



## **Paultons Park**

### **School Outing Organisers – General Information**

#### **1. Legal Requirements:**

Paultons Park works to the requirements laid out in the Health and Safety at Work Act 1974. This is the principle Act that applies to the company to ensure that all workers in all occupations are protected by law. Its purpose is to provide one comprehensive integrated system of law, dealing with the health, safety and welfare of employees and members of the public who are affected by work activities carried out at the Park. The Act is written in very general terms and does not require many specific requirements for managing health and safety at work. However, the act does place a general duty on employers, as far as is practical, that all employees and all persons not in their employment who may be affected are not exposed to risks to their health and safety.

Under the Health and Safety at Work Act 1974 there are many specific regulations which relate to work activities at the Park. The principle requirement being that the Park undertakes Risk Assessments to both identify “hazards” and assess the risk under the Management of the Health and Safety at Work Regulations 1999. To ensure compliance, Paultons Park has in place the following:

1. A Health and Safety Policy, signed by the Managing Director of Paultons Park Ltd. which was last reviewed in November 2008.
2. Risk Assessments are undertaken by all Departmental Managers, with the support of trained personal such as the Parks Health and Safety Coordinator and/or The Head of Park Operations, with regard to the work activities that they manage. Risk Assessments are reviewed at least annually or if any significant change takes place with regard to a work activity and/or the area of work itself.
3. The Park is covered by Public Liability Insurance. The amount of cover provided by this policy is £10 million. The Policy is with QBE Insurance (Europe) Ltd.:

Policy No: 115315025C

4. The Park is “enforced” by both the local Health and Safety Executive and the Environmental Health Department.

**Note:** Paultons Park employs a Health and Safety Coordinator supported by the Company's appointed Health and Safety Consultants who facilitate the company's commitment and compliance with Health and Safety Legislation.

## **2. Ride Engineering and Maintenance:**

All new Rides incorporated within the Park must be designed and manufactured in accordance with our strict standards and comply with UK requirements. Any new ride specifications and associated calculations are submitted to an outside independent qualified inspection engineer in order to establish the design of the ride is sound. This includes all aspects of the ride including forces involved, type of restraint, type of passenger carrying unit, any restrictions such as height etc. This process is known as "verification".

In addition to the above, all existing rides and new rides have an "In-Service Annual Inspection" by independent inspection engineers to ensure the safety and integrity of the ride prior to the start of each season. In addition, daily, weekly and monthly safety checks are undertaken by our own qualified engineers and annual inspections carried out by independent expert Mechanical and Electrical Engineers.

## **3. Ride and Attraction Operation:**

The operation of all rides and attractions at the Park is compliant with the Parks strict documented procedures and manufacturers guidelines. The Park Operations team have a considerable amount of experience in operating all the rides and attractions within the Park which ensures continued safe operating standards.

All ride operators are over 18 years of age and undergo a full Induction to the Park at the start of their employment. On completion they are then thoroughly trained to a high level of competence specifically related to each ride they operate. An operator is only allowed to operate a ride without supervision when the management are sure that they have met the criteria for the safe operation of the appropriate ride. Full individual staff training records are kept.

All Ride Attendants are 16 years or over.

## **4. Livestock:**

All the animals and birds at Paultons Park are managed under the strict licensing conditions as established within the Zoo Licensing Act 1981. A dedicated team of keeper's cares for all the animals and birds kept within the Park.

All the animals and birds are protected behind suitably constructed barriers.

## **5. Food Safety and Hygiene:**

The Park operates food catering outlets which are operated only by trained employees. The food outlets operate in accordance with the Food Safety Act and are regularly inspected by the local Environmental Health Department.

**6. First Aid Facilities:**

The Park has a Medical/First Aid Centre which is operated by qualified nurses or First Aiders. First Aiders are trained to deal with minor injuries at the Park and also in the initial stages of any major injuries that may occur until such time that a qualified nurse and/or the emergency services arrive at the scene.

All the qualified First Aiders and nurse(s) carry Two Way Radios for ease of communication.

Southampton General Hospital is nearby which has Accident and Emergency facilities.

The First Aid centre also operates a lost person collection point so they can be reunited with those responsible for them.

**7. Emergency Planning:**

The Park has a contingency plan which is designed to come into operation in the event of an emergency. Selected staff members are trained in their specific responsibilities.

**8. Park Security:**

Departmental Managers, Supervisors and Team Leaders are always around the park and have allocated to them Two-Way Radios. If a Security incident is seen and reported by a member of our staff there are members of the team that can deal with a minor incident or call for external support if deemed necessary.

Qualified Security Personnel are present on site during peak periods during the season to support the above.

Close Circuit TV is present in certain areas of the Park which is designed to both deter and record incidents should they occur.

