

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 21 June 2023
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Shared Regulatory Services Health and Safety Enforcement Service Plan 2023/24
Purpose of Report:	To seek approval for the Health and Safety Enforcement Service Plan for the Shared Regulatory Service for 2023/24
Report Owner:	Miles Punter - Director of Environment and Housing
Responsible Officer:	Christina Hill - Operational Manager Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted ; Assistant Director, Cardiff Council, Head of Legal and Regulatory services, Bridgend County Borough Council
Policy Framework:	This is a matter delegated to the Joint Committee
Executive Summary:	<ul style="list-style-type: none"> The report appraises the Committee of the work of the Health and Safety team and requests approval for the Health and Safety Enforcement Service Plan for the Shared Regulatory Service for 2023/24.

Recommendations

- 1.** Approve the 2023/24 Health and Safety Enforcement Service Plan.
- 2.** Authorise the Head of the Shared Regulatory Service to make administrative amendments to the 2023/24 Health and Safety Enforcement Service Plan should the need arise.

Reasons for Recommendations

1 & 2

To ensure the Shared Regulatory Service has robust arrangements in place to deliver its obligations as an enforcing authority under the Health and Safety at Work Act 1974 and comply with statutory guidance.

1. Background

- 1.1** The Shared Regulatory Service, together with the Health and Safety Executive is responsible for the enforcement of Health and Safety at Work Act 1974.
- 1.2** The Councils have a duty, which is delegated to Joint Committee to enforce the Health and Safety at Work Act 1974.
- 1.3** Section 18 of the Health and Safety at Work Act requires Local Authorities to produce a Health and Safety Service Plan setting out the arrangements in place to discharge these duties. This Health and Safety Enforcement Service Plan is produced in response to that requirement and is designed to inform residents, the business community of Bridgend, Cardiff and the Vale of the arrangements the Councils have in place to regulate health and safety.
- 1.4** A Copy of the draft Health and Safety Enforcement Plan for 2023/24 has been attached to this report as Appendix 1.
- 1.5** The Service Plan details the aims and objectives of the service in respect of Health and Safety enforcement, which are determined annually. The plan details:
 - the demands on the service,
 - the risk based work programme and
 - the resources available to deliver the required work
- 1.6** The plan explains the Health and Safety Executives expectations of Local Authorities along with some achievements from 2022/23 and the challenges envisaged in the year ahead.

2. Key Issues for Consideration

- 2.1** Local authorities have a duty to produce a Health and Safety Enforcement Service Plan that is endorsed by elected members and makes clear their arrangements for contributing to current Health and Safety Commission priorities.
- 2.2** The plan seeks to take account of local needs while addressing the national priorities as set out by the Health and Safety Commission in its strategic plan. The service plan must identify both reactive and proactive work and include details of planned promotional and educational events.
- 2.3** The Health and Safety Executive require each Local Authority to complete an annual return detailing the work activities undertaken in the previous year, details of which can be found within the Health and Safety Enforcement Service Plan contained in Appendix 1.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The Well-being of Future Generations Act requires the SRS to underpin decision making by contributing to the seven well-being goals of the Act, following the five ways of working, and consequently undertaking actions that will have a positive impact on people living in the future as well as those living today. Consequently SRS seeks to work in the following ways:
 - Looking to the long term
 - Taking an integrated approach;
 - Involving a diversity of the population in the decisions affecting them;
 - Working with others in a collaborative way to find shared sustainable solutions
 - Acting to prevent problems from occurring or getting worse.

4. Climate Change and Nature Implications

- 4.1** As set out in 1.1 above, one of the key strategic themes for the Shared Regulatory Service is *Protecting the Local Environment*.
- 4.2** The SRS Business Plan articulates the work carried out under this theme to deliver on the corporate priorities for the participant Councils, including their ambitions to minimise climate change and impacts on the natural environment.
- 4.3** In this context, the Joint Committee is regularly updated on the contribution of SRS to this agenda, for example through its work in the areas of animal health and welfare, air quality, contaminated land, energy efficiency in the private rented sector and investigating greenwashing claims or environmental fraud.

5. Resources and Legal Considerations

Financial

5.1 The Participants' contribution towards the Shared Regulatory Service is recharged on a quarterly basis, based upon the approved budgets for 2023/24. Accounting for the full year is reported to the Committee at the Annual General Meeting.

Employment

5.2 There are no immediate employment implications associated with this report.

Legal (Including Equalities)

5.3 The Council has a statutory duty to provide a Health and Safety Enforcement Service Plan. Under the Health and Safety at Work Act 1974 section 18(4) all local authorities have a legal duty to make adequate arrangements for the enforcement of statutory provisions and any other duties imposed upon them under the guidance of the Health and Safety Commission (HSC). The guidance issued, commonly known as "Section 18 guidance" is mandatory.

6. Background Papers

- Appendix 1 - Draft Health and Safety Enforcement Service Plan 2023/24.
- The Shared Regulatory Services Business Plan 2023/24

Shared Regulatory Services

Health & Safety Enforcement

Service Plan 2023/24



Health and
Safety at Work



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Introduction

Shared Regulatory Services (SRS) is an innovative collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1st May 2015. The Service delivers a fully integrated service under a single management structure for Trading Standards, Environmental Health and Licensing functions with shared governance arrangements ensuring full elected member involvement.

The Health and Safety at Work etc. Act 1974 places a duty on Local Authorities to enforce this legislation and are required by Section 18 of the Act to set out the arrangements they have in place to discharge that duty. This Service Plan is produced in response to that requirement and is designed to inform the business community and the wider audience, of the arrangements Bridgend, Cardiff and the Vale of Glamorgan has in place to regulate health and safety in the workplace. It also shows how these activities contribute to and support others in delivering Corporate and statutory objectives to the community as a whole.

The Service Plan contains two elements:

- The arrangements, supporting structures and controls that enable these interventions to be delivered.
- An Intervention Plan which details the type, method and number of interventions to be used in order to fulfil the major purpose of working with others and to contribute to the reduction in the number of fatal and major injuries and ill health in people in work and those affected by work activities.

It is therefore designed to meet both the requirements laid down by the Health and Safety Executive under LAC 67(2) revision 12 and to clearly show how, through the enforcement of regulation and provision of guidance, advice and support, workplace health, safety and welfare will be assured across the SRS region within the resources available to the service.

The plan will illustrate how by various methods and teams, the service will meet the objectives of the Health and Safety at Work etc. Act 1974, and:-

- Secure the health, safety and welfare of persons at work;
- Protect persons other than persons at work against risk to health or safety arising from work activities.

Whilst SRS was able to return to a 'business as usual' service delivery model throughout 2022/23, culminating in the successful completion of several national and local priority health and safety project interventions, we remain vigilant to challenges and opportunities that may require the service to adjust to accommodate new ways of working. Our commitment to support Local Health Board partners manage on-going risks associated with COVID-19 continues, with wider focus now moving to the introduction of the new Welsh Government special procedures licensing regime in 2024 and what that will mean for service delivery across the region.

As we move into the new financial year, this service plan outlines our current arrangements and proposed interventions and actions to be delivered during the year. Whilst these may be subject to change, we remain committed to protecting and improving the health and safety of people across the region.

Christina Hill, Operational Manager Commercial Services

1. Service Aims and Objectives

1.1 Service aims and objectives

Shared Regulatory Services is committed to improving health and safety outcomes by ensuring the highest health and safety standards are maintained throughout the region in order to protect employees, the self-employed and members of the public. To demonstrate this, the Service has adopted the following aims and objectives.

The overall aim of the Service is:-

To work with others to protect people's health and safety by ensuring risks in the changing workplace are managed properly.

To achieve this, the service has adopted the following 5 key delivery priorities:-

- To target activity in accordance with national guidance, to manage the risk in high risk businesses or business activities.
- Support the delivery of the HSE's National 10 year Strategy, "Protecting People and Places"
<https://www.hse.gov.uk/aboutus/assets/docs/the-hse-strategy.pdf>
- Investigate notified work-related injuries, occupational disease and dangerous occurrences in accordance with the Accident Investigation Policy.
- Respond to all service requests received as complaints from employees, unions, safety representatives or members of the public in accordance with the Complaint Investigation Policy.
- To respond in a timely manner to service requests on matters such as asbestos notifications, statutory notifications for lifting equipment and pressure systems, licensing applications etc.

1.2 Links to Corporate Objectives, national and local plans

As a regional organisation providing regulatory services across three local authority areas, we place the **corporate priorities** and outcomes of the three councils at the heart of all that we do (Appendix 5). In developing our own strategic priorities for Shared Regulatory Services, we have considered the priorities of all the three authorities, together with the needs and aspirations of our partners and customers so they translate into priorities that meet local needs.



SRS priorities particularly relevant to the delivery of this plan are:-

**Improving
health and
wellbeing**

Amongst other factors impacting on health, the service works with others to contribute to the reduction in the number of fatal and major injuries; incidence of ill health and support the well-being of people in work, and those affected by work activities.

**Safeguarding
the vulnerable**

The enforcement of health and safety legislation in some occupational settings has a positive impact in protecting vulnerable sectors of our society, for example: residential care homes; nurseries and early years' settings and service sector businesses such as tattooists; semi-permanent make-up practitioners; beauty therapists and cosmetic body piercers who target young people. Using a range of proactive interventions and engaging with these industry sectors supports protection of our vulnerable citizens.

**Supporting the
local economy**

The provision of timely advice, and education, on health and safety issues to businesses, stakeholders, and other local authorities and bodies can benefit the economic viability of businesses. The equitable enforcement of regulations helps to maintain a level playing field, allowing businesses to compete on equal terms. The implementation of non-inspection interventions outlined in LAC 67/2 (revision 11) facilitates achievement of this objective.

Nationally the service also contributes to the [National Enforcement Priorities for Wales](#) for local regulatory delivery which highlight the positive contribution that regulatory services, together with local and national partners, can make in delivering better outcomes:-

- **Protecting individuals from harm and promoting health improvement**
- Ensuring the safety and quality of the food chain to minimise risk to human and animal health
- Promoting a fair and just environment for citizens and business
- Improving the local environment to positively influence quality of life and promote sustainability

As a co-regulator of workplace health and safety, SRS remains committed to delivering services which focus on:

- Encouraging and recognising improvements, being increasingly joined up to deliver improved outcomes and minimise unnecessary burdens on businesses;
- Continuing to promote the risk-based, goal-setting regulatory regime that has served health and safety in Great Britain so well;
- Working with partners in the system to make workplaces safer and healthier, providing a level playing field for responsible employers with regulators and co-regulators, by advising, promoting, and where necessary, enforcing good standards of risk control;
- Using proportionate, risk-based regulation to support better outcomes, innovation and the safe use of new technologies;
- Developing services and products that contribute to improved management and control of risks, sharing our knowledge, and;
- Continuing the dialogue and conversation with stakeholders to make the system better, always looking to provide simple, pragmatic advice and support.

The Local Public Health (medium term) Plan 2020-2023 - Published as part of the Local Public Health Strategic Framework the Local Public Health Plan provides details of how local Public Health teams work in partnership to improve and protect the health and well-being of the local population.

A number of themes detailed in the public health work programme dovetail with work being undertaken by the Communicable Disease, Health and Safety service as part of its proactive and reactive work (*e.g. delivering the Healthy Options Award scheme; providing appropriate infection control advice when interviewing confirmed cases of communicable disease; enforcement of current smoke-free legislation across the region*).

2. Overview of the Service

2.1 Area profile

Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 650,000 residents. Extending from St Mellons in the East of Cardiff to Maesteg in the west, the area encompasses Cardiff, the capital City of Wales with its array of cultural, financial and commercial organisations and the rural areas of Bridgend and the Vale of Glamorgan with their vibrant tourist and agricultural economies.

Bridgend is situated on the south coast straddling the M4 corridor. It comprises an area of 28,500 hectares and a population of just over 140,000

residents. To the north of the M4, the area consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population. To the south of the M4, the ex-market town of Bridgend is the largest town, the hub of the economy and its employment base. To the south west on the coast lies Porthcawl, a traditional seaside resort with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.



Cardiff is the capital city of Wales and is continuing to grow faster than any other capital city in Europe.

In population terms, it is the largest city in Wales with a population of 370,000. Population alone however, does not fully represent Cardiff's significance as a regional trading and business centre as the population swells by approximately 70,000 daily with commuters and visitors. Cardiff is the seat of government and the commercial, financial and administrative centre of Wales. Cardiff boasts one of the most vibrant city centres in the UK and on a typical weekend, Cardiff's night time economy can attract over 40,000 people and sometimes more than 100,000 when the City's Principality Stadium hosts international events.



The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the Severn Estuary. It covers 33,097 hectares with 53 kilometres of coastline, and a population of over 130,000

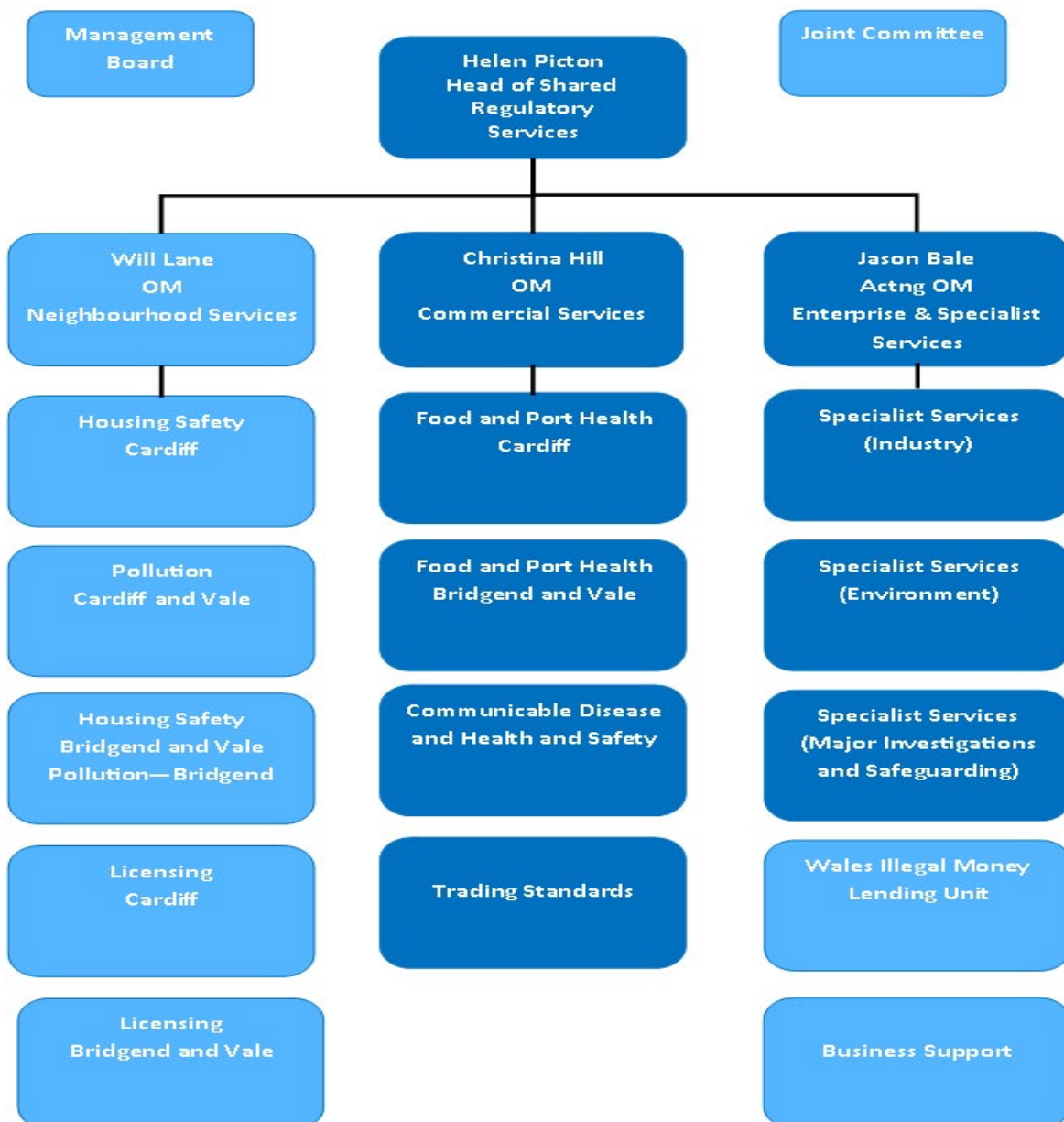
residents. The area is predominantly rural in character, but contains several urban areas of note such as Barry, Penarth, Dinas Powys and the historic towns of Cowbridge and Llantwit Major. Barry is the largest town, a key employment area and popular seaside resort. The rural parts of the Vale provide a strong agricultural base together with a quality environment, which is a key part of the area's attraction. The area includes Barry Docks area and Cardiff International Airport.



2.2 Organisational structure

Health and safety enforcement services are mainly provided by the Commercial Services arm of Shared Regulatory Services, with some distinct pieces of work being delivered by Enterprise and Specialist Services. The teams largely comprise of Environmental Health Officers providing services across the three local authority areas. The Vale of Glamorgan Council acts as host authority for the Service, with functions associated with this Plan being delegated to the Shared Service Joint Committee. Commercial Services deal with the majority of health, safety and well-being activities within Shared Regulatory Services, whilst Enterprise and Specialist Services support this function through the provision of advisory (paid for) visits; Primary Authority Partnership work; overseeing public safety at large outdoor events and assisting with major investigations as they arise. Operational functions within the Service are illustrated in the following table with those that have responsibility for health and safety issues highlighted in darker blue.

Shared Regulatory Services Organisational Chart



2.3 Scope of the Health and Safety Enforcement Service

Shared Regulatory Services is responsible for providing a comprehensive health and safety service combining education, advice and enforcement. The enforcement of Health and Safety at Work legislation is shared with the Health and Safety Executive (HSE) and division of responsibilities is laid down by regulation. The Service is responsible for enforcement in premises such as offices, retail premises, wholesale/retail warehouses, consumer services used by members of the public, places of entertainment and leisure, hotels and some residential accommodation and catering establishments. There are approximately **10,172** premises across the region that require a range of health and safety interventions such as inspection, survey, monitoring, advice and enforcement and activities are categorised as reactive and proactive and include proactive health and safety inspections/interventions; based on both national priority topics and local intelligence. The full scope of the health and safety function includes:-

Reactive

- Investigating reported accidents, occupational diseases and dangerous occurrences;
- Responding to complaints and requests for service, including smoking in public places;
- Permissioning activities including skin piercing registrations, asbestos activities and lift reports;
- Responding to consultations from Licensing, Planning, Building Control etc.;
- Providing advice and information to new businesses;
- Securing safety standards at outdoor sporting, cultural and entertainment events through the Events Liaison Panel and ESAGs;
- Prioritised and targeted health and safety promotional campaigns.

Proactive

- Planned proactive health and safety interventions which focus on national priority topics;
- Undertaking targeted initiatives based on local intelligence and evidence of risk;
- Evidence-based education of employers, employees and contractors through guidance and information;
- Promoting proportionate and sensible health and safety through business engagement and partnership working;
- Undertaking and participating in health and safety promotion campaigns;
- Liaising with other internal and external organisations including:- Planning, Building Control, Licensing, Trading Standards, Wellbeing Team, Corporate Health and Safety Team, HSE, other Technical panels; Commissioning Teams; Local Health Board; Public Health Wales; Care Inspectorate Wales.
- Devising material to help businesses comply with the law and promote good practice.

All reactive and proactive work is underpinned by local, regional and national liaison. This is an appropriate mechanism for ensuring consistency between enforcers, for sharing good practice, for sharing information and for informing other enforcers of potential difficult situations. The main liaison arrangements are as follows:-

- Working in partnership with HSE Wales;
- Complying with HELA and other guidance;
- Participation in the Directors of Public Protection Wales (DPPW) Regional Liaison Group via Environmental Health Wales and Expert Panels;

- Participation in the South East Wales and South West Wales Health and Safety Task Groups and the All-Wales Health and Safety Expert Panel;
- Liaison with, and complying with, any advice and guidance from the HSE;
- Working with organisations and stakeholders to promote health and safety;
- Working with other services within the respective authorities such as Licensing, Planning and Building Control, Parks and Leisure, Corporate Health and Safety, Social Services and Events Teams;
- Liaison with and commitment to Local Government Regulation (formerly LACORS);
- The Office for Product Safety & Standards (BEIS) for Primary Authority work;
- Welsh Government;
- Local Government Data Unit.

Service delivery points

Whilst all 3 Local Authority areas include regional hubs which operate office hours from Monday to Friday, the health and safety service is primarily delivered by Officers following a hybrid working model. Weekend and out-of-business hour duties are carried out as the need arises. The service also operates an out-of-hours duty officer scheme for emergency situations.

[SRS.wales](http://www.srs.wales)

Tel: 0300 1236696



@SRS_Wales



<http://www.srs.wales>

Bridgend

Civic Offices
Angel Street
Bridgend
CF31 4WB

Normal offices hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30 am to 4.30pm

Cardiff

Level 1
County Hall
Cardiff
CF10 4UW

Normal office hours:

Monday to Thursday: 8.30am to 5.00 pm
Friday: 8.30 am to 4.30pm

Vale of Glamorgan

Civic Offices
Holton Road
Barry
CF63 4RU

Normal offices hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm

Responsibility

Responsibility for health and safety activities in SRS is broken down as follows:-

Team	Responsibility
Health and Safety Enforcement Team (Commercial Services)	Health and Safety proactive inspections and project interventions
	Investigation of complaints and service requests
	Investigation of accidents; occupational diseases & dangerous occurrences
	Investigation of workplace fatalities

	Permissioning activities <i>(as detailed above)</i>
	Business engagement and partnership working
	Targeted promotion and education with businesses
Trading Standards Teams	Firework and explosives safety Product safety
Enterprise and Specialist Services Team (Industry)	Health and Safety at large outdoor events
	Coaching and paid for advice visits at the request of business
	Training and targeted education
	Primary Authority partnership work
	Petroleum licensing
Major Investigations and Safeguarding	Assisting with major investigations

2.4 Enforcement Policy

Fair and effective enforcement is essential to protect the economic, environmental and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implications for all involved and for this reason, the Shared Regulatory Service has adopted a Compliance and Enforcement Policy, with Annex 3 specifically in relation to health and safety.

The Compliance and Enforcement Policy sets out the standards that will be applied by the Service when dealing with issues of non-compliance, and what residents, consumers and businesses can expect. Such a policy helps to promote efficient and effective approaches to regulatory inspection and enforcement, and balances the need for improvement in regulatory outcomes with minimising unnecessary burdens on business.

Traditionally based upon the principles of the Enforcement Concordat and the Regulators Compliance Code, Local Authority Enforcement Policies must now reflect the Regulators Code of 2014 *(as amended)* and the regulatory principles required under the Legislative and Regulatory Reform Act 2006.

The Regulators Code is based upon six broad principles:

- Regulators should carry out their activities in a way that supports those they regulate to comply and grow;
- Regulators should provide straightforward ways to engage with those they regulate and hear their views;
- Regulators should base their regulatory activities on risk;
- Regulators should share information about compliance and risk;
- Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply;
- Regulators should ensure that their approach to their regulatory activities is transparent

2.5 Challenges for the year ahead

Resourcing and Service Delivery – Not only do we continue to deliver the SRS in a climate of continued financial cuts to Local Government services, but will also face resource challenges associated with the introduction of a new licensing regime for special procedures (*tattooing, cosmetic piercing, acupuncture and electrolysis*) in accordance with the Public Health (Wales) Act 2017. It is now predicted that the new regulatory framework will ‘go live’ in Spring 2024 and will require each premises to be approved, and each practitioner to be personally licensed (*unless exempt*), every 3 years. This work should not be underestimated. There is also an expectation that Local Authorities will undertake a monitoring visit throughout each licence period. Whilst costs will be recoverable through the licensing fee structure, additional funding is not being provided to enable Local Authorities to address workforce shortages and on-board staff for delivering this significant piece of work. SRS has the largest number of registered skin piercing practitioners and premises throughout all of the Welsh Authorities, it will likely experience the greatest impact from this new legislative regime.

Serving delivery has further been impacted by staff recruitment and retention challenges within the SRS, reflective of the national landscape across the Environmental Health profession as reported in the CIEH workforce survey <https://www.cieh.org/policy/campaigns/workforce-survey-england>.

The new financial year will require SRS to reflect and review its service delivery model to ensure that the needs and priorities of service users can continue to be managed effectively and in a meaningful way.

Services Driven by New Legislation – The new licensing regime for special procedures will require practitioners to complete infection prevention and control training before applying for their personal licence. To support practitioners operating across Bridgend, Cardiff and the Vale of Glamorgan, SRS has become an accredited training centre to deliver the Level 2 Award in Infection Prevention and Control for Special Procedures. To meet the significant demand for this training ahead of the Spring 2024 deadline, the Shared Service will not only need to review its work priorities for the year ahead, but also investigate opportunities to develop additional delivery models for this training course including online delivery.

Cost of Living Crisis – The UK is currently in the midst of a cost-of-living crisis and economic decline, impacting businesses across the board but more acutely at a micro level. The effects of the economic downturn are slowly beginning to impact duty holder abilities to maintain and inspect work equipment, maintain their workplaces, and train their employees. This could have a profound impact on workplace safety standards, and employee competencies, resulting in an upsurge of complaints and accidents reported to SRS over the forthcoming business year.

Brexit Developments – There are significant implications for SRS as a result of the Retained EU Law (Revocation and Reform) Bill which provides ministers with powers to amend, retain or revoke any pieces of retained EU law (REUL), of which there are thousands. Originally, a sunset clause meant that any piece of REUL would be revoked at the end of December 2023 if ministers hadn’t actively saved it by that point, however a recent announcement from UK Government has overturned this position. There will now be no fixed ‘sunset clause’ deadline and instead it would appear that officials will continue to work through each piece of legislation in turn until this task is complete. While this announcement is welcome, the issue continues to be a cause for concern for regulatory services, particularly in legislative areas such as health and safety. The service will continue to lobby alongside environmental health professional bodies to raise awareness of the associated risks stemming from the Bill, in terms of business certainty, compliance and enforcement.

Cardiff's City Status - Cardiff is the capital city of Wales, and the largest Local Authority in the country; its population of 370,000 swelling by approximately 70,000 each day from commuters, students and visitors. The popularity of the city as a leisure, entertainment and sporting event destination continues to grow and it's anticipated that visitor numbers throughout 2023/24 will continue to see an upward trend.

3. Service Delivery

3.1 Intervention Plan

All local authorities are required to base their approach to health and safety enforcement and thus their Intervention Plan on the:

- National Local Authority Enforcement Code and
- Local Authority Circular (LAC) 67/2 (rev 12): "Setting Local Authority Priorities and Targeting Interventions for 2023/24"

The National Local Authority Enforcement Code, developed by HSE, sets out Government expectations for a risk based approach to targeting health and safety regulatory interventions. It provides a principle based framework that recognises the respective roles of business and the regulator in the management of risk. Importantly the Code is designed to ensure that Local Authorities take a more consistent and proportionate approach to their regulatory intervention. Local Authority Circular 67/2 (rev 12) provides guidance under Section 18 of the Health and Safety at Work etc. Act 1974 and gives LAs a steer and tools for priority planning and targeting their interventions to enable them to meet the requirements of the national Enforcement Code. In March 2011, the Minister of Employment published 'Good Health and Safety, Good for Everyone'. The focus of which was for LAs to concentrate on higher risk industries and tackle serious breaches of the rules. In May 2011 the Local Government Group (LGG) and HSE produced further guidance 'Reducing Proactive Inspections' for LAs to determine their proactive interventions. In simple terms, inspections are now limited to the highest risk premises only. In addition, a range of other proactive interventions should be applied to other premises to improve awareness and management of health and safety. Selection of an intervention type will be either based on agreed national priority topic areas or local-level intelligence.

