



Code of Practice

Welcome to the Play Providers Association's Code of Practice. This is a key document in helping play operators to maintain a base level of practice to ensure the safety and enjoyable experience of all their customers and staff.

With your help and assistance in complying with these standards we will raise the level of play operation throughout all PPA operators and create a 'badge' that the public will always look for before visiting a play centre. The PPA's marketing department will aim to generate positive PR media coverage of the PPA and the Code during 2007 and build upon this in future years.

You need to be part of this Code as a statement of your approach to good practice and we will help you to comply. It is an important statement to government and other regulatory bodies that this is a professional industry that takes its operation and duty of care seriously.

SUMMARY

The Play Providers Association Code of Practice defines the minimum performance criteria for indoor play centres, to ensure customers are provided with a safe environment in which to play and to assist in achieving health related goals.

This guide to the PPA Code of Practice has been compiled:

- To assist members in interpreting the meaning of the standards
- To explain the compliance process
- To explain the review procedure
- To offer some guidance for further information





MISSION STATEMENT

The Play Providers Association's mission is "to promote, develop and protect the interests of all businesses engaged in providing enclosed play facilities"

COMPLIANCE

Members are eligible to comply with the new PPA Code of Practice from **1st January 2007** and must therefore confirm their compliance at each annual renewal of their membership.

NON COMPLIANCE

Compliance is based upon accurate reporting but is subject to review. In complying with the standards each PPA member accepts that their facility may be subject to review by an independent inspector.

REVIEW PROCEDURE

If an inspector considers a centre to be non-compliant then the facility will be given **TIME** to re-dress the cause of non-compliance. Failure to remedy the situation within the specified timeframe will result in immediate suspension of the Code of Practice compliance status.

APPEAL

Should a facility dispute the assessment they are at liberty to report the matter in writing to the PPA Secretary. The Executive Committee will review the complaint, gathering all the relevant information and documentation. If the Executive Committee is unable to resolve the complaint, it will be referred to the Review Committee.

The Review Committee will comprise the Chairman of the PPA and two members of the Executive Committee and an external health and safety specialist; the latter to be appointed annually.

The PPA Code of Practice Executive Committee will consider all reports of members' non-compliance and will confirm any disciplinary action. The Review Committee will meet no more than four times a year.

QUERIES

This facilitation guide will assist members to comply with the PPA Code of Practice. However, it is recognised that there may be questions that are not answered in the guide. The PPA team will be pleased to help with any queries and will provide further information where appropriate.



COMPLIANCE PROCEDURES

Step 1- On receipt of the PPA Code of Practice documentation members must sign the Confirmation of Compliance section at the bottom of the form. The Confirmation Form should be returned to the PPA. Members will have up to six months to achieve compliance from the date of receipt of the Code of Practice documentation. If a member cannot comply at that time there will be a maximum period thereafter of six months in which to comply. Failure to comply by this time will result in termination of PPA Code of Practice compliance status.

Step 2- On full compliance (When you have returned your Code of Practice Compliance Confirmation) members will receive a Certificate of Recognition to signify that they comply with the PPA Code of Practice. This certificate should be displayed in the facility in full view of customers and visitors, who should be shown a copy of the PPA Code of Practice upon request.

Step 3- Members will be required to signify ongoing compliance on the annual anniversary of their membership subscription renewal.

Step 4- The PPA Committee will assess the conduct of members who are reported to be violating the requirements despite having registered compliance.

CODE OF PRACTICE

Every member of the PPA has the responsibility to abide by the PPA Code of Practice. This Code of Practice does not create new law or act as a substitute for any existing regulations. The PPA will do its utmost to assist in the interpretation of any of the standards but play operators should seek further advice regarding any legal questions.

The members of the Play Providers Association agree to promote standards, quality and customer welfare throughout the industry and agree to:



INSURANCE

1. 1 The PPA code of practice states that it is compulsory to have appropriate insurances in place. Employer's liability insurance is a legal requirement and a certificate of insurance must be displayed within the premises to conform to the PPA code of practice.
- 1.2 Conformity to the code also requires companies to have in place public / products liability insurance and buildings / contents insurance.

