



**National
Farm
Attractions
Network**

**Animal Attraction Assurance
Standards
January 2018**



Contents

	Page
Introduction	3
Scheme Requirements	3
Standard	4
General Management	4
Layout of Site	5
Eating Areas	5
Washing Facilities	5
Animal Contact	6
Training and Staff Facilities	6
Livestock Management-Large Animals (Farm)	7
Small /Show Animal Management	8
Livestock & Small Animal Facilities	9
Appendix 1 - Hand Washing Facilities	10
Appendix 2 - Zoonosis	11
Appendix 3 - Example Complaints Record	12
Appendix 4 - Example Cleaning Checklist	13
Appendix 5 - Pest Control Policy	14
Appendix 6 - Risk Assessment	15
Appendix 7 – Medicine Usage Records	17
Appendix 8 - Signage Examples	18
Appendix 9 - Signage Examples	19

Introduction

Over recent years the number of visitors to farms and farm attractions has increased significantly. As with all attractions there is an element of risk for the public. As part of the Industry Codes of Practice for Preventing or Controlling Ill Health from Animal Contact at visitor attractions, National Farm Attractions Network (NFAN) in conjunction with Kiwa Agri Food have developed an independently audited scheme to raise awareness of the codes and provide the industry with a robust structure for the implementation of the Codes of Practice. In addition to the Codes of Practice three sections have been added to cover animal welfare based on the five freedoms.

Scheme Requirements

To meet the scheme requirements each site must be inspected on an annual basis against the NFAN Codes of Practice Standards.

If any non-compliances are raised during the visit a period of 28 days will be available to correct the non-compliance. Evidence would need to be submitted to Kiwa Agri Food within the 28 days to be signed off and approved. Evidence would need to be submitted in the form of Photographs or photocopies.

If insufficient or no evidence is provided within the 28 days a re-visit will take place. This will incur an additional charge. If any non-compliances have not been closed out within three months of the inspection the site will lose their approval and will need to reapply to the scheme.

All reports will be reviewed by Kiwa Agri Food to verify the site meets the requirements of the scheme.

Once the site has met all the requirements of the scheme a certificate will be authorised. The certificate will be valid for twelve months from the date of inspection.

Clause	Detail	Requirement
General Management		
1.00	A copy of the Code of Practice must be available	Paper or Electronic
1.01	Members of the scheme are required to inform the approval certification body (Kiwa) in writing that they are subject to prosecution by or have received a statutory notice from a statutory body regarding legislation concerning the enterprise covered by the certificate. This would not include any planning related issues	Site not to be under any ongoing prosecutions relating to Environmental or issue to bring the Codes of Practice into disrepute
1.02 Key	Each site must have a written risk assessment policy Additional information provided in Appendix 6	Include risk of animal contact-contact with animal faeces – cross contamination-hand washing facilities
1.03	A site plan must be in place to identify emergency exit routes – fire extinguisher locations - risk areas – eating areas-prohibited areas	On display – available to all staff
1.04	A documented complaints record must be available to include any complaints covering the Code of Practice and /or animal health issues Example in Appendix 3	Should cover the complaint, any investigation carried out. Action taken to resolve the problem
1.04a	The site must have an emergency action plan available to all staff	Emergency contact numbers
1.05	A designated person must be the primary local authority contact	May vary dependant on type of site
1.06	The site must have a Health & Safety policy and provide first aid kit(s)	A nominated person should be responsible for H&S
1.07 Key	Information must be available to visitors to cover the possible risk to health	This can be in the form of signs, leaflets, website and information packs
1.08	A pest control policy must be in place to include bait stations and records of checks made Additional information provided in Appendix 5	External or internal policy acceptable
1.09	Technical Data sheets for bait and any disinfectant used must be available-Ideally near place of usage	Staff should have access to data sheets these can be electronic or hard copies



