

Health & Safety Guidance and Risk Assessment for school and Educational Groups visiting Tenpin Premises

Ted Hindmarsh,
Tenpin Safety Advisor.
26th April 2017

Introduction

This document is designed to give teachers and carers information on Health & Safety within Tenpins premises. It includes some good practice guidelines to ensure customers enjoy their visit and do not injure themselves whilst bowling. We have also included risk assessments covering bowling and other activities that can be enjoyed at Tenpin.

All Tenpin sites are managed by fully trained employees who have received comprehensive training on health and safety issues, they are supported by a team of people who ensure Tenpin safety policies and procedures are up to date and that these procedures are adhered to on site.

Our buildings and activities are regularly inspected and audited to ensure standards remain high.

Do please pass on some of the safety information to those involved in the activities thereby ensuring that they have a safe and enjoyable visit. Should you have any queries regarding any of these issues then do please ask on site staff who will be only too please to assist.

Most of all enjoy your visit.

Guidance on safe bowling

You may have already guessed it but bowling balls are heavy. Make sure you grip them firmly and do not mess about with a ball in your hands.

Watch out for balls returning to the racks; keep your fingers away from the ball return flap.

Never put your hand in the ball return opening.

When bowling never go beyond the foul line at the beginning of the lane. The lanes are covered in oil and are very slippery.

If a ball gets stuck call for a member of staff to assist

If you spill any food or drink please tell a member of staff immediately it can make the floor very slippery.

Should an accident occur there is always help at hand and first aid is available at all our sites

Risk Assessments

This document represents the companies' response to the legal requirements to assess risks associated with educational group of customers bowling under the supervision of a teacher or carer:

The assessments are part of a comprehensive risk assessment program and should be read in conjunction with the companies Health and Safety policies and procedures.

Relevant Legislation and Guidance

The Health and Safety at work etc Act 1974.

The Management of Health and Safety at work regulations 1999

The Workplace Health and Safety and welfare regulations 1992

The Regulations Reform Fire Safety order 2005

Managing Risk in Play Provision – Play England

Scope of Assessment

The assessments cover bowling and general activities undertaken within Tenpin premises, (Including Quasar games, where appropriate) undertaken by young people and children in organised groups.

Please note the numerical numbering of the assessments corresponds to the company assessment program which includes assessments not associated with this document.

Birthday bash

Background information

This risk assessment is designed to highlight the risks and the subsequent control measures to be in place to ensure that any Birthday bash can take place without undue risk to the participants.

A birthday bash is an organised pre booked event which takes place in a bowl and generally involves a group of children with adult supervision undertaking a number of activities including bowling.

Each package may differ slightly but the significant risks will be standard throughout the company.

Where there is any major change to the format or additional risk then a separate assessment will be undertaken.

The events usually involve 10-20 children and may involve food and music. The children generally create a lot of noise and are excited, thus the risk is heightened.

Assessment review

	Date	Manager	Signature
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3			

Methods of Assessment

The assessment should be considered along with separate assessments conducted on specific activities e.g. Noise at work, quasar gaming, face painting.

Discussions were held with employees who undertake the events and with the managers in charge of the employees on site.

Birthday bash related accidents were reviewed.

Reviews will be undertaken if

- There is a significant change in the operation or introduction of new equipment.
- There is a major incident or accident
- There is a change in the law, guidance, or best practice
- There is a request by an enforcing officer

In the absence of any of the above the operation will be reviewed every year.

Assessment undertaken by:	T Hindmarsh, Health and Safety Advisor.
Date:	26th April 2017.
Re assessment due:	April 2019.

RISK ASSESSMENT

RA04

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Slipping on lanes tripping over debris and falling over due to excitement.	Children who are attending the bash.	General safety precautions and signage, supervision by adults and staff in the bowl.	Adequate documentation of attendees and ensure adequate parental supervision throughout event. Supervision to ensure area is free of spillage and debris.	Site management.	At time of booking and at beginning of event.
Hearing damage.	Those in close proximity to the birthday bash.	Customers are not covered by the Noise at work regulations and spend little time in the high risk areas at times of loud noise.	Full assessment has been undertaken and adequate actions taken to protect staff. Ear protection is provided for staff.	Safety advisor.	Completed 2008.
Epileptic fit caused by flashing or strobe lighting.	Persons with photo sensitive epilepsy.	Warning given on booking the birthday bash if strobe lighting is to be used Signage posted in bowl to warn of flashing lights.	Ensure signage remains in a prominent position.	Site management. Internal auditor.	Ongoing.
Injury sustained by inappropriate use of bowling balls or equipment.	Children who may attempt to use heavy balls.	Availability of appropriate equipment e.g. ramps barriers.	Make adults of party aware of the presence of ramps, and that lane barriers can be set for children's games.	Staff on reception and staff supervising bash.	Before the event.