All interventions are evidence based and typically include:-

- **Targeted, Planned Inspections (Proactive) where:**
 - a) The use of warranted powers under health and safety legislation would, if necessary, be used to gain entry or otherwise regulate part or all of a business activity, and
 - b) The reason for the inspection was to specifically target occupational health and safety issues at these premises.

Proactive inspection should only be used for the activities in the sectors contained in the list of priority topic areas which is embodied in the National Code and LAC 67/2 (rev 12), or where there is local intelligence of failure to manage risk. Commonly, these premises are identified on an annual basis by local historical accident and complaint trends, local and national industry and accident data and the

findings of local accident investigations. Recent workplace activities which have been subject to proactive inspections are detailed within this business plan.

- **Non-inspection interventions:**

Local authorities are required to make proper use of non-inspection interventions where they are considered capable of achieving better overall outcomes than inspections alone, although their delivery will require similar level of resources. These include business forums and targeted non face- to-face interventions, specifically:

- **Any visit/face-to-face contact** to educate, advise or engage duty holders, employees or other bodies such as trade associations e.g. awareness days, business forums, targeted training and advisory support visits.
- **Any other targeted contact (not face-to-face)** to educate, advise or engage duty holders, employees or other bodies such as trade associations e.g. raising H&S awareness by providing information packs.

Previous interventions have included:

- Level 2 health and safety training courses
- Paid for advice visits to support local businesses
- Mail shot self-assessment questionnaires to organisations

Matters of evident concern - when inspecting premises officers are also required to consider matters of “evident concern”. Matters of “evident concern” in the workplace could include not only a complete failure of health and safety management arrangements but a history of accidents or complaints, or a failure to identify well known and understood sector risks and repeated enforcement action on common themes. Where there is “evident concern” the scope of the inspection will widen to include whatever aspects of workplace health and safety is necessary.

Since the publication of LAC 67/2 (rev 6) there is no longer a requirement for Local Authorities to report the risk rating of premises visited (this requirement has been removed). However, HSE advises that risk rating premises based on a duty holder’s health and safety performance is still useful information to assist in the determination of relative intervention priorities.

Accident and Incident Investigation

All accident notifications received are assessed against specified criteria in the SRS Accident Notification and Investigation Procedure, which has regard to the incident/accident selection criteria in LAC 22/13. This ensures that resources are targeted at the more serious and significant incidents which are likely to be the result of inadequate health and safety arrangements being implemented by the duty holder. The most commonly reported accidents relate to: slips, trips and falls; falls from height; manual handling; or being struck by moving object. The core objectives of accident investigation are to:

- Identify the relevant duty holder(s) and witnesses
- Establish the key facts relating to the causes of the incident
- identify immediate and underlying causes
- identify any lessons learned
- ensure appropriate remedial action is taken to prevent a recurrence
- identify the relevant law and whether there are any breaches

- form a view about appropriate further action using the EMM framework (Enforcement Management Model)

An investigation may range from an enquiry by a single officer about a minor incident to a notification of a fatality, or specified injury, involving a team of officers. As a result, the timeliness and thoroughness of the investigation, and the quality of the evidence collected, are critical to its successful outcome.

Advice to businesses

SRS assists businesses wherever possible by providing health and safety advice and information in a variety of ways, including:

- Advice provided during the inspection process;
- Responding to permissioning activities;
- Responding to complaints and requests for service;
- Leaflets; posters and newsletters;
- The provision of training and business forum seminars;
- Participation in national events, such as European Health and Safety Week.
- Through the SRS website.

3.2 Intervention Plan 2023/2024

An intervention plan confirming the programme of interventions for 2023/2024 has been developed to demonstrate how, through reactive and proactive work, the service will secure improvements to health and safety standards in workplaces throughout Bridgend, Cardiff and the Vale of Glamorgan. This plan has been developed after considering the priority topic areas listed in LAC 67/2 (rev 12); local based intelligence and following discussions at the All-Wales Health and Safety Expert Panel and regional health and safety task groups.

The intervention plan has also been devised on consideration of staffing levels, competencies and resources available within the Communicable Disease, Health and Safety Enforcement Team for 2023/2024.

Intervention Plan 2023 -2024			
Reactive work activity		Activity detail	
1.	Accident investigation	Receive notifications of all reportable injuries, occupational disease and dangerous occurrences from the HSE website, or employees / members of the public, and investigate in accordance with Accident Investigation Policy.	
2.	Complaint investigation	Receive and investigate all complaints (service requests) from employees, members of the public and others in line with service request and complaints policy.	
3.	Permissioning Activities	Respond to licence and registration applications for skin piercing and tattooing activities, statutory examination reports, and asbestos notifications in a timely and effective manner	
		Activity detail	Target No. of premises
			Total no. of interventions

Proactive inspections – national priority projects			B	C	V	
1	Electrical safety in hospitality settings	Annex A of LAC 67/2 (rev 12) continues to include this priority topic to improve standards of compliance, particularly in outdoor areas. Following a regional pilot across SE Wales Authorities in 2022/23, an adequate evidence base was found to continue this intervention and widen the scope to include indoor electricians in addition to outdoor electrical safety.	20	20	20	60
2	Health and safety in warehousing/wholesale storage facilities	This intervention will focus on traffic management, work at a height (including racking safety) and manual/mechanical handling which satisfy several criteria specified in Annex B of the current LAC 67/2 (rev 12) document. LAC 67/2 (rev 12) also asks Local Authorities to raise awareness of the HSE/DfT guidance, “Driving and Riding Safely for Work”, at premises where workers are required to make deliveries. This will also be included in the project intervention. This intervention has also been informed by local level intelligence from the investigation of health and safety complaints at local, independently operated warehouse facilities.	10	10	10	30
Proactive inspections – local intelligence led projects		Activity detail	Target No. of premises			Total no. of interventions
			B	C	V	
1.	Sunbed safety	In addition to monitoring compliance with the Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011 (<i>see Communicable Disease Service Plan</i>), the local intervention will also focus on electrical safety; equipment maintenance; ventilation; infection control; risk assessments and safe working practices. This intervention has been informed by the outcome of a test purchase survey undertaken by the BBC Wales X-Ray programme which raised concerns about standards in tanning salons in the Cardiff area in 2022.	13	22	7	32
Non inspection led interventions - National Priorities		Activity detail	Target No. of premises			Total no. of interventions
			B	C	V	
1.	Work related road safety – deliveries made from takeaway premises	LAC 67/2 (rev 12) asks Local Authorities to raise awareness of the HSE/DfT guidance, “Driving and Riding Safely for Work” at premises where workers are required to make deliveries. To communicate key messages to takeaways using bike couriers for home deliveries, it is proposed to prepare an article for the SRS newsletter on this topic area.	N/A	N/A	N/A	N/A
		Activity detail	Target No. of premises.			Total no. of interventions

Non inspection led interventions – Local intelligence led			B	C	V	
1.	Safety of coffee barista machines	Non-face-to-face intervention to communicate key safety messages to duty holders about coffee barista machines and the requirement for thorough examination under the Pressure Systems Regulations. An article is proposed for SRS newsletter in the first instance and production of guidance for the SRS website.	N/A	N/A	N/A	N/A

The content of the Intervention Plan is reflected in the Service’s Action Plan 2023/24 in Appendix 1.

4. Resources

4.1 Financial and staffing allocation

Financial allocation

The expenditure directly involved in providing the Health and Safety Service for 2023/24 is included in the Service budget and is considered adequate to ensure the effective delivery of the service.

Staffing allocation

The table below indicates the actual number of staff working on Health and Safety enforcement and related matters (in terms of full time equivalents FTE).

Position	Function	FTE
Operational Manager Commercial Services x 1	Public Protection including the management of health and safety.	0.2
Team Manager x 1 (Equal split between health and safety and communicable disease functions) Substantive TM remains on WG secondment	Communicable Disease, health & safety.	0.5
Team Manager x 1 (Industry)	Management of the health and safety aspects delivered by the Enterprise & Specialist Services (Industry) Team	0.1
Commercial Services Officers x 6 1 CSO on secondment to cover substantive duties of Acting Team Manager on full time basis (100% H&S) 1 CSO works 4 days a week (equal split H&S : CD) 1 CSO post is full time and equal split H&S : CD 1 CSO post is full time and has a 20/80 H&S : CD split 2 CSO posts are full time (100% H&S)	All aspects of health and safety enforcement (plus communicable disease work)	4.1
Commercial Services Officers x 2 (Industry) Both officers are part time and make up 1 FTE post	Health and safety enforcement (large events), advice and training.	1.0

Commercial Services Officer x 1 (Major Investigations Team)	Lead officer for major investigations	0.1
Commercial Services Technical Officer x 2 (Equal split between health and safety and communicable disease work)	All aspects of health and safety enforcement (plus communicable disease work).	1.0
Business Support Officer	Administrative support.	0.2

The Communicable Disease, Health and Safety Team starts the 2023/24 business year with a fully staffed workforce with Officers continuing to develop their professional competencies and experience in the field of health and safety enforcement.

4.2 Staff Development and Competency

Operating a Shared Regulatory Service across three distinct areas presents many challenges for the Service and its workforce. We aim to use our Workforce Development Plan to ensure our officers have the right mix of experience, knowledge and skills required to fulfil our goals. Our Plan illustrates how we want to encourage and support our officers to develop new skills and work in different ways. Investing in people is a fundamental element of our maximising resources priority. The Workforce Development Plan provides a framework to blend:-

- Organisational culture
- Leadership and management
- Core skills
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

Workforce development is supported by regular performance reviews where line managers and employees identify, and adapt, personal objectives in line with personal objectives and training needs. Officers are also expected to satisfy the continual professional development requirements of their accredited professional organisation, and are supported to enable them to achieve this.

The Service also recognises the need for full technical support to be available to all health and safety enforcement officers and this is achieved through a variety of ways, namely:-

- Internet subscription and library.
- HSE liaison.
- External Specialist services.

The Shared Regulatory Service operates systems to appoint, authorise, train, monitor and maintain a competent inspectorate. Part of this approach uses the framework developed jointly by HSE, CIEH and LG Regulation which focuses on generic inspection skills as well as specific technical knowledge needed in health and safety enforcement. In addition the Service ensures that competency is secured by appointing appropriately qualified and experienced personnel to health and safety enforcement duties. There are specific job descriptions and person specifications for all employees of Shared Regulatory Services and all appointments are made in accordance with the procedures for recruitment and selection.

5. Review

5.1 Quality Assessment

Shared Regulatory Services recognises the need to measure the effectiveness of its health and safety enforcement duties and strongly supports the ethos of continuous improvement. The Service therefore participates in, and undertakes, a number of activities to ensure that work is of a high standard and opportunities to identify and implement improvements are taken.

Documented procedures

To ensure the quality and consistency of our activities, processes, procedures and work instructions for health and safety enforcement activities are documented and published electronically.

Documented procedures identify responsibility for the work carried out and ensure that all changes identified through audit are undertaken in accordance with improvement procedures. Activities such as inspections, administration, accident investigation and complaint administration can be accessed by all staff via Sharetree and the shared H&S Enforcement folder, and are audited internally for compliance.

Assessment and audits

The monitoring of the quality and delivery of our policies and procedures are assessed in a number of ways, namely:-

- All proactive health and safety projects require officer training, a shadow visit and a validation visit to ensure a consistent approach and assessment of technical knowledge.
- All officers are subject to annual reviews for proactive and reactive visits.
- Monthly reviews of officer targets.
- Customer consultation and feedback.
- Corporate complaints and compliments about the service.
- Peer review audits (informal and formal) by other local authorities, in accordance with the Section 18 standard may be undertaken.

Shared Regulatory Services is committed to continuous improvement using various management tools for identifying opportunities for improvement. The Service has used 'lean management' techniques to review processes and procedures which require the mapping out and examination of processes to identify more efficient and effective working practices

5.2 Review against the Service Plan

In order to ensure continuous improvement it is essential that performance is regularly monitored. Shared Regulatory Services has an effective performance management infrastructure in place for developing, delivering, monitoring and reviewing interventions which is undertaken through the following mechanisms:-

- The Joint Committee for the Shared Regulatory Service approves this Service Plan which sets out the work programme for the service and reviews performance against the programme on an annual basis.
- Performance of the service is considered at team and management meetings on a monthly basis.
- Team meetings allow for the effective management of local and national projects and are also one of the routes of communication that allow individual and team involvement in the development and delivery of interventions.
- Performance of individuals is further strengthened through the Personal Development Review Scheme #Itsaboutme.
- Procedures and work instructions are managed through SRS Sharetree, and retained in the shared H&S Enforcement folder, and are the responsibility of the Team Manager to review and improve as appropriate.

Performance and activity measures

The health and safety service uses the Tascomi database to record details of premises, inspections (visits), complaints and other activities, which can be used to assist in targeting interventions and designing the work programme.

All premises records, incident notification and reporting information and project management systems are digitised and held on the Council's IT systems. Records can be accessed directly or via the Tascomi database.

Each year an intervention plan is prepared to identify the number of interventions due at the start of the year together with any targeted intervention activities including specific project work and performance. The following sections identify those planned interventions due at the beginning of 2022/23 and reports on the delivery of those interventions together with information on enforcement activities.

Programmed Proactive interventions

In terms of performance, in relation to the completion of national or local intelligence led proactive programmed interventions/inspections, the target for completion is 90% of the programme. In 2022/23 the service was able to fully deliver its intended proactive intervention, in addition to partaking in a regional pilot project looking at outdoor electrical safety in the hospitality sector. Whilst some targeted premises could not be visited as a consequence of those businesses no longer trading, completed visit numbers achieved throughout the year actually exceeded what was initially planned.

Programmed Non-inspection led interventions

Performance in relation to the completion of national, or local, intelligence led non-inspection interventions is measured against a target of 85% completion of the programme. Again, the service was able to fully achieve its planned work and exceeded this by completing a targeted non-face-to-face intervention with the care sector across the SRS region in support of the HSE's work-related stress and mental health campaign, "Working Minds".

LAE1 – Local Authority Health and Safety Annual Return – Under the Code, all Local Authorities are required to ensure that they have a means of monitoring, capturing and sharing health

No of H&S improvement notices	0	11	0	0	6	0	0	0	0	1	4	1
No. prohibition notices	0	20	3	0	1	0	0	0	1	0	2	0
No. of prosecutions	0	6	0	0	2	0	0	0	0	0	2	0

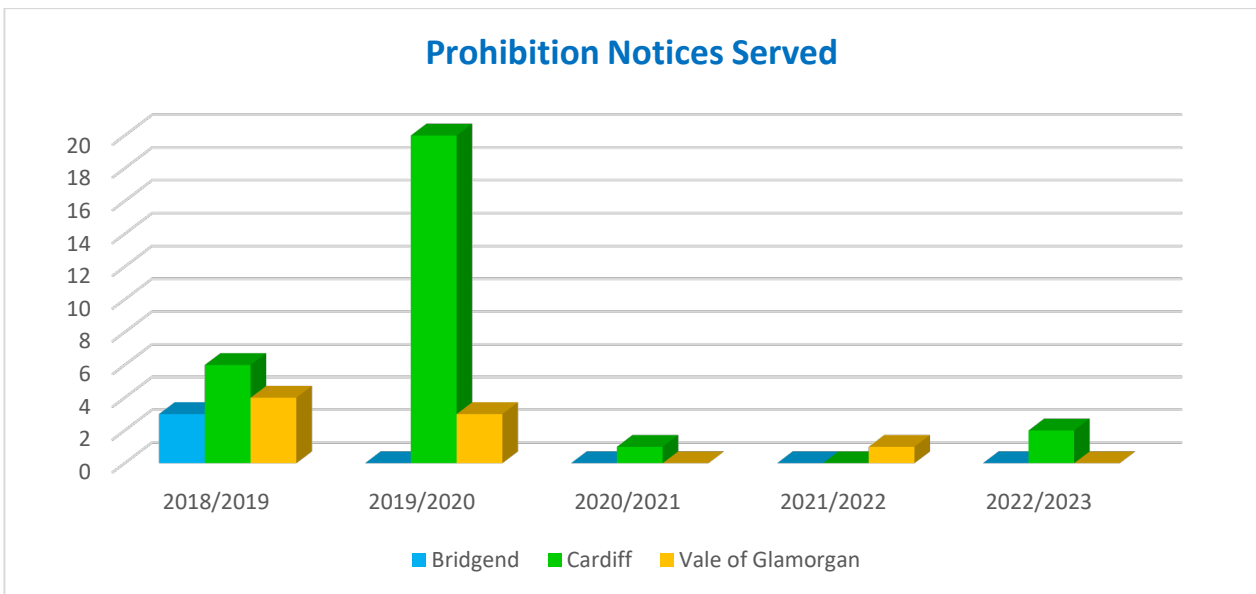
* Includes desk top assessments; provision of advice by phone or email; responding to FOI requests from solicitors

** Includes provision of training/education; attendance at ESAG/ELP meetings and outdoor events; Primary Authority work; paid for advice visits; business forums

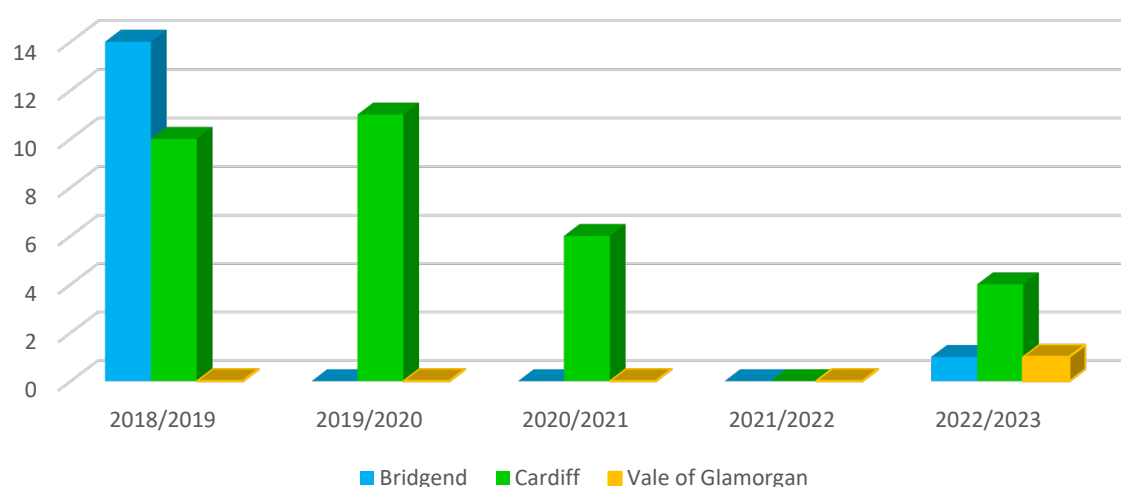
Total number of reactive visits = accidents/complaints/service requests/permissioning requests/revisits

Two health and safety Prohibition Notices were served during 2022/23; 1 to take a commercial gas appliance categorised as ‘Immediately Dangerous’ out of use and the other to take a defective piece of leisure equipment out of use following an injury being sustained by a child.

Six health and safety Improvement Notices were served during 2022/23 requiring duty holders to make improvements to: existing risk assessments, Legionella control measures, electrical safety and to undertake appropriate maintenance of their commercial premises.



Improvement Notices Served



The Intervention Plan table illustrated below provides specific details on how the team performed against targeted planned work in Bridgend, Cardiff and Vale of Glamorgan for 2022/2023.

Intervention Plan 2022 -2023		
Reactive work activity	Activity detail	
1. Accident investigation	<p>Receive notifications of all reportable injuries, occupational disease and dangerous occurrences from the HSE HELEX website; employees; other enforcement agencies or members of the public and investigate in accordance with the SRS Accident Investigation Policy. A total of 112 notifications were investigated during 2022/2023 in accordance with the accident investigation procedure: Bridgend (22); Cardiff (75); Vale (15).</p> <p>A total of 321 RIDDOR notifications were received between 01/04/22 and 31/03/23 – Bridgend (39); Cardiff (231) and Vale (51).</p>	
2. Complaint / Service Request investigation	<p>Receive and investigate all complaints and service requests from employees, members of the public; referrals from other enforcement bodies and others. A total of 153 complaints/service requests/referrals were investigated during 2022/2023: Bridgend (26); Cardiff (107); Vale (20)</p> <p>Complaints and service requests also include smoke-free complaints and the investigation of matters of evident concern referrals.</p>	
3. Permissioning Activities	<p>Respond to licence applications for skin piercing activities, statutory equipment/plant reports, and asbestos notifications in a timely and effective manner. A total of 209 permissioning requests were dealt with by Officers during 2021/2022. 118 (56%) of these applications were skin piercing registration requests which require at least 1 Officer visit: Bridgend (28); Cardiff (63); Vale (27).</p> <p>Petroleum and firework/explosive visits are also included in this category.</p>	

4.	Outdoor events	<p>The Enterprise & Specialist Services Team are lead officers for specified outdoor events and lead the Council's response to public safety matters at outdoor events via the Events Liaison Panel (ELP) and ESAG mechanisms.</p> <p>During 2022/2023, a total of 29 ESAG/ELP meetings were attended by Officers (Bridgend 10; Cardiff 9; Vale 10).</p> <p>7 actual events were visited and monitored for health and safety compliance reasons (Bridgend 1; Cardiff 6; Vale 0)</p> <p>158 desk top exercises for other events were conducted (Bridgend 36; Cardiff 33; Vale 89). The latter involved scrutiny of event management plans and risk assessments, and the provision of feedback and advice to event organisers.</p>						
Proactive work activity		Activity Detail	No. of premises T = Target A = Actual					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
1.	All applicable explosive storage premises.	Inspect all applicable premises that store explosives including fireworks.	-	7	-	29	-	5
2.	Petroleum storage premises	Inspect all premises that store petroleum or have stored petroleum.	-	9	-	11	-	8
Project based activity – National projects		Activity Detail	No. of premises					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
1.	Legionella management associated with hot tubs and spas pools on display and available for use	Continues to be an Annex A priority topic area in LAC 67/2 (rev 11). Officers will primarily consider those spa pools/hot tubs that are operational whilst on display, but also include commercial hot tubs considered to present a higher risk. Aim of intervention is to raise awareness of the risks and assessment of controls in place (in accordance with L8 Approved Code of Practice)	5	6	10	18	5	4
2.	Solid fuel and gas safety in commercial catering	<p>Gas safety in commercial catering premises continues to be an Annex A priority topic area in LAC 67/2 (rev 11) and the risk of carbon monoxide poisoning associated with commercial solid fuel cooking equipment remains an Annex B activity identified for proactive inspection.</p> <p>The last gas safety in catering intervention identified a number of commercial appliances with either inadequate or faulty ventilation, together with a number of gas leaks. Officers also dealt with problems associated with solid fuel cooking appliances and elevated levels of carbon monoxide. The 2022/2023 project will examine both elements in order to reduce risks to</p>	20	18	20	35	20	21

		employees and non-employees in commercial catering establishments.							
3.	Indoor trampoline parks and indoor adventure parks with large inflatable amusement devices	<p>Trampoline parks continue to be an Annex A priority topic area in LAC 67/2 (rev 11) and SRS has investigated a number of specified major injuries to customers as a consequence of the inadequate delivery of safety messages and inadequate supervision of the equipment. During 2022/23, Officers will continue scrutinising compliance with the PAS 5000 standard in indoor trampoline park settings across the region.</p> <p>Annex A of LAC 67/2 (rev 11) also includes inflatable amusement devices as a national priority topic area so the intervention will also capture an indoor adventure park with large inflatable devices. The aim is to ensure compliance with BS EN 14960 and the PIPA scheme. Annex A of LAC 67/2 (rev 11) includes this new priority topic to improve standards of compliance, particularly in outdoor areas. The Authority will disseminate assessment forms and guidance to targeted premises across the SRS region to ensure fixed installations and electrical appliances are inspected by a competent person at appropriate intervals and maintained in a safe condition.</p>	1	1	4	4	0	0	
			-	3	-	4	-	3	
4.	Electrical safety in hospitality settings	Annex A of LAC 67/2 (rev 11) includes this new priority topic to improve standards of compliance, particularly in outdoor areas. The Authority will undertake some pilot visits to provide an evidence base for a potential larger intervention in 2023/24	-	1	-	2	-	2	
Project based activity – Local projects		Activity detail	No. of premises.						
			Bridgend		Cardiff		Vale		
			T	A	T	A	T	A	
1.	Indoor leisure & soft play facilities	The service received a number of complaints about soft play facilities during the COVID pandemic relating to poor cleaning and disinfection arrangements. Complaints have also been received about injuries received by users of such facilities. Since indoor soft play centres users are generally young children, and more vulnerable members of the community, SRS is seeking to visit a number of facilities during 2022/23 to assess: IP&C measures; compliance with the PIPA scheme and relevant British Standards, and overall compliance with health and safety requirements.	5	6	8	10	4	2	

2.	Legionella management associated with hot tubs and spas available for use	<p>The national project for hot tubs and spa pools was further expanded to include hotels, leisure facilities and holiday let accommodation. Since a cluster of confirmed Legionella cases were reported in the Barry area in 2018-19, it was deemed appropriate to widen the scope of the national priority in LAC 67/2.</p> <p>Total visit numbers are included in the national figures shown above.</p>	-	4	-	14	-	3
Non Inspection led interventions – National Priorities		Activity detail	No. of premises.					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
1.	Safety of hired inflatable amusement devices	<p>Targeted mail shot, with guidance, to companies that hire inflatable amusement devices to raise awareness about their legal responsibilities and recent changes to BS EN 14960.</p> <p>Targeted mail shot, with guidance, to venues likely to hire out smaller inflatable amusement devices for parties (such as community and leisure centres)</p>	3	3	10	9	3	3
			19	19	29	30	30	30
2.	Electrical safety in hospitality settings	Annex A of LAC 67/2 (rev 11) includes this new priority topic to improve standards of compliance, particularly in outdoor areas. The Authority will disseminate assessment forms and guidance to targeted premises across the SRS region to ensure fixed installations and electrical appliances are inspected by a competent person at appropriate intervals and maintained in a safe condition.	50	89	50	140	50	90
3.	Raising awareness on work related stress and mental health campaign “Working Minds” with businesses	The Service recognised that the care sector across the region was continuing to deal with incidents of COVID-19 in their settings, alongside escalating cases of Influenza and viral illness (Norovirus). SRS prioritised this sector for targeted support and cascaded materials from the HSE “Working Minds” campaign through the respective commissioning teams in Social Services.	-	56	-	140	-	58
Non Inspection led interventions – Local Intelligence Led		Activity detail	No. of premises.					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
3.	Legionella management and control – hot and cold water systems in residential care homes.	To complete the review of Legionella controls in residential care homes across Bridgend, Cardiff and Vale of Glamorgan to ensure that the risk of infection in a vulnerable population is being effectively managed.	3	1	2	3	3	1

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Numbers shown in red reflect inspection numbers being lower than expected as a result of businesses closing. In all cases, Officers did visit the address only to find that the business had ceased trading due to the COVID-19 pandemic or subsequent economic downturn.