1.09a	Any disinfection used for foot dips or cleaning of animal housing must be DEFRA Approved	Virkon S - Fam30
Layout of Site		
2.00 Key	The site is required to maintain a satisfactory level of cleanliness and condition.	Key areas entrance to site, buildings, feed storage, waste control and staff facilities
2.01	All public areas must be segregated from the main farm working areas	Visible signage - barriers
2.02 Key	All areas which the public have access to must be clearly defined – no entrance signs clear	Visible signage- barriers to non-public areas
2.03 Key	All visitor routes must be kept clean of animal faeces to reduce the risk of cross contamination including FYM and liquid waste	
2.04	Children’s play areas must be separated from animal areas	Double fencing
Eating Areas		
3.00	Facilities for hand washing should be adjacent to eating and drinking areas	Visible signage
3.01	There must be designated eating areas	Includes picnic areas
3.02 Key	There must be information available to advise visitors to wash their hands before eating and drinking after contact with animals	Signage or leaflets
3.02a Rec	Interpretation boards strongly recommended to cover clause 3.02	Above or next to hand washing facilities
Washing Facilities		
4.00	There must be sufficient numbers of washing facilities available Additional information provided in Appendix 1	Dependant on foot fall/days open
4.01 Key	Washing facilities must be provided immediately adjacent to eating areas and animal contact areas	Exit and entrance points
4.02 Key	Warm water must be provided- Note: If the site is open on an occasional basis then cold running water, soap and paper towels would be acceptable	Facilities must meet this requirement. Blender taps can be used



4.02a	Sites which operate on an occasional basis must have completed a risk assessment to justify availability of cold water only	
4.03 Key	Liquid soap must be provided	Soap bars are not acceptable
4.03a Key	Anti-bacterial wipes and gels are not acceptable – They are not an effective means of preventing exposure to E.coli 0157 or cryptosporidium. Additional information provided in Appendix 2	Running water should be the primary source for hand washing
4.04 Key	Hand drying facilities must be provided- paper towels or hand driers are acceptable	Towels are not acceptable
4.04a	If paper towels are used- facilities for disposal must be available	Covered bins
4.05	Hand washing water must freely drain away quickly	Re-using of hand washing water is not acceptable
4.06	Hand washing stations must be clearly sign posted	
4.07 Key	Instructions on hand washing techniques must be displayed	Signs, leaflets can meet this requirement
Animal Contact		
5.00 Key	Where animals are not to be touched by the public there must be adequate protection provided	Double fencing-gates-secure housing
5.01	The public must be prevented from entering animal pens (except when supervised by staff) “no entrance” signs could be used	Risk of cross contamination
5.02 Key	Visitors must be prohibited from eating, drinking and smoking in the animal contact areas	Signage
5.02a	“No Smoking” signs must be visible in indoor areas	Entrance to buildings
5.03	Animal contact areas should be supervised always where practical	Lamb feeding
5.04	Pen divisions and gates in animal contact areas should be regularly cleaned and be free from obvious faecal material	In areas where visitors can touch the gates etc
Training and Staff Facilities		
6.00 Key	All staff must receive induction training to cover visitor health & safety and animal welfare. Staff must be able to provide visitors with relevant information/guidance on potential risks	Records must be available of training provided



6.00a	Specific training to cover Zoonotic diseases must be given as part of staff induction. Signed declaration by staff to be available to show they have completed training	Written Zoonosis policy to be available. Training records to be available
6.01	At least one member of staff must have received First Aid training	Certificates to be available
6.02 Rec	It is recommended that staff attend NFAN training days	Evidence to be available
6.03	A senior member of staff or owner must be responsible for all staff training	Records must be maintained
6.04	Staff must receive ongoing training and monitoring	Records to be maintained
6.05	Where sites are only open on an occasional basis training must be provided as minimum to cover Zoonotic disease, Health & Safety and Animal Welfare	Records to be maintained
6.05a	Staff must receive training to identify the signs of unwell animals	
6.06	Staff must be provided with suitable changing, and eating areas away from the public areas	Clean, tidy and separate from public areas
6.07	Either suitable toilet facilities separate from the public toilets should be provided or contaminated footwear and clothing must be changed before entering public toilets	Clean and tidy, minimum boot covers and disposable overalls to be used
6.08	Staff must not smoke or eat while working in the public areas, livestock areas or while handling or cleaning out livestock pens	
6.09	Daily checklist or rota to be in place to cover cleaning of all areas and person responsible Example in Appendix 4	Display in staff areas
6.10	Protective clothing to be provided where necessary, as a minimum clean clothes and boots or over shoes to be provided	
Livestock Management-Large Animals (Farm)		
7.00 Rec	It is recommended that farm animals are farm assured by an accredited certification body	Farm assurance certificate to be available Red Tractor, QMS
7.01 Key	All sites must be registered with a veterinary practice	
7.02 Key	All livestock must have access to water at all times and must be fed a balanced diet to maintain health and condition	Running or bucket Details of feeding routine to be available