RISK ASSESSMENT

RA04

Cuts from broken glass.	Customers particularly children.	Drinks to be placed on appropriate shelving and tables. Drinks to be served in plastic cups. Spillage procedure in place and including appropriate cleaning equipment available.	Monitor site to ensure adequate provision of equipment.	Staff serving drinks and supervising bash.	During a Birthday Bash
Fits.	Children who are prone to fits due to excitement.	Adequate parental supervision.	Ensure adequate first aid provision is on site at time of Bash.	Duty manager.	Prior to each Birthday Bash.

Ball retrieval and ball return assembly

Introduction

The ball return installations consist of a ball return feed which is enclosed under the lane and lane approach floor. An elevator then raises the balls up in to the rack presenting the balls to the customer. One return services two adjacent lanes and is totally enclosed until the ball is presented on the rack.

The racks hold approximately 10 balls.

This assessment does not cover the maintenance of the ball return equipment or the racks as this is covered by technical assessments' and manuals.

Methods of Assessment

This assessment has been conducted after consulting site managers and technicians who have experience of the ball returns and the risks involved with the return equipment. It recognises that situations may differ from site to site depending on the type of equipment installed. However the risks involved are common to all the types of return equipment despite the exact configuration of the machinery. Where additional precautions need to be taken because of individual circumstances then managers will need to take advice from senior management or company advisors.

Reviews will be undertaken if

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- There is a change in the law, guidance or best practice
- There is a request by an enforcing officer
- Where it becomes clear through evidence that the current assessment is no longer appropriate or adequate.

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RISK ASSESSMENT

RA03

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Contact with moving parts.	Customers getting hands inside the ball return by lifting the flap and coming into contact with the moving parts of the mechanism.	<p>A flap has been fitted to the ball return mechanism to avoid accidental contact with moving parts.</p> <p>Notices are displayed on ball return and flap, warning of the dangers of placing hands in ball return area.</p> <p>An emergency stop switch is fitted to the return mechanism allowing customers or employees to stop the motors and moving parts immediately should this be necessary. These switches are obvious, well positioned and clearly labelled.</p> <p>The covering of the ball returns is secure with nuts and bolts and is not easily accessible to the general public or customers.</p> <p>Levels of lighting are appropriate to ensure that signage and dangers present are made clear to the customer.</p>	<p>Monitoring of the ball return mechanisms and guards to ensure that they are in good condition and the signage is appropriate.</p> <p>Ensure that the ball return covers are secure and internal parts are not easily accessible.</p>	<p>Front of house staff and management.</p> <p>Technicians.</p>	<p>Prior to the bowling centre opening and during the working day.</p>

RISK ASSESSMENT

RA03

<p>Trapped finger between balls.</p>	<p>Customer or staff may trap hands between two balls if they put their fingers in the way when a second ball is being fed onto the holding rack.</p>	<p>The maintenance of ball returns and the associated equipment is restricted to trained and authorised technicians. The system of work to which they adhere minimises the risk of excessive number of balls being released at any time after a blockage or being released unexpectedly. Procedures are designed to ensure that risks during maintenance and fault rectification are minimised.</p>	<p>Centre management to ensure that only qualified technicians are permitted to work on the returns and that they communicate with the customer when problems occur.</p>	<p>Technicians and management.</p>	<p>Ongoing when problems occur.</p>
<p>Hit by falling ball.</p>		<p>The racks are designed to prevent balls falling whilst at the same time making them accessible to the customer with out great difficulty. Daily checks are made by staff to ensure that the number of balls on the racks is consistent with their capacity and that overloading of the racks, which might lead to balls falling off is minimised. Care taken by customers should minimise the risk of balls falling from the racks.</p>	<p>When incident occurs first aid is offered immediately and the situation reviewed to see if further reasonable measures can be taken.</p>	<p>Centre management and support team if issues warrant company wide action.</p>	<p>Ongoing.</p>

RISK ASSESSMENT

RA12

Cosmic Bowling

Introduction

Cosmic bowling is an entertainment version of normal bowling which is designed to give the customer an added dimension of fun. It is conducted at specific times, regulated by the site manager, normally in the evening and at weekends

The main lighting will be turned off over the lanes and lane approaches and replaced with UV lighting. Many of the pins and the lanes themselves will be fluorescent and glow under the UV lights giving a more exciting experience. In addition to this artificial smoke may be put onto the lanes via a smoke machine situated at the machine end of the lanes.