Reactive Interventions

Reactive interventions include responses to, and investigations of: reportable accidents; dangerous occurrences; occupational diseases; complaints; service requests; permissioning activities and requests for advice from businesses.

Accidents, Complaints and Service requests

Officers investigated a wide range of complaints/service requests and accidents during 2022/23, with the most frequently reported concerns relating to:

- Electrical safety concerns
- Slips, trips and falls to both employees and non-employees
- Inadequate safety briefing arrangements, and supervision of patrons, at indoor trampoline parks and allied indoor leisure facilities
- Traffic management concerns both inside and outside business premises
- Bed bugs in hotel and hostel accommodation
- Alleged infections following skin piercing and aesthetic treatments

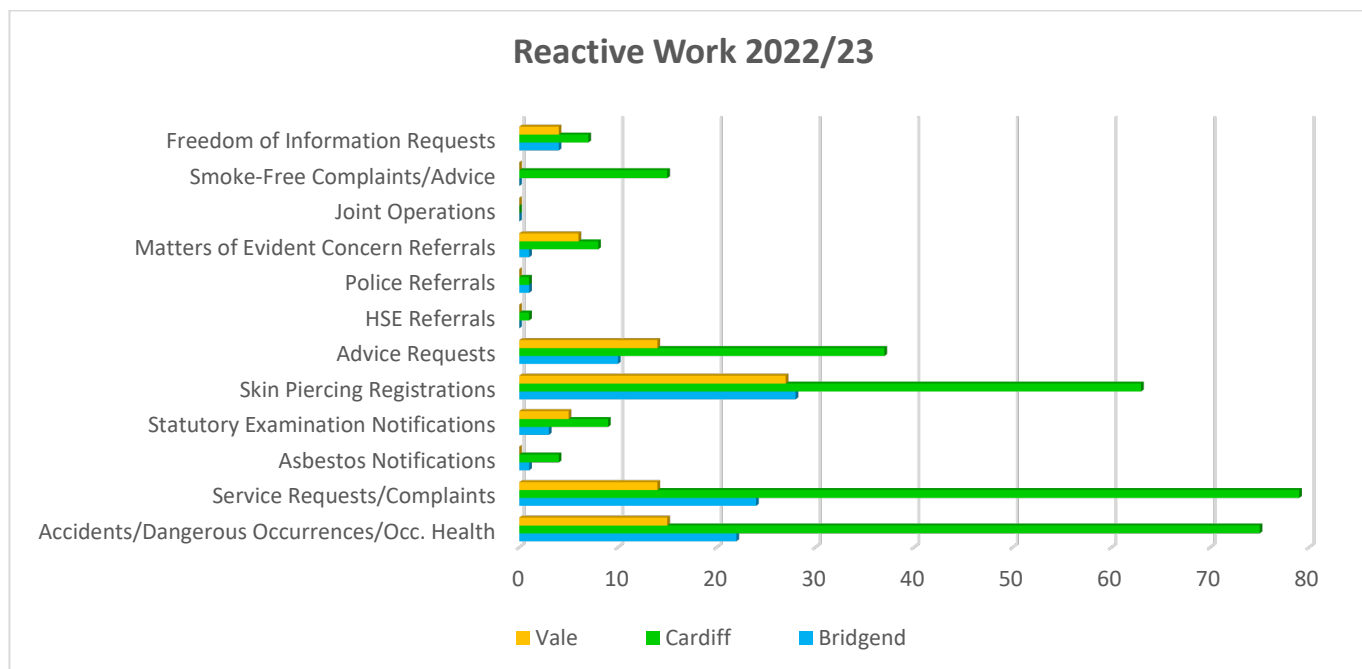
Examples of significant accidents and complaints investigated by Officers during 2022/2023 are outlined below:

Significant accident & complaint investigations during 2022/2023
<ul style="list-style-type: none"> • A delivery driver sustained a specified injury after falling a height between the back of his lorry and the loading bay. • The team investigated 2 separate reports of refrigeration gas leaks inside commercial premises. • The team was notified of a number of serious fracture injuries sustained by children visiting 2 Cardiff based indoor trampoline parks. • The team was notified of a number of concerns about health and safety standards at indoor soft play and allied indoor leisure facilities – issues identified included: a lack of design risk assessments; equipment not complying with relevant British Standards; poor maintenance and inspection arrangements; and non-compliant impact attenuating surfacing. • Police referrals about a skin piercing practitioner carrying out intimate piercing on a minor. • Three members of the public experienced specified injuries – including a broken back – after falling off horses whilst off-road trekking. • Electrocutions as a result of faulty electrical installations – including overheating Christmas decorations.

All of the above were fully investigated by officers, with appropriate enforcement action being taken.

Permissioning requests relate to high-risk work activities that demand a form of approval from the Health and Safety Enforcement Service before the activity can proceed. These include registration applications for tattooists and skin piercers; notifications from contractors wishing to carry out specific work on

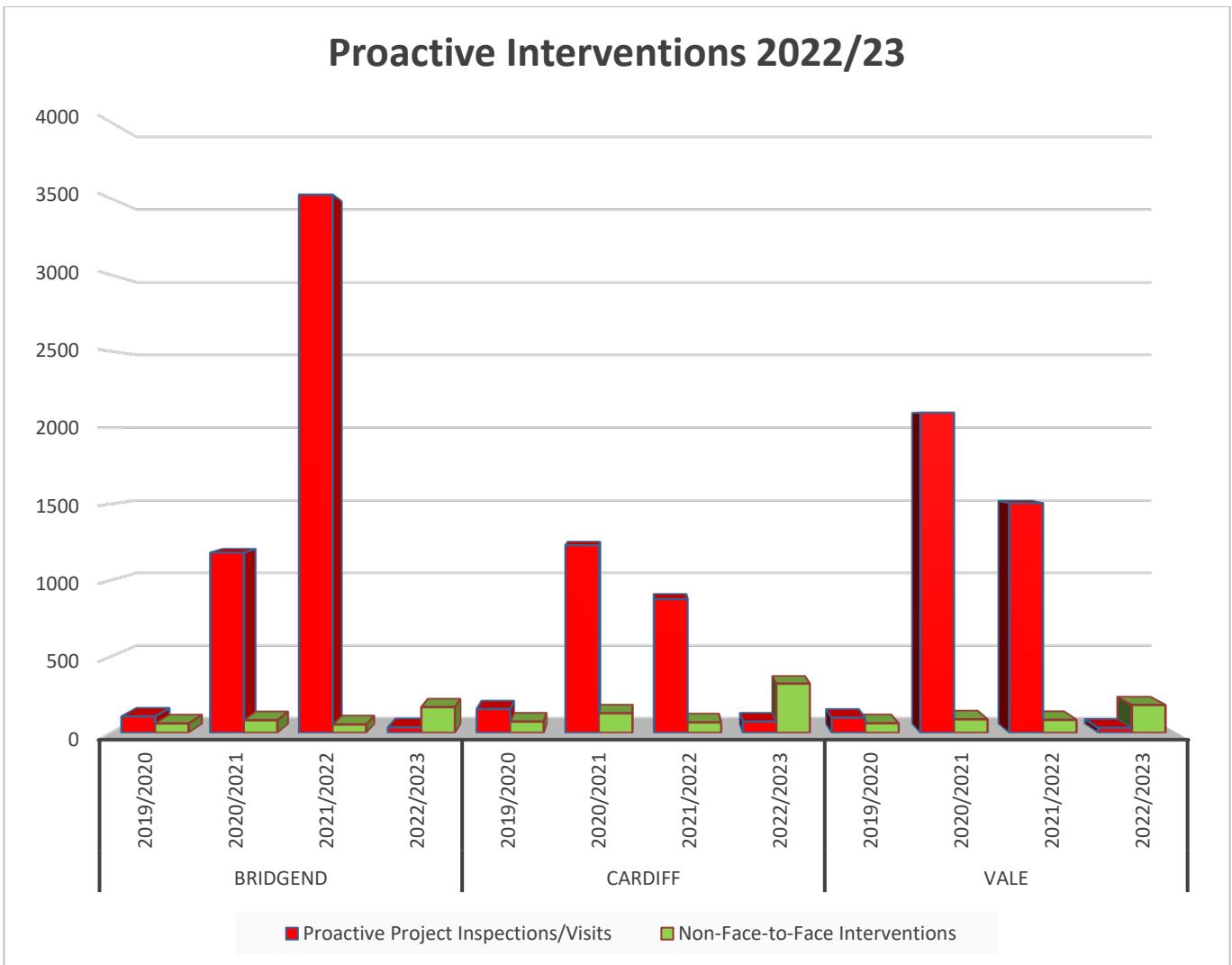
asbestos (ASB5 submissions; Notifiable Non-Licensed Work submissions) and statutory examination reports (lifting equipment, pressure systems) which identify technical defects which could cause a danger to users. All permissioning requests require officer intervention, which includes both desk-top assessments and visits.



Proactive Interventions

Proactive Interventions include **proactive project inspections**, which are either local intelligence led or based on national priority topic areas, and **non-inspection led interventions** which include targeted mail shots, educational/business engagement workshops and more formal business forums.

The graph below compares the number of proactive interventions in Bridgend, Cardiff and Vale of Glamorgan for 2022/2023 against the average number of proactive interventions for the previous 4 financial years (*visits made in relation to petroleum and explosives are excluded since they are not in-scope of the annual LAE1 return*).



Proactive Project Inspections/Visits

140 businesses (Bridgend: 35; Cardiff: 73; Vale: 32) received proactive, face-to-face health and safety interventions in the following topic areas during 2022/23:

- Gas safety in commercial catering premises.
- The management of Legionella and infectious diseases associated with the use of commercial spa pools and hot tubs.
- The management of health and safety in indoor trampoline and adventure parks.
- Electrical safety in hospitality venues (part of regional pilot).
- Health and safety compliance in indoor soft play facilities and venues with inflatable amusement devices.

These projects were targeted initiatives aligned with national planning priorities detailed in LAC 67/2 (revision 12) and local intelligence, details of which are included in the next section and within Appendices 2, 3 and 4.

Gas Safety in Commercial Catering Businesses – Improving health and wellbeing

This proactive intervention continued during 2022/23 and focused on takeaways and restaurants across the SRS region. A total of 87 businesses were actually visited; however, the final number of inspections actually undertaken totalled 74 after Officers found a number of premises had ceased trading or did not use gas on site.

Bridgend (18)	Cardiff (35)	Vale of Glamorgan (21)
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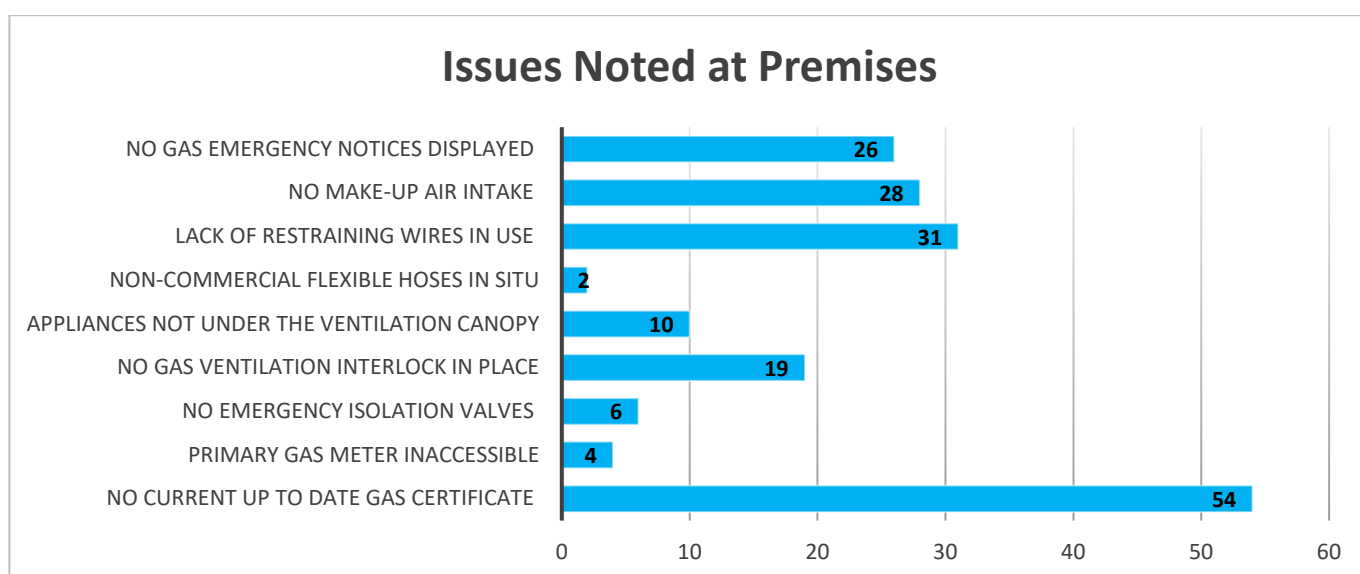
Actual number of gas safety in catering inspections undertaken during 2022/23

- **All 74 businesses** received a confirmation of intervention or a formal letter listing contraventions and recommendations following the inspection.

- **No businesses** in Bridgend, Cardiff or the Vale of Glamorgan were served with Improvement Notices from initial inspections made and no referrals to Gas Safe were required.

- **1 duty holder** was served with a Prohibition Notice after an LPG appliance had been classified as 'Immediately Dangerous' by a Gas Safe Register engineer. Defects included a lack of maintenance, a lack of safety devices, poor flame picture, CO₂ levels in excess of 5000ppm indicating an incomplete combustion of gas and a lack of a data plate to confirm safe working pressures for the appliance.

A summary of the most common issues found by Officers during the project visits is detailed in the graph below.



Other notable matters of evident concern included:

- “At Risk” notices issued by Gas Safe engineer for incoming gas supply and external flue issues;
- Employees showing a poor degree of knowledge and understanding of the risks associated with gas safety in a commercial catering setting;
- Appliances with poorly installed flexible hoses;
- Extract ventilation systems not being used in conjunction with gas appliances;
- Inadequate safe working practices for the use of solid fuel charcoal ovens (e.g. leaving embers and ash in situ overnight; a lack of carbon monoxide detectors where solid fuel was being used);
- Unsafe methods of lighting gas appliances;
- Poor servicing arrangements for gas boilers; and

- Commercial gas appliances not being maintained in a clean condition.

Electrical Safety in Hospitality (regional pilot) – Improving health and wellbeing

The LAC 67/2 (revision 11) document included a new national planning priority for Local Authorities to raise awareness with hospitality duty holders about electrical safety, particularly in outdoor areas, following a child fatality in 2018 after direct contact with defective lighting in a Romford public house. Local Authorities across the SE Wales region wanted to explore this topic area and identify if there was an evidence base to highlight local level non-compliances, so agreed to undertake a small-scale pilot during 2022/23. SRS committed to visit 5 hospitality establishments with known outdoor seating areas as part of this initial scoping exercise.

The main findings of the SRS visits included:	Inadequate connections to prevent moisture ingress
Damage to outdoor sockets (covers missing)	No proactive testing of RCDs
Indoor electrics being used outside and covered with plastic bags	Staff not aware if equipment was suitable for outdoor use
Indoor equipment being used outdoors during events	No evidence of maintenance or an Electrical Installation Condition Report

These findings were replicated in other Local Authority areas, highlighting a need for a more expansive project intervention during 2023/24; to include more hospitality premises and widen the scope of the intervention to include both indoor and outdoor electrics.

Management of Legionella and Infectious Diseases Associated with the Use of Commercial Hot Tubs and Spa Pools – Improving health and wellbeing & safeguarding the vulnerable

See full report in Appendix 2

Management of Health and Safety in Indoor Trampoline and Adventure Parks – Improving health and wellbeing & safeguarding the vulnerable

See full report in Appendix 3

Management of Health and Safety in Indoor Soft Play Facilities and Venues with Inflatable Amusement Devices – Improving health and wellbeing & safeguarding the vulnerable

See full report in Appendix 4

Major Outdoor Events – Supporting the local economy

Officers from the Enterprise and Specialist Services Team attended a total of **29 Event Safety Group/Events Liaison Panel meetings** across Bridgend (10), Cardiff (9) & Vale of Glamorgan (10) during 2022/2023. A total of **7 site visits** were made during which Officers worked with event organisers to resolve matters of evident concern that could impact on public safety. A further **158** events received **desktop reviews** to assess event management plans, site plan layouts and risk assessments. Event

Organisers were subsequently provided with constructive feedback to bolster the robustness of their event management arrangements.

Achievements for 2022/2023

The Achievements Section highlights a range of work activity including:

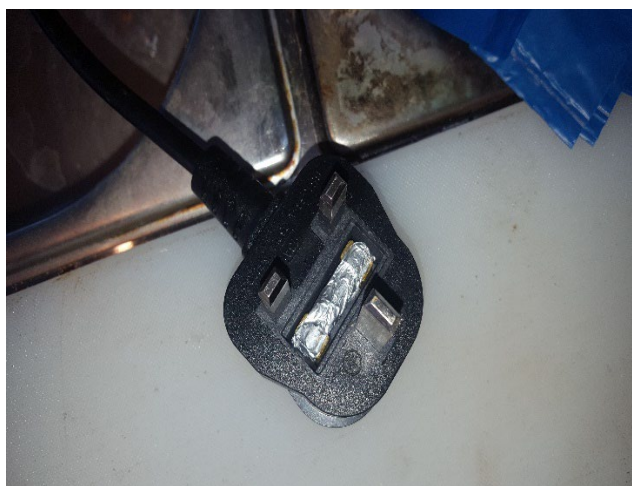
- Notable prosecutions
- Work undertaken in addition to the programmed work plan
- Programmed work which has resulted in a significantly positive impact within that industrial sector

Prosecution of Cardiff-based Restaurant – Improving health and wellbeing

In February 2023, a Cardiff-based restaurant was successfully prosecuted in Newport Crown Court for failing to comply with 2 Improvement Notices, contrary to Section 33(1)(g) of the Health and Safety at Work etc. Act 1974. The Notices were served in August 2019 following a site visit which identified concerns with the electrical systems and gas installations at the premises. The duty holder was required to evidence that both the gas and electrical systems were being maintained to prevent the risk of danger and injury to persons. Despite the Authority endeavouring to work with the duty holder, and agreeing to extend the compliance time for both Notices, neither were complied with by the agreed deadline.

After entering not guilty pleas, a 2 week trial ensued for a number of food hygiene and health and safety offences. Following the return of guilty verdicts, His Honour Judge Richard Williams concluded “.....***there was no established regime for maintenance of equipment or replacement of worn out equipment or pest control. There was no apparent appetite for those responsible to manage the restaurant and do anything other than trade.***”

The Limited Company was fined £12,000 and £6,500 costs; the sole director was fined £1,500 and £1,000 costs; and the person with significant control of day-to-day operations was fined £5,000 and £2,500 costs.





Prosecution of a Cardiff-based Indoor Trampoline Park Operator - Improving health and wellbeing & safeguarding the vulnerable

Between August 2017 and August 2019 Officers from SRS investigated 6 separate incidents where children sustained a range of injuries from using equipment at a Cardiff-based indoor trampoline park, including:

- Minor injury after becoming trapped between the under-inflated airbag and pit wall;
- Leg fractures from being 'double bounced' on trampoline beds;
- Serious bone fractures whilst using the foam pit.

A recurring criticism throughout this period was a lack of safety briefings to customers on entry to the Trampoline Park, and inadequate and/or poor supervision by staff whilst equipment was in use. A lack of these critical control measures was contributing to unruly behaviours and misuse of the equipment. Officers repeatedly told the business that their existing risk assessments were not 'suitable and sufficient' and failed to consider higher risk equipment such as the foam pit and air bag. The business was also unable to produce manufacturer information and design risk assessments for many of the key pieces of play equipment. Despite repeated engagement with the business, the company failed to put in place a clear operational plan for communicating with, and supervision of, its patrons.

Following a lengthy and complex investigation, SRS instigated legal proceedings against the limited company and director for failing to put measures in place to ensure persons not in their employment were not being exposed to risks associated with using play equipment at the trampoline park; contrary to Section 3 of the Health and Safety at Work etc. Act 1974. The company and director were also charged with 5 separate counts of failing to report notifiable injuries sustained by 4 separate children under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Guilty pleas to all offences were entered by the company and director in September 2022; however, sentencing was delayed until May 2023 after being referred to Crown Court for sentencing.

"I've assessed this case at the very high culpability, category two harm, because injuries such as this are serious and could've been more serious."

"You clearly and blatantly disregarded the law, disregarded the advice you were given by the council, and all these injuries occurred, none of which were reported, some of which there

was an effort on staff's part to minimise them by telling people to cross things out on forms that were handed in about what happened."

"So for all those reasons, I'm going to commit you for sentencing to the crown court."
District Judge Harmes



Targeted Mail Shots and Development of Guidance– Improving health and wellbeing; safeguarding the vulnerable; and maximising the use of resources

With ever decreasing resources, the service endeavoured to communicate key messages to a wider range of external stakeholders for a number of proactive interventions undertaken during the 2022-23 business year.

Inflatable amusement devices - The service produced and disseminated guidance to companies that hired out inflatable amusement devices to third parties, and community-based venues likely to offer inflatable amusement devices for sporadic events (*e.g. leisure centres and community centres*). Copies of the guidance were subsequently uploaded to the SRS website and shared with colleagues across the 3 Licensing teams and the Enterprise & Specialist Services Industry team, who regularly deal with temporary event notices and attend event safety groups for Bridgend, Cardiff and the Vale of Glamorgan.

Electrical safety in hospitality - The service targeted a number of hospitality venues across the SRS region to provide advice and signpost duty holders to relevant guidance about electrical safety in outdoor areas of their premises.

Hot tub/spa pool safety in holiday let properties - Since engagement with this particular sector was challenging, SRS liaised with the Culture, Sport and Tourism department in Welsh Government to signpost holiday let operators to guidance, webinars and toolkits pertaining to the safe operation of hot tubs and spa pools in the tourism sector. Communication of key messages was facilitated through Welsh Government industry newsletters, thus maximising the impact of our intervention.



SRS supported the HSE “**Working Minds**” campaign in 2022-23 by focusing efforts on the social care sector across Bridgend, Cardiff and the Vale of Glamorgan. Being a sector acutely impacted by the COVID-19 pandemic, it was essential that care home and domiciliary care providers were adequately sign-posted to resources available via HSE and the NHS to support mental health and well-being across the sector.

Working with partners in Social Services we were able to disseminate key information to a significant number of providers across the region.

Proactive Intervention - Firework Safety

The Commercial Services Trading Standards Team is responsible for the enforcement of the law on storage of explosives in retail premises, sales of fireworks, the safety of fireworks and age-restrictions on sales. There are various regulations and guidance on the subject, all designed to minimise the risk of uncontrolled fire or explosion and thereby staff and customers and the general public as safe as possible. The Explosives Regulations 2014 came into effect on the 1st October 2014. There are three main aims to the regulations:

- 🚒 To prevent fire or explosion
- 🚒 To prevent communication of any fire or explosion, and
- 🚒 To protect people from the effects of fire or explosion

In 2022/2023 Commercial Services Trading Standards officers carried out **41** inspections of premises across **Bridgend (7)**, **Cardiff (29)** and the **Vale of Glamorgan (5)** that applied for a licence to store and sell fireworks and explosives.

5.3 Areas for Improvement

The following improvements are to be continued during 2023/2024:

- Cost effective implementation of proactive project interventions (*including bolt-on interventions where appropriate; utilising non-face-to-face strategies for communicating key messages and engaging with external stakeholders*).
- Developing Officer competency in key topic areas being considered for proactive work so that all SRS customers receive the best possible level of service.
- Engaging with Primary Authority Partners so that improvements to health and safety policies, procedures and practices target a wider audience.

Appendix 1 – Action Plan 2023/2024

There are four Strategic Priorities relevant to the delivery of the Health and Safety Enforcement Function:

1. Improving health and wellbeing
2. Safeguarding the vulnerable.
3. Supporting the local economy
4. Maximising the use of resources.

Relevant Strategic Priorities	Objective	
1, 2, 3, 4	Q1	Complete and secure approval from SRS Joint Committee for the 2022/23 Section 18 Health and Safety Service Plan.
1, 2		Development of project materials and commence visits to sunbed operators across the SRS region.
1, 2		Development of project materials and commence visits to hospitality settings to assess electrical safety of indoor/outdoor systems.
1, 2	Q2	Conclude all remaining sunbed safety project visits.
1, 2		Continue with visits to hospitality settings to assess electrical safety of indoor/outdoor systems.
1, 2		Development of project materials for the warehousing/wholesale storage facilities project – focus on transport management; work at a height; manual handling and driver safety.
1, 3, 4		Prepare article for SRS newsletter about RIDDOR requirements to raise awareness about what needs to be reported and how this should be done.
1, 2	Q3	Continue with visits to hospitality settings to assess electrical safety of indoor/outdoor systems.
1, 2		Commence visits to warehousing/wholesale storage facilities across SRS.
1, 3, 4		Prepare article for SRS newsletter to communicate key safety messages to duty holders about coffee barista machines and the requirement for thorough examination under the Pressure Systems Regulations.
1, 2	Q4	Conclude all remaining electrical safety in hospitality project visits.
1, 2		Continue and complete all project visits to warehousing/wholesale storage facilities
1, 3, 4		Prepare article for SRS newsletter to communicate key safety messages to takeaway operators about driver/rider safety for workers undertaking deliveries, particularly on bikes.

Appendix 2



The Management of Legionella and Infectious Diseases Associated with the Use of Spa Pools & Hot Tubs

Assessment of health and safety compliance across leisure, hospitality, retail sales & holiday let sectors in Shared Regulatory Services region: September - November 2022



Background and Evidence Base

The Shared Regulatory Services health and safety service plan for 2022-23 is directed by Local Authority Circular (LAC) 67/2 (revision 11), "Setting Local Authority Priorities and Targeting Interventions", which is guidance made under Section 18 of the Health and Safety at Work etc. Act 1974 and assists Local Authorities (LAs) target its finite resources with a clear focus on delivering specific outcomes. To facilitate a more consistent and proportionate approach to regulatory interventions, LAC 67/2 sets out the Government expectations of a risk-based approach to targeting, and sets out principles to enable LAs to comply with the requirements of the National Local Authority Enforcement Code. The document also incorporates an annual list of national planning priorities within its Annex A, as well as a list of specific work activities considered to be suitable for proactive inspection (Annex B).

Following a number of cases and outbreaks of Legionella across the UK associated with the display or demonstration spa pools and hot tubs, Annex A has now identified this theme as an appropriate intervention for LAs. The emphasis is for Environmental Health teams to raise awareness of the risks associated with display spa pools and hot tubs with duty holders, and promote careful management to ensure that water quality does not encourage microbial growth and pose risks to people in the vicinity.

LAC 67/2 also recognises that LAs will have access to local level intelligence about poor performers, matters of evident concern and specific local priorities. During 2018-2019 a cluster of 12 confirmed cases of Legionella were reported in the Vale of Glamorgan, and despite extensive investigation by multi-agency stakeholders, including the sampling of cooling towers in the locale, a common source of infection could not be determined. A number of subsequent confirmed cases of Legionella pneumophila reported across the Shared Regulatory Services (SRS) region have cited the use of hot tubs during their incubation period, including within a domestic setting.

Public Health Wales (PHW) also publicised a warning in August 2022 following an increase in confirmed case numbers of Legionnaires Disease over the previous 12 months associated with the use of spa pools and hot tubs.

