

Quest 2016 – Splus 47

Trampoline Park Quality Mark



Outcomes

- Listed below is the criteria that the assessor will be looking for and sampling for the facility to achieve compliance and gain the Trampoline Park Quality Mark

General Compliance

Safeguarding Policy

EXAMPLES OF BEST PRACTICE

The organisation has adopted and communicated their Safeguarding policy. The following should be in place:

- Safeguarding and Protecting Children Policy
- Photography and Media Recording Policy
- Evidence that staff have been trained in the Safeguarding Policy and Photography and Media Recording Policy
- Designated Safeguarding Officer in place and staff aware
- DBS checks undertaken as highlighted in the risk assessment
- The procedure(s) should be planned, implemented, reviewed and available to staff with a training process in place and training records held on site.

Data Protection

EXAMPLES OF BEST PRACTICE

The organisation has adopted and communicated the Data Protection Policy. The following should be in place:

- Data Protection Policy that covers client personal data e.g. Waiver Data, Account & Membership Data
- Operational data, such as Human Resources, Accidents, CCTV storage
- Transactional data, both in house and on-line, including PCI DSS compliance
- Evidence of how these are communicated to staff and training records available

Food & Beverage

EXAMPLES OF BEST PRACTICE

Food hygiene regulations should be implemented in accordance with 'Food Safety Standards (FSA)' and 'Food Safety Act 1990', including:

- Procedures in place to address food safety which meet requirements of 'FSA Safer Food Better Business' or organisation specific food safety manual
- Food safety risk assessments such as hazard analysis critical control points (HACCP) and kitchen risk assessment
- Temperature checks for fridge, freezer, deliveries, core cooking temperatures which are signed and reviewed by the Catering Manager
- Training being implemented, with records maintained on site, including copies of food hygiene certificates

Equity Policy

EXAMPLES OF BEST PRACTICE

The organisation has a clearly communicated Equity Policy. The following should be in place:

- Equity Policy which is signed and dated

Equality & Diversity Policy/Commitment

- Compliance with Equality Act 2010 and Disability Discrimination Act 1995
- Evidence of how these are communicated to customers and how staff are trained in the above policy.

Disabled Users

EXAMPLES OF BEST PRACTICE

Structures are in place to accommodate disabled customers and/ or minority groups. The following should be in place:

- Facilities and Arrangements for Disabled Users including specific risk assessments for Users and PEEPs and GEEPs
- Facilities and Arrangements for Adaptive Sessions/ Programmes including Users, PEEPs and GEEPs



- Evidence of effective programming, training and promotion must be in place.

Licenses

EXAMPLES OF BEST PRACTICE

The following should be in place:

- ICT Licenses
- PPL & PRS
- TV Licenses, including satellite (if required)
- Premises License (where alcohol is sold)
- Entertainment License (if applicable)

Trampoline Operations

Operational Health & Safety Procedures

EXAMPLES OF BEST PRACTICE

The park should have in place and maintain operational health & safety procedures and policies which assist the park to operate safely for the benefit of staff and customers. These should include:

- Cleanliness and Hygiene
- Inspections and Maintenance
- Trampoline Park Standard Operating Procedure (TPSOP)
- Facility Inspections
- Emergency Action Plan (EAP)
- Document Control Policy for managing and updating all procedures including notifying and training staff

The procedure(s) should be planned, implemented, reviewed and available to staff with a training process in place and records held on site.

Trampoline Park Safety Operating Procedure (TPSOP)

EXAMPLES OF BEST PRACTICE

The facility's Standard Operating Procedure (SOP) should be developed for all potential normal day to day situations with documented defined action to be delivered where applicable. Key areas to consider should include:

- Trampoline Park Design including details of the park and facilities(s)
- Admissions Policy
- Potential risks
- Dealing with the public
- Court Monitors/ Marshals duties and responsibilities
- Park rules and specific activity/session rules
- Operational systems
- Detailed work instructions and safety information
- First aid supplies and training
- Details of alarm systems, emergency equipment and maintenance arrangements

The procedure(s) should be planned, implemented, reviewed and available to staff with a training process in place and records held on site.

Capacity

EXAMPLES OF BEST PRACTICE

The numbers of jumpers for each area within the park has been defined in line with manufacturers guidance or using the BSI PAS 500:2017 standard as a maximum. A system of access control is in place to ensure that maximum capacity is not breached. The park capacity has been calculated taking into consideration:

- Types of users
- Types of activity
- Rest areas and circulation areas
- Number of trampolines
- Novel activity/non-trampoline areas

Capacity is being adhered to on the day of the visit and staff are aware of the park and area capacities. In addition, a system is in place to ensure that overcrowding does not occur in a single park location, increasing the risk of structural damage or injuries caused by collisions.