EQUIPMENT

- 2.1 Every member of the PPA has the responsibility to maintain their equipment to ensure that it is fit for purpose. In addition members agree to monitor the installation to ensure that equipment reaches the various European or British standard as defined below:

INSPECTION, MAINTENANCE AND CLEANING PROCEDURES

- 3.1 PPA members commit to an annual inspection of their play equipment. This is to be carried out by an independent inspections body.
- 3.2 Above this they also commit to daily and monthly checks on their indoor play area in accordance with their maintenance guide.
- 3.3 Risk assessment (please see over leaf for risk assessment matrix)

Risk Assessment (**Likelihood** x **Severity**)

Likelihood	Probability
1	No real probability of occurrence
2	Minimal probability of occurrence
3	Moderate probability of occurrence
4	Very likely to occur
5	Almost certain to happen

x

Risk Factor	Severity
1	No real probability of occurrence
2	Minimal probability of occurrence
3	Moderate probability of occurrence
4	Very likely to occur
5	Almost certain to happen



Risk Factor

Likelihood x Severity	Risk	Action
1 - 5	Very low risk no immediate action required	No Action
6 - 10	Low risk, action in 3 months	Inform client to monitor.
11 - 15	Moderate risk, action in next 2 weeks	Fail, no further usage
15 - 20	High risk, action immediately	Fail, no further usage



STAFFING

- 4.1 When a new member of staff is recruited by a PPA member company at least 1 employer reference must be collected and stored in an appropriate personnel folder.

TRAINING

The PPA acknowledges that members of staff are vital in achieving high standards of safety and service whilst also appreciating that it may be necessary to have separate training procedures for full and part time staff.

- 5.1 The PPA code of practice defines that minimum levels of training in both customer care and Health and Safety must be given to all staff.
- 5.2 Any staff responsible for food preparation or delivery has basic food hygiene training incorporated into their induction programme.
- 5.3 Child Protection Training- There should never be a member of staff alone with a child, or a small number of children. Parental supervision is expected in the party rooms, along with centre staff. Legislation does not dictate that play centres CRB check staff as the parents are still legally responsible for their children.
- 5.4 CRB Checking- All management and permanent staff members (contracts greater than 35 hours and over the age of 18) must have a CRB clearance within 3 months. For best practice it is advised that all other staff (including temporary or volunteer/placement staff) should be CRB cleared and this is at the owners discretion.

FIRST AID AND ACCIDENT PROCEDURES

- 6.1 It is given that all full time, permanent staff should be first aid trained and should have received a minimum of a 1 day training course. This should be completed within 6 months of the staff members appropriate start date.



- 6.2 Accident/Incident Management and Reporting of Injuries and Dangerous Occurrences - To record all reports of employee, members and visitor accident and incidents, to help identify accident trends, causes and possible measures for improvement. Report all serious accidents or dangerous occurrence incidents to employees or others as required under RIDDOR 1995 regulations.

HEALTH & SAFETY

The PPA is committed to the pursuit of excellence, both in the quality of the facilities offered to members and guests, and to the standard of health and safety provisions in place. PPA members are committed to ensuring the health and safety of employees, members, guests and contractors.

It is the aim of the PPA's Code of Practice to promote standards of health and safety that will minimise risks and avoid accidents and ill health. In order to achieve this goal all Code of Practice Compliant sites will need to commit to the following health and safety standards and comply with the relevant conditions.

- 7.1 Members are expected to maintain minimum legal requirements with regards to the 'The Health & Safety at Work Etc Act 1974' (HASWA), and that specific points mentioned focus on enhancing customer participation in order to promote standards of safety and health that will minimise risks and avoids accidents and ill health. Members are encouraged to adopt the HSE's five key elements set out in 'Successful health and safety management' HSG65.
- 7.2 System Audit & Review - To conduct audits to establish that management arrangements are in place, that adequate risk control systems exist and those workplace precautions are in place. To conduct periodic reviews of health and safety performance and make decisions about improving performance based on information from 'measuring' and 'auditing' activities.

CUSTOMER CARE

- 8.1 Ensure that customers are made aware of the PPA Code of Practice when they attend the centre and that your standard terms and conditions are available on entrance.



CONFIRMATION OF COMPLIANCE AGREEMENT

Name:(Director)

Company:

Confirm that we abide by the PPA Code of Practice. In respect to this we verify that

Appropriate Insurance is in place - Employers Liability
- Public Liability

Our equipment is inspected annually by an independent inspector

Our staff receive the necessary training as defined in the Code of Practice

We understand that by signing this document, the PPA code of practice, that we are showing our commitment to follow the terms of the code in its entirety and that if requested by the PPA, we agree to provide the necessary documentation to clarify our compliance. We understand that failure to provide this documentation may result in our status being removed.

Signed

Date