<https://www.walesonline.co.uk/news/wales-news/warning-issued-hot-tub-owners-24822453>

On consideration of national planning priorities, PHW case data and local level intelligence, it was therefore deemed appropriate for SRS to carry out an intervention to assess how the risk of Legionella associated with hot tub and spa pool use was being managed across Bridgend, Cardiff and the Vale of Glamorgan.

SRS further elected to extend the scope of the intervention to consider the management of other infectious diseases, including Cryptosporidium and Giardiasis, as a natural extension of the 2018/19 project that considered the management of Cryptosporidium in leisure pools. The key outcomes of that intervention highlighted:

- A third of all operators visited failed to provide adequate health information to clients to deter people experiencing sickness and diarrhoea from using the facility.
- Not all operators provided facilities for patrons to shower before accessing leisure waters.
- High staff turnover in the leisure sector was negatively impacting business resilience and staff competencies for managing pool plant systems.
- Management systems often lacked specificity for the plant installation at the venue.
- Staff often struggled to apply theoretical knowledge to real life situations and it was not uncommon for out of parameter water quality test results to be recorded without corrective actions being instigated.

Since hot tubs and spa pools were out-of-scope of the 2018/19 project, it was deemed appropriate to consider the management of these additional biological hazards when engaging with duty holders.

Microbiological Hazards Associated with Hot Tubs & Spa Pools

Spa pool and hot tub installations comprise of a self-contained body of warm, agitated water designed for lying or sitting in. The water is generally maintained between 30-40°C, which is filtered and chemically treated. Appliances are fitted with air-jet circulation devices, with or without air-induction bubbles, so have the ability to create and disseminate breathable droplets and aerosols. Since spa pools and hot tubs have a much higher ratio of bathers to water volume than swimming pools, water quality will quickly deteriorate due to a build-up of organic materials (*e.g. sweat, dead skin, cosmetics, urine and faecal matter, detergent residues, saliva, mucus and hair*) if they are poorly designed or managed.

Commercial Spa Pools: Typically built in-situ using standard, factory manufactured parts. Fitted with a filter, continuous chemical feeder system (linked to a plant room) and a separate balance tank (for water circulation and turnover). More suitable for higher bather loads, more continuous bathing and when user numbers cannot be predicted.

Domestic Spa Pools (holiday lets): Suitable for small bather loads only. Water is changed weekly or after each period of hire (whichever is soonest); typically disinfection via an in-line system.

Hot Tubs: Are self-contained units which can be used indoors and outdoors. Are filled with chemically treated water, above 30°C, and fitted with air jets for water aeration. Are not fitted with a balance tank and the water is typically not changed, drained or cleaned after each use. Suitable for use by a small number of users and less frequent bathing.

Legionellosis is a collective term for diseases caused by legionella bacteria, including *Legionella pneumophila*. Legionnaires Disease is a potentially fatal form of pneumonia, particularly if an individual is immunocompromised. There is a heightened risk of infection with increasing age (particularly if over 45 years); in smokers and heavy drinkers; for people with pre-existing respiratory disease; and where individuals have health conditions such as cancer, diabetes, heart and kidney disease.

Legionella pneumophila is commonly found in natural water sources, but are usually low in number. However, when water is found in purpose-built water systems where temperatures are maintained between 20-45°C; water is recirculated; water stagnation is likely; biofilm will be present; and scale and rust may exist, conditions become favourable for the proliferation of the Legionella bacteria. Spa pools and hot tubs satisfy these operational parameters if poorly managed and therefore pose a significant risk for Legionella.

Cryptosporidiosis and *Giardiasis* are microscopic protozoan infections which can cause symptoms such as profuse watery diarrhoea and cramping abdominal pain in humans. The modes of transmission include person-to-person spread and bathing in contaminated water sources; including leisure waters such as spa pools and hot tubs. The illnesses are spread via Oocysts which appear in the faeces of infected people at the onset of symptoms, and can continue to be excreted for several weeks - even after symptoms have subsided. The main problem with Oocysts is their ability to be highly resistant to chemical disinfectants; including normal operating levels of chlorine in a spa pool or hot tub. Oocysts can survive for months in moist environments with ambient air temperatures, so can successfully persist in water, presenting an infection risk, unless removed. Oocysts are either removed from leisure pool waters by using a combination of super-chlorination and filtration, or flocculation and filtration; depending on the type of installation.

The presence of *E. coli* in leisure water is an indication of the presence of faecal matter and confirms that the water treatment regime has failed to control the contaminant.

Cases of folliculitis (*infection of hair follicles*) are often associated with the use of spa pools and hot tubs, and occur as a result of infection from *Pseudomonas aeruginosa* bacteria. Whilst this bacteria is ubiquitous in the environment, its ability to form biofilms in water enables it to survive residual chlorine levels < 1 mg/litre. Poor water quality management facilitates person-to-person spread and infection via contact with contaminated water and surfaces. *Pseudomonas* can enter the body via skin follicles, broken skin, and mucous membranes and may present as ear discharge; skin rash; eye redness and swelling; joint pain or pus in wounds.

Legislative Controls

The legislative framework relevant to the control and management of biological hazards associated with the commercial operation of spa pools and hot tubs is:

- The Health and Safety at Work etc. Act 1974; Sections 2 & 3
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- The Management of Health and Safety at Work Regulations 1999, *as amended*
- L8 (2013) Approved Code of Practice, Legionnaires' Disease: The Control of Legionella Bacteria in Water Systems
- HSG274 Part 3, Legionnaires' Disease Technical Guidance: The Control of Legionella in Other Risk Systems
- HSG282 (2017), The Control of Legionella and Other Infectious Agents in Spa-Pool Systems

Aims of the Intervention

- To identify how duty holders were managing the risk of exposure to Legionella in all spa pools and hot tubs under their control.
- To identify how duty holders were management the risk of exposure to other communicable diseases in all spa pools and hot tubs under their control.
- To identify if duty holders were managing wider health and safety risks associated with spa pools and hot tubs.

Preparation and Scope of the Intervention Visits

The spa pool and hot tub intervention for 2022/23 only included businesses which fell to SRS for health and safety enforcement. Project visits expressly excluded all facilities owned/operated by the Local Health Board or private hospitals (*e.g. therapeutic facilities*), and facilities operated by members of the public in their own domestic setting. Operators of swimming pools were specifically excluded from the scope of this project intervention; however, Officers did provide support where requests for advice were made.

The intervention focused on premises that had spa pools and hot tubs available for use in leisure and hospitality settings; premises where spa pools and hot tubs were on display for retail sale or could be used for demonstration purposes prior to purchase; and private holiday home rentals offering such facilities for financial gain and rental arrangements exceeded 20 weeks per year.

A total of 50 premises were initially identified as being suitable for this project intervention.

- BRIDGEND 4 retail; 1 hotel; 3 leisure facilities; 3 holiday rentals
- CARDIFF 6 retail; 8 hotels; 6 leisure facilities; 2 adult 'massage' venues; 2 holiday rentals
- VALE 4 retail; 2 hotels; 9 holiday rentals

Premises were identified from the Tascomi database used by the service, complaint referrals and internet searches.

All businesses received a letter to advise that unannounced project visits would be taking place from mid-July 2022; the reason for the intervention; and what documentation would be required by the inspecting Officer. All duty holders were also sent a copy of a SRS produced guidance leaflet, with checklist, for the control of Legionella for commercial hot tubs and spa pools.

All Officers allocated project visits attended a 1 day PWTAG accredited hot tub/spa pool training course prior to the project commencing. An in-house team briefing was also held to discuss any particular concerns about the visits; suitability of the work plan and visit proforma before all visits started.

A project work plan, and visit proforma, were developed by the assigned Project Lead Officer to ensure consistency amongst all Officers engaged in the visits.

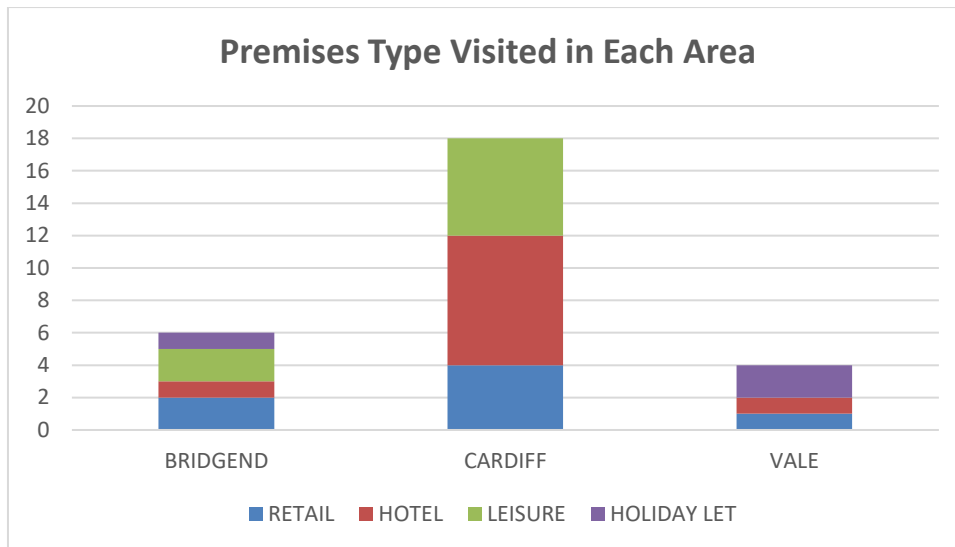
Whilst domestic use spa pools and hot tubs were beyond the scope of this intervention, the team recognised the need to communicate key messages to home owners about the risk of Legionella and measures they could take to mitigate those risks. The SRS advice sheet for households on the safe use of domestic spa pools and hot tubs was uploaded to the SRS website alongside the guidance produced for commercial operators. All communications were available in both English and Welsh.

The service also engaged with partners in Welsh Government to explore opportunities for communicating key messages about spa pools and hot tubs across the tourism sector. Links to the SRS advice leaflets were included in Welsh Government communications with commercial partners in the holiday let sector to broaden the impact of the proactive intervention.

Significant Findings of the Intervention Visits

A total of 28 spa pools and hot tubs out of the initial sample of 50 were inspected as part of the project intervention. The impact of the COVID-19 pandemic and current cost of living crisis meant that a number of businesses had either ceased trading or elected to decommission their spa pools/hot tubs for the foreseeable future. Where Officers identified that installations had been taken out of use, duty holders were signposted to key guidance documents and provided with relevant advice in the event that facilities could be re-commissioned in due course.

AREA	RETAIL	HOTEL	LEISURE	HOLIDAY LET	Total
BRIDGEND	2	1	2	1	6
CARDIFF	4	8	6	0	18
VALE	1	1	0	2	4
Total	7	10	8	3	28



Officers experienced significant challenges engaging with operators of holiday rentals identified from searches of Airbnb and Vrbo, primarily due to a lack of direct contact information on the websites. Consequently the sample size of holiday lets actually visited in this intervention was significantly reduced.

- **Adequacy of Operator Training & Normal and Emergency Operating Procedures**

To effectively manage the risk of Legionella and other biological hazards (*such as Cryptosporidium, Giardia and Pseudomonas*) it is critical that every spa pool / hot tub operator has a well-defined Normal Operating Procedure (NOP) and Emergency Action Plan (EAP) that directly relates to the system in use at the business. The project required Officers to audit water safety management plans at all spa pools and hot tubs visited, including the monitoring records of water chemistry tests and sampling.

Whilst all hotels and leisure facilities visited across the SRS region were found to have documented Legionella risk assessments, NOPs and EAPs, Officers did identify a number of concerns associated with some of the documented management systems being audited.

- ✚ Several sites did not have readily accessible documented management systems and either had to forward copies of procedures to the visiting Officer electronically, or ensure they were available for review during a pre-arranged revisit.
- ✚ In settings where documented management systems were not readily accessible, it was not uncommon for staff to have a poorer level of awareness of actions to take when water quality monitoring checks were out of the prescribed parameters.
- ✚ A couple of premises had changed their spa pool/hot tub primary disinfection chemical but had not updated their risk assessments, NOP or EAP to reflect this change. The acceptable range for free chlorine in a spa pool is 3-5mg/l, and 4-6mg/l for bromine, so a failure to update procedures after altering the spa pool chemistry could significantly increase the potential for exposure to biological hazards.
- ✚ One leisure setting had incorrectly based its spa pool procedures on the wrong HSE guidance, using HSG179 "Health and Safety in Swimming Pools" instead of HSG282 "The Control of Legionella and Other Infectious Agents in Spa-Pool Systems".

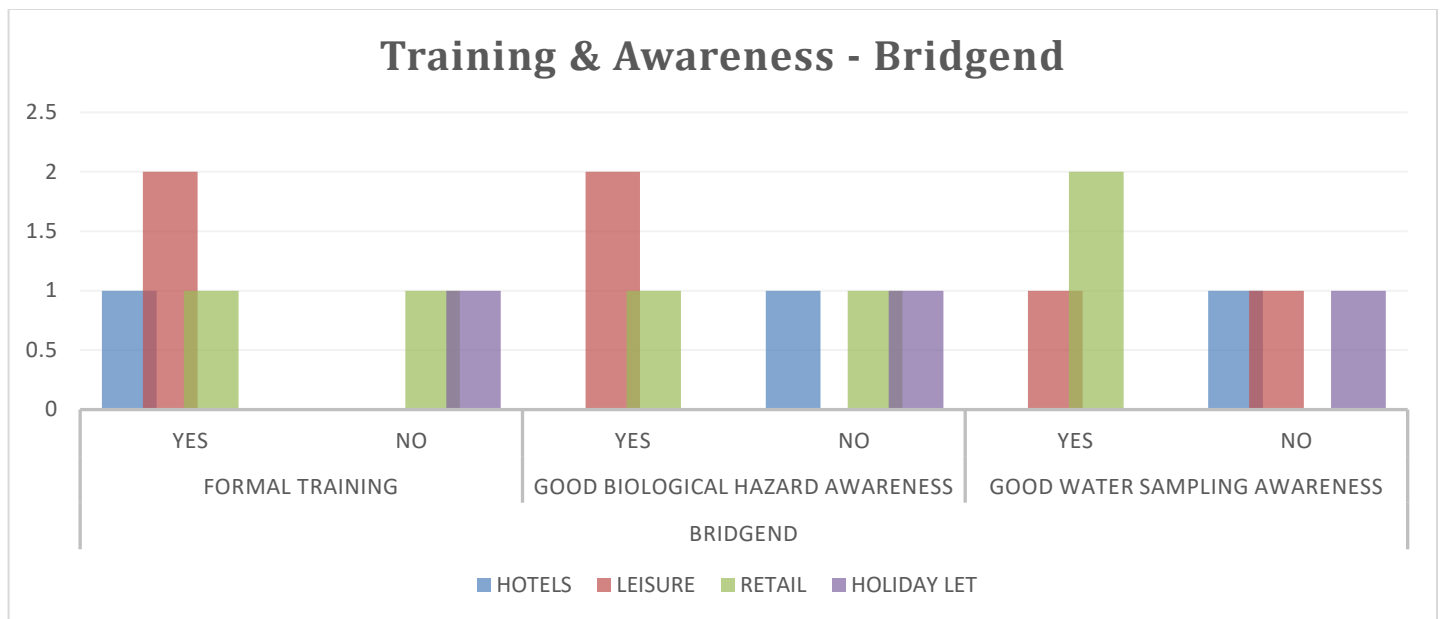
None of the holiday let accommodation visited had any documented risk assessments, NOPs or EAPs. It was also commonplace for cleaning and maintenance activities not to be recorded. Since most holiday let operators were self-employed, the lack of documentation was not unexpected since record keeping would

not be a legal requirement. However, the keeping of records would be strongly recommended as part of their due diligence and being able to evidence that risks to non-employees were being effectively mitigated. Of the 7 retail establishments visited, 3 (43%) failed to have any documented risk assessments, NOPs or EAPs despite having 5 or more employees. A documented health and safety policy, and recording the significant findings of risk assessments, is a legal requirement if a person *employs five or more people*. For those retailers that did have written procedures, not all duty holders had maintained them up to date.

Completion of formal training, along with awareness of biological hazards and sampling, was significantly poorer in the holiday let sector. However, whilst the provision of formal training was more likely in the hotel and leisure sectors, completion of a bespoke course did not always increase staff understanding of the biological hazards associated with spa pools/hot tubs, or how to prevent or adequately control the risk of exposure to those hazards.

Spa Pool & Hot Tub Operator Competence - Bridgend

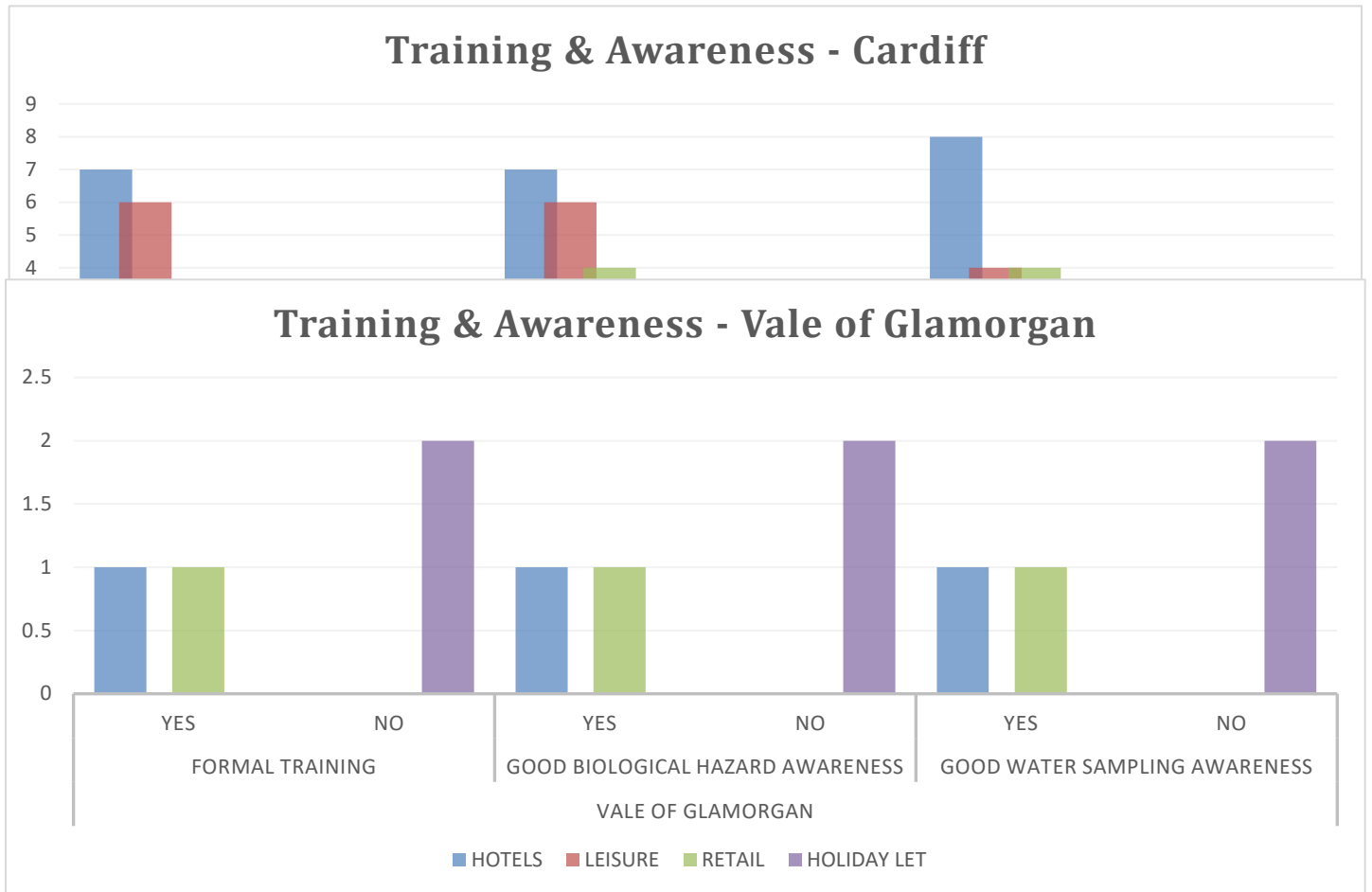
BRIDGEND						
	FORMAL TRAINING		GOOD BIOLOGICAL HAZARD AWARENESS		GOOD WATER SAMPLING AWARENESS	
	YES	NO	YES	NO	YES	NO
HOTELS	1	0	0	1	0	1
LEISURE	2	0	2	0	1	1
RETAIL	1	1	1	1	2	0
HOLIDAY LET	0	1	0	1	0	1



Spa Pool & Hot Tub Operator Competence - Cardiff

CARDIFF						
	FORMAL TRAINING		GOOD BIOLOGICAL HAZARD AWARENESS		GOOD WATER SAMPLING AWARENESS	
	YES	NO	YES	NO	YES	NO
HOTELS	7	1	7	1	8	0
LEISURE	6	0	6	0	4	2

RETAIL	2	2	4	0	4	0
HOLIDAY LET	0	0	0	0	0	0



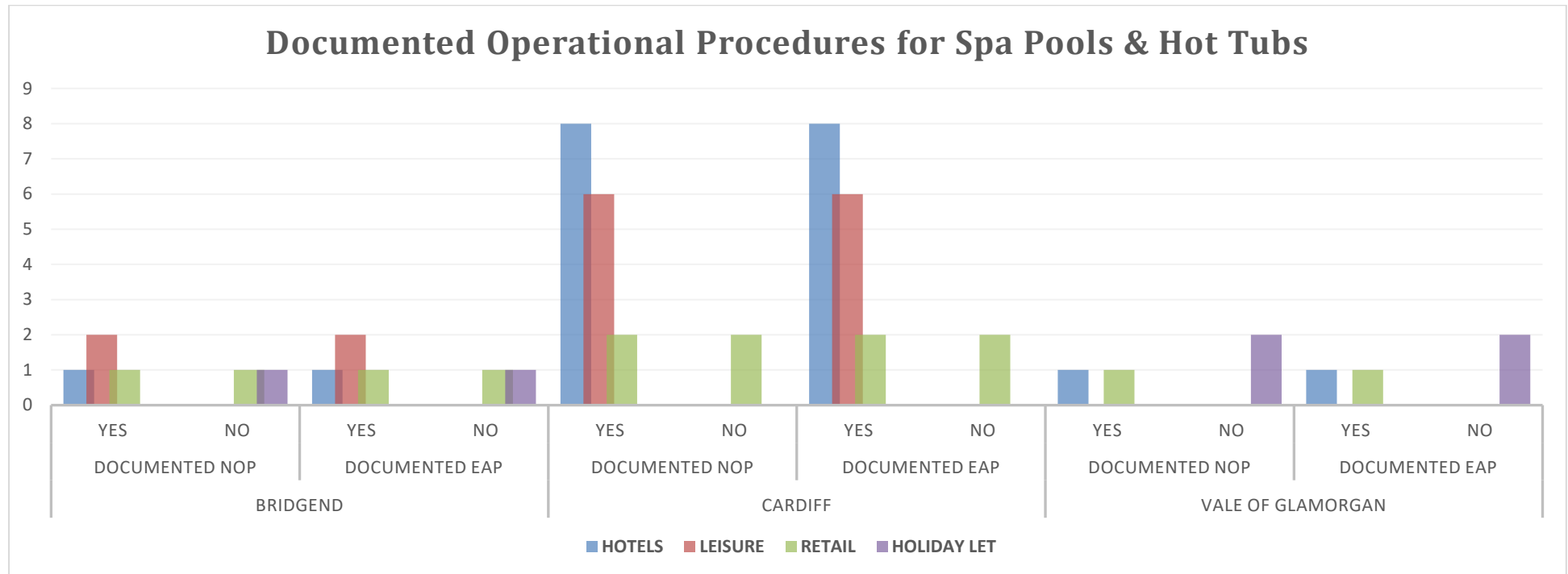
Spa Pool & Hot Tub Operator Competence – Vale of Glamorgan

VALE OF GLAMORGAN						
	FORMAL TRAINING		GOOD BIOLOGICAL HAZARD AWARENESS		GOOD WATER SAMPLING AWARENESS	
	YES	NO	YES	NO	YES	NO
HOTELS	1	0	1	0	1	0
LEISURE	0	0	0	0	0	0
RETAIL	1	0	1	0	1	0
HOLIDAY LET	0	2	0	2	0	2

Documented Operational Procedures for Spa Pools & Hot Tubs in SRS

	BRIDGEND				CARDIFF				VALE OF GLAMORGAN			
	DOCUMENTED NOP		DOCUMENTED EAP		DOCUMENTED NOP		DOCUMENTED EAP		DOCUMENTED NOP		DOCUMENTED EAP	
	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
HOTELS	1	0	1	0	8	0	8	0	1	0	1	0
LEISURE	2	0	2	0	6	0	6	0	0	0	0	0
RETAIL	1	1	1	1	2	2	2	2	1	0	1	0
HOLIDAY LET	0	1	0	1	0	0	0	0	0	2	0	2

Documented Operational Procedures for Spa Pools & Hot Tubs



- **Water Quality Management**

The risk of exposure to Legionella and other infectious pathogens should be prevented, or controlled, through the implementation of robust water quality testing and monitoring arrangements. Effective water treatment relies on a combination of filtration (*to maintain water cleanliness and clarity*) and chemical disinfection (*to prevent microbial growth and reduce the risk of infection*). Operators may elect to use just a primary disinfectant, such as Chlorine or Bromine, or use a secondary means of disinfection such as Ultra Violet (UV) or Ozone as well. Whilst UV and Ozone do not have any residual disinfection effects, they do reduce the risk of pathogens such as Cryptosporidium which form oocysts that can withstand normal operating levels of Chlorine.

Since disinfectant levels are influenced by several factors including: bather numbers; temperature; organic loading; turbulence and aeration, it is critical that a satisfactory residual disinfection concentration is maintained at all times to adequately control microbial growth. An effective daily monitoring regime should determine the water pH, free Chlorine/Bromine levels, and combined Chlorine/Bromine level, with adjustments to the spa pool/hot tub chemistry being made incrementally. Water quality standards should also be verified by a sampling programme: monthly sampling to monitor aerobic colony count, coliforms, E. coli and Pseudomonas aeruginosa; quarterly sampling for Legionella.

Across all sectors, Chlorine was the preferred primary disinfectant for spa pools and hot tubs. Secondary disinfection was more prevalent in the hotel sector, and was observed in 7 of the 10 (70%) premises visited. One hotel had installed both UV and PAC as additional precautions alongside the primary Chlorine disinfection system.

All hotels and leisure facilities used automatic dosing systems for their disinfection chemicals which enabled the spa pool chemistry to be adjusted when subject to higher bather loads and more regular usage. Hand dosing was relied upon in the retail and holiday let sectors where usage would be lower and more sporadic. Despite the hotel and leisure sectors having more sophisticated spa pool plant installations and monitoring equipment, Officers identified several common problems across all sectors visited.

- ✚ Gaps found in daily water test records.
- ✚ Staff not always recording total and combined Chlorine/Bromine levels.
- ✚ Duty holders documenting pool test results (*pH and disinfection levels*) that were out of parameter without instigating the appropriate corrective actions; suggesting either a lack of training or an inability to effectively interpret results.
- ✚ Spa pool free Chlorine being maintained at 10ppm but equipment not being taken out of use.
- ✚ Difficulties applying theoretical knowledge to real life problems associated with the spa pool/hot tub; especially when test results fell out of acceptable range or were regularly fluctuating throughout the day.
- ✚ Poor calibration of water testing equipment.
- ✚ Staff using out-of-date forms for Bromine after changing to a Chlorine disinfection regime.
- ✚ Staff using incorrect test strips.

