

INFORMATION GUIDE FOR RISK ASSESSMENTS

ARCADE CLUB

For the protection of children, young people, vulnerable adults and visitors with special needs.

DEFINITIONS

We/Us/Our:	Arcade Club
The Venue:	Arcade Club
You/Your:	Children, young people, vulnerable adults and people with special needs and persons in Loco Parentis and Assistants to persons in Loco Parentis.
Loco Parentis:	The Leader or Competent Person. (Loco Parentis refers to the person, legally or otherwise, responsible for the child (in the absence of the child's parent(s)) young person, vulnerable adult, and person with special needs).

1 OUR AIM

We recognise that Your protection is paramount. Therefore We have put in place policies and procedures, in an attempt to achieve such. We hope that this information Guide will assist You to prepare for your visit.

2 OUR OBJECTIVE

To assist You to plan for Your reasonable needs. This Guide will cover You and Your interaction with Us. We already have a number of set policies and procedures for the operating of The Venue and these together with this document are reviewed from time to time.

3 THE VENUE

The Venue is an enclosed Amusement Arcade over three floors. The Venue has a number of permanent staff, but We do employ on a seasonal basis a small number of seasonal (temporary) workers. All employees undergo a general induction course before commencing work, and those who are then assigned to individual departments, will receive further specialist training relevant to their assigned position. In The Venue, there are a large number of amusement arcade machines and PC's alongside one kitchen, and a retail unit. There are also four bars that are licensed for the serving of alcohol. All staff engaged in the sale of alcohol have received specified training on the subject and We operate a Challenge 25 policy. The Venue is covered by a Premises Licence issued by Bury Council.

The Venue is patrolled by uniformed security staff who are SIA trained. Security staff will act in the event of crime and disorder and also where there appears to be infringements of the law in relation to alcohol, drugs and weapons including detention and seizure until the arrival of the police. All operational staff carry either a mobile communications device and/or have access to an internal telephone.

A number of staff are First Aid trained.

The Venue carries all necessary fire fighting equipment.

Please note that access to some attractions is dependant on a person being of a minimum age. Your safety is of paramount importance to Us and should We consider this to be at risk we reserve the right to refuse access. In addition some certain attractions may be considered to be unsuitable for persons with certain disabilities and/or conditions (temporary or permanent).

4 OUR MISSION STATEMENT

To provide an outstanding Amusement Arcade experience that offers something for everyone and which is presented in a well maintained manner so as to ensure that all visitors thoroughly enjoy themselves and want to return!

In addition to our Main Mission Statement we also recognise the need:

‘To have a mutual respect between You and Us, in modeling good behaviour and providing a reasonably safe environment.’

5 OUR PROTECTION POLICY STATEMENT

‘No single organisation can guarantee the absolute safety and protection of an individual. However, We and Our employees will use Our best endeavours to ensure that appropriate policies, practice and procedures are in place to both meet the requirements of the law and to deliver best practice.’

6 RISK ASSESSMENT

6.1 We have produced this Risk Assessment Information Guide for the use by others.

6.2 Please note this Guide is periodically reviewed and is available in hard copy at any time.

7 OUR HEALTH AND SAFETY POLICY STATEMENT

The Health and Safety at Work Act 1974 and other health and safety legislation applies to everybody at work and imposes a duty on Employers and Employees. Protection also extends to others, such as members of the general public, contractors and visitors who may be affected by work activities.

Ultimately, under Health and Safety legislation, each and every individual holds a personal responsibility to take reasonable care for their own safety, and to avoid placing others at risk. Furthermore, an individual must comply with the legislation and supporting regulations and refrain from interfering with or misusing things necessarily provided in the interest of Health and Safety. Please note that some areas of The Venue may be unsuitable and/or unavailable to You, particularly attractions, if You have a disability, we may, on Health and safety grounds, refuse access but We only do so in circumstances where it is necessary. Please check with us before Your visit and We can provide advice and assistance.