Safety Information and Safety Briefing

EXAMPLES OF BEST PRACTICE

All users receive a Safety Briefing prior to accessing the Park. The Safety Briefing should include the following as a minimum:

- General Trampoline Park rules and specific area/activity rules
- Trampoline Park hazards
- Safe use of the trampoline park
- Permitted moves and prohibited moves

The delivery of the briefing should be undertaken in a separate area to minimise disturbance.

Customer understanding of the briefing should be checked and confirmed by Court Monitors/ Marshals.

Participants who do not confirm understanding are asked to complete another briefing.

Staff are trained in Park Safety Information and Safety Briefing delivery including refresher training.

Court Monitoring Provision

EXAMPLES OF BEST PRACTICE

A formal system is in place to ensure that Court Monitors/ Marshals are rotated through various monitoring positions. Court Monitors/ Marshals should not remain in a single position for more than 60 minutes.

Handovers should take place between Court Monitors/ Marshals at changeovers.

Safe Supervision

EXAMPLES OF BEST PRACTICE

The trampoline park programme is supervised by Court Monitors/ Marshals who have undertaken site specific trampoline court monitor training; evidence of this training should be available at the park.

Monitoring Ratios

EXAMPLES OF BEST PRACTICE

- The ratio of Court Monitors/ Marshals to jumpers shall be no more than 1:20. An effective shift planning system must be in place to demonstrate adherence to this ratio.
- Court Monitor supervision should be determined based on the Park specific risk assessment. All open areas of the Park which are in use must be supervised and visible.
- Trampoline parks where visibility is limited in certain areas may be required to employ additional monitors to cover 'blind spots'.
- Dynamic Risk Assessments should be undertaken by Court Monitors/ Marshals to ensure the Park is sufficiently monitored dependent on the types of user or activity.

Constantly Monitoring

EXAMPLES OF BEST PRACTICE

Areas of specific higher risk such as dismount pits must be constantly monitored when in use. These areas may include, but are not limited to;

- Airbags
- Foam Pits
- 'Attractions' such as Wipeout Machines
- Battle Beams
- Ninja Warrior/Obstacle Courses

Other non-trampoline/novelty areas

Influencing Behaviour

EXAMPLES OF BEST PRACTICE

- A clearly communicated and effective methodology for influencing behaviour and scaling responses to anti-social behaviour must be in place.
- All monitoring and managing staff must be trained in the process to ensure that clients continue to respect the rules of the park. In addition, this procedure should identify the methodology by which



those jumpers that fail to adhere to the rules are managed.

- This may include an escalation procedure, and park ejections or site bans. An example may be a well communicated '3 strikes and out' system which is included in the Safety Briefing and enforced by Court Monitors/ Marshals

Session Planning and Programming

EXAMPLES OF BEST PRACTICE

A considered approach to session planning must demonstrate an understanding of the needs of various client groups, an effective use of both internal and external communication, and relevant training in the delivery and sale of the session. Individual risk assessments should be used to identify additional risks in specific sessions if they have not been identified in the main risk assessments. In addition, the facility must demonstrate;

- Session SOPs are in place
- Session delivery staff are trained in the delivery of the sessions they deliver
- Sales and FOH staff are trained in the administration and sale of the session
- The session is effectively promoted to the correct target market
- Specific session risk assessments are in place

Website

EXAMPLES OF BEST PRACTICE

The facility's website provides details of:

- The facility programme, available sessions and how to book
- How to complete a waiver
- Terms and conditions of booking
- How to reach the facility
- Admissions Policy and Medical contraindications
- Opening hours including ad-hoc closure information
- Arrival instructions including how early to arrive before a booked session
- Enquiry methodology
- Feedback methodology

Statement of Understanding Risks - Waiver

EXAMPLES OF BEST PRACTICE

The organisation uses a statement of understanding form that captures the following:

- Completed by every participant
- Signed by a parent or guardian if the person is under 18 or 16 (depending on the Park's waiver requirements)
- Exclusions of participants including weight, height, age and medical conditions
- A statement of the risks involved in the onsite activities
- Direction to consult GP if participant has an existing medical condition
- Identifying and contact information for those completing the waiver
- Emergency contact information for parents/carers/organisers
- An undertaking by each participant or their parent/guardian to accept the inherent risks

Waiver Check

EXAMPLES OF BEST PRACTICE

- Three participants in the trampoline area will be checked to ensure waiver is in place and has been checked by front of house staff prior to activity