Assessment review

	Date	Manager	Signature
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2			
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Methods of Assessment

Several different sites (Coventry, Northampton,) were visited and the cosmic bowling was activated to establish the conditions under which it takes place.

Light levels were measured at various points across the lanes and lane approaches.

Clearly sites will differ slightly but the levels measured were seen as an indication of the magnitude of the light levels and whether it poses an unacceptable risk to customers or those working on the lanes.

A hand held simple light meter was used to measure the light over a number of lanes and in various positions. The levels varied considerably and are likely to do so in different sites as each have different light fittings and configurations.

With normal lighting the light ranged from 30- 450 lux depending on the shadow and distance from the nearest fitting as well as the light specification.

The levels fall considerably when cosmic UV lighting is activated. Again levels varied considerably between 200 -25 lux
The table below shows common acceptable light levels.

Activity	Illumination (<i>lux, lumen/m²</i>)
Public areas with dark surroundings	20 - 50
Simple orientation for short visits	50 - 100
Working areas where visual tasks are only occasionally performed	100 - 150
Warehouses, Homes, Theatres, Archives	150
Easy Office Work, Classes	250

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RISK ASSESSMENT

RA12

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Increased risk of trips slips falls.	Customers especially those who may have a condition or disability that affects their sight or ability to move across the lane approaches. Tripping over small changes in the floor level, slipping on the lane itself.	The levels of light on the lanes with the UV on varies considerable from area to area even within a small distance. Changes in floor levels are either highlighted with UV paint or have adequate lighting so as to prevent unacceptable risks.	Due to the nature of the task being undertaken the levels of light are deemed to be satisfactory. Changes in floor levels are either highlighted with UV paint or have adequate lighting so as to prevent unacceptable risks Monitor the lane approaches to ensure they remain in a good state of repair.	Management on site. Auditor.	Ongoing with daily checks.
Adverse effect of the artificial smoke.	Those customers who may be susceptible to the artificial smoke.	Smoke is non toxic and has been assessed (see COSHH) as being suitable and safe for its intended use. The smoke does not obscure vision at the lane approaches to any extent that it would cause an undue risk.	Continue to monitor situation at each site.	Management on site.	Ongoing.

RISK ASSESSMENT

RA12

Trigger of epilepsy or similar conditions.	Persons who are sufferers from photo epilepsy or conditions that are triggered by flashing or strobe lighting.	Warning signs are posted in the bowl to warn customers that strobe lighting is often used. Verbal warning over the tannoy is given before the cosmic bowling is activated.	Ensure sign is posted in view of visitors. Ensure tannoy warning is given in all instances of cosmic bowling.	Management on site.	Ongoing.
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Provision of first aid

Introduction

This assessment covers the need to provide first aid equipment and facilities within the company premises. Whilst it recognises there is no legal requirement to cover the needs of non employees the company feels it has a moral responsibility to its customers so provides cover for all users of its premises. With the exception of the support office all sites are open to the public and have a large portion of disabled and elderly visitors. The operation involves the servicing of alcohol and games that have a proportion of accepted risk to the players. The need for first aid is therefore considered important at all times. The company sites whilst differing in size and the provision of some activities pose similar risks and have been assessed generically. Any local requirements over and above those identified by this assessment will be considered locally by site management.

Assessment review

	Date	Manager	Signature
1			
2			
3			

Methods of Assessment

In order to assess the needs of the business several sites were visited and the members of the safety committee consulted. Sites visited include, Southampton, Milton Keynes, Northampton, Derby and Nottingham.

In addition the guidance published by the HSE on the proposed regulations has been taken into consideration to ensure full compliance with statutory provision.

Reviews will be undertaken if

- There is significant change in the operation or introduction of new equipment or personnel.
- There is a major incident or accident
- There is a change in the law, guidance or best practice
- There is a request by an enforcing officer
- Where it becomes clear through evidence that the current assessment is no longer appropriate or adequate.