8 OUR EQUALITY AND DIVERSITY POLICY

We are committed within the framework of existing legislation to eliminate discrimination in our own policies and practices and in those areas over which we have influence.

The intention of this Policy is to ensure that all our employees, both potential and actual, are treated equally and as individuals, regardless of colour, race, ethnic or national origin, religion, political belief, social or economic class, marital or parental origin, gender, sexual orientation, age or disability.

In addition to our main Equality and Diversity Policy we also recognise that:

“All persons, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to a safe environment and protection from abuse.”

All of our staff have received appropriate training on Equality and Diversity.

9 PLANNING THE VISIT TO THE VENUE

Your entering and departing the Venue – Entry to and departure from the Car Park is at one location. Please note that we operate security searches through which You will be required to pass and Your belongings may be searched. If You refuse to permit a search to be carried out We may refuse entry. Confiscated items will either be returned to You or handed to the police. Persons cannot enter the Venue unless they have paid.

Wristbands must be collected on arrival. Please arrive in plenty of time as delays occur during busy periods. Wristbands must be affixed by only Our personnel, unless certain circumstances do not allow this. Once the Wristband is removed/damaged or tampered with it becomes void and unusable. Persons issued with a Wristband may also have a security stamp placed on their hand. For the convenience of large groups We may be able to forward the Wristbands to You ahead of Your visit with instructions on how these are to be issued to the members of Your group. Please speak with Our Party Booking Team for further information.

Head Counts – whatever the length and nature of the visit, the Loco Parentis and Loco Parentis Assistants should carry a list which names all the group involved in the visit at all times; including mobile telephone numbers (where available).

If your Group is arriving by coach, mini bus please contact Us before arrival in order that we can assist with parking facilities and entry through Our car park.

10 RESPONSIBILITIES AND RATIOS (for Groups)

10.1 May We draw Your attention to the document “Health and Safety of Pupils on Educational Visits” published by The Department for Education found at <http://dera.ioe.ac.uk7648/1/HSPV2>, and <https://www.gov.uk/government/publications/health-and-safety-advice-for-schools> and www.hse.gov.uk/education/visits

The recommended Group ratios are:

1 Adult per 6 Group in years 1-3 (approx age 5-7)

1 Adult per 10 Group in years 4-6 (approx age 7-11)

1 Adult per 10 Group in year 7 upwards (approx age 12-15)

1 Adult per Child where the child has special needs.

10.2 Vulnerable Adults and Guests with Special Needs –if any individual requires special help/facilities, then please advise The Venue before arrival.

10.3 At all times the Loco Parentis and Loco Parentis Assistants have responsibilities for the safety and well being of their group whilst visiting The Venue. However, We will assist wherever possible but will require You to follow the guidelines in this publication.

10.4 We may require the Loco Parentis and Loco Parentis Assistants to make themselves known to Us on arrival. In addition the Loco Parentis and Loco Parentis assistants must ensure they are spread amongst the group for easy management and control.

11 INDIVIDUALS OWN RESPONSIBILITIES – CODE OF BEHAVIOUR

It is the responsibility of the Loco Parentis to ensure that they explain Our code of behaviour to everyone in the Group. We ask that You highlight the following:

11.1 The Aims and Objectives of the Visit.

11.2 How to avoid specific dangers and why the Group should follow all Our rules and procedures including ALL SAFETY INSTRUCTION AND SIGNAGE. We draw Your attention to the diverse range of attractions and other entertainment in The Venue and please view Our website where they can be seen in potentially more detail.

11.3 The person who is responsible for the Group.

11.4 Why Health and Safety Policies and other Practices and Procedures are in place.

11.5 The standard of behaviour expected from the Group.

11.6 The behaviour, language and restraint of the Group.

11.7 What to do if one of the Group is approached by anyone outside the Group.

11.8 What to do if any member of the group is separated from the Group.

11.9 Rendezvous and departure procedures.

11.10 Explain that consuming alcohol and smoking is not permitted in under 18's, non compliance will result in expulsion from The Venue

11.11 Possession and/or the taking of illegal (non prescribed) drugs and substances will result in confiscation and/or detention pending the arrival of the Police.