Access Control and Safety Briefing

EXAMPLES OF BEST PRACTICE

In order to ensure that all clients have completed a waiver, been briefed in safe jumping and have paid (thus limiting capacity breaches provided the booking system has effective sales limits for each session), an access pathway must be in place that ensures:

- Only customers that have paid for the session and had their waiver checked can access the Park

- Only customers that have had a safety briefing can access the Park
- A methodology for clearing the attractions at the end of the session before allowing access for the next set of customers must be in place
- A method of identifying customers that have paid, had their waiver checked and been briefed must be in place, for example the issue of wristbands coloured to match the individual session

Trampoline Technical Compliance

Design Risk Assessments (DRA's)

EXAMPLES OF BEST PRACTICE

A design risk assessment must be supplied by the manufacturer of the facility to the client and:

- Residual risks that have not been 'designed out' by the manufacturer should be identified in the Design Risk Assessment (DRA)
- These risks, and any others identified during the ongoing operation of the facility, must be mitigated in the Risk Assessments of the park

Trampoline Park Design and Layout

EXAMPLES OF BEST PRACTICE

The manufacturer of the Park is responsible for mitigating specific risks in the design of the park, these risks should be identified in a design risk assessment as per the BSI PAS 5000:2017 which is provided to the Park prior to opening:

- A maximum user weight must be identified and clearly communicated to staff and clients
- All springs must be protected by a 'spring protector'
- All hard objects that a jumper could foreseeably make contact with during the activity must be sufficiently padded. This includes all framework and springs, boxes, pillars, the underside of all basketball fixtures and any other surface that could cause injury or harm. The only exception to this is a 'walk the wall' area
- The floor area of the trampoline park is clear from obstructions
- Padding on trampoline beds is fitted and secure
- Performance trampolines are in a separate area to general park trampolines and clearly marked. No transition between the performance trampoline and park trampolines shall be possible by bouncing.
- Foam Pits and Airbag dismount pits are a minimum of 1.5m deep

Adherence to Prevalent Guidelines (ASTM & PAS)

EXAMPLES OF BEST PRACTICE

The design, manufacture, construction and operation of the trampoline park must demonstrate knowledge of and adherence to prevalent industry standards and guidance. An understanding of the guidance of either the ASTM F2970-15 standard or the UK IATPs Publicly Accessible Standard (PAS 5000:2017) on Trampoline park manufacture and operation should be demonstrated

Stock Management for Maintenance

EXAMPLES OF BEST PRACTICE

A stock management system must be in place for replacement parts to ensure that spares are in stock to reduce the likelihood of an extended full/part park closure taking place. This system should include a spare trampoline bed for all beds available at short notice. This does not necessarily require the stock to be kept onsite.

Manufacturer's Instructions for High Risk Equipment

EXAMPLES OF BEST PRACTICE

Manufacturer's instructions for high risk equipment should be on site and available for all staff, including but not limited to:

- Trampolines
- Battle Beams
- Dismount Pits
- Basketball Equipment
- Dodgeball Equipment

- Containment Equipment
- All other facility 'attractions'
- Lighting
- Gas heaters
- HVAC, plant and machinery

Checks and inspections should be carried out in line with these instructions, with records maintained on site

Maintenance and Equipment - This will be assessed as part of the Maintenance and Equipment module (Operations 2) and a band of 'Good' must be achieved in this challenge for the Trampoline Park to achieve the separate 'Trampoline Quality Mark'

Equipment and Maintenance

EXAMPLES OF BEST PRACTICE

The Park must have access to an Operations and Maintenance Manual which describes how the park equipment should be operated and maintained. The Park should have in place:

- Fault reporting system and part replacement process
- Robust inspections and facility checks procedure including daily opening and closing checks
- Periodical inspections should take place and be recorded quarterly or in line with manufacturers instructions
- Annual inspections

Facility Checks - Opening

EXAMPLES OF BEST PRACTICE

Prior to the opening of the facility, a full check of the activity areas must be undertaken and recorded to ensure the facility is in good working condition. This must include a check of:

- All padding and beds to assess wear and tear, replacing as necessary
- Areas of concern must be reported and a system of part/full closure or immediate repair implemented before the park area is opened.

Facility Checks - Closing

EXAMPLES OF BEST PRACTICE

A visual check must be undertaken of all equipment and a floor walk for any remaining users prior to closing the park:

- Checks must be documented and recorded and completed by a Duty Manager or competent member of staff.

Ad-Hoc Maintenance

EXAMPLES OF BEST PRACTICE

A system must be in place to identify areas of the park that require ad-hoc maintenance. In these events, a system of part/full closure or repair implemented before the park area is re-opened.