## **Frequently Asked Questions with respect to Health and Safety queries raised by School Outing Organisers:**

### **1. Does the Park expose the children to water? :**

Some rides at Paultons expose children to water. All water used in conjunction with rides is both treated and regularly tested.

### **2. Could any floor or path areas within the Park be slippery? If so, what measures are in place to prevent accidents? :**

We ensure that floors etc. are non-slip wherever possible. The outdoor nature of the Park means that it is exposed to weather conditions that could have an adverse effect on surfaces. Care needs to be taken when surfaces are wet.

### **3. Are there height restrictions for all rides and attractions? :**

There are height restrictions on some of our rides within the Park. Details of these are clearly stated on the information boards the main entrance and on the rides themselves. Also information is detailed both within our Accessibility Guide, copies of which are available on request, or on our Website:  
[www.paultonspark.co.uk](http://www.paultonspark.co.uk)

### **4. Do any of the attractions involve being in confined spaces? :**

Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However, no area in the Park can be defined as a confined space.

### **5. Do any of the Rides or attractions feature strobe lighting? :**

No, strobe lighting is not used within the Park. However, the Wind in the Willows does feature Ultra-Violet (UV) lighting.

### **6. What are the medical provisions on site? :**

The Park has a First Aid Centre which is located by the side of our main Restaurant, The Wagoners. This is permanently staffed, whilst the Park is open to the public, by fully qualified nurses. Qualified First Aiders are also available in the Park to deal with minor injuries, prior to the attendance of the nurse.

### **7. Are there any traffic hazards, if so, how are these minimised? :**

We keep vehicular traffic to a minimum whilst the Park is open to the public. There are designated drop-off points for coaches just to the right hand side of the main entrance. There is no requirement for children to cross any public roads although children will be required to cross Car Parks in order to gain access to the main entrance.

**8. Is the food in the Food Outlets clearly labelled? :**

Yes, all food sold within the Park is labelled in accordance with trading requirements.

**9. Are there lockers within the Park? :**

Lockers can be found just inside the Park next to the Turnstiles. These are fully secure with a key that can be attached to the wrist and are charged at £1 per use.

**10. What are the Park provisions for Lost Children? :**

The Park has a comprehensive and well proven Lost Child procedure of which all our staff are trained in to follow. A lost Child should be reported to either a member of staff or go to the First Aid Centre.

We also have available “Lost Children” stickers which are available at dispensers located adjacent to Guest Services or First Aid. These allow the mobile telephone number of the person responsible for the child during their visit to the Park to be written on the label and then stuck to the child’s clothing. If a child becomes lost and subsequently found we can then easily and quickly contact the adult to reunite them with the child.

**11. Is there a team of trained staff member’s on-hand at all times and briefed in emergency and/or First Aid procedures? :**

Paultons Park has a comprehensive emergency plan that has been developed. Staff are trained on what to do in the case of an emergency.

**12. Is there an evacuation procedure? :**

There is a formalised evacuation procedure for the entire Park..

**13. Are there any steep slopes children would have to climb? :**

There are no steep slopes in the Park.

**14. Are the rides and attractions inspected on daily basis for any hazards? :**

All rides undergo a rigorous testing every day by competent personnel in accordance with manufacturer’s guidance before the ride being opened to the public. During the Parks closure prior to a new season our Rides undergo a comprehensive check by a qualified third party engineers to ensure that they are safe and operating correctly.

**15. Are there any steps to negotiate? If so, are there alternative routes for wheelchair users? :**

Steps may need to be negotiated around the Park. Disabled access is provided where necessary.

**16. Is the Park clearly sign-posted? :**

Yes the Park is clearly sign-posted. A map is provided to each group at the time of admission and further quantities are available on request. There are also enlarged maps located by both The Station Shop and the Pavilion Kiosk for visitor's reference.

**17. Are all children issued with a Park map in case they get lost? :**

A map is issued to all groups on admission to the Park. We have a comprehensive "Lost Children" procedure which enables us to reunite Children with the responsible adult.

**18. Are there areas of shade for pupils attending the Park during the summer months? :**

Shaded areas are available throughout the Park.

**19. Do glass doors and windows present a hazard? :**

Safety Glass is used throughout the Park.

**20. In the event that children do misbehave and climb railings etc. – do staff take disciplinary action? :**

The Park has regulations displayed on boards at the main entrance. Staff are trained to enforce these regulations for the benefit and safety of all our guests. Staff will instruct children to behave where necessary.

**Summary:**

The quality and safety of all our rides and attractions are of the utmost importance. The Directors of Paultons Park Ltd. are committed to ensuring that "our guests are provided with a unique family experience that represents the best value for money day out in a safe and quality environment".