

Quest 2014 – Splus 18

ukactive Code of Practice



Outcomes

- To ensure ukactive compliance to achieve the code of practice

Compliance Declaration

HSE Law Poster

EXAMPLES OF BEST PRACTICE

An appropriate number of 'HSE Health & Safety Law Posters' should be displayed and accessible to staff, with the organisation and site specific information suitably recorded. Staff working remotely from site should be issued the HSE's Leaflet

Health and Safety Training Programme

EXAMPLES OF BEST PRACTICE

Appropriate job induction and on-going training programmes, including health and safety, should be developed and implemented, with records, including copies of specific qualifications, maintained on site for all staff including the following elements:

- Policy statement
- General employee responsibilities
- Normal operating Procedure (NOP)
- Emergency procedures
- Plant and equipment
- Health and safety specific including : COSHH, PPE, manual handling, risk assessments and emergency action

A process should be developed to assist with the delivery of the training programme that could include:

- Training needs matrix
- Training programme

Evacuation and Fire Training

EXAMPLES OF BEST PRACTICE

A regular programme of evacuation/ fire drills should be in place in accordance with the 'Regulatory Reform (Fire Safety) Order 2005' with records maintained on site:

- Training records in place for staff evacuation training and fire safety

Safe Systems of Work and / or Methods Statements

EXAMPLES OF BEST PRACTICE

Safe systems of work or method statements 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
- Materials
- Safe systems of work

COSHH

EXAMPLES OF BEST PRACTICE

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:

- 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
- Chemicals stored safely including segregation of acid's and alkalis, bottles clearly labelled and bunds that hold at least 110% capacity
- A plan in place to deal with chemical spills and other major incidents
- Training records in place for staff handling chemicals, including chemical use, PPE and emergency action

First Aid

EXAMPLES OF BEST PRACTICE

The provision of First Aid should be identified in accordance with 'Health & Safety (First Aid) Regulations 1981' and 'First Aid at Work - Approved Code of Practice'

- Risk Assessment to identify the centre's needs and first aid provision
- Sufficient First Aid staff, including a qualified member of staff on duty during all opening hours

Safety Signage

EXAMPLES OF BEST PRACTICE

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:

- Fire safety
- Mandatory (PPE)
- Warning
- Prohibition
- Hazardous substances
- Advice and information (First Aid)

Accident and RIDDOR Reporting

EXAMPLES OF BEST PRACTICE

Accidents and incidents should be suitably recorded with an investigation process in place in accordance with 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)'. Staff should be trained in and understand:

- Accident and incident reporting
- Accident investigation
- What are RIDDOR reportable accidents
- The reportable time frames
- How to correctly report to the ICC

Crèche Certificate

EXAMPLES OF BEST PRACTICE

- A copy of the current OFSTED crèche certification should be displayed within the centre

Food Hygiene

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 such as 'FSA safer food better business' or 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
- Training being implemented, with records maintained on site, including copies of food hygiene certificates

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

Lifts and hoist

EXAMPLES OF BEST PRACTICE

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:

- Non passenger lifts annual maintenance and service of equipment undertaken by a trained competent person
- Passenger lift, six monthly maintenance and service of equipment undertaken by a trained competent

person

- Hoists (including pool and disabled) six monthly maintenance and service of equipment undertaken by a trained competent person

Portable Appliance Testing and Inspection

EXAMPLES OF BEST PRACTICE

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:

- User checks
- Visual inspections
- Portable appliance test (PAT)

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 suppliers' instruction, such as:

- Trampolines
- Basketball winches
- Cricket nets
- Mobile elevated platforms
- Gym equipment
- Ladders
- Pool plant and dosing equipment
- Sunbeds
- Sauna / Steam Rooms

Training Records

EXAMPLES OF BEST PRACTICE

Training should be undertaken for all activities staff undertake, including plant and equipment maintenance with records maintained on site, including copies of specific qualifications, such as:

- Gym equipment
- Pool plant and dosing equipment (Pool Plant Operators)
- Sunbeds

Swimming Pool/ Spa Water Test

EXAMPLES OF BEST PRACTICE

Swimming pool and spa water should be tested in accordance with 'Pool Water Treatment Advisory Group (PWTAG)' and L8 Management Spa part one and two'. The following should be in place:

- Water hygiene operational procedures
- Daily testing regime prior to use, at the end of the day and at regular intervals in between (pool water 2 – 4 hours and spa 2 hourly). The readings should be recorded, accessible and measure free and combined chlorine and pH levels. Appropriate ranges should be specified and readings should fall within the specified ranges
- Weekly balance water regime, the readings should be recorded, accessible and measure alkalinity, calcium hardness and total dissolved solids (TDS). Appropriate ranges should be specified and readings should fall within the specified ranges
- Monthly micro-bacteriological regime, the checks should be recorded, accessible and measure total variable counts (TVC) or aerobic colony count (ACC), total coliforms, E. coli, pseudomonas aeruginosa and legionella for spa baths. The results should fall within the recommended limits and records maintained with any action taken following unsatisfactory results