7.03	Housing must provide adequate shelter from adverse weather	
7.04	Housing must provide clean and dry lying space for all livestock, dependant on breed	Cleaning Policy to be available plus daily checklist
7.05 Key	If breeding livestock are on site suitable facilities must be provided to give birth. If visitor areas are provided for watching “lambing live” it is recommended that information is provided to keep noise levels to a minimum	Clean bedding if housed/quite area/lighting
7.06	Livestock must not be seen to be in any discomfort or distress	Refer to Five Freedoms
7.07 Rec	It is recommended that natural enrichment should be provided	Pigs, Chickens and Goats when housed
7.08	Paddocks and housing must be secure	Padlocks-secure fencing
7.09	Livestock must be checked at least once a day	Responsible person
7.10	Hospital/isolation areas must be provided away from public areas	
7.11	Large animals used for shows/handling must not be put under any distress and handled in a calm and quite way	Observation of staff handling animals to be monitored and training provided
Small /Show Animal Management (Only relevant if small animals present)		
8.00	Small animals must have access to clean water at all times	Bowls-bottles
8.01	Small animals must be fed a balanced diet at least once per day to include fresh fruit and vegetables where appropriate i.e Guinea pigs as they can’t retain Vitamin C	Details of feeding routine to be available
8.02	Suitable clean bedding must be provided	Sawdust-shavings
8.03	Suitable housing must be provided to fit type of animal kept	Hutch – cage - run
8.04	Hospital/isolation areas must be provided away from public areas	Enclosed box in small animal area acceptable
8.05	Animals must not be seen to be in any discomfort or distress	
8.06	Small animals used for shows/handling must not be put under any distress and handled in a calm and quite way	Observation of staff handling animals to be monitored and training provided
8.06a	Small animals used for shows/handling must be kept clean to reduce the risk of cross contamination	



8.07 Rec	It is recommended that newly born animals and animals which have recently given birth are not handled by the public as there may be a higher risk of zoonotic illness	
Livestock & Small Animal Facilities		
9.00	Feed storage areas must be free from contamination	Silos or buildings
9.01	Feed preparation areas must be clean and tidy with no excess waste and be free from vermin and bird contamination	
9.02	Feed storage (where applicable) and feed preparation areas must be secure.	
9.02a	The public must not have access to feed storage or preparation areas. Unless supervised by a member of staff	Signs to be in place where applicable
9.03 Key	Medicine storage must be locked and separate from public areas	
9.04	Medicine records must be maintained Example in Appendix 7	Records to be available
9.05 Key	Staff must adopt a clean to dirty area approach	Foot ware change-separate entrance for cleaning of pens/housing or disinfection foot dips
9.06 Key	Equipment used for cleaning of pens/cages/buildings must be maintained and be fit for purpose and kept away from public areas at all times	

Appendix 1

Hand Washing Facilities

Health and safety executive (HSE) recommend using the below method as a guideline for calculating the quantity of washing facilities at any point.

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

Further information is available from the HSER information sheet: Preventing or controlling ill health from animal contact at visitor attractions

Link below:

http://www.hse.gov.uk/aboutus/meetings/committees/acdp/080211/acdp_96_P6_Annex_1.pdf

Appendix 2

Zoonosis

The below link includes an introduction to Zoonotic diseases and a comprehensive list of zoonotic diseases to be aware of. Links are included for further information on each disease listed.

