risk NRR–New Risk Rating )																																						
<table border="1"> <tr> <td colspan="2"></td> <th colspan="4">Consequence</th> </tr> <tr> <td colspan="2"></td> <th>1</th> <th>2</th> <th>3</th> <th>4</th> </tr> <tr> <th rowspan="4">Likelihood</th> <th>4</th> <td>4</td> <td>8</td> <td>12</td> <td>16</td> </tr> <tr> <th>3</th> <td>3</td> <td>6</td> <td>9</td> <td>12</td> </tr> <tr> <th>2</th> <td>2</td> <td>4</td> <td>6</td> <td>8</td> </tr> <tr> <th>1</th> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>								Consequence						1	2	3	4	Likelihood	4	4	8	12	16	3	3	6	9	12	2	2	4	6	8	1	1	2	3	4
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What are the hazards & risks?	Who might be harmed?	Existing Risk controls	Assess ment of Risk			Further Risk Controls required	Resid ual Risk			Actio n by who m	Actio n by when																											
			L	C	R		L	C	R																													
<b>Manual land work</b> – causing musculoskeletal injury/disorder (MSD)	Volunteers and service users	<ul style="list-style-type: none"> <li>• Volunteers and service users encouraged to know their physical limits and be encouraged to take regular breaks.</li> <li>• All should feel comfortable in declining participation in certain tasks if unsuitable.</li> </ul>	4	2	4	Volunteers and service users be made aware of good manual handling principles: <ol style="list-style-type: none"> <li>1. Think and plan before lift</li> <li>2. Don't lift or move more than can be easily managed</li> <li>3. Adopt stable position</li> <li>4. Get a good grip, assume good posture, don't flex back any further when lifting</li> <li>5. Keep the load close to waist</li> <li>6. Avoid twisting, move feet not body</li> <li>7. Keep head up and move smoothly</li> <li>8. Put down and adjust or reassess lift if necessary</li> </ol>	1	2	2	staff	Before activity																											
<b>Slips, trips and falls on uneven ground</b> – causing	All participants	<ul style="list-style-type: none"> <li>• Use of dynamic risk assessment to assess hazards and modify route /task accordingly</li> <li>• Trustees and volunteers advised to select suitable footwear for ground</li> </ul>	3	2	6	<ul style="list-style-type: none"> <li>• Encourage multiple trips carrying fewer items</li> <li>• Use level eco-grid walkways where available, especially for service users with mobility difficulties</li> </ul>	2	2	4	Staff	Before activity																											



fractured limbs and MSDs		conditions prior to arrival at farm <u>i.e.</u> boots with ankle support or wellingtons									October
<b>Gates and barriers – trapping hands</b>	All participants	<ul style="list-style-type: none"> <li>Be aware of potential for hands to get trapped when opening or closing gates</li> <li>Farm gates can drop suddenly when latch is released</li> </ul>	1	4	8	<ul style="list-style-type: none"> <li>Report defective gates/latches for repair</li> </ul>	1	4	8	staff	During work hours
<b>Branches, thorned vegetation and barbed wire – striking face and limbs</b>	All participants	<ul style="list-style-type: none"> <li>Wear protective gloves appropriate to task <u>i.e.</u> gauntlet or leather when cutting back hedges</li> <li>Eye protection</li> </ul>	2	4	8	<ul style="list-style-type: none"> <li>Report barbed wire so it can be safely removed from site</li> </ul>	1	4	4	staff	During activity
<b>Livestock - crush / trampling</b>	All participants	<ul style="list-style-type: none"> <li>Never move or handle livestock alone</li> <li>Dogs to be kept on leads and outside of livestock areas at all times</li> <li>Service users to be kept outside of livestock enclosures at all times</li> </ul>	2	4	8	<ul style="list-style-type: none"> <li>Select volunteers to undergo livestock handling training</li> <li>Boards and other protective barriers to be sourced</li> </ul>	1	4	4	staff	Before activity
<b>Stings, bites, Weils disease</b>	All participants	<ul style="list-style-type: none"> <li>All to wear appropriate clothing for weather and conditions</li> <li>Ticks, bees and wasps are present</li> <li>Any open wounds to be covered with waterproof plasters or participant avoids contact with water and hands to be wiped with hand gel or alcohol wipes</li> </ul>	2	4	8	<ul style="list-style-type: none"> <li>Advise visitors to the farm that; Cropped tops and shorts are unacceptable clothing due to the risk of nettles and brambles on the banks, as well as ticks and other biting insects in the long grass and vegetation.</li> </ul>	1	4	4		Before activity
<b>Sun and heat – causing heat stroke and skin cancer</b>		<ul style="list-style-type: none"> <li>All staff are advised to wear <u>suncream</u> and hats in summer months</li> <li>Take breaks in shade</li> </ul>				<ul style="list-style-type: none"> <li>Dynamic risk assesses tasks based on weather conditions</li> <li>Volunteers to bring additional water for organized event days</li> </ul>					