From a sampling perspective, the hotel and leisure sectors were more likely to undertake microbiological and Legionella sampling. A leisure provider in the Vale of Glamorgan that was not included in this intervention, was subsequently visited following receipt of a customer complaint. The visit highlighted that the spa pool had been taken out of use during October 2022 following a positive Legionella test result after the automatic dosing system had failed. In general, most retail and holiday let sector duty holders did not carry out routine microbiological sampling.

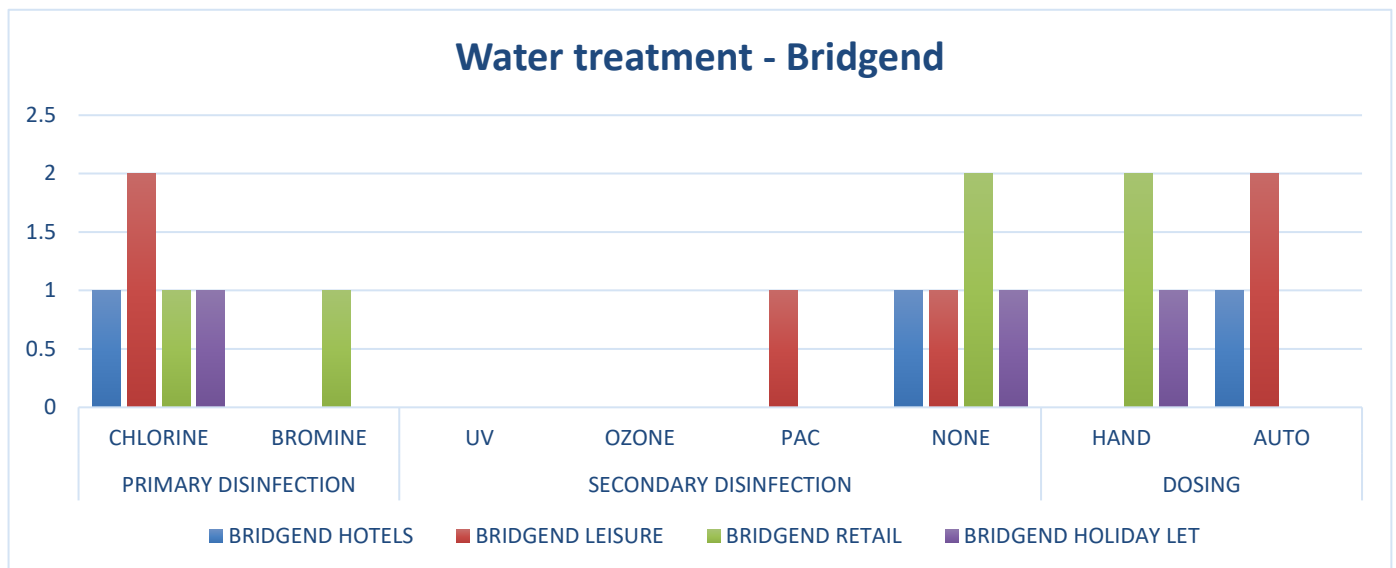
The frequency of water replacement is critical for maintaining satisfactory water quality in a spa pool or hot tub. When made available on a commercial basis, the total water volume should be replaced each week, or

after each period of rental if this is sooner. One holiday let provider visited as part of the project was only changing the water every 3 months, regardless of tenancy changes during this period.

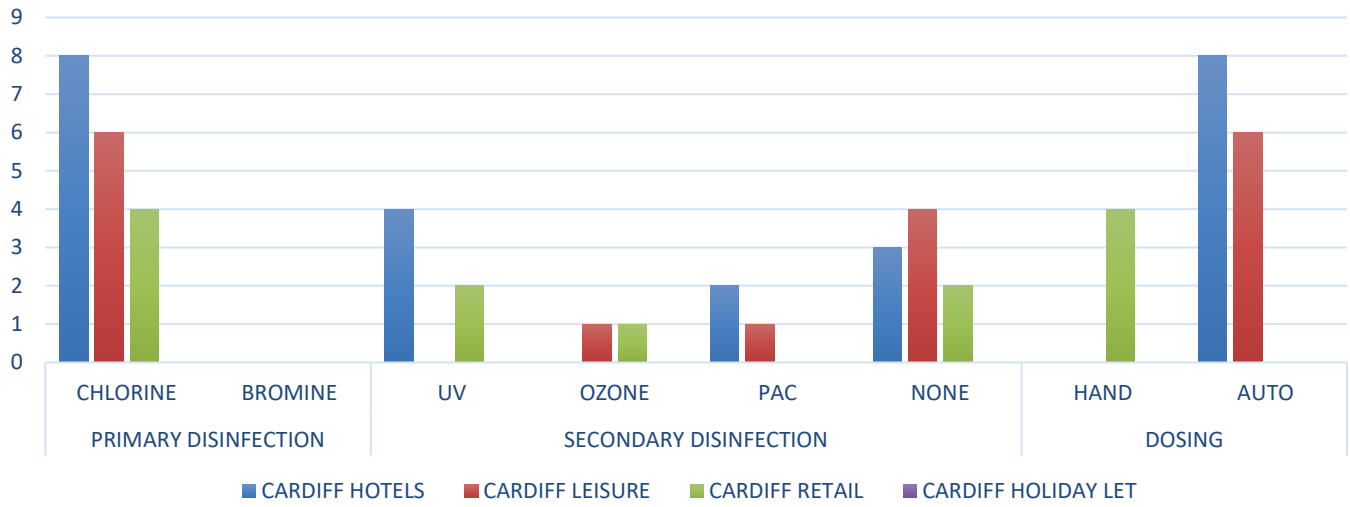
Disinfection Arrangements for Spa Pools and Hot Tubs

		PRIMARY DISINFECTION		SECONDARY DISINFECTION				DOSING	
		CHLORINE	BROMINE	UV	OZONE	PAC*	NONE	HAND	AUTO
CARDIFF	HOTELS	8	0	4	0	2	3	0	8
	LEISURE	6	0	0	1	1	4	0	6
	RETAIL	4	0	2	1	0	2	4	0
	HOLIDAY LET	0	0	0	0	0	0	0	0
BRIDGEND	HOTELS	1	0	0	0	0	1	0	1
	LEISURE	2	0	0	0	1	1	0	2
	RETAIL	1	1	0	0	0	2	2	0
	HOLIDAY LET	1	0	0	0	0	1	1	0
VALE OF GLAMORGAN	HOTELS	1	0	1	1	1	0	0	1
	LEISURE	0	0	0	0	0	0	0	0
	RETAIL	1	0	0	0	0	1	1	0
	HOLIDAY LET	1	1	0	0	0	2	2	0

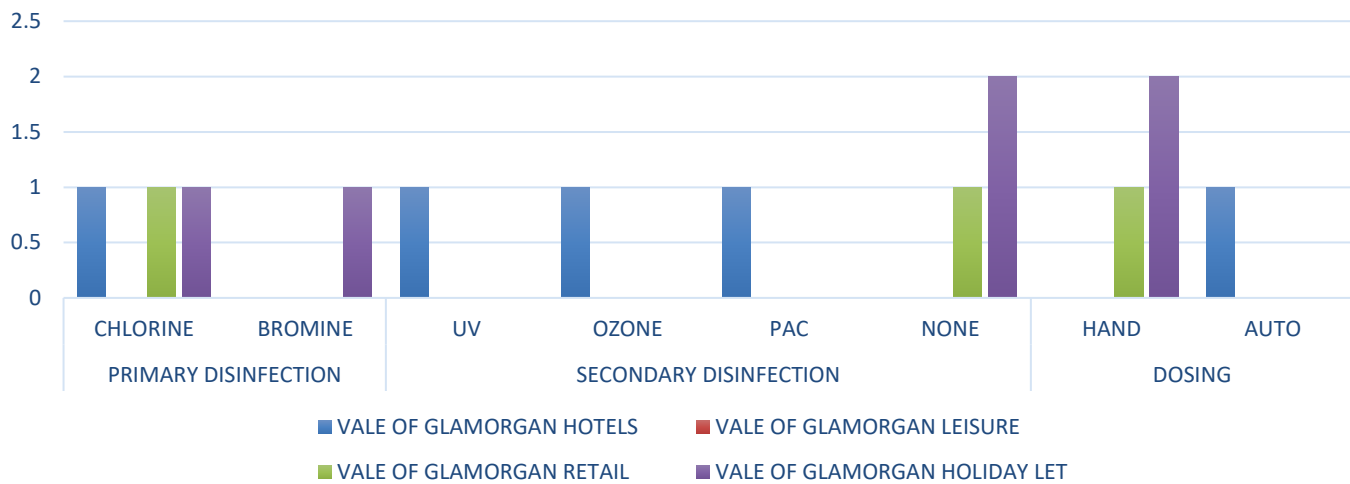
PAC* = Polyaluminium Chloride. A chemical that provides high coagulation efficiency for pathogens such as *Cryptosporidium*



Water treatment - Cardiff



Water treatment - Vale



- Hygiene Measures for Users

To effectively minimise the spread of biological hazards such as Cryptosporidium, Giardia and Pseudomonas it is essential that clients are adequately informed about when they should, and should not, use a spa pool or hot tub. Anyone who has suffered diarrhoea symptoms should avoid using a spa pool/hot tub until they have been symptom-free for 48 hours, and confirmed cases of Cryptosporidiosis and Giardiasis should not use leisure waters until they have been clear of symptoms for 14 days. As previously discussed, Cryptosporidium oocysts are highly resistant to normal operating levels of Chlorine whilst Giardia cysts are moderately resistant to disinfection levels of Chlorine usually found in pools. The project therefore considered how duty holders were conveying these key hygiene messages to its patrons.

As observed during the 2018/19 Cryptosporidium project intervention, premises across all sectors remained generally poor at communicating this critical exclusion message to patrons, thereby increasing the potential for onward transmission to other spa pool/hot tub users. Whilst some duty holders asked clients to answer health related questions in pre-use checklists, clear communication of personal hygiene messages in poster format was infrequently used. Some operators expressed concern that displaying posters may give a perception that there was a problem with the water.

To help improve the communication of key hygiene messages for spa pool /hot tub use, SRS subsequently prepared a poster for duty holders, in English and Welsh, to display in customer changing areas.



Diogelwch Dŵr ar gyfer Pyllau Nofio a Phyllau Sba



PEIDIWCH â mynd i mewn i'r dŵr os ydych chi'n sâl gyda dolur rhydd neu wedi cael dolur rhydd yn ystod y 48 awr ddiwethaf.

Mae Cryptosporidium a Giardia yn barasitiaid a all achosi salwch. Mae'r parasitiaid hyn i'w cael mewn ysgarthion person sydd wedi'u heintio a gallant achosi dolur rhydd, sy'n para am bythefnos neu fwy. Gall y parasitiaid gael eu trosglwyddo i berson arall trwy ddŵr sydd wedi'i halogi ag ysgarthion person heintiedig.

Mae gan y ddau barasit gragen allanol galed ac maent yn gallu gwrthsefyll clorin. Gall Giardia oroesi am hyd at 45 munud mewn dŵr sydd wedi'i glorineiddio'n iawn, a gall Cryptosporidium oroesi am 7 diwrnod neu fwy. Mae'n bwysig atal y paraseit rhag mynd i mewn i'r dŵr yn y lle cyntaf i sicrhau ei fod yn ddiogel i bob defnyddiwr.



Os ydych wedi cael diagnosis o Cryptosporidiosis neu Giardiasis, peidiwch â mynd i mewn i'r dŵr nes eich bod wedi bod yn rhydd o symptomau am o leiaf 14 diwrnod.



Dilynwch y camau hyn i sicrhau bod y dŵr yn ddiogel i bob defnyddiwr

- Peidiwch â mynd i mewn i'r dŵr os oes gennych ddolur rhydd
 - Cymerwch gawod cyn mynd i mewn i'r dŵr
- Golchwch eich dwylo'n drylwyr ar ôl defnyddio'r toiled
 - Peidiwch â llyncu'r dŵr
 - Peidiwch ymgarthu yn y dŵr
- Sicrhewch fod plant yn cael eu cludo i'r toiled yn rheolaidd
 - Newidiwch gewynnau mewn manau newid priodol
- Sicrhewch fod babanod a phlant ifanc yn gwisgo cewynnau noffio



Water Safety for Swimming Pools and Spa Pools



Do NOT enter the water if you are currently unwell with diarrhoea or have had diarrhoea in the past 48 hours.

Cryptosporidium and Giardia are parasites that can cause illness. These parasites are found in the faeces of an infected person and can cause diarrhoea, lasting for two weeks or more. The parasites can be transmitted to another person through water contaminated with the faeces of an infected person.

Both parasites have a tough outer shell and are chlorine resistant. Giardia can survive for up to 45 minutes in properly chlorinated water, and Cryptosporidium can survive for 7 days or more. It is important to prevent the parasite from entering the water in the first instance to ensure it is safe for all users.



If you have been diagnosed with Cryptosporidiosis or Giardiasis, do not enter the water until you have been symptom free for at least 14 days.



Follow these steps to ensure the water is safe for all users

- Do not enter the water if you have diarrhoea
 - Shower before entering the water
- Wash your hands thoroughly after using the toilet
 - Do not swallow the water
 - Do not defecate in the water
- Ensure children are taken to the toilet regularly
- Change nappies in appropriate changing areas
- Ensure babies and young children wear swim nappies



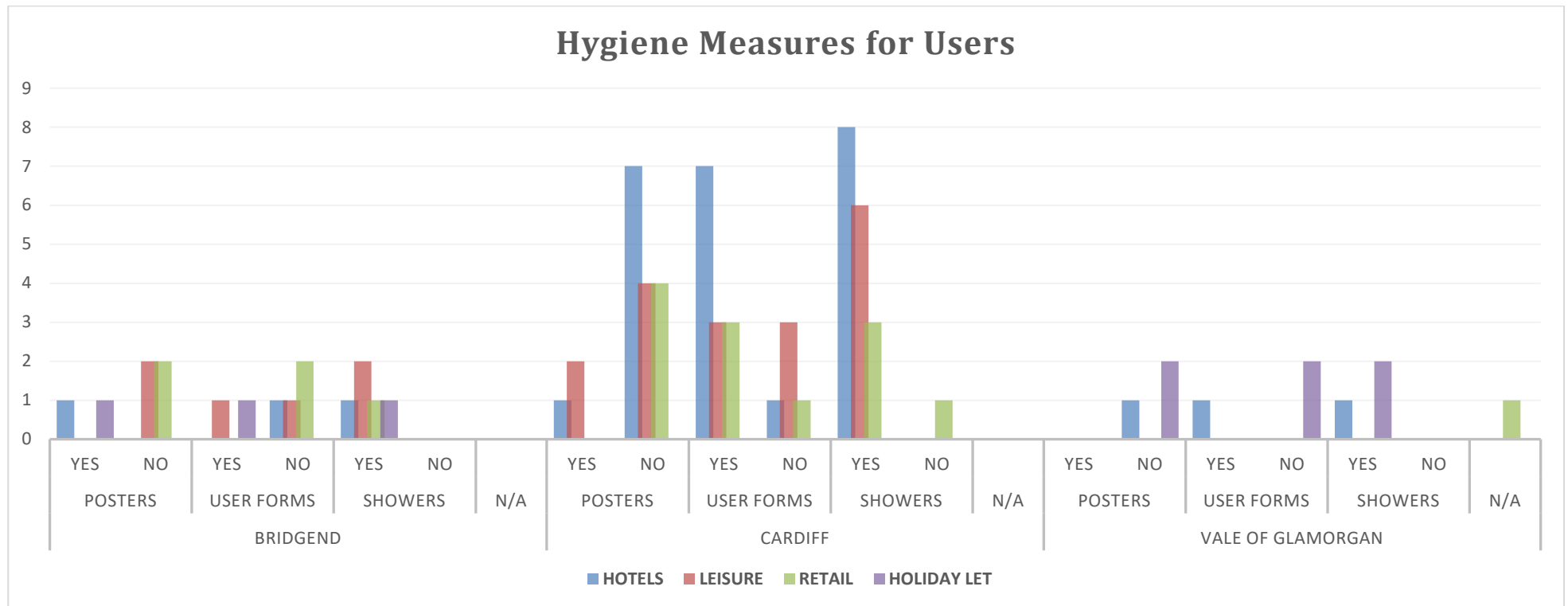
Maintaining good standards of hygiene around the spa pool/hot tub itself is also an important control measure for minimising the risk of exposure to biological hazards associated with the environment. Despite this being a cheap and simple precaution to implement, some duty holders were failing to provide, and use, protective shoe covers for personnel accessing the spa pool/hot tub area. This reflected the findings of the 2018/19 Cryptosporidium project which found only 65% of the sample size using protective shoe covers on poolside.

Cleaning practices and standards were found to be unsatisfactory in a number of premises across all sectors. Key observations of officers included:

- Dirt, mould and biofilm observed in and around the spa pools/hot tubs.
- Carrying out cleaning with inappropriate products.
- Carrying out physical cleaning without the use of disinfectant products.
- Inadequate record keeping of cleaning tasks undertaken for due diligence purposes.

Hygiene measures in place for users of spa pools and hot tubs

	BRIDGEND							CARDIFF							VALE OF GLAMORGAN						
	POSTERS		USER FORMS		SHOWERS		N/A	POSTERS		USER FORMS		SHOWERS		N/A	POSTERS		USER FORMS		SHOWERS		N/A
	YES	NO	YES	NO	YES	NO		YES	NO	YES	NO	YES	NO		YES	NO	YES	NO	YES	NO	
HOTELS	1	0	0	1	1	0	0	1	7	7	1	8	0	0	0	1	1	0	1	0	0
LEISURE	0	2	1	1	2	0	0	2	4	3	3	6	0	0	0	0	0	0	0	0	0
RETAIL	0	2	0	2	1	0	0	0	4	3	1	3	1	0	0	0	0	0	0	0	1
HOLIDAY LET	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	2	2	0	0



- **Management of Other Hazards of Significance**

Operating a spa pool or hot tub requires the use of alkalis (e.g. sodium hypochlorite; calcium hypochlorite; Bromochlorodimethylhydantoin) to disinfect the water and acids (e.g. sodium bisulphate; muriatic acid) to re-adjust the water pH.

Acids, alkalis and disinfectants should be stored appropriately in a secure, non-public, well-ventilated, dry storage area. Sufficient heating and frost protection should be provided, and clear signage should be displayed to warn of the hazards associated with the chemicals being stored, and used, on site. Acids and alkalis must also be stored separately, in bunded areas that will contain 110% of the maximum volume of liquid being stored, to prevent chemicals mixing and potentially producing toxic chlorine gas.

Whilst the risks associated with the storage and use of such chemicals should either be eliminated, or controlled, through completion of a COSHH assessment, Officers observed a number of poor practices across all sectors when undertaking site visits.

- ✚ Inadequate separation of acid and alkali chemicals in storage and use.
- ✚ Inadequate bunding of acid and alkali chemicals in storage and use.
- ✚ The risk of chlorine gas release not being assessed.
- ✚ Lack of chlorine gas detection systems.
- ✚ Lack of respiratory protective equipment for staff dealing with a chlorine gas leak.
- ✚ Poor location of respiratory protective equipment for staff (*often placed within the plant room where the leak is most likely to occur*).
- ✚ Inadequate provision of other personal protective equipment for staff.
- ✚ Plant rooms not being maintained in a good state of cleanliness and orderliness.
- ✚ Plant room doors left unlocked and accessible to members of the public.



Enforcement Actions Taken

Of the 28 spa pools and hot tubs inspected as part of the intervention, 27 duty holders received formal warning letters which detailed the 'Schedule A' contraventions and 'Schedule B' recommendations identified. Duty holders were either required to provide a detailed action plan to confirm how issues were to be resolved, or were subject to an Officer revisit after a specified period of time. One retail outlet was found to have all control measures in place during the visit, negating the need to send a formal warning letter.

No Prohibition Notices were served on duty holders to address any serious risks of personal injury. At the time of writing this report, no Improvement Notices had been served to secure compliance with legal requirements.

Conclusion

The documentation used by Officers was found to be fit for purpose and the method applied to engage with spa pool and hot tub operators was found to be appropriate.

Undertaking this proactive intervention identified that the impact of the COVID-19 pandemic and current cost of living crisis had meant that a number of businesses had either ceased trading or elected to decommission their spa pools/hot tubs for the foreseeable future. However, those holiday let properties that were continuing to provide leisure water facilities were able to command considerably higher rental fees than competitors without spa pools or hot tubs on site.

Documented risk assessments, NOPs and EAPs were not always readily available on site; were often not maintained up to date to reflect operational changes; and were not always effectively communicated to staff. The retail sector was particularly poor with documenting company health and safety arrangements.

The completion of formal training did not necessarily mean that staff had a greater level of competency in practice. A lack of awareness of the risks associated with spa pools and hot tubs was noted in the holiday let sector and several retail operators.

Gaps in water quality monitoring records was commonplace and daily monitoring records were found across all sectors that illustrated pool chemistry levels out of parameter without corrective actions being taken.

Microbiological and Legionella sampling was less likely in the retail and holiday let sectors.

Hygiene advice to spa pool/hot tub users symptomatic with sickness and diarrhoea, or confirmed cases of *Cryptosporidiosis* and *Giardiasis*, continued to be poor across all sectors.

Many duty holders across all sectors were found to have inadequate control measures in place to protect both employees, and non-employees, for the risks associated with the storage and use of acid and alkali chemicals associated with the operation of commercial spa pools and hot tubs.

Moving Forward

Only a small number of spa pools/hot tubs in private holiday let accommodation could be visited for this intervention because of significant challenges identifying, and engaging with, the duty holders. Providers were generally advertising on social media, or internet platforms such as Airbnb and Vrbo, with either no or limited contact information. Despite the best efforts of Officers, many properties that had been located through on-line searches simply couldn't be found in practice. A complaint received by the team subsequently identified a glamping site in the Vale of Glamorgan, but this had closed for the season when Officers visited.

The few visits that could be made to holiday let accommodation did identify a lack of knowledge about biological hazards associated with the use of spa pools/hot tubs, and how to effectively mitigate those risks. The findings do support a need for wider engagement with this sector to ensure that members of the public are not being exposed to significant risks to their health. Moving forward, SRS will explore ways it can connect with the holiday let sector to best effect to ensure that key health and safety messages can be effectively communicated in the face of on-going resource challenges.

Domestic hot tubs/spa pools and Legionella

Advice for households



Spa pool systems such as hot spas, hot tubs and portable spas can be a source of diseases caused by infectious agents; these can be introduced via bathers, from dirt entering the pool or from the water source itself. The warm water temperatures (between 20°C and 45°C) and deposit such as organic matter, provide ideal conditions for bacterial growth in poorly designed and maintained spa pools.

The environmental conditions of a spa pool are favourable for Legionella bacteria to grow which can cause a severe form of pneumonia (a bacterial respiratory infection) called Legionnaire's disease.

The powerful agitation of water in hot tubs/spa pools leads to the formation of aerosols which can be inhaled, this means that even people not in the immediate surrounding area of the hot tub/spa pool can breathe in the aerosols. This is especially important with Legionella.

Using a poorly maintained hot tub/spa pool can result in other illnesses caused by bacteria, viruses or protozoa such as hot tub rash caused by *Pseudomonas aeruginosa*, which manifests in a red, itchy rash with pus filled blisters, developing a few days after hot tub use or gastrointestinal illness (diarrhoea and vomiting) caused by organisms such as *E. coli* or *Cryptosporidium* with symptoms starting up to 10 days later. The microscopic parasite *Cryptosporidium* can survive in water treated with chlorine or bromine and therefore, adequate filtration is required to remove this parasite from the water. Organisms causing gastrointestinal illness are commonly found in water, food, soil and are excreted by infected persons and animals, even after symptoms have ceased.

Appropriate maintenance, water treatment and regular physical cleaning and disinfection will effectively control not only Legionella and other microbial activity, but also pH levels.

DO:

- Always follow the manufacturers' instructions on cleaning and maintenance requirements
- Flush out the wastewater several times in your garden hose before filling your hot tub/spa pool
- Take a shower before using your hot tub/spa pool to remove body lotions and oils from the skin

- Disinfect and clean your hot tub/spa pool regularly – at least once a week while in regular use
- Use chlorine or bromine-based sanitisers (always follow the manufacturers' instruction on the cleaning product)
- Check pH balance of the water at least once a week to make sure pH levels fall between 7.0 and 7.6
- Extract and wash the cartridge filter to get rid of any dirt in between each use, at least once every 3 days. Replace old filters with new ones depending on the intensity of use
- Completely drain and deep clean your hot tub/spa pool every 3-4 months depending on usage
- Inspect the cover for mould, water absorption and any damage in the lining and clean the cover regularly inside and out

DON'T:

- Don't wear skin lotions, spray tans and suntan lotions in your hot tub/spa pool
- Don't exceed the maximum number of bathers (one per seat)
- Don't ignore the manufacturers' maintenance instruction or cleaning product directions
- Don't leave your hot tub/spa pool without a cover when not in use
- Don't use your hot tub/spa pool if you have had diarrhoea within the last 14 days

For further information see HSG282 – The Control of Legionella and other infectious agents in spa pool systems (www.hse.gov.uk/pubns/books/hsg282.htm)

Trampoline Parks Intervention 2022/23



Assessment of health and safety management in Trampoline Parks and Adventure Parks in Shared Regulatory Services region: May - November 2022



Background & Evidence Base for Intervention

There have been a number of accidents which have occurred at trampoline parks and adventure/fitness parks both nationally and within SRS in recent years. These accidents have commonly resulted in hospital visits, with a number of major injuries, or in a small number of cases, life changing injuries. In 2017, ambulances were called out to 1,181 incidents at trampoline parks across England which equates to more than three per day. The number of trampoline parks across the UK has now increased from just 3 in 2014 to more than 300 in 2020.

Media reports pertaining to incidents at Trampoline Parks:

<https://www.walesonline.co.uk/news/wales-news/teenager-breaks-back-trampoline-park-14104498>

<https://www.theguardian.com/lifeandstyle/2017/mar/20/visit-trampoline-park-at-your-peril-injuries>

<https://www.bbc.co.uk/news/uk-england-43261578>

The Shared Regulatory Services health and safety service plan for each year is directed by Local Authority Circular (LAC) 67/2 (revision 11), "Setting Local Authority Priorities and Targeting Interventions", which is guidance made under Section 18 of the Health and Safety at Work etc. Act 1974 and assists Local Authorities (LAs) target its finite resources with a clear focus on delivering specific outcomes. To facilitate a more consistent and proportionate approach to regulatory interventions, LAC 67/2 sets out the Government expectations of a risk-based approach to targeting, and sets out principles to enable LAs to comply with the requirements of the National Local Authority Enforcement Code. The document also incorporates an annual list of national planning priorities within its Annex A, as well as a list of specific work activities considered to be suitable for proactive inspection (Annex B).

Following analysis by the Health and Safety Executive (HSE) of RIDDOR reports received from Trampoline Parks across the UK, there was concern that a lack of user understanding of the risks associated with these settings, accompanied by reckless and unchallenged behaviours, was a root cause of the injuries being sustained. The effectiveness of management arrangements at these sites was also called into question. The outcome of the HSE analysis was the inclusion of indoor trampoline parks as a national planning priority within Annex A of LAC 67/2 (rev 11).