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Re assessment due:	April 2019.

RISK ASSESSMENT

RA17

Consideration	Impact	What needs to be done	Action by	Dates of completion
The sites do not have any large quantities of hazardous chemicals in use or stored on the premises.	There is not likely to be any significant chemical burns or similar accidents to employees or members of the public.	A minimum of 4 fully stocked first aid kits are available at all times. The sitting of these kits in the bowling centres is at the discretion of the local management and will be dependant on layout of the building (location of kitchen, reception, bar etc.).	Local general managers to establish the number and location of the first aid kits.	Weekly checks.
Number of employees on site is relatively small (less than 15 at any one time).	Likely number of accidents reduced but if remote working is undertaken more likely.	All management and supervisors are emergency first aid trained. Training conducted by a competent external trainer. Retraining takes within 3 years of qualification.	Local management to monitor the contents of the first aid kits and arrange for them to be replenished as necessary. Eye baths may be required if the general manager considers there to be a risk of eye contamination.	
Customers may include those with special needs and those with a disability.	Groups of vulnerable customers are most likely to have carers in the party who will have any medication or specialist knowledge of first aid needs.			
The sites may include a lazer arena for use by children.	Children may have impact injuries from bumping into others or static objects.	A minimum of one emergency first aider is on site at all times.	General managers to monitor the number of fire emergency first aiders on site and arrange for refresher training within the necessary time scales.	Weekly checks.
An unsupervised children's play arena may be included on site.	Small children are at risk of minor injuries from falls or impact.	All sites have communication systems capable of contacting emergency services. Management have portable phones and can be contacted when at work.		
The sites are compact and consist of a single building.	Reduces the need for remote first aiders.			
All sites are in built up areas within	Emergency first aid will be near to hand and ambulance services available within		HR to ensure that training is organised in accordance with operational needs.	

RISK ASSESSMENT

RA17

close proximity to hospital emergency facilities.	a short period.	Lone working is kept to a minimum. All reasonable actions are taken to reduce the level of injuries and ill health in the business.	HR to ensure that training provider is competent and the training given to employees meets the needs of the organisation. Operational audits to be conducted to ensure that company standards are being met.	Once per year.
The sites do have machinery in use and maintained by mechanics who are exposed to machinery hazards.	Engineers may be at risk from mechanical injuries sustained when dealing with pinsetting equipment.			
Welding operations are carried out at the Swansea site.	Specific first aid provision may be required at the site.			

Quazar, lazer and sector 7 use.

Background information

This assessment covers the lazer gaming activities undertaken in the bowling centres. It does not cover any maintenance activities or repair work.

The lazer activities are not found in all sites and are branded under several names (Lazer Quasar, sector 7) however the principle of the game is the same.

Customers, usually children, are given a briefing then supplied with gun packs and a lazer gun. Two teams are then sent into the arena with the task of gaining points by shooting the opposition or reaching a base.

Each arena has a briefing room and an activity area. The activity areas may differ in construction and size but will be composed of a maze of dimly lit ramps, dead ends and corridors through which the participants can hide and "attack" the opposition. Some arenas have the capacity to produce smoke and strobe lighting to enhance the atmosphere.

Assessment review

	Date	Manager	Signature
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Methods of Assessment

Visits to a number of Quazar / Sector 7 were conducted: (Milton Keynes, Nottingham, Southampton) to view the arena's and talk with those involved in their operation.

Incidents and accident records were analysed to identify hazards.

Reviews will be undertaken if

- There is significant change in the operation or introduction of new equipment
- There is a major incident or accident
- There is a change in the law, guidance or best practice
- There is a request by an enforcing officer

In the absence of any of the above the operation will be reviewed every year

Reference should be made to the 10 Pins training programme, open checklist, customer's terms and conditions for details on procedures and signature documentation.

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Re assessment due:	April 2019.