<b>Working in cold and wet conditions – causing exposure and hypothermia</b>											
<b>Traffic – parking and walking on highway, track and farm</b>						Speed limit signs on track					
Assessor's name and signature: Sam Hurst						Date: 12/11/2019					
Manager's name and signature:						Date:					

### 3.7 Reducing the risk of infection from soil or livestock

#### **Reducing the risk of infection from soil or livestock**

All animals naturally carry a range of microorganisms, some of which can be transmitted to humans. Diseases passed from animals to humans are known as zoonoses. Some zoonotic diseases are more serious than others.

There are a range of zoonotic diseases that could be acquired from animal contact, including *E. coli O157* and *Cryptosporidium parvum*.

Simply carrying the bacterium will not normally cause an animal any harm or illness, but contact with contaminated animals or their faeces can cause illness ranging from diarrhoea to kidney failure in humans. In some cases, the illness can be fatal. Young



children and the elderly are at the greatest risk. Very low numbers of microorganisms can cause human infection.

People can become infected by microorganisms such *E. coli* O157 or *Cryptosporidium parvum* through consuming contaminated food or drink, through direct contact with contaminated animals, or by contact with an environment contaminated with animal faeces.

Therefore, as with many other activities, visits to a care farm can never be considered free from all risk. However, implementing effective control measures helps to ensure that the risk of infection from contact with animals is low. Controlling the risks from *E. coli* O157 and *Cryptosporidium parvum* will also control the risks from most other organisms, which are transmissible to humans by the hand to mouth route.

We have therefore put in place the following control measures:

### **Premises layout and routes**

- Selection of safe areas for visitor access.
- Provision of routes around the farm that prevent visitors from entering non-access areas, e.g. manure storage etc, and that avoid areas where build up of faeces, liquid effluent, or soiled bedding material is likely.
- Prevention of entry to non-access areas, e.g. through suitable fencing and warning signs.
- Direction of visitors to washing facilities as they leave animal contact areas, before they access eating and play areas, and before leaving the premises.
- Keeping the premises as clean as practicable, and ensuring areas to which visitors have access are free from any build-up of faeces.
- Avoidance of use of grazing and livestock areas for recreational activities e.g. picnicking, camping, play areas.
- Ensuring adequate supervision of children, particularly those aged under five.

### **Animal contact**

- Selection of suitable contact areas where visitors will be able to pet or feed animals.
- Selection of animals that are suitable for contact areas. Sick or injured animals will be excluded from public contact.
- Prevention of entry to pens where animals are housed. Exceptions are pens or enclosures specifically designed for the handling of animals, to which animals are brought for visitor interaction. These are closely supervised and near to washing facilities. Faecal contamination is removed from these areas as soon as possible.
- Ensuring adequate and suitable washing facilities are available and are used by visitors when leaving contact areas.
- Ensuring fencing and other barriers are regularly inspected and properly maintained.
- Ensuring that animal contact areas where visitors stand or walk are as free as possible from any faeces, with measures to prevent contamination from liquid manure or surface run-off where necessary.

- Ensuring regular cleaning and disinfection of fencing and gates as required in animal contact areas where visitors are able to touch them.
- Ensuring that faeces do not remain on or contaminate walkways or other areas used by visitors.
- Ensuring that contaminated bedding or run-off material does not contaminate walkways or other areas used by visitors.
- Ensuring 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 are displayed to instruct visitors of this requirement.
- Ensuring an adequate number of trained staff for contact areas.