LAC 67/2 also recognises that LAs will have access to local intelligence about poor performers, matters of evident concern and specific local priorities. Local evidence, including RIDDOR reports and complaints received by SRS, has reaffirmed the national concern identified by HSE.

Legislative Controls

The legislative framework relevant to the management of Trampoline Parks and Adventure Parks and assessed as part of these interventions are:

- The Health and Safety at Work etc. Act 1974; Sections 2 & 3
- The Management of Health and Safety at Work Regulations 1999, *as amended*
- Control of Asbestos Regulations 2012
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Health and Safety (First Aid) Regulations 1981
- Reporting of Injuries, Disease and Dangerous Occurrences Regulations 2013

Additional Guidance

- Publicly Available Specification - PAS 5000:2017 – Specification for the construction and operation of a fixed indoor trampoline park published by British Standards Institution.

Aim of the Intervention

The premises to be targeted as part of this intervention were predominantly indoor trampoline parks made up of interconnected trampolines which are being used for non-competitive leisure activities. This definition falls within PAS 5000:2017 – Specification for the construction and operation of a fixed indoor trampoline park.

In addition, supervised indoor adventure and fitness venues falling outside of the scope of a traditional trampoline park, but displaying high incident rates whilst also relying on similar management and supervision systems, were also targeted.

In line with LAC 67/2 (rev 11), the aim of the intervention was to enable the Communicable Disease, Health and Safety Team to highlight the importance of the following with relevant SRS duty holders as part of its 2022-23 service plan:

- Establishing procedures to check user understanding of the risks following delivery of the parks safety messages;
- Provision of effective supervision of users for all activities within the facility, and;
- Improved training of Court Monitors to ensure adequate supervision of the trampoline court, in line with the guidelines of Section 5 of BSI PAS 5000:2017 where applicable.

In addition to the above, the intervention also included an assessment of the overall management of the setting. In order to assess the effectiveness of the systems and management arrangements in place at each setting, a standard 'Assessment Questionnaire' was utilised which focused on nine main themes:

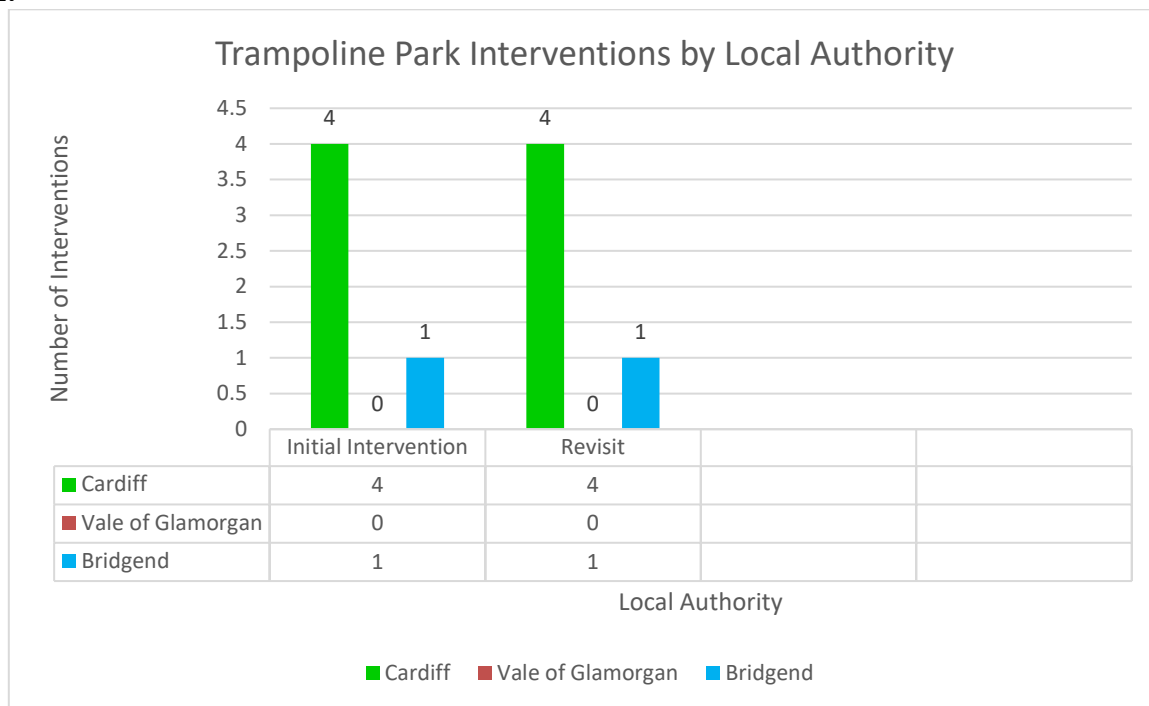
- Design and Construction (Including Management of Asbestos Containing Materials)
- Operation of the Park
- Court Monitoring
- Employee Training
- First Aid arrangements
- Accident/Incident Recording and Reporting arrangements
- Maintenance and Defect Reporting
- Communication with Park Users (Including Safety Briefings)

Scope of the Intervention

This intervention only included businesses which fell to SRS for health and safety enforcement under the Health and Safety (Enforcing Authority) Regulations 1998. Interventions were undertaken at all known Trampoline Parks within the SRS region which fell within the definition of PAS 5000:2017 – Specification for the construction and operation of a fixed indoor trampoline park.

As detailed in **Figure 1** below the number of identified businesses who were within the scope of this definition as of May 2022 were 4, made up of 3 in the Cardiff area and 1 in the Bridgend area. In addition, and in line with the overall scope of the intervention, 1 adventure/fitness park situated in the Cardiff area was also identified in May 2022 and included in the intervention. No interventions were undertaken in the Vale of Glamorgan area.

Figure 1:



All businesses received a letter in May 2022 to advise that unannounced visits would be taking place from mid-June 2022; the reason for the intervention; and what documentation would be required by the inspecting Officer.

A project work plan, and visit proforma were developed by the assigned Project Lead Officer to ensure consistency during all interventions.

In total 10 intervention visits were undertaken, 5 initial visits and 5 revisits.

Significant Findings of the Intervention Visits

- **Management of Health and Safety**

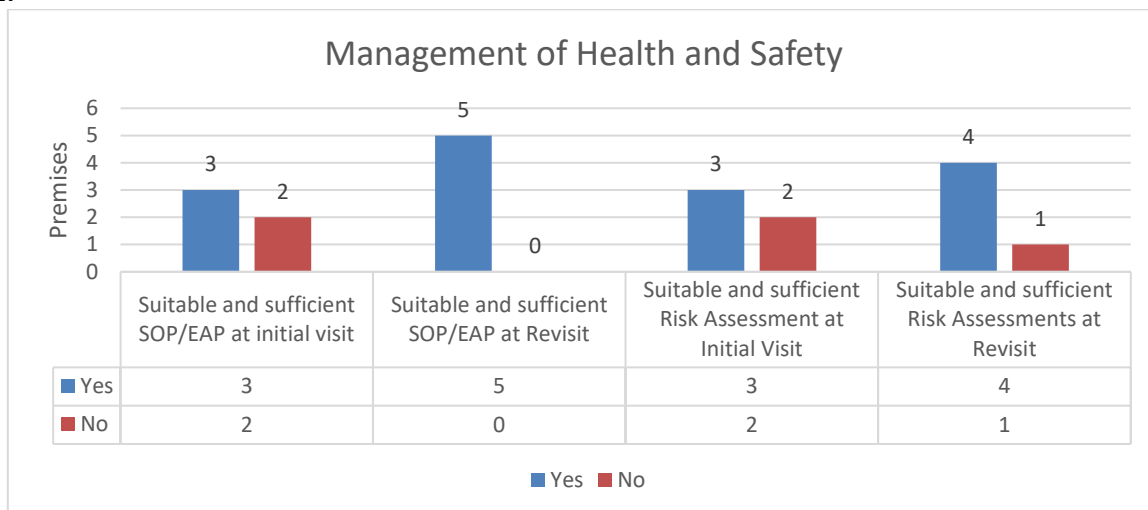
Under Regulation 3 of the Management of Health and Safety at Work Regulations 1999, duty holders are required to undertake suitable and sufficient risk assessments to assess the risks to all parks users and to implement suitable control measures to eliminate or mitigate those risks.

As detailed in **Figure 2** below, at the time of initial visits three of the five Parks had suitable and sufficient risk assessments in place. The deficiencies identified in the risk assessments of the remaining two Parks included:

- Failure to suitably risk assess all pieces of park equipment
- Failure to suitably review risk assessments to reflect Standard Operating Procedures
- Incorrect information regarding safety briefings and staff to participant ratios

After receiving formal written warning letters to highlight the failings noted, a further park was able to produce suitable and sufficient risk assessments by the time of their revisit. The final park was able to demonstrate suitable improvements immediately following the revisit, thus negating the need for escalated enforcement action by way of a Health and Safety Improvement Notice.

Figure 2:



The intervention also included an assessment of the provision, and suitability, of Park Standard Operating Procedures (SOP's) and Emergency Action Plans (EAP's) against the benchmark standards set out in the PAS 5000:2017 document.

As detailed in **Figure 2** above, on initial visits two of the five Parks had failed to provide suitable and sufficient SOP's and EAP's. The deficiencies identified included:

- Failure to include all required operational actions in the procedures. This included daily opening and closing checks, and provision and use of action plans in response to defects.
- Omission of information relating to the position of court monitors to provide suitable court coverage, and no written confirmation of ratios of court monitors to users.
- Failure to include all activities offered by the Park in the SOP.

After receiving formal written warning letters to highlight the deficiencies, all Parks were found to be compliant with this requirement at the time of their revisits.

- **Asbestos Duty to Manage**

At the time of initial visits **all** settings failed to provide suitable information pertaining to the Asbestos Duty to Manage requirements under the **Control of Asbestos Regulations 2012**.

Whilst undertaking initial visits, confirmation was sought as to the age of the buildings, as if built prior to the year 2000, there was a likelihood that Asbestos Containing Materials (ACM's) may be present.

If ACM's are in good condition, they can generally be left in-situ provided they are identified via a visual survey of the premise, protected and managed to avoid damage and/or uncontrolled exposure during ancillary work such as electrical or plumbing work.

It was clear following initial visits that there was a lack of knowledge as to whom the 'duty holder' was for managing asbestos at each setting, and whether the duty had been retained by the landlord (*all five premises were leased*) or passed to the tenant by way of their tenancy agreement.

Formal written warning letters were sent to all five business operators, requiring them to confirm: who the duty holder was for the management of Asbestos at their premise, whether ACM's were present or not, and whether a suitable assessment of ACM's had been undertaken where applicable. All five duty holders were subsequently able to confirm duty holder information, and could either confirm the removal of ACM's from their premises or that a suitable written asbestos survey had been undertaken at the behest of their landlord and they were aware of the location of all remaining ACM's. Copies of these surveys were made available at the time of revisiting the premises. The three premises with ACM's in situ were also able to confirm that the organisation of work in areas where ACM's were present was managed solely by their

landlord, with notification of this work provided prior to commencement and the provision of necessary control measures.

- **Maintenance and Monitoring**

All duty holders were, in the main, able to demonstrate a good level of ongoing planned preventative park maintenance. This included the use of external companies as well as in-house expertise. All parks operated daily opening and closing checks, in addition to implementing a variety of monthly, quarterly and annual checks.

Parks were generally found to hold a supply of basic spare parts to facilitate the rapid replacement of items such as springs, and the means to effectively repair areas of broken netting. The competence of staff undertaking this work was discussed during interventions. Staff responsible for these roles were found to be knowledgeable and possess the requisite skills and understanding of the work to be undertaken.

Weaknesses associated with the maintenance and monitoring process primarily centred around record keeping, with daily check sheets either not being fully completed, or lacked traceability to evidence if, or when, identified actions had been completed and signed off by a suitably competent person.

Following identification of these issues the parks in question amended their procedures with greater management oversight put in place to oversee the undertaking and completion of identified works and associated records by nominated staff.

- **Human Factors**

As previously detailed, in line with LAC 67/2 (rev 11) a primary aim of the intervention was to highlight the importance of human factors in the rates of injury at these settings. This included an assessment of:

- Arrangements in place to check user comprehension of the risks following the delivery of Park safety messages;
- Provision of effective supervision of users of all activities within the facility, and;
- training of Court Monitors to ensure adequate supervision of the trampoline court in line with the guidelines of Section 5 of BSI PAS 5000:2017, where applicable.

Safety Briefings

When assessing the means of safely operating a Park of this type, the effective provision of information to users along with verifying their understanding of the safety message is a critical element. As detailed in **Figure 3** below, on initial visits two of the five parks were offering online safety briefings. In line with the requirements of PAS 5000:2017 – Specification for the construction and operation of a fixed indoor trampoline park, the three other Parks offered only in-person, on-site safety briefings.

In order to effectively discharge their duty under Section 3 of the Health and Safety at Work etc. Act 1974, settings were advised that on-site, in-person safety briefings should be carried out as opposed to relying on a verbal assurance from the participant that they have watched the safety briefing online prior to attending the setting.

On revisit, one of the two settings had amended their SOP to reflect this requirement. One setting continued to offer online safety briefings. Work continues with this setting to ensure the measures in place are suitable and sufficient with further analysis of accident and incident data being utilised.

Figure 3



At the time of the initial visits, no Park undertook any measures to verify customer understanding of the safety message received, relying instead on 'on court' assessment. All venues operated a remove and re-brief system if users were identified as failing to adhere to Park rules. Following initial visits it was suggested to all Parks that improvements be put in place to verify user understanding of the safety briefings prior to them entering the main Park arena. All Parks agreed to amend SOP's to include a number of questions that court supervisors would routinely ask of users entering the court area. These questions focused on high risk factors, for example the number of persons allowed on a trampoline bed at any one time, since double bouncing incidents have been a significant cause of injury at these types of venues.

Supervision

The PAS 5000:2017 technical document sets a supervision ratio of 1 staff member to 20 users. Of the five settings visited, one was found to operate outside of this parameter. The rationale for this decision was the design of the setting, which had very few obstacles to obstruct the line of sight of Court Monitors. Through their risk assessment process, the business had determined that the arena area could be effectively supervised by a lower number of staff without compromising customer safety. Their assessment had also considered the parameters set out in PAS 5000:2017 which stipulates a staff member should be able to scan their area of responsibility from their observation point within 10 seconds and reach an incident, be it injury or failure to follow park safety advice, within 20 seconds.

All other Parks operated within the ratio of 1:20, staff to participant, and were achieving the parameters in regard to scanning and incident response set out above.

Staff Training

All Parks were found to be providing training to staff on relevant safety procedures and safe methods of work. The level and extent of training received by staff varied, dependant on their role and responsibilities. The majority of staff training, aside from first aid training, was in-house.

One Park was failing to suitably record the training staff had received, a concern that had been remedied by the time of the Officer revisit.

The project identified a number of staff-related factors worthy of mention that appeared to be particularly prevalent in this sector of the leisure industry. These factors included:

- Parks operate with a relatively young work force, many between 16 and 18 years old, who are often transient, seasonal workers, employed primarily during school holidays and weekends and who often work zero hour contracts. These factors present significant challenges to businesses in terms of retention, on-going training burdens and business resilience. These factors were often found to be a barrier for business investment in training, particularly external courses such as first aid training, due to the high financial cost allied to the often poor long-term benefit to the employer.
- In terms of ensuring staff are suitably trained, all Parks were found to operate a broadly similar model comprising of an induction period, followed by structured classroom based training, a period of shadowing more experienced staff and completing bespoke training depending on the role they would be undertaking within the setting. A degree of 'skills analysis' was undertaken by all Parks, with all detailing no set time periods on when an individual would be deemed 'ready' to work alone on the court. All settings acknowledged each individual was unique and took varying degrees of time until ready to deal with the challenges posed by the role. The primary example of challenges to staff, particularly younger staff, was dealing with challenging behaviour by an individual, some of whom may be of a similar age or older than the staff member. All settings detailed a system of escalation to support the individual in these circumstances.
- Loss of concentration of staff was recognised as a significant potential issue, particularly based on the age of the staff member and the intense level of focus needed when supervising, particularly during busy periods. All settings operated a staff rotation system, akin to that used by lifeguards, and offered frequent breaks to manage this issue.

Accidents/Reporting of Injuries Disease and Dangerous Occurrences (RIDDOR)

Accident books were viewed at all five Parks, with the numbers of accidents and types of injuries recorded varying greatly between venues. The reason behind this was not wholly clear as all Parks appeared to suggest that all incidents, however minor, would be logged. As expected, it was noted that the Park recognised as one of the busiest settings had the highest number of recorded incidents. This was aligned with the number of RIDDOR reports received by SRS for that setting. It was noticeable, however, that Parks of equivalent size had recorded and reported only a very small number of accidents in comparison.

All Parks were reminded of their duty to record accidents and near misses and to utilise this information to inform risk assessment reviews and aid improvements in SOP's. Further to this all Parks were reminded of their duties to report certain injuries under RIDDOR. At the time of visiting, all duty holders were able to confirm their understanding of these requirements.

It was noted during the visits that three of the five Parks were supplying information on accidents and incidents to the STITCH system. (STITCH - The Leisure Management Accident Reporting and Analysis Platform). This system allows the Park to identify areas, or equipment, where repeated incidents are occurring with the aim of informing the in-house risk assessment review process.

Enforcement Action Taken

Of the 5 Parks visited, all received formal warning letters requiring improvements in various areas of their operation. All duty holders were advised that these would be assessed at the time of the revisit detailed in the letter.

To-date, no Improvement or Prohibition Notices have been served on duty holders due to a high degree of compliance being achieved via formal warning letters.

The main outstanding issue surrounding the provision of effective safety briefings at one setting is still to be concluded. Discussions with management at the setting remain on-going.

Conclusion

Initial inspections identified a number of settings who were failing to discharge their Health and Safety duties effectively. This included a failure to provide suitable and sufficient risk assessments, Standard Operating Procedures (SOP's) and Emergency Action Plans (EAP's).

In addition, all businesses initially displayed a significant lack of awareness of the requirement to effectively manage Asbestos at their settings. This included the identification of ACM's and determination of the duty holder responsible for subsequently managing and monitoring them.

The matters identified above were successfully addressed via formal written warning letter and revisit. Conversely settings displayed a good level of planned maintenance of equipment, and despite occasional failures to effectively record remedial works undertaken, had robust systems in place to ensure equipment was inspected and repaired.

Online safety briefings were found in two of the five Parks. One setting reverted back to on-site, in-person briefings by the time of revisit, whilst the other is currently reviewing their systems with a view to potentially reverting back to on-site briefings described in the PAS 5000:2017 document.

Staff training was generally found appropriate; however, the intervention did recognise the challenges faced by the settings and the workforce demographic.

Supervision, in terms of staff to user ratio, was in line with the industry standard in four of the five Parks. The Park not adhering to this ratio had undertaken a suitable and sufficient risk assessment in regard to this matter.

A number of settings were found to proactively utilise an accident analysis tool to inform their risk assessment and SOP reviews. All Parks appeared to record accidents and were aware of the types of accidents that required reporting under RIDDOR. The issue of potential under reporting at certain parks was identified and will inform further work going forward.

The documentation used during this intervention was found to be fit for purpose and the method of intervention, where an initial visit was followed by a revisit a number of weeks later, was found to be successful in achieving all necessary improvements.

Future Work

It was noted during these interventions that three settings had diversified and now included large inflatable amusement devices. These devices will be inspected as part of a separate, targeted, on-going intervention programme by the Communicable Disease, Health and Safety Team in SRS.

An opportunity to further review accident data at Parks will be undertaken during all subsequent proactive visits to determine if some Parks are under-reporting accidents. Accident and injury data will also be monitored via subsequent reactive service requests and accident reports received by the service.

Appendix 4



Indoor Soft Play and Inflatable Amusement Devices Project 2022/2023



Assessment of health and safety compliance at indoor soft play facilities and venues with inflatable amusement devices

Background and Evidence Base

The Shared Regulatory Services (SRS) health and safety service plan for 2022-23 was directed by Local Authority Circular (LAC) 67/2 (revision 11), "Setting Local Authority Priorities and Targeting Interventions", which is guidance made under Section 18 of the Health and Safety at Work etc. Act 1974 and assists Local Authorities (LAs) target its finite resources with a clear focus on delivering specific outcomes. To facilitate a more consistent and proportionate approach to regulatory interventions, LAC 67/2 sets out the Government expectations of a risk-based approach to targeting and sets out principles to enable LAs to comply with the requirements of the National Local Authority Enforcement Code. The document also incorporates an annual list of national planning priorities within its Annex A, as well as a list of specific work activities considered to be suitable for proactive inspection (Annex B).

There have been a number of serious incidents where inflatable amusement devices have collapsed or blown away in windy conditions. A 2022 study found at least 479 people were injured and 28 died worldwide in more than 130 bounce house accidents due to windy weather events since 2000 (<https://doi.org/10.1175/BAMS-D-21-0160.1>). In 2016, a seven year old child died when she became trapped in a bouncy castle that blew hundreds of yards across a fair, in 2021 a four year old child died from injuries after a strong gust of wind lifted an inflatable throwing the child 30ft in the air. These incidents, and others, have prompted the Health and Safety Executive (HSE) to include inflatable amusement devices as an Annex A national planning priority for Local Authorities in 2022-23. Inflatables can be found at many premises that fall to LAs for health and safety enforcement, as directed by the Health and Safety (Enforcing Authority) Regulations 1998, so there is an imperative for LAs to raise awareness of the general risks associated with the operation of such devices with duty holders. In particular, HSE emphasised a focus on:

- Secure anchoring of inflatable amusement devices, particularly when used outdoors;
- Suitable arrangements for measuring wind conditions at regular intervals where devices are used outdoors;
- The provision of written documentation from a competent inspection body to show all devices comply with British Standard BS EN 14960; and
- Inflatable amusement devices are subject to an annual inspection by a competent person.

At a local level children's indoor play facilities were frequently visited by Shared Regulatory Services throughout the COVID-19 pandemic to review infection prevention and control (IP&C) arrangements to ensure that cleaning and disinfection arrangements were being robustly implemented. It was not uncommon to find inappropriate cleaning products being used, or equipment being inadequately disinfected as a result of a poor understanding about correct product application. These findings reflected several issues identified in an earlier indoor soft play project undertaken by SRS in 2015-16:

- Inadequate control of risk of infection from body fluid spills such as vomit, diarrhoea, and blood.
- Inappropriate selection of cleaning products with many being ineffective against viruses such as Norovirus.
- Inaccurate dilution of cleaning products.
- Inadequate application of cleaning products to achieve the minimum required contact time.
- Health and safety documentation and risk assessments found to not be 'suitable and sufficient'
- Inadequate maintenance of indoor play frame equipment.
- Issues identified during independent annual inspections of indoor play frames not being addressed by duty holders.

- Failure to carry out/arrange annual inspections of indoor play frame equipment by suitably competent persons.

During Quarter 2 of 2022-23 evidence of poor practice was observed at an outdoor community festival event where 2 inflatable amusement devices were found to be inadequately anchored in an exposed, sea-front location. Devices had been anchored to the front wheel of a van using a combination of rope, ratchet straps and an open hook and water ballast of an unknown weight. The operator was unaware of the new requirements for anchoring inflatable amusement devices on hard surfaces.

Consideration of this national planning priority, together with local level intelligence, it was deemed appropriate for SRS to undertake an intervention which looked at health and safety compliance across the leisure sector operating indoor soft play equipment and inflatable amusement devices throughout the Bridgend, Cardiff and the Vale of Glamorgan areas.

Regulatory Framework

The legislative framework relevant to this project is:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Control of Substances Hazardous to Health Regulation 2002 (COSHH)
- British Standard BS EN 14960 Inflatable Play Equipment
- British Standard BS EN 8409 2009 Fully Enclosed Play Facilities
- British Standard BS EN 1176 7 2020 Playground Equipment and Surfacing

The Professional Inflatable Play Association (PIPA) is an inspection scheme established by the inflatable play industry to ensure that inflatable play equipment conforms to recognised safety standards. The PIPA scheme is supported by the HSE and is one of only 2 supported schemes in the UK, the other being the Amusement Device Inspection Procedures Scheme (ADiPs).

BS EN 14960 is the only standard for design, manufacture and testing of inflatable play equipment. Following the standard is regarded as 'best practice' and would usually be sufficient to demonstrate compliance with duties under health and safety legislation. All inflatable play equipment 'that is designed to be used by a member of the public for entertainment purposes either as a slide or for bouncing upon' must be tested by a competent person, usually a PIPA inspector, ADiPS inspector or the product manufacturer.

The Provision and Use of Work Equipment Regulations 1998 (PUWER) require all work equipment, including inflatable amusement devices, to be inspected at suitable intervals, which in the inflatable play industry, is deemed to be annually.

Aims of the Intervention

- To ensure that inflatable amusement devices being hired to members of the public comply with British Standard BS EN 14960
- To ensure that inflatable amusement devices available for use in indoor leisure facilities comply with British Standard BS EN 14960

- To ensure that indoor soft play facilities, and facilities with inflatable amusement devices, are complying with their duties under the Health and Safety at Work etc. Act 1974, and Regulations made thereunder, and implementing effective infection prevention and control measures.

Scope of the Intervention

The intervention only focused on those businesses whose main activity would fall under Local Authority remit for health and safety enforcement and where a 'work activity' was being undertaken.

BS EN 14960 is applicable to inflatable play equipment intended for use by children fourteen years and under, both individually and collectively. The standard specifies safety requirements for inflatable play equipment for which the primary activities are bouncing and sliding. BS EN 14960 does not apply to inflatable water-borne play and leisure equipment, domestic inflatable toys, air supported buildings, inflatables used solely for protection, inflatables used for rescue, or other types of inflatable toys where the primary activity is not bouncing or sliding.

The intervention focused on 3 discrete work streams which included a combination of officer site visits and the preparation of educational material for both members of the public and operators/controllers of inflatable amusement devices. This approach enabled SRS to engage with a larger number of stakeholder across the region and maximise impact with the resources available to the team.

Work Stream #1

- An advice sheet was designed which targeted companies that commercially hired out inflatable amusement devices (controllers) which reiterated their legal responsibilities under health and safety legislation and highlighted recent changes to British Standard BS EN 14960. The document also detailed expectations surrounding the maintenance and inspection of any inflatable amusement device they hire out.

Using the Tascomi database and undertaking internet searches, a number of inflatable amusement device hire companies were identified across the Bridgend, Cardiff, and the Vale of Glamorgan areas.