RISK ASSESSMENT

RA38

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Falling from height.	Children may fall a distance through any gaps or over barriers that are in upper sections of the arena.	All edges are physically protected. Any gaps in the barriers where a person may fall any distance to cause injury are protected by either mesh or similar.	Daily checks should be made on the arena to ensure it remains safe. Pregame checks to be made to ensure arena is safe to use.	Site management. Lazer marshal.	Daily. Before each game.
Cuts from sharp edges or sharp objects.	Customers in particular small children.	Avoidance of sharp edges in the design and build of the arena.	Daily checks should be made on the arena to ensure it remains safe. Pre-game checks to be made to ensure arena is safe to use.	Site management. Lazer marshal.	Daily. Before each game.
Visual trigger of photo epilepsy.	Any person suffering from photo epilepsy which may be triggered by the flashing lights in the arena.	Warnings are given either by warning notices or during the briefing or both Warnings are given on web site that advertise for bookings.	Ensure warning posters are displayed and briefing is given to all players before entering the arena.	Lazer marshal.	Prior to each game.
Hit in the face or upper body by other persons gun.	Small children may be hit in face when running or turning corners.	Groups are limited in number There are height limitations on entry these are repeated on the website.	Ensure height restrictions are enforced at the time of booking and entry to the arena Mixed height groups must be reasonably controlled such that shorter people are not put at risk which would otherwise be present if mixed height groups were permitted to game at the same time.	Booking agency Lazer marshal.	

RISK ASSESSMENT

RA38

Slips trips and falls at same height.	Those playing the game particularly children and those with poor eyesight.	Good standards of house keeping are maintained to avoid tripping hazards. Drinks are not permitted in the arena. Floor surfaces should be even with no tripping hazards.	Continual monitoring and preventative maintenance.	Site management and audit team.	Continuing.
Respiratory problems.	Persons suffering from asthma or similar respiratory problems who may be affected by the smoke.	Potential participants are warned of the hazard that may be present if smoke is used in the game	Verbally warn customers and or their guardian of the possible use of smoke in the arena.	Lazer marshal.	Before each game.
Bumping into fixed objects.	Persons involved in the game especially children who may be excitable.	Edges which are thought to cause a hazard are protected with soft material Running is forbidden during games a rule that is enforced by pre game warnings and notices A lazer marshal is present in the arena throughout the game A signed declaration is required by all participants over 16 or by their parent or guardian if below this age.	Ensure declaration is understood and signed on behalf of all participants.	Lazer marshal.	Before each game.

RISK ASSESSMENT

RA38

All above risks.	As above.	All Lazer marshals are trained in accordance with company procedures (10 Pins training programme) Site managers are to supervise the games and monitor the physical standards of the arena.	Put procedures and training into practice at site. Ensure that anyone who is running a game has been trained in accordance with company procedures.	Management and lazer marshals.	Ongoing.
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Use of the lil'pins/pingos or similar child play areas by customers

Introduction

This assessment covers the use of the children's play areas and all the associated hazards presented in those areas.

Although areas may differ slightly, non are supervised by Tenpin but are defined areas within the bowling centre. The equipment is supplied and maintained by contractors but is wholly managed and run by Tenpin.

It recognises the fact that there are a limited number of play areas in the company ie Feltham and Gloucester.

When undertaking this assessment due consideration has been given to the concept of good and bad risk.

Good risks are those that engage and challenge children and support their growth learning and development. Bad risks are those that are difficult or impossible for children to assess and have no real benefit.

The aim of Tenpin is to provide a degree of acceptable risks and with the absence of bad risks.

Assessment review

	Date	Manager	Signature
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Methods of Assessment

The lil'pins area at Feltham was reviewed and the management consulted. In addition a review of the incident and accident statistics relating to the areas was taken into consideration

Reviews will be undertaken if

- There is significant change in the operation or introduction of new equipment
- There is a major incident or accident
- There is a change in the law, guidance or best practice
- There is a request by an enforcing officer

In the absence of any of the above the operation will be reviewed every year

Reference should be made to the 10 Pins training programme, open checklist, customer's terms and conditions for details on procedures and signature documentation.

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RISK ASSESSMENT

RA32

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
<p>Damaged play equipment.</p> <p>Insecure play area.</p> <p>Children may be injured by another child if play becomes too boisterous.</p>	<p>Children who are using play area might suffer injury from a damaged item of equipment.</p> <p>Children may escape from the area if not correctly supervised.</p>	<p>Soft play equipment installed in accordance with manufacturers and suppliers specifications. Equipment fully stable and secure. All drops guarded, all nets secure and must withstand impact from children falling onto it.</p> <p>Non direct Supervision of soft play area by experienced staff. Children should also be supervised by parents. Staff must watch the activity constantly and take action at the first sign of misbehaviour, keeping an eye on the safety and well-being of all the users, particularly children and especially the smaller, more timid ones. Rough horseplay should not be allowed.</p> <p>Soft play equipment cleaned and maintained in accordance with manufacturers instructions.</p> <p>Inspection and service contract with soft play equipment suppliers / contractors.</p> <p>Children are not allowed to wear shoes while in the soft play area.</p> <p>All customers are briefed before they are allowed entry. Customers are given instructions not to run or make physical contact with each other.</p> <p>Warning signs and rules are clearly</p>	<p>Local policies may need to be put into place to control local risks.</p> <p>Approval required if new equipment is introduced into the play area.</p> <p>Equipment is monitored regularly to ensure it remains in good safe condition.</p>	<p>Site management.</p>	<p>Completed when new risk become apparent.</p> <p>When any equipment is introduced.</p>