### **Eating areas**

- Provision of eating areas away from areas where animals can be contacted, or where wind-blown, contaminated material (e.g. straw from muck heaps) might be present.
- Provision of washing facilities beside eating areas.
- Ensuring visitors are advised, e.g. by signage to wash their hands before eating.
- Provision of waste bins and clearing of discarded food from eating areas to discourage wild birds and rodents from feeding and contaminating the area.

### **Washing facilities**

- Provision of accessible washing facilities near the exits from areas where visitors have animal contact, and beside eating areas.
- Provision of signage recommending washing of hands after animal contact.

### **Visitor information and signage**

Information is provided to visitors covering the:

- Risks to health.
- Precautions taken to minimise risks.
- Personal responsibilities 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

### **Training and supervision**

- Trustees and volunteers are trained and instructed about the human health risks associated with animals and the necessary control measures.
- Trustees and volunteers are trained and instructed on what visitors should or should not do, including ensuring that visitors do not eat, drink or put items in their mouths while in contact areas, and until they have washed their hands on leaving the contact area; and discouraging visitors (especially children) from putting their fingers in their mouths, or kissing animals.



- Trustees and volunteers are trained to explain the hygiene message to visitors, including the importance of thorough hand washing, particularly for children.
- Trustees and volunteers provide adequate and appropriate levels of supervision in contact areas.
- Trustees and volunteers ensure that children are supervised while they wash their hands.
- Trustees and volunteers set a good example and follow good personal hygiene, e.g. thoroughly washing their own hands when necessary, and not eating or drinking in animal contact areas.

### **Livestock management procedures**

- We assess whether animals are healthy before moving them to animal contact areas.
- We ensure that animals that have just given birth, or been born, are not put in contact areas.
- We 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.
- We keep animals and their housing clean.
- We source all livestock from reputable suppliers with known health status where the stock-keeper will have ensured that they have received an adequate supply of colostrum after being born.
- We 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.
- We regularly check all animals on display for evidence of illness, consulting our vet as appropriate.
- We regularly empty and clean water troughs and provide the animals with clean drinking water.

### **Manure and compost heaps**

- Manure or compost heaps are positioned well away from areas that visitors can access, or fenced off.
- We prevent or contain liquid run-off where this might contaminate visitor areas or routes.
- Our farm arrangements prevent dried contaminated material (e.g. bedding) being blown onto clean non-contact areas.
- We do not allow visitors to collect and bag their own compost or manure.

**Animal Handling Risk Assessment**

<b>Risk Assessment for Animal Handling – chickens, goats, and sheep</b>				
<b>Hazard</b>	<b>Control Measure(s)</b>	<b>Severity</b>	<b>Probability</b>	<b>Level of Risk</b>
1. Animal escaping from petting area	1. animals never left unattended. 2. fencing checked before animals moved. 3. check fencing fully enclosed before service users pet animals	Low	Low	Low
2. Infections and bites	1. Briefing before handling 2. Only bring animals in the petting area that are docile. 3. Supervise handling to ensure service users are gentle. 4. Hand wash gel to be used before and after handling to minimise infection. 5. First aid kit to be available. 6. Any animal exhibiting aggressive behaviour will be removed from the petting area. 7. Animals will only be petted a maximum of three times a week to avoid stress	Low to Medium	Low	Low to Medium
3. Fear and fainting	Animals to be introduced to the children in a supportive environment so children can overcome their fears safely	Low to Medium	Low	Low to Medium
	Children to be invited to handle animals and not obliged to during sessions			
	Any children or adults showing signs of extreme fear to be taken to one side by school staff and given support			



### 3.9 *Personal protective equipment (PPE)*

#### **Personal protective equipment**

PPE will be provided to service users and staff as required during any given activity.

#### 3.10 *Signage*

#### **Signage**

Signage is in place on the main gates and around the site. Further signage will be put up prior to opening as guided by the Health and Safety policy.



### **4. Code of Practice Review Grid**

COP Item	2020 review	2021 review	2022 review	2023 review
1.1				
1.2				
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**Appendix**

**CIO Constitution**

**Insurance certificate**

**Insurance schedule**