Sunbeds

EXAMPLES OF BEST PRACTICE

The sunbed operation should be compliant with the HSE 'Controlling Risks from the Use of UV tanning Equipment'

with the following in place:

- Suitable induction processes
- Pre activity questionnaires (PEQ)
- User codes and signage displayed on safe use of the sunbed (HSE/ IMSPAL)
- Provision of PPE (goggles)
- Provision of cleaning equipment
- No under 18's permitted to use the equipment

Sauna/ Steam Rooms

EXAMPLES OF BEST PRACTICE

- User codes and signage should be displayed on the safe use of the steam room and sauna cabin

Beauty Treatments

EXAMPLES OF BEST PRACTICE

The following should be in place for the beauty/treatment and spray tanning booth areas:

- Be considered in the NOP and EAP
- Therapist's insurance and qualifications certificates available on site
- Pre-screening documentation

Managing Contractor

EXAMPLES OF BEST PRACTICE

All contractors working on site should be approved and managed in accordance with 'Management of Health & Safety at Work Regulations 1999' to include:

- Contractors selection/ procurement process, including a check of insurance, qualifications and the suitability to work in the environment, such as 'disclosure checks'
- Contractors should provide 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

Disclosure and Barring Service

EXAMPLES OF BEST PRACTICE

An agreed and implemented screening policy should be in place that ensures all staff that has direct contact with children and vulnerable adults have been checked. The following should be considered:

- Who is checked
- How often they are checked
- Evidence of DBS checks available on site

Proactive Monitoring

EXAMPLES OF BEST PRACTICE

The centre should have a process in place to carry out health and safety internal audits of standards and how well these standards are implemented, such as

- Internal checksheets counter signed
- Inspections carried out
- Spot checks undertaken by senior managers
- Periodic reviews of health and safety performance

Corrective Action

EXAMPLES OF BEST PRACTICE

A formal process should be in place to record and track corrective or risk reduction actions from risk assessments, accidents and other sources, such as a risk reduction plan (RRP) or an improvement

Performance Reviews

EXAMPLES OF BEST PRACTICE

The centre 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 Independent and external audit such as:

- Client
- Consultants
- Health and Safety Executive (HSE)
- Environmental Health Office (EHO) visits
- Fire Officer visits
- Quest

Review of the Health and Safety Management System

EXAMPLES OF BEST PRACTICE

Processes should be in place to regularly review and update relevant procedures and policy systems, including the health and safety management system

Fitness Staff Qualification and Training Records

EXAMPLES OF BEST PRACTICE

Staff instructing and demonstrating exercise, including specialist disciplines, should have a national recognised qualification with records maintained on site, including copies of specific qualifications, such as:

- Fitness Instructor
- Group Exercise Classes
- REP's registration
- Continuous Professional Development (CPD) in line with REP's guidelines
- GP Referral
- Cardio Phrase IV
- Chair Base Exercise

Pool Lifeguard Staff Qualification and Training Records

EXAMPLES OF BEST PRACTICE

Pool lifeguard staff should hold a national recognised pool lifeguarding qualification as outlined in 'Managing Health and Safety in Swimming Pools' (HSG179) with records maintained on site, including copies of qualifications.

An on-going training and competency assessment programme should be in place with lifeguards attending regular monthly training with records maintained on site plus an escalation processes in place to deal with non-attendance or non-compliance

Membership Terms and Conditions (T&C's)

EXAMPLES OF BEST PRACTICE

Customers joining the facility should be made aware of the standard terms and conditions that apply to their membership. The following should be in place:

- The membership terms and conditions should be documented and a copy given to the customer on joining
- Customers should be made aware of the contractual arrangements they are signing
- The environment where membership consultation is conducted should be conducive to allow free dialogue by the customer

Office of Fair Trading

EXAMPLES OF BEST PRACTICE

- All written membership contracts should comply with The Office of Fair Trading 'Guidance on Unfair Terms in Health and Fitness Club Agreements'.

Gym Induction

EXAMPLES OF BEST PRACTICE

All customers using the gym should be offered an induction and the following should be in place:

- Suitable induction process
- Pre activity questionnaires (PEQ) and a referral process
- User codes and signage displayed informing customers of the need to be inducted on any piece of equipment

- Forms and programme cards
- Records for customers using the gym

Customer Feedback

EXAMPLES OF BEST PRACTICE

The centre should have a concise and easy to follow customer feedback system in place that ensures that customer complaints are acknowledged and communication maintained while the matter is resolved

Disability Discrimination Act

EXAMPLES OF BEST PRACTICE

The centre should demonstrate a commitment to the 'Disability Discrimination Act 2005'. The following should be in place:

- Accessibility audit
- Action plan to address findings of the audit
- Staff trained in disability awareness