- Areas which are out of use must be clearly marked and a physical barrier in place.

Planned Maintenance

EXAMPLES OF BEST PRACTICE

A planned maintenance schedule should be evident, that includes but is not limited to:

- Documented checks in line with manufacturers guidance
- A scheduled audit of all equipment as advised by the equipment manufacturer
- A scheduled replacement of operational parts as advised by the manufacturer upon either clear wear and tear is evident or the end of their expected lifespan is reached.

Work Equipment – Checks, inspection and Service

EXAMPLES OF BEST PRACTICE

Work equipment should be checked, inspected and serviced in line with legislation and manufacturer's instructions, with records maintained, including records of maintenance training as per the supplier or manufacturer's instruction:

- Access Towers

- Ladders
- Arrest Stop Systems
- Creepers
- Basketball winches
- Kitchen Appliances
- Air Conditioning and Air Handling Systems
- Specific facility maintenance Equipment

Cleaning and Housekeeping - This will be assessed as part of the Cleaning and Housekeeping module (Operations 1) and a band of 'Good' must be achieved in this challenge for the Trampoline Park to achieve the separate 'Trampoline Quality Mark'

Planning

EXAMPLES OF BEST PRACTICE

Have acceptable and measurable cleaning standards been defined this could present itself through a cleaning specification and accessible to staff

A cleaning programme is documented and in place which includes:

- Tasks to be completed
- Have all areas of the facility been built into an integrated cleaning programme that is being used
- Responsibilities to perform cleaning duties are clearly defined and documented and available to the staff

Trampoline Park Kit Cleanliness

EXAMPLES OF BEST PRACTICE

Planned daily cleaning and ad-hoc cleaning must be demonstrated and recorded as completed. A standard operating procedure must be in place to ensure that not only are levels of cleanliness considered and monitored, but that individual kit cleaning adheres to manufacturer guidelines. Facility operators must demonstrate;

- Areas behind and under courts are cleaned periodically
- The foreseeable 'travel' of each trampoline bed is not jeopardised by clutter or storage
- Dust and unwanted particles are cleaned from the entire park area daily
- All cleaning products used must not degrade or jeopardise the padding or trampoline beds or any other attraction in the facility

Training

EXAMPLES OF BEST PRACTICE

- Staff have been trained on how to deliver the cleaning programme to the required standard and use all cleaning equipment
- Staff are provided with clear instructions on how to check the electrical cleaning equipment safely and made aware of their responsibility to check electrical equipment prior to use.
- Training on the use of cleaning equipment

Resources

- Sufficient resources are allocated to meet the cleaning standards and programme, including staff and materials

Business Development - This will be assessed as part of the Planning to Improve module (Purpose 5) and a band of 'Good' must be achieved in this challenge for the Trampoline Park to achieve the separate 'Trampoline Quality Mark'

Management of Programme Delivery

EXAMPLES OF BEST PRACTICE

The facility has a business plan with clear targets for:

- Profitability
- Participation
- Retention
- Secondary sales and customer expenditure.

Targets and KPI's

EXAMPLES OF BEST PRACTICE
Budgets and targets are set within KPI's such as:

- The percentage take up against capacity
- The number of socks and other merchandise sold
- Minimum numbers for classes to proceed
- Income and usage
- Retention
- Capacity and retention is monitored and reviewed.

Managers are aware of Park performance including targets and budgets

Programme and Participation

EXAMPLES OF BEST PRACTICE
The programme includes:

- Customers with additional needs (disabled users) specific sessions
- Schools and Clubs
- Outreach and Community Engagement work

A strategy is in place and effective to develop retention and drive participation upwards

Programme Review

EXAMPLES OF BEST PRACTICE
The organisation reviews the effectiveness of the programme on a regular basis and improvements are made as a result. The following should be in place:

- Annual review
- Action plan/Improvement Plan
- KPI's in place and monitored

Trampoline Programme Coordinator

EXAMPLES OF BEST PRACTICE
A member of staff is identified as having responsibility for overseeing/ coordinating the trampoline programme, this should be included in their job description

Budget

EXAMPLES OF BEST PRACTICE
A dedicated resource is available to:

- Invest money back into the facility to allow the programme to be further developed
- To develop and deliver the programme
- Increase participation across all sectors
- Increase occupancy and sales for the programme
- Promote the programme internally
- Staff the Park appropriately to deliver a safe and inclusive programme

Customer Experience - This will be assessed as part of the Customer Experience module (People 1) and a band of 'Good' must be achieved in this challenge for the Trampoline Park to achieve the separate 'Trampoline Quality Mark'