RISK ASSESSMENT

RA32

		<p>displayed.</p> <p>The numbers of children are limited at any one time.</p> <p>Very young children are segregated from larger and older children.</p> <p>Any loose partitions or netting should be repaired.</p> <p>All low beams and edges should be fitted with impact absorbing foam.</p>			
<p>Fire causing burns, damage and injury.</p>	<p>Persons may become affected by smoke and fumes if a fire take hold.</p>	<p>Evacuation procedures.</p> <p>Trained and experience staff.</p> <p>Design of the play area to assist in rapid evacuation.</p>	<p>Continue to undertake fire safety inspections and audits as required and detailed by the company fire safety polices.</p>	<p>Site managers.</p> <p>Auditors.</p>	<p>Weekly and monthly checks.</p>
<p>Fall from height.</p>	<p>Children may fall from a height and cause themselves injury.</p>	<p>Design of the play area minimises the risk of a child falling onto a hard surface.</p> <p>Children are not allowed to take into the play areas instruments or items that could cause injury to others.</p>	<p>Front of house employees to monitor the use of the area.</p>	<p>Site managers to conduct audit in accordance with company policy.</p>	<p>Daily</p> <p>Weekly.</p>

Slips, trips and falls within the bowling centre.

Introduction

This risk assessment covers the risks to people, especially customers who may be old, infirmed disabled or the very young, using the centre. It specifically excludes the lane approaches for which there is a separate assessment. It also excludes the lanes themselves which are out of bounds to the public but covered by some of the maintenance assessment and procedures for technicians.

Other assessments also cover the risk of tripping in certain areas and for certain groups of people so this assessment should be read in conjunction with other assessments i.e. assessments for schools, pinsetter assessments, quasar assessments, kitchen assessments.

It included the risks posed to all people in the building whether employed by the business or not. It covers all areas of the building including, administrative areas, public areas, behind the lanes, toilets bar and kitchens.

Assessment review

	Date	Manager	Signature
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Methods of Assessment

The assessment has been undertaken having visited Nottingham, Coventry, York , Northampton, and Derby bowls. Discussions have also been had with many operators, management and staff within Tenpin.

Accident and incident statistics were reviewed to monitor the number and cause of incidents on the lane approaches

Reviews will be undertaken if

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RISK ASSESSMENT

RA42

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Slipping on spillages.	Customers particularly the old, infirmed or disabled may be at risk form slipping on wet spillages on hard surfaces.	<p>The centres are monitored during opening times to identify areas of possible spillage so they can be isolated and dealt with.</p> <p>Spillages trolleys/equipment and signage are available to use when a spillage occurs.</p> <p>Consumption of drinks on the lane approaches by customers is discouraged.</p> <p>Floor surfaces in the kitchen areas are slip resistant in some sites.</p>	Constant monitoring of lane approaches and similar hard surface areas during busy times to ensure any spillage is identified quickly and the necessary action can be taken.	Front of house employees.	Ongoing during opening times and especially at busy periods.
Falling over boxes or similar items.	Employees in back up areas who may fall over boxes or other items left on the floor.	<p>Adequate storage areas on site.</p> <p>Demarcation of storage areas where items are stored on the floor. Good levels of lighting in storage areas.</p> <p>Good standards of house keeping.</p> <p>Sites are audited on a regular basis</p>	Managers to monitor the site to ensure that standards of house keeping remain high.	Management team.	Ongoing.