12 CONTROL, SAFETY AND IDENTIFICATION (Our Employees)

12.1 Our Employees will wear visible identification at all times.

12.2 Our Employees will endeavour to avoid being left alone with a Group member at any time, unless they are in a position to relocate with the main Group, or in an emergency.

12.3 Loco Parentis, Loco Parentis Assistants and Groups should comply with any Instruction given for Health and Safety of their Group by Our Employees. In particular they MUST HAVE REGARD TO THE ATTRACTIONS SAFETY SIGNAGE (POSTER FORM OR ON SCREEN) WHICH PROVIDES FOR THE

STRICT CONTROL OF THOSE PERSONS WHO ARE PERMITTED TO PARTICIPATE.

13 ACCIDENTS AND INJURIES, EMERGENCY PROCEDURES- FIRST AID

13.1 All incident/injuries should be reported to the operational staff who will call for First Aid assistance or direct You to a Senior member of staff. We operate a system of recording accidents/injuries on an individual basis.

Please appreciate that at busy times Our Senior staff and the dedicated First Aiders may be engaged in dealing with other reports and Your patience is asked for. Please also avoid the reporting of trivial matters which can properly be dealt with by the Loco Parentis or Loco Parentis Assistants.

The Accident and Emergency Departments of the nearest Hospital is:

Fairfield General Hospital, Rochdale Old Road, Bury

Which is approx 1.6 miles away, telephone number: 0161 624 0420

There is an NHS Walk In Centre located at:

Moorgate Primary Care Centre, 22 Derby Way, Bury

Which is approximately 0.5 miles away.

The nearest AED (defibrillator) is located:

The Lamb Inn, 537 Tottington Road, Bury, Lancashire, BL8 1UB, UK

Which is approximately 1.8 miles away.

13.2 EVACUATION

We have Venue evacuation procedures in place, and in the event of an emergency these will be broadcast under the personal direction of Senior Operational staff in the venue.

You must comply with all instructions given to ensure Your safety. If You are unsure please ask, do not assume. All Loco Parentis and Loco Parentis Assistants should familiarise themselves with the layout of The Venue and ensure that they maintain adequate control of the Group at all times

14 CONTACT DETAILS AND OUR EXCLUSION POLICY

14.1 Miss Gaynor Hargreaves (Owner of the Business), Mr. Adam Sharples (Venue Manager) and Mr. Darren Townsend (Office & HR Manager) have responsibility for Policies, Practices and Procedures in place for Loco Parentis, Loco Parentis Assistants, Groups and Employees at The Venue.

14.2 Loco Parentis –Contact Requirements – A lead name, address and contact telephone number (landline and mobile) may be required for both the Loco Parentis and their organization

14.3 Exclusion from The Venue – in the instance that a Group member may need to be excluded from The Venue. We require enough Loco Parentis Assistants so that the excluded individual has a Loco Parentis Assistant with them until such time as the conclusion of the visit or until the individual can be safely escorted from The Venue and does not impinge on Health and Safety and on the rest of the Group.

14.4 We will use Our best endeavours to discourage discrimination, violence, degrading behaviour, name calling and aggravation of any kind.

14.4 We reserve the right to refuse admission to The Venue at any time.

15 RIGHTS AND CONFIDENTIALITY

15.1 Our Data Protection Policy: ‘The Venue complies with the Data Protection Act 1998 and GDPR of 2018 and will ask for informed consent of your details for any potential marketing due to potential advertising purposes. Please be assured that all details captured are for Our own use and not shared with, rented or sold to any other parties or visiting companies other than for Our marketing or market research (unless authorised by You).