Front of House Enquiries

EXAMPLES OF BEST PRACTICE
Front of house staff are fully briefed to enable customers enquires to be dealt with using a one stop shop approach. The following client journey procedures should be in place:

- Payment (or checking account is settled)
- Issue of ticket or access control methodology
- Issue of grip socks
- Location of key services including lockers and toilets
- Preparatory advice (removing jewellery and putting on grip socks)



- Communication to clients of next steps including delivery of safety briefing information
- Evidence of an effective staff training system in the above
- Evidence of an effective feedback system, including staff meeting to better the client journey

Booking Procedure

EXAMPLES OF BEST PRACTICE

The organisation has an open and effective booking procedure in place that is communicated to potential and existing customers. The following should be in place:

- Available programme and details of sessions
- Waiver procedures - Online and Onsite
- Booking procedures - Phone, Online and Onsite
- Enquiry procedure

Booking Terms & Conditions

EXAMPLES OF BEST PRACTICE

Booking Terms and Conditions in place, including:

- Refund and Cancellation Policy
- Session Exchange Policy
- Changes to bookings or party numbers and food orders policy
- Evidence of an effective staff training system in the above
- Evidence of an effective feedback system, including staff meetings to better the client journey

Booking General Information

EXAMPLES OF BEST PRACTICE

All bookings should be confirmed in writing, through confirmation emails. This confirmation should include:

- Arrival times and general pre-admission information
- Completion of waiver prior to check in (or arrival where possible)
- Booking terms and conditions as above

Customer Comments

EXAMPLES OF BEST PRACTICE

- Systems are in place to ensure customer needs are identified and addressed and a clear procedure to deal with customer/ parent feedback and the monitoring of customer satisfaction
- Customer comments are encouraged. A clear methodology is demonstrated showing that positive comments are fed back to staff and behaviour reinforced, while negative comments are fed into coaching, training and procedural review.

Secondary Sales

EXAMPLES OF BEST PRACTICE

- Cafe Items, Merchandise and Socks are available to purchase
- The facility monitors Secondary Sales, such as the amount of merchandise sold against the number of jumpers attending, and have a strategy for increasing sales.

Team and Skills Development - This will be assessed as part of the Team and Skills Development module (People 2) and a band of 'Good' must be achieved in this challenge for the Trampoline Park to achieve the separate 'Trampoline Quality Mark'

Induction and Training

EXAMPLES OF BEST PRACTICE

All staff attend and have completed a full facility specific induction and all staff are trained and competent to carry out their roles:

- Induction procedure
- Induction records signed and dated by the inductee and inductor

This includes production of a documented training and induction process that includes specific health and safety training for all staff and Health and Safety training records for all staff in Standard Operating Procedures and Emergency Action Plans. Training must be recorded and records kept in staff files including any refresher or

update training.

Teaching and Coaching

EXAMPLES OF BEST PRACTICE

All teaching takes place in safe and appropriate facilities in accordance with the TPSOP. The facility should demonstrate that teaching and coaching is fit for purpose, and learners demonstrate a level of competence in practical environments before training is completed

Continuous Professional Development (CPD)

EXAMPLES OF BEST PRACTICE

Staff attend appropriate CPD to enable them to develop skills. The following should be in place:

- Records of CPD attendance
- Additional In house seminars and workshops to develop staff skills
- Continuous training and development as identified in the injury feedback loop
- Opportunities to learn different departments
- Opportunities to shadow managers and progress upwards
- A training matrix should be used to manage qualifications and training requirements

Contingency Plans

EXAMPLES OF BEST PRACTICE

The organisation has contingency plans in place to deal with the non-availability of staff. The following should be in place:

- Sickness and holiday procedures
- Unannounced non-attendance of staff including duty management

Meetings

EXAMPLES OF BEST PRACTICE

Staff attend regular meetings with evidence of minutes/notes of meetings circulated and maintained by the organisation.

One to Ones and Development

EXAMPLES OF BEST PRACTICE

Key Personnel develop their skills and knowledge. Support and mentoring is in place and evidence of some of the following should be in place:

- One to one discussions minutes
- Ad-hoc coaching and issue resolution discussions
- Appraisals records
- Personnel development plans
- Annual observation records
- Mentoring process, with names of mentors
- Workforce development plans
- Training needs analysis

Personnel Procedures and Records

EXAMPLES OF BEST PRACTICE

The organisation implements personnel procedures in accordance with legal requirements and demonstrates good employment practice. A record is maintained of all personnel information. The following should be in place:

- Recruitment Policy
- Training Matrix
- Disclosure Barring Service (DBS) checks
- First Aid qualifications
- Continuous Professional Development (CPD)
- ICT Policy, including email, internet use and social media