<http://www.hse.gov.uk/agriculture/topics/zoonoses.htm>

Preventing or controlling ill health from animal contact at visitor attractions or open farms. Further introduction to farm diseases (including zoonosis and *E.coli* O157 and *Cryptosporidium parvum*)

<http://www.hse.gov.uk/agriculture/topics/visitor-attractions.htm>

HM Government leaflet titled 'Avoiding infection on farm visits – advice for the public

(*E. coli* specific)

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

HSE Information leaflet on *E. coli*

<http://www.hse.gov.uk/agriculture/zoonoses-data-sheets/verotoxigenic-ecoli.pdf>

HSE Information on *Cryptosporidium parvum*

<http://www.hse.gov.uk/agriculture/zoonoses-data-sheets/cryptosporidiosis.pdf>



Appendix 3

Example Complaints Record

Complaints covering the Code of Practice and/or animal health and welfare issues must be recorded, investigated and actions taken to prevent a reoccurrence. Use the template below to record both verbal and written complaints. Even if no complaints have been received, a means of recording must be available. If the complaint was in writing, it is useful to keep the original (or a copy) with this record.

Date	Complaint Made By	Complaint Detail	Investigation Result	Action taken to prevent reoccurrence (e.g. staff retraining)



Appendix 4

Example Cleaning Checklist

Area	When (daily/weekly)	Person responsible
Animal Housing	Daily	
Handwashing Stations	Daily	
Toilets	Daily	
Picnic/Eating Areas	Daily	
Children Play Areas	Daily	
Walk ways	Daily	
Equipment	Daily	

Appendix 5

Pest Control Policy

A pest control policy must be in place to include bait stations and records of checks made. An external or internal policy is acceptable.

Always record the quantity of bait used and where it is placed:

- A simple site plan or location list identifying areas of concern pertinent to the site should be drawn up and retained on file.
- A record of all bait stations and the amount of bait laid should be maintained during treatment.
- Activity should be noted at each of the bait stations including any missing or disturbed baits.
- External contractor records to be maintained – visit reports

Appendix 6

Risk Assessment

This example risk assessment shows the kind of approach a farm attraction business might take. Use it as a guide to think through some of the hazards in your business and the steps you need to take to control the risks. Please note that it is not a generic risk assessment that you can just put your company name on and adopt wholesale without any thought. This would not be effective in protecting people.

Every business is different – you need to think through the hazards and controls required in your business.

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary? <i>Suggestions below</i>	Action by whom?	Action by when?	Completed
Car park – moving vehicles	Visitors – physical injuries - falls from getting in and out of cars, mini bus or coach. Visitors struck by vehicles.		Coach parks in car park. Staff to maintain proper control on the bus/coach. Children stay on bus until instructed to get off. Supervision of car park. One-way systems. Maintain surface of parking area e.g. avoid pot holes.			
Public access/roads vehicle movements	Visitors entering farm on foot - passing from one part of farm to another struck by vehicles.		Barriers. Signs on road to alert traffic. Super- vision of farm entrance. Divert route to avoid hazard. Provide safe transport e.g. tractor and trailer, segregate vehicles and pedestrians.			
Lost or disorientated visitors	All visitors - wander into unsafe areas.		Signage. Ensure visitors know what to do if they get separated from the group. Regular head counts.			
Trailer rides	Visitors on a tractor and trailer ride – physical injuries: falling; being crushed or run over.		Suitable trailer (<i>see HSE agricultural information sheet AIS 36</i>) trained and competent driver. Tractor/trailer maintained. Supervision.			



Farm vehicles and machinery (not part of a demonstration)	All visitors – physical injury struck by moving vehicles or machinery.		Do not carry out vehicle movements during farm visit. If absolutely necessary, ensure vehicles and pedestrians segregated. Provide safe access routes to avoid vehicles. Avoid holding tours at busy times e.g. silage-making. Brief contractors carrying out essential work.			
Workshop activities	All visitors - physical injury from slips, trips and falls.		Prevent access to workshop.			
Uneven ground, steep paths	Visitors on nature trails, farm walks – slips, trips and falls.		Choose a safe route or path – walk and check route for hazards. Cordon off problem areas. Warn visitors before setting off. Signage.			



Appendix 7

Medicine Usage Records

Name of Veterinary Medicine	Date of Use	Identity of Animal/Group Treated	Person Administering Medicine	Date Treatment Finished	Date Withdrawal Period Ended		Total Quantity of Veterinary Medicine Used	Batch Number	Source of the Medicine
					Meat	Milk (if applicable)			



Appendix 8

Signage Examples





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Appendix 9

Signage Examples