15.2 Our Employees will not discuss names of Group members outside of The Venue. Our employees will also not disclose any information that is deemed personal, liable or detrimental to a Group member’s safety unless it is required for a Child protection case and the relevant organisations need the information.

15.3 We operate CCTV for security reasons, but this is held on a loop basis and only stored for a limited period of time.

15.4 Photography and filming of children, young people, vulnerable adults and people with special needs –A parent or Loco Parentis can consent to use the images of the Group for whom they are responsible. We will require the parent or Loco Parentis to sign a declaration to confirm that this is acceptable and it will state what the images will be used for.

16 PARTNERSHIPS (COMPANIES) AND PUBLIC RELATIONS

16.1 We will not enter into correspondence regarding Groups unless it is required for a child protection case, and the relevant organisations require the information.

16.2 We take all reasonable steps to ensure that all relevant employees have been checked by the Disclosure and Barring Service (DBS).

17 DEVELOPMENT AND TRAINING

17.1 Employees are made aware of Policies, Practices and Procedures regarding Groups.

17.2 We will review Our Policies, Practices and Procedures to ensure that all guidelines are being met.

17.3 All new employees will be inducted and continually made aware of Our commitment to these policies, Practices and Procedures.

17.4 We will keep up to date with Policies, Practices and Procedures of Health and Safety and advise all employees accordingly.

18 DEFINITIONS – CHILD, YOUNG PERSON AND VULNERABLE ADULTS

18.1 The definition of a child or children is anyone up to the age of 18 (extensions exist for children who have a disability and for those in Local Authority care settings)

18.2 When We refer to a child or children We mean all ages, however a child or children in the upper age limit prefer to be known as young people, this is a term used in most higher educational and youth organisations.

18.3 Vulnerable Adults/Special Needs are people who are or may be in need of community care and services because of mental disability or other disability, age or illness, and who are, or who may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

19 INSURANCE

We carry an insurance policy to cover all aspects of our operation with a £5,000,000 indemnity in respect of public liability claims. A copy of our insurance summary is available on request.

20 SPECIFIC RISKS

Slips/trips and falls – all common walkways are subject to regular reasonable inspection by our staff and any defects will be remedied as soon as possible after identification before which, the areas may be cordoned off or switched off to prevent access. Our Guests and You are requested to inform Your Group not to run within The Venue. Fire escape areas are subject to the elements and when the weather is inclement additional care is needed by our Guests and You are requested to inform Your Group not to run and otherwise take reasonable care given the prevailing weather conditions.

Vehicles – Vehicles are permitted on the car park whilst it is open to the general public and due to the nature of some businesses within the premises there may be vehicles at any given time within the car park.

Attractions– Some of our attractions are operated by trained staff who will exercise reasonable control over participants by means of verbal instructions and by reference to certain signage at each attraction. Such instructions must be observed at all times. We do not accept responsibility for incidents caused by a failure to so observe and/or by participant behaviour. You must instruct Your Group to observe such instruction at all times.

Falls from Heights – There are raised areas due to a fire escape accessible via fire exits within The Venue but these are not to be accessed unless they are asked to do so due to evacuation only. Please instruct Your group not to climb on any structure.

21 PERSONAL PROPERTY

Personal property such as mobile phones, laptops, game consoles, purses, wallets and valuables should be left in our Cloakroom or upon your person at all times, especially large bags or rucksacks. On some certain attractions, Operational staff may refuse access if a person attempts to bring onto and / or use personal property which may interfere with the safe operation of the attraction and / or personal safety. is used as we accept no responsibility for damage caused.

22 ITEMS OUTSIDE OUR CONTROL

Some aspects of Your visit are out of Our direct control. We may be able to assist however in certain circumstances so please feel free to contact The Venue. Please check on availability of certain attractions before departing. In addition, if routine or other maintenance is required then such may affect availability of certain attractions.

This guide is updated ad-hoc. This guide was last updated September 2023.