Uniform
<p>EXAMPLES OF BEST PRACTICE</p> <p>Uniform is provided for the team to allow customers to recognise all staff</p>
Health and Safety General
HSE Law Poster – What You Should Know
<p>EXAMPLES OF BEST PRACTICE</p> <p>A 'HSE Health & Safety Law Poster (2009)' should be displayed and accessible to staff, with the organisation and site specific information suitably recorded. Staff working remotely from site should be issued with the Health & Safety Law Pocket Card</p>
Portable Appliance Testing and Inspection
<p>EXAMPLES OF BEST PRACTICE</p> <p>Appropriate checks and inspections should be carried out on portable electrical appliances in accordance with 'Electricity at Work Act 1989' and manufacturer's instructions, with records maintained on site:</p> <ul style="list-style-type: none"> • User checks • Visual inspections • Combined Test and Visual Inspection (Portable appliance test (PAT))
Contractor Assurance/Management Programme
<p>EXAMPLES OF BEST PRACTICE</p> <p>All contractors working on site should be approved and managed in accordance with 'Management of Health & Safety at Work Regulations 1999' to include:</p> <ul style="list-style-type: none"> • Contractor selection/ procurement process, including a check of insurance, qualifications and the suitability to work in the environment • Contractors should provide prior to commencing work and follow risk assessments and method statements • Signing 'In and Out' process in place to ensure before they leave the building the works area is secure and safe • Permit to Work process in place, particularly for hot works, working at height and confined spaces • Contractor monitoring process, including Normal Operating Procedure • Contractor registered on an approved scheme, such as Contractors Health and Safety Assessment Scheme (CHAS)
Control of Substances Hazardous to Health (COSHH) & Material Data Safety Sheets (MSDS)
<p>EXAMPLES OF BEST PRACTICE</p> <p>Processes and procedures should be created for the safe use, storage and handling of chemicals in accordance with 'Control of Substances Hazardous to Health 2002' (COSHH) regulations, including the following:</p> <ul style="list-style-type: none"> • Material safety data sheets (MSDS) documentation provided for all chemicals currently in use • COSHH assessment documentation completed for all chemicals currently in use • Adequate 'Personal Protective Equipment' (PPE) available for appropriate staff • Safe storage of substances, including segregation of acids and alkalis • Hazardous substances safety signage displayed • A plan in place to deal with chemical spills and other major incidents included in the EAP • Training records in place for staff handling chemicals, including chemical use, PPE and emergency actions
Safety Signage
<p>EXAMPLES OF BEST PRACTICE</p> <p>The need for safety signage should be identified and suitable safety signage displayed in accordance with 'Health & Safety (Signs and Signals) Regulations 1996', such as:</p> <ul style="list-style-type: none"> • Fire safety • Mandatory (PPE)

- Warning Prohibition
- Hazardous substances
- Advice and information (First Aid)

This includes safety signage displayed around the trampoline park informing customers of the rules (refer to Safety Information and Safety Briefing)

First Aid provision

EXAMPLES OF BEST PRACTICE

Risk assessments should be carried out and recorded in accordance with 'Health & Safety (First Aid) Regulations 1981' and 'First Aid at Work - Approved Code of Practice' to identify the facility's needs and first aid provision. It should consider the following elements:

- Does the Facility have sufficient Approved First Aid trained staff, is a qualified member of staff on duty during all opening hours, there should be a minimum of 2 qualified first aiders on site during opening hours
- Is suitable and sufficient First Aid equipment available
- Evidence of disposal of sharps and medical waste processes in place
- Is training being implemented, with records maintained on site, including copies of first aid certificates
- Accident and RIDDOR reporting procedures in place
- First aid signs are displayed in the appropriate place
- Evidence of who is the nominated first aider
- Are refresher training dates monitored and diarised to ensure expiry of qualifications does not occur
- Is first aid stock management formally completed and managed effectively

Accident and RIDDOR Reporting

EXAMPLES OF BEST PRACTICE

Accidents and incidents should be suitably recorded with an investigation process in place and records held on site in accordance with 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)'. Staff should be trained in and understand:

- Accident, incident and near miss reporting
- Accident investigation undertaken and actions added to Service Improvement Plan (SIP)
- What are RIDDOR reportable accidents
- The reportable time frames
- How to correctly report to the ICC
- Accident reports should be regularly reviewed for trends no more than 3 months apart; such as ankle injuries or an increased number of trips to assist in identifying concerns before they become issues

Health and Safety Audit

EXAMPLES OF BEST PRACTICE

The facility should have a process in place to carry out:

- Performance reviews for accidents
- Insurance and general health and safety with findings and actions added to the improvement plan, including annual (as a minimum) health & Safety audits undertaken by an independent, suitably qualified contractor

Safe Systems of Work and / or Work Instructions

EXAMPLES OF BEST PRACTICE

- Safe systems of work or work instructions should be created as a result of identifying hazards that require further control measures such as instructions to carry out a task. These instructions should be based on manufacturer's guidance and should include arrangements for:
 - Equipment operation.
 - The use of specific materials.
 - Maintenance measures.