- 9 Cardiff
- 3 Vale
- 3 Bridgend

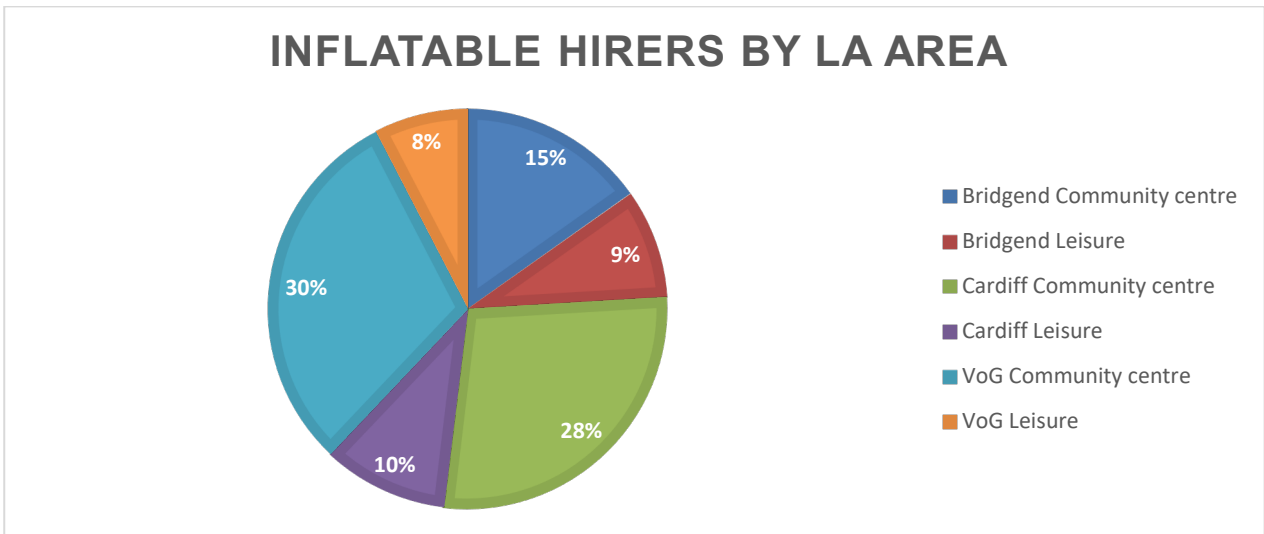
The advice sheet was mailed out to all identified hire companies on the 22nd June 2022 in readiness for the summer season.

Work Stream #2

An FAQ information sheet was designed for members of the public and/or other businesses looking to hire an inflatable amusement device from a third-party company. The FAQ sheet was disseminated to local community and leisure centres across the SRS region on 22nd June 2022 in readiness for the summer season. The document was also shared with the Industry Team that oversees outdoor events and the Licensing Teams for Bridgend, Cardiff and the Vale of Glamorgan as an additional resource to provide to applicants of Temporary Event Notifications (TENs).

The FAQ was mailed to the following settings:

<ul style="list-style-type: none"> ○ Community Centres: ○ 12 Bridgend ○ 22 Cardiff ○ 24 Vale of Glamorgan 	<ul style="list-style-type: none"> ○ Leisure Centres: ○ 7 Bridgend ○ 8 Cardiff ○ 6 Vale of Glamorgan
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The resource materials detailed in work streams #1 and #2 were also uploaded to the SRS website [as a point of reference for business and members of the public seeking further information about this topic.](#)

[Workplace injuries, incidents and accidents \(srs.wales\)](#)

Advice sheets have been attached (see appendices 1 and 2)

Work Stream #3

This work stream focused on site visits by Officers to commercially operated indoor soft play facilities, and allied facilities* offering inflatable amusement devices, during Quarters 3 and 4 of the financial year.

Indoor soft play facilities refers to an indoor playground equipped with a soft play area and soft play equipment. BS EN 8409:2009 ‘Fully Enclosed Play Frames’ and BS EN 1176 ‘Children’s Playground Equipment and Surfacing’ provides recommendations and guidance on supplier selection and management of fully enclosed play facilities. BS EN 14960 Inflatable Play Equipment is applicable to inflatable play equipment intended for use by children fourteen years and under, both individually and collectively. The standard specifies safety requirements for inflatable play equipment for which the primary activities are bouncing and sliding.

A mailshot letter was sent to duty holders on the 30th August 2022 advising them of the intervention and what documentation they would be required to produce to demonstrate compliance with their duties under health and safety legislation and implementation of appropriate IP&C measures.

- Initially 18 Indoor soft play facilities were identified from the Tascomi database and undertaking an internet search of relevant companies across the Bridgend, Cardiff, and Vale of Glamorgan Local Authority areas.

- 6 Bridgend

- 8 Cardiff
 - 4 Vale
- A further 10 allied facilities (*e.g. leisure centre, indoor trampoline parks*) offering inflatable amusement devices were identified from the Tascomi database, undertaking an internet search and local level intelligence.
 - 3 Bridgend
 - 6 Cardiff
 - 1 Vale

The intervention focused on commercially operated indoor soft play facilities where the main focus was on parental/guardian supervision (this included premises with inflatable amusement devices). Officers undertook unannounced visits to determine if appropriate IP&C measures are being implemented and identify how duty holders were complying with their general duties under health and safety legislation; particularly with regard to the maintenance and inspection of the play equipment. For the purpose of this project, premises with fully enclosed play frames were included. Outdoor play structures, akin to those found in parks, were not included within the project scope.

Preparation of the Intervention Visits

Prior to commencing the site visits, all Officers attended a HSE training course on inflatable amusement devices and the project leads held a team briefing to discuss any concerns about the visits; the project work plan and what information needed to be captured during the visits. To promote consistency in approach, Officers were provided with a project-specific proforma which included the key standards contained within the relevant British Standards documents along with cleaning and disinfection procedures for infection control purposes.

The inflatable amusement device proforma was also used alongside the indoor soft play visit form for those businesses offering a wider range of play equipment.

Inflatable Amusement Devices - Key Findings

All the inflatables that were inspected as part of this project were for indoor only which eliminated the risks associated with windy conditions.

A total of **10 premises** that operated indoor inflatable amusement devices were visited:

- 4 (40%) premises were indoor trampoline parks which also included indoor inflatable amusement devices;
- 4 (40%) premises were indoor soft play settings with indoor inflatable amusement devices that required parental supervision of children using the facilities;
- 1 (10%) business was a nursery childcare facility that included an indoor inflatable amusement device; and
- 1 (10%) business was a leisure centre operating an inflatable amusement device that had been subject to a reactive visit following a reportable injury notification under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

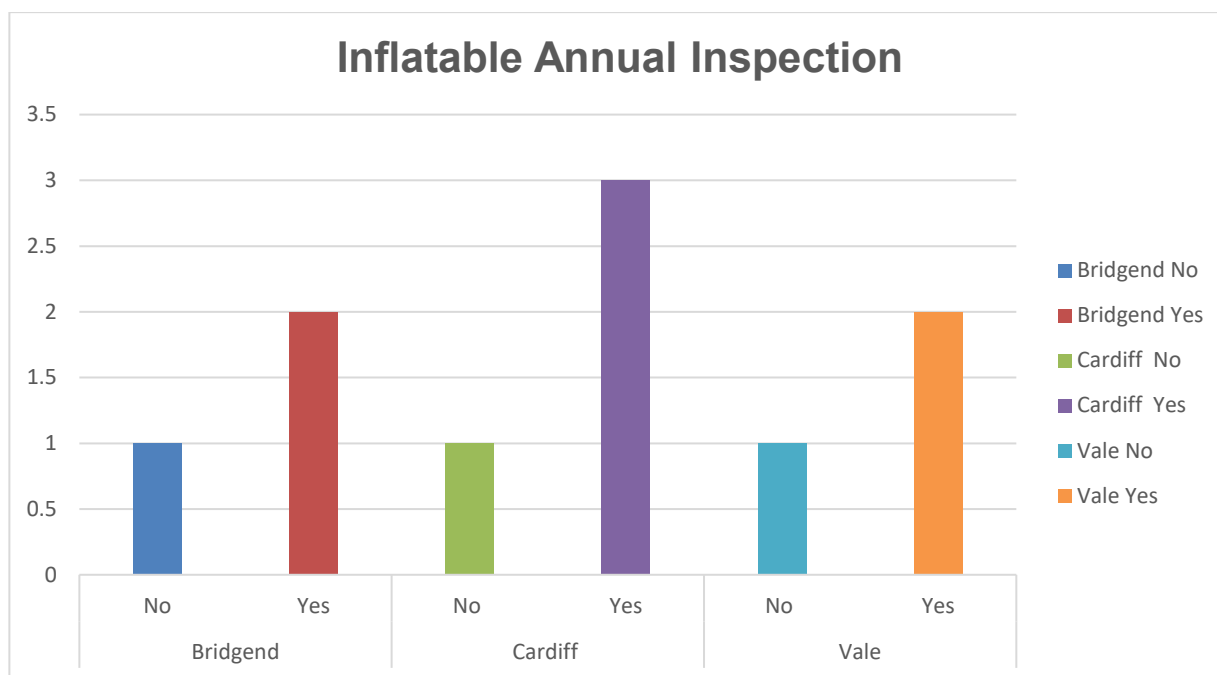
Compliance with BS EN 14960 Inflatable Play Equipment

BS EN 14960 Inflatable Play Equipment: Safety requirements and Test Methods is applicable to inflatable play equipment intended for use by children fourteen years and under, both individually and collectively. The standard specifies safety requirements for inflatable play equipment for which

the primary activities are bouncing and sliding, including; inspection by a competent person; correct methods for anchoring an inflatable; monitoring and measuring internal pressure; and guidance on the safe operation of inflatables.

- **Inspection by a Competent Person**

Nine (90%) of the inflatable amusement devices inspected had a PIPA certification tag, with 7 (70%) devices having evidence of an up-to-date annual inspection by a suitably competent person. The one device without a PIPA tag had not been subject to any annual inspection and Officers were not able to view any manufacturer’s instructions during the site visit.



- **Anchorage**

All inflatable amusement devices seen on site were found to be specifically designed for indoor use so control measures to mitigate risks associated with windy conditions were not applicable.

Only 2 of the 10 (20%) premises visited had anchored their inflatable amusement devices due to its size.

In these premises the inflatables used were large and made up of several connecting parts, therefore it was duty holders had deemed it necessary to anchor the inflatables. In both instances methods used were compliant with BS EN 14960 ‘Inflatable Play Equipment’.

One other inflatable amusement device was found partially anchored along one side which could have the effect of decreasing the device’s stability.

All devices were found to have the correct number of anchorage points and suitable fittings should they need to be anchored. The British Standards require that an inflatable should have at least six anchor point which should be distributed evenly around the perimeter of the inflatable. Anchor points must be fitted with ‘D’ shaped ring, ‘O’ shaped ring or triangle shaped welded metal fittings. Communications were entered into with PIPA and the HSE due to several inconsistencies over the number of listed anchor points on a PIPA inspection and the actual number of anchor points found on the inflatable. These communications with PIPA highlighted that the inspectors were unsure if they should be counting the actual number of anchor points or what the British Standard requires as a minimum. PIPA asked for the lead officer’s advice on whether all anchor points should be

counted, which is troubling to hear from a governing body. The advice received from the HSE stated that all anchor points on an inflatable should be counted due to inflatables varying in size and requiring more anchor points.

- **Inflatable Pressure**

An inflatable should not be used when internal inflation pressure is below the minimum, or above the maximum specified by the manufacturer, in the operations manual. Regular measurements of the internal pressure of the inflatable should be taken using a suitable pressure measuring device, such as a manometer and these measurements should be recorded. The British Standard states that the minimum air pressure inside the structural parts of an inflatable shall be 1 kPa (100 mm water gauge).

The project visits highlighted the following:

One premises visited had recently reported a significant injury to a child who required hospital treatment after using an under-inflated inflatable amusement device. The ensuing investigation established that the staff member on the day of the injury had failed to follow and complete the inflatable set up checklist. It was determined that staff did not use a manometer to accurately monitor internal pressures of the inflatable at set up or after periods of prolonged use.

Officers also identified that seam damage to inflatable amusement devices was compromising internal pressures of devices along with blocked inlets to the air blowers.

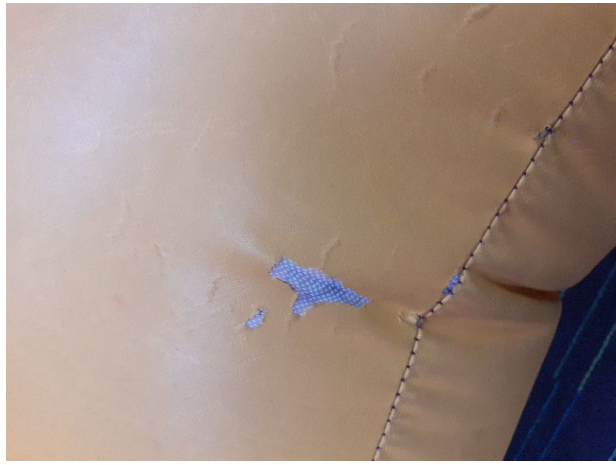
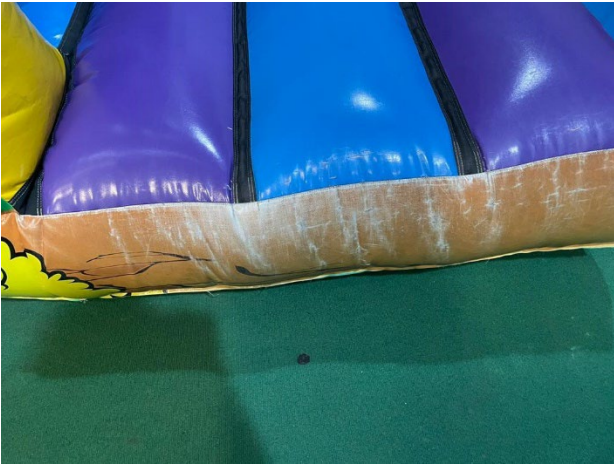
- **Safe Operation**

To mitigate the risk of harm to users of inflatable amusement devices, who would invariably be young children and more susceptible to injury, it is critical that duty holders have robust measures in place to maintain their devices and ensure users understand the expected 'rules of play'. The project visits highlighted the following:

Half of the premises visited (50%) did not have 'rules of play' signage clearly displayed near the inflatable amusement devices and lacked adequate crowd control measures. This would increase the potential for over-crowding on the inflatables, unruly behaviour, taking unsuitable items onto the devices (*e.g. food, drink, and sharp items*) and a lack of parental supervision.

The provision of insufficient matting at the entrance/exit points of inflatable amusement devices was observed 2 premises which would increase the risk of impact injuries to users.

Officers observed signs of general wear and tear on inflatable amusement devices, particularly around the seams, indicating that duty holders were failing to effectively maintain their play equipment. Of the premises with inflatables, five of them showed signs of deterioration and wear and tear as shown in pictures below.



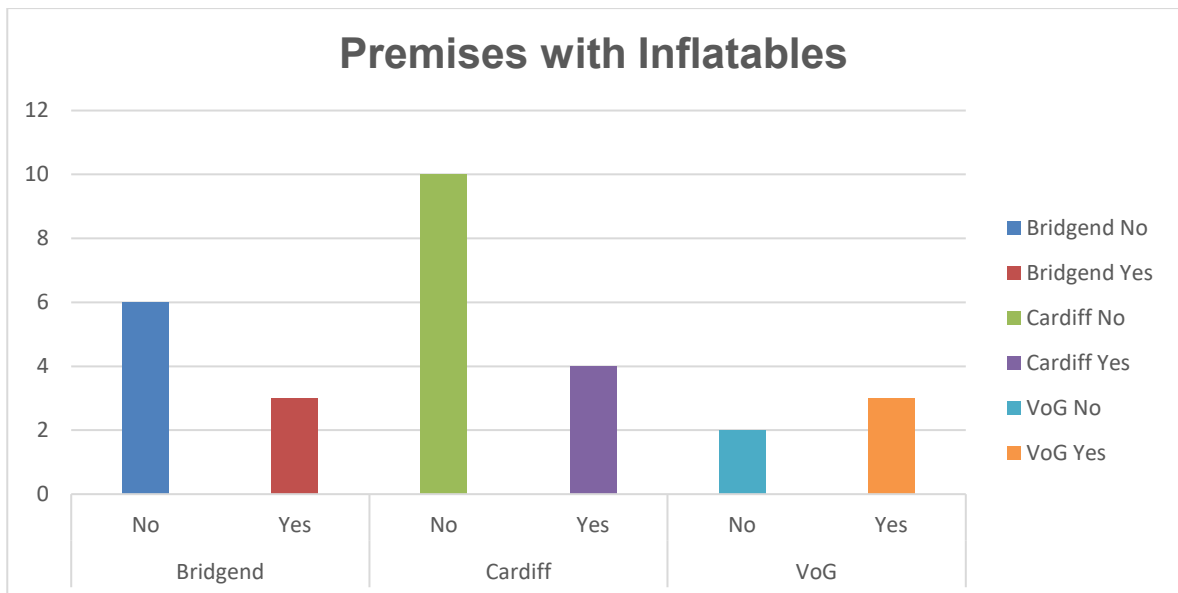
Indoor Soft Play – Key Findings

A total of 28 premises were identified for inclusion in the project intervention that were identified from the Tascomi data management system, a review of social media platforms and local intelligence.

- 9 Bridgend (32%)
- 14 Cardiff (50%)
- 5 Vale of Glamorgan (18%)

Of the 28 premises visited, indoor inflatable amusement devices were present in a total of 10 (36%) premises across the three LAs

- 3 Bridgend (30%)
- 4 Cardiff (40%)
- 3 Vale (30%)



Compliance with BS EN 1176-7:2020 and BS EN 8409:2009

British Standards BS EN 1176-7:2020 looks at the inspection, maintenance and operation of playground equipment and surfacing.

British Standard BS EN 8409:2009 gives recommendations and guidance on the design and layout, safe operation and management of fully enclosed play facilities.

Fully enclosed play facilities is defined as a combination of play equipment and the building within which it is housed.

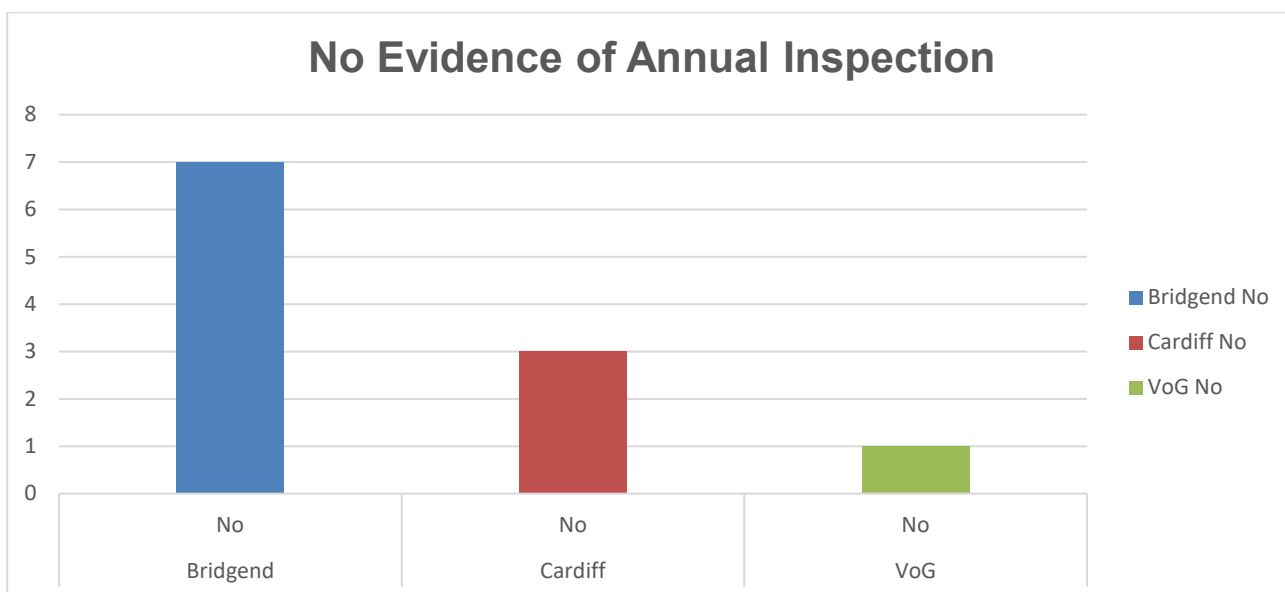
Both BS EN 1176-7:2020 and BS EN 8409:2009 provides guidance to duty holders on how to effectively manage indoor playground equipment within fully enclosed play facilities, for example; staff training and monitoring; how to effectively display and communicate rules of play; adequate surfacing materials, regular monitoring and maintenance of equipment etc.

- **Inspection**

The standards states that an annual main inspection or post installation inspection shall be performed by an independent person, i.e. a competent person who was not directly involved in the installation and is not responsible for possible correction works or expenses.

Out of the 28 premises visited, 11 (39%) could not provide officers with evidence of an up-to-date annual inspection of the play frame equipment. The graph below breaks this down across the three service areas.

- 7 Bridgend (29%)
- 3 Cardiff (13%)
- 1 Vale (4%)



- **Maintenance**

BS EN 1176-7:2020 Playground Equipment and Surfacing states that to reduce accidents and to maintain the necessary levels of safety of the equipment and surfaces, the operator shall ensure that an appropriate routine maintenance schedule is established, implemented and maintained. Duty holders are able to evidence compliance with this by providing officers with documented evidence of regular maintenance checks, and providing annual inspection reports.

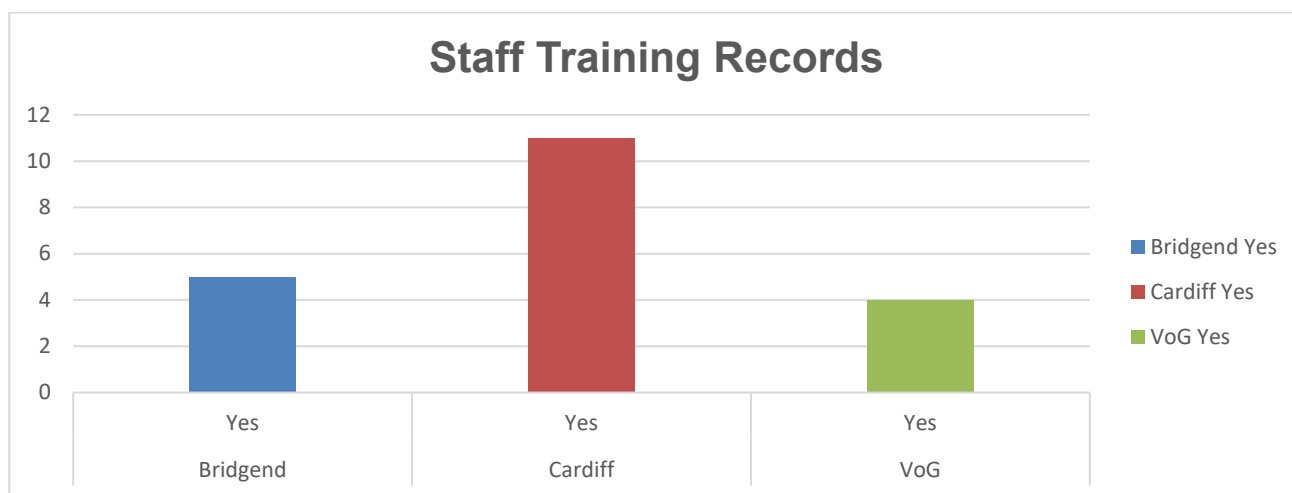
Compliance across the three SRS areas was disappointing with only 17 (61%) out of the 28 premises having had a current and up-to date annual inspection of the play equipment. It is worth mentioning however, that compliance with BS EN 8409:2009 does not remove the operator's responsibility to ensure that the play equipment is safe, equally, failure to comply with the standard does not necessarily mean that the equipment is dangerous.

The data collected looked at whether premises undertook a daily check of the play equipment prior to opening. Out of the 28 premises visited only 2(7%) premises did not undertake daily checks. All premises with the exception of 1 had a system in place for the reporting of faults identified during opening checks. Of the 28 premises visited 7 (25%) of them used a third party business such as Soft Bricks to carry out on going regular maintenance.

- **Safe Operation**

BS EN 8409:2009 Fully Enclosed Play Facilities provides guidance to duty holders on staffing levels and staff training; supervision of the facility; dealing with unsafe and inappropriate behaviour and rules of play. .

All 28 premises visited had adequately assessed staffing levels. During visits officers were able to view staff training documentation at 20 (71%) of premises.



BS EN 8409:2009 states that facilities should have a recognised and documented system in place for the identification and management of unsafe or inappropriate behaviour. Eleven (39%) settings did not have a recognised and documented system in place for dealing with unsafe or inappropriate behaviour.

Rules of Play should be communicated to all visitors of the facility. Signs should be clear, well positioned and ideally have pictographic symbols to accompany written instructions. Where facilities are used as part of a private booking rules of play can be communicated in writing but should also be reinforced at the time of arrival.

Data collected found that 89% of duty holders were found to be compliant, with rules of play clearly being communicated and signs well positioned. However, of the 3 remaining premises, one of them only offered facilities for private bookings and at the time of booking rules of play were issued in a word document format but were not reinforced at the time of arrival.

Officers found that 26 (93%) of the premises were undertaking daily opening checks of the equipment to look for any signs of defects. Out of the 28 premises visited 20 (71%) were able to evidence that staff had received adequate training to enable staff to carry out daily inspections of indoor play facilities.

It was found that a large number of premises (18) visited had removed their ball pits since the COVID-19 pandemic, largely to do with risk of infection but partly due to ball pits being notoriously time

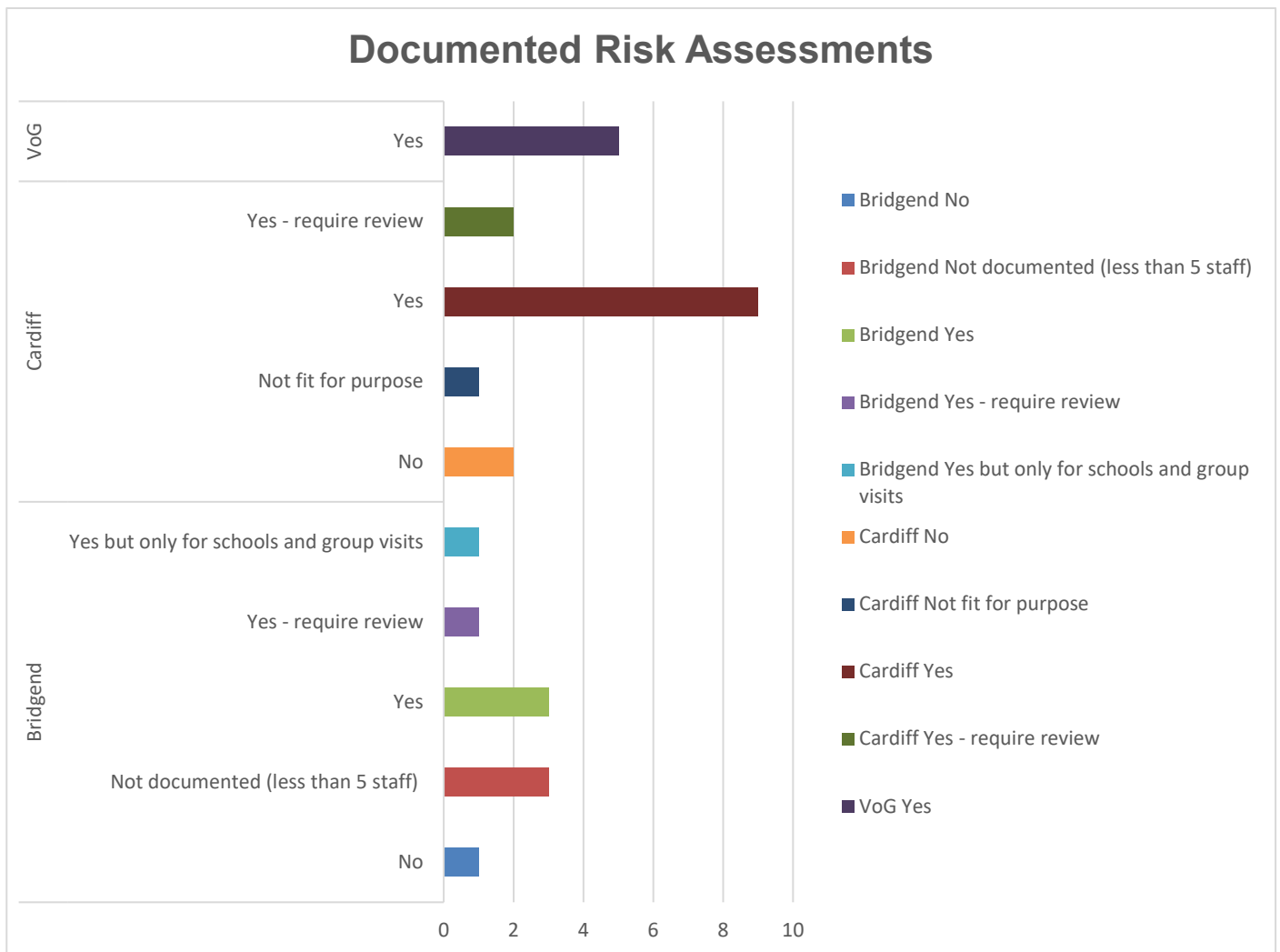
consuming and difficult to clean. Duty holders and managers indicated that ball pits would not be reintroduced.