- And all other areas identified in the risk assessment. A 'Court Monitoring/ Marshalling Manual' & 'Maintenance Manual' may effectively provide safe systems of work for the above.

Health and Safety Statutory Standards - This will be assessed as part of the Health and Safety Declaration module (Operations 4) and a band of 'Pass' must be achieved in this challenge for the Trampoline Park to achieve the separate 'Trampoline Quality Mark' and full Quest accreditation

Health and Safety Management System

EXAMPLES OF BEST PRACTICE

Safety system procedures must cover all key activities for staff, customers and others; including instructions and guidance on the actions required to ensure a safe environment for staff and customers, good practice models include:

- HS(G)65 Successful Health & Safety Management
- BS OHSAS 18001:2007 Occupational Health and Safety Management Systems

Processes in place to regularly review, maintain and update the procedures and policy systems to operate Park safely, including the health and safety management system.

Health and Safety Policy Statement

EXAMPLES OF BEST PRACTICE

The health and safety policy statement should be signed by the person within the organisation responsible for health and safety.

- The policy statement should set out the responsibilities of the organisation and its employees; containing a commitment to providing a safe and healthy working environment, with both effective systems and procedures that influence the organisation, arrangements, premises and equipment
- The statement should be regularly reviewed and must take into account any significant changes in size and or organisational structures

Employers and Public Liability Insurance Certificate

EXAMPLES OF BEST PRACTICE

The organisation should ensure that current insurance certificates for Employer and Public liability are in place and should be readily available to staff

Fixed Electrical Installation Inspection Certificate

EXAMPLES OF BEST PRACTICE

A fixed wiring periodic inspection and test (17th edition) should be carried out in accordance with the 'Electricity at Work Act 1989' and 'Requirements for Electrical Installations (IEE Wiring Regulations (17th Edition) BS 7671)' with records maintained on site:

- Annually for swimming pools and fire alarm insulation
- Three yearly for other leisure facilities (including dual use facilities), theatres and emergency lighting insulation
- Five yearly for the village halls & community centres, residential accommodation, offices and educational establishments (not open to the general public)

The certificate will describe if the test is satisfactory or unsatisfactory. An 'Unsatisfactory' certificate will list the actions to be addressed. All Code 1 and Code 2 actions should be addressed or a plan should be in place to address these actions within a reasonable timespan, with evidence of completion held with the original report.

Note: Following the first inspection of a brand new building the examiner could reduce the period of inspection or extend the period of inspection to a maximum of 5 years, any extension and the reason why should be recorded on the inspection certificate and a risk assessment completed (as per table 3.2 Note 8 Guidance Note 3: Inspections & Testing IET)

**** Operators should liaise with their insurance company and local licensing authority in relation to licence premises to ensure their timescales are met**

Risk Assessments

EXAMPLES OF BEST PRACTICE

Risk assessments should be carried out and recorded in accordance with 'Management of Health & Safety at

Work Regulations 1999' and available to all staff. They should be:

- Current
- Suitable and sufficient
- With all significant hazards recorded
- Effective control measures in place relevant to the facility
- Formally reviewed on a planned regular basis, as per 'INDG163' or after an accident, incident, near miss or the purchase of new equipment
- Completed for premises, tasks, activities and people

Fire Risk Assessment (Site-Specific)

EXAMPLES OF BEST PRACTICE

A fire risk assessment should be carried out by a competent person and recorded in accordance with 'Regulatory Reform (Fire Safety) Order 2005' and available to all staff. It should consider the following elements:

- Current
- Suitable and sufficient
- Sources of Ignition
- Sources of combustion
- Sources of oxygen
- Fire detection
- Escape routes and evacuation
- Firefighting equipment
- Supporting building plans
- Formally reviewed on a planned regular basis, as per 'INDG163', after changes within the building, incidents, the purchase of new equipment or as per the recommendation within the fire risk assessment

The fire risk assessment will provide recommendations for regular inspection, these inspections should be carried out, recorded and records maintained on site.

Emergency Action Plan/Procedures

EXAMPLES OF BEST PRACTICE

Facility based emergency procedures (Emergency Action Plan) should be developed for all potential emergency situations with documented defined action to be delivered where applicable. Key areas to consider should include:

- Evacuation for fire, bomb and chemical spillage
- Structural damage
- Electricity failure
- Gas or chemical leak
- Lost persons
- First aid

The procedure should be planned, implemented, reviewed and available to staff with a training process in place.

Emergency Lighting Test Certificate and Service Records

EXAMPLES OF BEST PRACTICE

Emergency lighting should be tested for function in accordance with 'Regulatory Reform (Fire Safety) Order 2005' with records maintained on site:

- Monthly statutory checks
- A test of the battery backups (discharge test) completed
- Annual maintenance and service of equipment undertaken by a trained competent person
- As recommended by the fire risk assessment

Fire Alarm Test Certificate and Service Records

EXAMPLES OF BEST PRACTICE

The fire alarm should be tested regularly for function in accordance with 'Regulatory Reform (Fire Safety) Order

2005' with records maintained on site:

- Weekly statutory checks – demonstrating a planned approach to checking all call points on a rotational basis
- Six monthly maintenance and service of equipment undertaken by a trained competent person
- As recommended by the fire risk assessment

Fire Extinguishers Inspection Records

EXAMPLES OF BEST PRACTICE

Firefighting equipment including extinguishers, blankets and hoses should be tested regularly for function in accordance with 'Regulatory Reform (Fire Safety) Order 2005' with records maintained on site:

- Monthly statutory checks
- Annual maintenance and service of equipment undertaken by a trained competent person as recommended by the fire risk assessment
- As recommended by the fire risk assessment

Asbestos Survey/Register

EXAMPLES OF BEST PRACTICE

An asbestos survey should be carried out for all buildings built before 2000 in accordance with 'Control of Asbestos Regulations 2012'. If asbestos is located a register should be completed and control measures implemented including:

- A process is established for addressing the management of asbestos, including defining the duty holder
- A regime of regular inspection
- Information for contractors and/or visitors
- Guidance on what to do if asbestos is disturbed
- A plan of the location of asbestos in the building is understood by staff

Legionella Risk Assessment

EXAMPLES OF BEST PRACTICE

A legionella risk assessment should be carried out by a competent person and recorded in accordance with 'Legionella L8' and available to all staff. It should contain responsibilities (duty holders) and recommendations to reduce the risk of an outbreak which may include:

- Flushes of underused outlets
- Water temperature checks (less than 20° centigrade for cold, more than 50° for hot)
- Calorifier temperature checks
- Microbiological water tests
- Shower heads descaling
- Chlorination regime
- Tank inspections
- Detailed/accurate schematic drawings of all hot and cold domestic water services

The above inspections/ tests should be carried out, recorded and records maintained on site.

The risk assessment must be formally reviewed regularly and specifically whenever there is reason to suspect it is no longer valid. An indication of when to review the assessment and what to consider should be recorded in the current risk assessment. This may result from and include:

- Changes to the water system or its use
- Changes to the use of the building in which the water system is installed
- The availability of new information about risks or control measures
- The results of checks indicating that control measures are no longer effective
- Changes to key personnel
- A case of legionnaires' disease/legionellosis associated with the system

Gas Boiler Service Records

EXAMPLES OF BEST PRACTICE



Gas boilers should be serviced in line with legislation and manufacturer's instructions, with records maintained on site:

- Annual maintenance and service of equipment undertaken by a trained competent person

Passenger Lifts and Hoist Examination and Inspection

EXAMPLES OF BEST PRACTICE

Passenger lifts and hoists should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and the Health and Safety at Work etc. Act 1974 and manufacturer's instructions, with records maintained on site:

- Passenger lifts, six monthly thorough examination, maintenance and service undertaken by a trained competent person
- Hoists (including pool and disabled) six monthly, thorough examination, maintenance and service undertaken by a trained competent person

Non Passenger Lift Examination and Inspection

EXAMPLES OF BEST PRACTICE

Non passenger lifts and hoists should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and manufacturer's instructions, with records maintained on site:

- An annual thorough examination, maintenance undertaken by a trained competent person

Mechanical Hoist Examination and Inspection

EXAMPLES OF BEST PRACTICE

Mechanical hoists should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and manufacturer's instructions, with records maintained on site:

- An annual (unless the equipment is used to lift people, this would be every six months) thorough examination, maintenance and service of equipment undertaken by a trained competent person

Mobile Elevated Work Platform (MEWP) Examination and Inspection

EXAMPLES OF BEST PRACTICE

Mobile elevated work platform should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and manufacturer's instructions, with records maintained on site:

- A six-monthly thorough examination, maintenance undertaken by a trained competent person