Compliance with Health and Safety Legislation

The majority of premises visited (63%) had documented Standard Operating Procedures (SOP) and Emergency Action Plans (EAP) in place to standardise routine activities and promote consistency across the workforce.

A SOP should outline policies, processes, and standards for people carrying out an activity in a given situation. (E.g. cleaning; PPE use; maintenance), whilst an EAP should provide information on what to do in emergency situations. Both documents should consider equipment design risk assessments, manufacturer instructions and significant findings of all in-house risk assessments.

The Management of Health and Safety at Work Regulations 1999 (*as amended*) requires employers to make a suitable and sufficient assessment of the risks to workers and any other person who may be affected by their business, and record all significant findings if they employ 5 or more staff. Of the 28 premises inspected, 33% either had no documented risk assessments in place; had risk assessments not considered to be 'suitable and sufficient' or had risk assessments that required review and amendment as a result of operational changes.



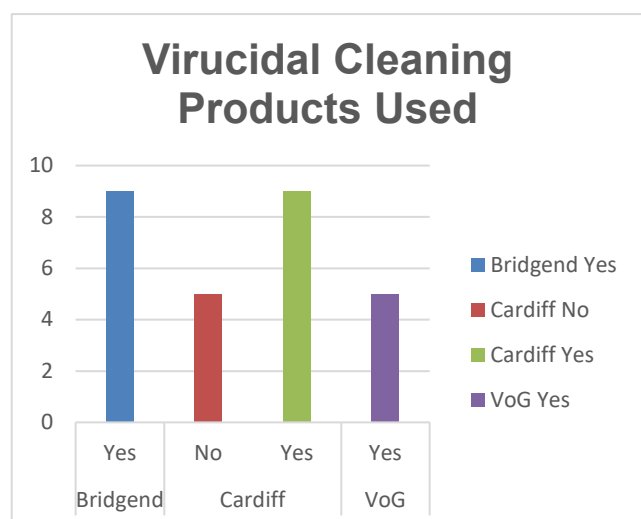
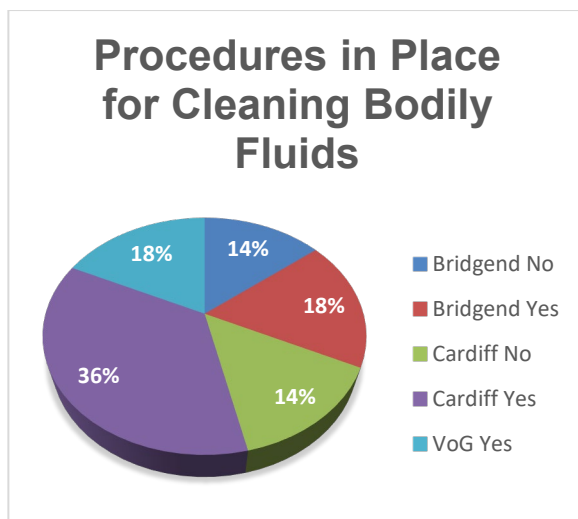
Infection Prevention and Control

Indoor children’s play facilities tend to be used by younger, and more vulnerable, groups of society who may be more susceptible to gastro-intestinal illnesses from a range of pathogenic bacteria and viruses.

Norovirus is highly infectious and often associated with venues where children gather so it was important to assess what measures were in place for controlling the risk of infection from body fluid spills such as vomit and diarrhoea. Impact injuries associated with play are also likely to bleed so it was also necessary to ensure control measures were effective at controlling the risk of infection associated with blood.

Key themes explored during Officer Visits included:

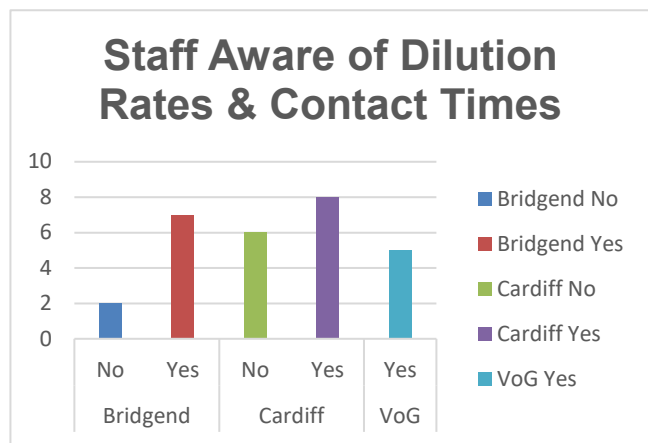
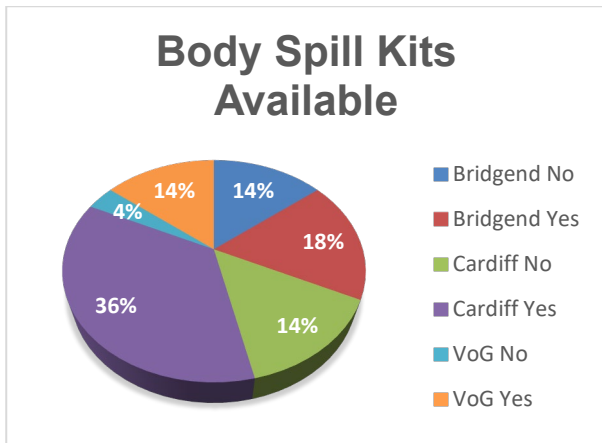
- Ensuring appropriate virucidal cleaning products, compliant with BS EN 14476, were being used
- Identifying if staff were accurately diluting and applying cleaning products, and following the prescribed manufacturer contact times to achieve effective disinfection
- Identifying if adequate procedures were in place for cleaning up body fluid spills
- Determining if duty holders were providing staff with adequate and appropriate IP&C training



Of the 28 premises visited 26 had a cleaning schedule in place for general day-to-day cleaning of equipment. However, although premises were carrying out general day-to-day cleaning, 8 of the premises visited did not have specific procedures in place for dealing with body fluid spills.

Those settings which did not have body fluid spillage procedures in place also demonstrated poor staff awareness on how to deal with such incidents.

Five premises out of the 28 settings were not using virucidal cleaning products which meant that contaminated surfaces were not being effectively disinfected.



Body spillage kits were available, and used, in 19 (68%) of the settings inspected. Of the 28 premises visited 72% were able to demonstrate staff knowledge and training on the use of cleaning products, dilution rates and contact times.

No data was captured in relation to PPE usage.

Enforcement Actions Taken

Of the 28 premises visited as part of this intervention, 25 duty holders received formal warning letters which detailed the 'Schedule A' and 'Schedule B' recommendations identified. Duty holders were required to either provide a detailed action plan to confirm how issues were to be resolved, or were subject to an Officer revisit after a specified period of time.

Only 3 premises, 2 indoor soft play and 1 indoor trampoline park with inflatables, were found to have adequate control measures in place during visit, negating the need to send a formal warning letter.

An inflatable device found in 1 indoor soft play setting was found to have inadequately secured resulting in the duty holder being issued with a 'Leave Undisturbed Notice'. This remained in place until the inflatable device was suitably anchored to adequately mitigate the risk of it over-turning whilst in use.

No Prohibition Notices were served on duty holders to address any serious risks of personal injury or harm.

At the time of writing this report, 1 Improvement Notice has been served to secure compliance with legal requirements following an unsatisfactory level of progress being made after revisiting the business.

Conclusion

The project targeted all known premises with indoor play frames and inflatable amusement devices within the 3 Local Authority areas. The main findings identified in this report were consistent throughout all 3 Local Authority areas, nature of business and types of activities undertaken.

The intervention proforma was trialled by the project leads prior to the intervention commencing to ensure that the proforma was fit for purpose. Officers were asked to provide feedback of the proforma of any concerns and none were raised.

The findings of the project indicated that premises which operated indoor inflatable amusement devices were not using manometers to monitor internal pressures, and 9 out of the 10 premises

visited, with inflatables, were not routinely monitoring or measuring the internal pressures of devices.

All inflatables amusement devices seen were for indoor use which eliminated the risks of associated with windy conditions. Anchorage of these indoor devices were risk assessed by duty holders and was done so where deemed necessary.

Of the indoor soft play premises visited, 11 had not been inspected annually by a competent person. It was found that 93% (26) of premises were found to have general cleaning schedules in place, with 20 (71%) having procedures in place for dealing with bodily fluids. Body spill kits were being used in 19 (68%) of premises visited and 23(82%) were found to be using an effective virucidal cleaner for body spill incidents.

Documented risk assessments, NOPS and EAPs were more readily available at traditional indoor trampoline parks that also operated inflatable amusement devices. However, the picture was more mixed in indoor soft play premises where risk assessments, NOPS and EAPs were either not completed, not suitable and sufficient, or had not been reviewed/updated to reflect operational changes. Documentation was invariably not effectively communicated to staff.

This intervention identified that the impact of the COVID-19 pandemic, and current cost of living crisis, has had a detrimental impact on indoor play facilities, with this type of setting being one of the last category of business allowed to re-open with the relaxation of lockdown restrictions. It was found that 17 (61%) of premises visited had elected to remove their ball pit facilities due to the increased risk of infection associated with these features.

It was found that the guidance provided in BS EN 14960 in relation to the anchoring of indoor inflatables proved to be very vague with wording such as *'When inflatables is used indoors, the anchorage and/or ballast system should be used, when necessary, to maintain stability'*. This vagueness proved challenging for duty holders regarding what was deemed 'necessary'. Due to the inconsistencies of advice provided by both the HSE and PIPA in relation to the number of listed anchor points on a PIPA inspection and the actual number of anchor points found on the inflatable. This highlights the need for further collaboration of both agencies to ensure consistent advice is being provided to third-party agencies.

Moving Forward

On consideration of the findings of the inflatable intervention it was felt that due to the project commencing in quarters 3 and 4 the service had missed the opportunity to visit inflatable devices being used at fairs, fates, and other outdoor events over the summer months. This would require more priority targeting and planning of events by the Industry Team.

Due to the number of indoor soft play premises not having up-to-date play frame inspections, or evidence of maintenance, both interventions would be worth revisiting in the future to ensure settings continue to remain compliant.

APPENDIX 1: Guide for Controllers, Safe Use of Inflatables Leaflet



GUIDE FOR CONTROLLERS - SAFE USE OF INFLATABLES



Introduction

This information sheet uses the applicable parts of BS EN 14960-1:2019 in respect of registration requirements, testing, installation and supervision of inflatable play equipment. Controllers have to comply with their duties under Sections 2 - 6 of the Health and Safety at Work etc. Act 1974. Operators need to take note of the relevant sections of the Provision and Use of Work Equipment Regulations 1998 (PUWER) and all other regulations that apply to the Controllers business.

Definitions:

Inflatable devices - Fairground equipment consisting of air-filled structures designed to allow users to bounce, slide or climb on them. They are made from flexible fabric, kept inflated by one or more blowers and rely on air pressure to keep their shape.

Controller - The person, organisation, or hirer (those who hire to others) having the overall control, including responsibility for maintenance, of the inflatable device.

Operator - The person over the age of 18 and appointed by the controller to be in charge of the operation of the inflatable at any time when it is intended to be available for public use.

Attendant - Any person over the age of 16 and appointed to work under the control and direction of an operator to assist in the operation of the inflatable device.

Duties of controllers and operators:

Owners or operators of inflatable devices will need to carry out a risk assessment of their activities to determine the control measures necessary to avoid risk or reduce risk to acceptable levels. This is relatively easy to do using the manufacturer's information and instructions for safe operation. Carrying out a suitable and sufficient risk assessment is a requirement of the Management of Health and Safety at Work Regulations 1999 (*as amended*)

Equipment Certification

There are two schemes available for the inspection and certification of inflatable play devices; the Amusement Devices Inspection Procedure Scheme (ADIPS) and the Performance Inflatable Play Accreditation Scheme (PIPA). Generally inflatables found at traditional fairgrounds and theme parks will have been tested under ADIPS, while inflatables found at galas, fetes, hired for domestic parties etc. tend to have been tested under PIPA. Both schemes allow operators to comply with health and safety law.

An inflatable tested under either scheme should have a safety certificate issued by an independent examiner. Each certificate will have a unique number. If there is any doubt over the status of the certificate, it can be confirmed by contacting the ADIPS Bureau (Tel: 0191 516 6381 / E-mail office@adips.co.uk) or in the case of PIPA by checking the tag number of the device against the database at www.pipa.org.uk. Further enquiries may be directed to PIPA at info@pipa.org.uk or via Tel: 01684 252910. If neither scheme has been used the controller should be able to demonstrate that they have taken equally effective measures to comply with their legal obligations.

The PIPA scheme currently only covers equipment within the scope of BS EN 14960 - 1:2019.

The PIPA scheme is designed to help you meet your obligations under Health and Safety legislation and is considered to be 'best practice'. The Health and Safety at Work etc. Act 1974 and attendant regulations require all inflatable play equipment that is "designed to be used by members of the public for entertainment purposes either as a slide or for bouncing upon" to be tested at suitable intervals by a competent person.

Bouncy castles, inflatable slides and obstacle courses are covered by the PIPA scheme; bungee runs and rodeo bulls are not.

Regular Inspection of Equipment:

In addition to the certification of inflatable devices, The Provision of Work Equipment Regulations 1998 require inflatable devices to be maintained and inspected at suitable intervals to ensure they remain in a good order and state of repair. Any deterioration in the device should be detected, and remedial action taken, in good time.

Testing of Equipment:

Each inflatable must be tested at suitable intervals, which is usually once every 12 months, by a suitably competent person. Inspectors registered under the Register of Play Inspectors International (RPII) and ADIPS Bureau are accepted as competent for this purpose.

Daily checks:

Checks should be carried out before the first use on any day, using advice provided by the manufacturer in the operations manual. These checks should include:

- The site remains suitable, with crowd control measures in place if appropriate;
- Anchorages are intact, protected where necessary, and ropes not worn or chafed;
- The anchor system effectively secures the inflatable device to the ground;
- There are no significant holes or rips in the fabric or seams;
- The correct blower specified for the device is being used and the air pressure is sufficient to give a reliable and firm footing. Internal pressures should be checked at regular intervals with a manometer;
- There are no exposed electrical contacts, no visible damage to electrical cables, plugs, sockets and switches, the installation is not being over-loaded and is adequately RCD protected, and the installation is suitable for the environment it is being used in;
- If an internal combustion engine is used, that the fuel cap is placed firmly on the fuel tank and any reserve fuel tank is suitable and remains in a safe position;
- Bolts and screws of the blower are properly secured and robust guards are secured over the air inlet and outlet;
- The blower/inflation tube connection is in good condition and is firmly fixed to the blower;
- The blower is positioned correctly, adequately protected or guarded and is not causing a tripping hazard;
- Rules of play are clearly displayed (*e.g. remove shoes; remove all sharp, hard and dangerous objects; do not eat, drink or chew gum whilst using the inflatable*).
- The maximum fall-off height on all open sides is no greater than 750 mm;
- All hard landing surfaces are covered by with a soft landing material such as dense gym mats, or equivalent material, of at least 25 mm thickness extending for a distance of at least 1.2 m from the open side;
- Safety mats used indoors are fire-resistant.

Never allow an inflatable device to be used until any defects identified during the daily checks are rectified.

Safe Operation of the Inflatable

Securing the inflatable:

It is essential for the safe operation of a device that the manufacturer's instructions regarding the use of anchorage points is followed. Where the ground is suitable, the device should be secured with ground stakes. Some equally effective method can be used on hard standings, e.g. attaching the anchor ropes to fittings already in the ground, sandbags or other weights, if **the load tolerance of these items is known**. Any ballast system used instead of ground stakes must allow

the angle of the tether to the ground to be maintained between 30 and 45 degrees and be capable of withstanding a force of 1600 N or 163Kg to each of the anchor points provided.

Suitable ballast could be made up of (for example)

- Sealed, secure water filled containers – with appropriate fixing point & weighing a minimum of 163kg
- Ballast bags, sandbags or similar – with appropriate fixing point & weighing a minimum of 163kg
- Concrete blocks – with appropriate fixing point & weighing a minimum of 163kg

The use of fixed structures (e.g. fence posts, benches), or large mobile objects such as cars/ vans, with unknown load tolerances must not be used to anchor inflatable devices. Ropes and straps must be in sound condition and have no superfluous knots; all linking devices must be close such as D shackles or screw gate carabiners.

For further information please visit <https://www.pipa.org.uk/files/is05-securing-inflatables-on-hard-standing-outside.pdf>

Windy conditions & inclement weather:

Inflatables should not be used when the wind or gusts are in excess of the maximum safe wind speed specified by the manufacturer. The industry recommends a maximum wind speed of Force 5 on the Beaufort scale of 30-38 kph (19-24 mph). Force 5 is a fresh breeze when small trees in leaf begin to sway; whereas Force 6 is a strong breeze when large branches are in motion and umbrellas can only be handled with difficulty. Weather forecasts should be obtained from the Meteorological Office ahead of inflatable amusement devices being used outdoors, and wind speeds must be regularly monitored with an anemometer.

Other hazards:

The controller or operator should ensure the inflatable device is sited well away from possible hazards such as overhead power lines and obstacles with hazardous projections (e.g. fences). If the ground surface is abrasive, oily or dirty, a ground sheet should be used to prevent wear and tear of the base material. Ropes and straps must be positioned or protected to eliminate trip hazards.

Supervision:

The controller should determine the minimum number of attendants needed to operate the device safely and ensure that at least these numbers of attendants are on duty when the device is in operation. When deciding how many attendants are required, the controller needs to consider factors such as the number of people using the device; the age of the users and the environment the inflatable is being used in. Attendants should be aged 16 years or over and the operator should be at least 18 years old.

Crowd control:

If the risk assessment process identifies that control measures are required to safely manage large crowds in the immediate vicinity of the inflatable, crowd control barriers should be provided by the controller. Barriers should be at least 1m high and be capable of withstanding people leaning on them, or being pushed against them. The perimeter fence should be at least 1.8m to 2.5m from all closed sides, and 3.5m to 4m from any open side of the inflatable. The gateway should be 1m wide.

Where the public does not have access to the sides or back of the inflatable, or crowd pressures are not anticipated, then a lower standard may be acceptable.

Training:

If the controller is leaving the private event, you must brief the person who has hired the inflatable from you and complete a thorough handover to ensure that all operators receive effective training in the working of the device; including:

- The method of operating the device;
- Safe methods of assembly/dismantling, where applicable; and how to undertake a daily check;

The controller should ensure that all operators and attendants receive effective training in the operation of the device including:

- Safe entry/exit for users;
- Safe anchoring of the inflatable;
- Crowd control measures and barrier systems;
- Measures to be taken in the event of power failure;
- Procedures for reporting accidents, defects or breakdowns;
- Your contact details in the case of an emergency.

Accident Reporting

It should be ensured that in the event of an accident any casualties are dealt with first. Any accidents which cause injury, including acts of violence and dangerous occurrences should be notified to the enforcing authority by the “responsible person” (who is likely to be either the controller or the operator).

Further information is given in the HSE publication “A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 can be found at <http://www.hse.gov.uk/riddor/index.htm>

Sources of further information:

PIPA Inflatable Play Inspection - <http://www.pipa.org.uk/>

Amusement Devices Inspection Procedure Scheme (ADIPS) <http://www.adips.co.uk/>

HSE website – www.hse.gov.uk

Management of Health and Safety at Work Regulations 1999
<http://www.legislation.gov.uk/uksi/1999/3242/contents/made>

Provision and Use of Work Equipment Regulations 1998 (PUWER)
<http://www.hse.gov.uk/pUbns/indg291.pdf>

HSE Information Sheet – Safe use and operation of play inflatables, including bouncy castles -
<http://www.krmgroup.com/PDF/HSE-INFLATABLE-GUIDE.PDF>
<http://www.hse.gov.uk/entertainment/fairgrounds/faqs.htm#inflatables>

Fairgrounds and Amusement Parks: Guidance on Safe Practices HSG175
<http://www.hse.gov.uk/pubns/books/hsg175.htm>

BS EN 14960 - 1:2019 Inflatable play equipment. Safety requirements and test methods (for manufacture and operation).

www.playinspectors.com

[Register of Play Inspectors International - Making Play Safe](#)

APPENDIX 2: Safe use of Inflatables, Guidance for Small Organisations and Members of the Public Leaflet



SAFE USE OF INFLATABLES: GUIDANCE FOR SMALL ORGANISATIONS AND MEMBERS OF THE PUBLIC



Hiring a third party

Ensure you use a reputable company when you hire an inflatable amusement device. Check the company reviews, speak to others who have used them, check if the company is a member of a trade or professional association for hiring inflatables (e.g. BIHA). Before booking you should ask the following questions and receive satisfactory answers.

Does the inflatable have a valid, in-date test certificate and does it have a PIPA tag? Make

sure the inflatable you are hiring has a PIPA tag prominently displayed (as illustrated) or a 'Declaration of Operational Compliance' issued by ADIPS (The Amusement Device Inspection Procedures Scheme). A PIPA tag or DOC is issued after thorough inspection of the equipment. The PIPA tag has a number on it which can be checked on the PIPA website (pipa.org.uk) to identify when the inflatable was last inspected. It only takes a few minutes to check.



Does the hire company have valid insurance? Every inflatable operator that hires equipment must have suitable and sufficient insurance cover in place, including public liability Insurance with a minimum cover of £5 million. They should be able to show you their certificate at the point of booking or delivery. As a customer you are not required by law to take out your own insurance, but you may wish to take out personal liability insurance in case you are held liable for a person's injury. This may already be part of your home insurance policy, so you should check your documents beforehand.

Has the hire company completed any formal training? Completion of formal training provided by an organisation such as the Register of Play Inspectors International (RPII) illustrates that the hire company is competent and aware of how to correctly manage and operate inflatable play equipment safely. More information can be found at www.pipa.org.uk/files/BounceSafeLeaflet.pdf

Has the equipment been cleaned and disinfected? Ask for details on cleaning and whether the inflatable has been used at another event before being supplied to you. The inflatable

amusement device should be thoroughly cleaned and disinfected prior to being supplied for your booking.

What to do on the day

When hiring an inflatable device you are responsible for the safety of your guests on the inflatable after the operator leaves. Before the inflatable is used, ask yourself the following questions to ensure your guests have a safe and enjoyable experience.

Is the weather suitable for the safe use of inflatables? The inflatable should not be set up if too windy or too wet weather as the device could blow away or cause people to slip. The wind speed must not exceed Force 5 on the Beaufort scale (24 mph or 38 km/h) which is when small trees in leaf begin to sway. The operator should have checked the weather forecast and measured the wind speed with an anemometer (wind speed indicator) before setting up the inflatable. You should also check for increasing wind speeds during your event. If the weather is very hot, the inflatable should be set up in shade, wherever possible.

Has the equipment been set up properly? The inflatable must be set up on reasonably flat ground and anchored down correctly using all anchor-points provided. Each play inflatable has a minimum of 6 anchor-points but, no matter how many there are, they must all be used. If setting up on grass or other soft surface, the operator must use metal stakes of 16mm diameter and 380mm length. If on a hard surface where stakes cannot be used, a weight of 163kgs must be attached to each anchor point. Periodically, during the event, check that all anchorages remain secure.

Are there enough safety mats? There should be safety mats on the ground across every entrance or break in the walls of the inflatable if sited on a hard surface. This might not be necessary on soft ground. The mats should be no more than 50mm thick and should cover the whole of the ground where there is an opening in the walls of the inflatable, and up to a distance of 1.2m.

How many users can there be at one time? The number of users allowed can be found written or printed on the inflatable and in the instruction leaflet if you have been given one. Make sure that this number is not exceeded at any time.

Have I made provision for supervision at all times? Once the operator leaves your house or event, you are responsible and liable for the safety of all users. Ensure all supervisors has received instruction, we recommend supervisors use a whistle to attract the attention of the others in the event of an emergency. Rules of play and safe use should be communicated to users prior to use. Supervision is recommended at all times as a lack of adequate supervision causes many accidents on inflatables.

Did the operator do a final check of the equipment and explain everything to you? It is important for the safety of the users that you take note of these final instructions which should have included what to do in the event of something going wrong. It could be that anchorages work loose, the inflatable might move, the wind might strengthen, internal pressure might reduce. Keep the telephone number of the operator handy so that you can get help quickly.

Useful information links

<https://www.pipa.org.uk/>

Bouncy castles and other play inflatables: safety advice (www.hse.gov.uk)

A guide to bouncy castle and inflatable hire safety - ADIPS

Privacy Policy - Bouncy castle hire firms in British Inflatable Hirers Alliance (www.biha.org.uk)

Acknowledgements

The information in this leaflet has been compiled from information provided by bouncesafe.org.uk

Appendix 5 – Corporate priorities and outcomes of partner authorities

Bridgend County Borough Council

Priorities

Outcomes/Aims



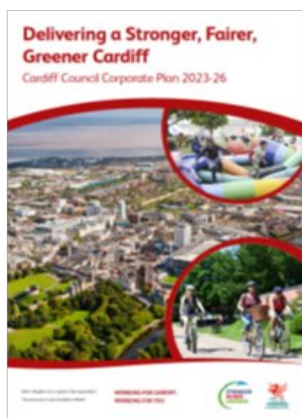
- A County Borough where we protect our most vulnerable
- A County Borough with fair work, skilled, high-quality jobs and thriving towns
- A County Borough with thriving valleys communities
- A County Borough where we help people meet their potential
- A County Borough where people feel valued, heard and part of their community
- A County Borough where people feel valued, heard and part of their community
- A County Borough where we support people to live healthy and happy lives.

- Protect our most vulnerable
- Fair work, skilled , jobs and thriving towns
- Creating thriving valleys communities
- Helping people meet their potential
- Responding to the climate and nature emergency
- Making people feel valued, heard and part of their community
- Supporting people to be healthy and happy.

City of Cardiff Council

Priorities

Outcomes/Aims



- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- One Planet Cardiff
- Modernising and integrating our public services

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- One Planet Cardiff
- Modernising and integrating our public services

Vale of Glamorgan Council

Priorities

Outcomes/Aims



- To work with and for our communities
- To support learning, employment and sustainable economic growth
- To support people at home and in their community
- To respect, enhance and enjoy our environment

A Vale that is:

- Inclusive and Safe
- Environmentally Responsible and Prosperous
- Aspirational and Culturally Vibrant
- Active and Healthy