RISK ASSESSMENT

RA42

Tripping over wires and leads.	Employees and customer or visitor to the site may trip over electrical leads and wires which are trailing across the floor. This may include gaming machine leads, cleaning equipment leads, electrical leads in the office.	Work that requires the use of cables and leads is conducted outside opening hours except in an emergency in which case warning signs will be posted and people will be redirected. Good house keeping standards. Good office layout to ensure that trailing leads are not causing undue risks.	Schedule work to ensure that oiling and other maintenance work which may involve electrical leads is conducted outside opening hours. Preopening checks to ensure that gaming machines are in correct position and wires are not trailing across floor.	Duty manager working early shift.	Prior to opening. Ongoing.
Tripping over obstacles and rubbish.	Customers particularly at risk are the young old or infirmed who may fall over any rubbish left on the floor.	House keeping standards to be maintained Management to monitor standards	Monitor housekeeping in public areas in particular late at night after a busy period.	Duty managers and employees.	Check prior to opening Ongoing during opening hours
Tripping over steps or changes in floor level.	Customers who may be in the bowl when lights are dimmed during cosmic bowling or birthday bash.(see separate assessment for birthday bash).	Changes in floor level are highlighted Floor coverings in lane approaches are well maintained Lighting is well maintained and at appropriate level. Luminescent paint is used in certain areas to highlight steps during cosmic bowling.	House keeping standards to be maintained. Lighting to be well maintained with changes in floor level highlighted.	Duty managers and front of house staff.	Regular maintenance checks.
Slipping on wet floor	Slipping on water in toilet areas or areas of the bowl where water may be present e.g. kitchen, cellars,	Lighting in these particular areas is good and maintained in good order. Areas are monitored during opening hours.			

RISK ASSESSMENT

RA42

		<p>Warning signs are used when floors become wet. Any damages are repaired as quickly as possible. Preventative maintenance procedures are in place to reduce the amount of leakages.</p>	<p>Monitor toilet areas.</p> <p>Report any leaks to management.</p>	<p>Front of house employees.</p> <p>Employees.</p>	<p>Frequently during busy periods.</p> <p>As they occur</p>
<p>Falling over holes in the car parks.</p>	<p>Tripping over pot holes in the car park or site approaches.</p>	<p>Tenpin is often not responsible for the car parks but bowling customers may well use the parks and certainly the entrance ways.</p> <p>If car parks are the responsibility of Tenpin then repairs are instigated where level of risk deems it to be necessary.</p> <p>Where areas are not the responsibility of the company Tenpin will, where necessary, contact those responsible to instigate repairs. Similar applies to the lighting in the car parks.</p> <p>Warning signs may be used to warn of potholes where appropriate.</p>	<p>Monitor car parks where these are the responsibility of the company.</p> <p>Inform those who are responsible for the car park if problems are brought to the attention of Tenpin.</p>	<p>General manager or duty manager.</p>	<p>As necessary.</p>

Slips, trips and falls on the lane approaches

Introduction

This risk assessment covers the risks to people especially customers who may be old, infirmed disabled or the very young using the lane approaches.

The game of bowling involves the bowler sliding across the floor before releasing the ball down the lane.

The shoes provided for this are specifically designed to allow for this and the floor surface facilitates the sliding motion. In some instances the customer may decide to use their own footwear. This is restricted and only permitted in certain sites.

Beyond the foul line the lanes are oiled by machine on a daily basis. This makes them very slippery but is essential to the game of bowling.

The assessment does not cover slips trips and falls in other areas of the business.

Methods of Assessment

The assessment has been undertaken having visited Nottingham, Milton Keynes, Coventry, York, Northampton, and Derby bowls. Discussions have also been had with many operators, management and staff within Tenpin.

Accident and incident statistics were reviewed to monitor the number and cause of incidents in the lane approaches

Reviews will be undertaken if

- There is significant change in the operation or introduction of new equipment
- There is a major incident or accident
- There is a change in the law, guidance or best practice
- There is a request by an enforcing officer

In the absence of any of the above the operation will be reviewed every year.

Assessment review

	Date	Manager	Signature
1			
2			
3			

Assessment undertaken by:	T Hindmarsh, Health and Safety Advisor.
Date:	26 th April 2017.
Re assessment due:	April 2019.

RISK ASSESSMENT

RA43

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Slipping on oil that is designed to oil the lanes	Customers may slip on oil that has been brought to the front of the foul line on customer's shoes. Especially people who are restricted in their mobility due to a condition, age or disability and young children.	Lane oil is deposited 500cm from foul line to allow some leeway for overstepping. Special bowling shoes are give to all those bowling. Other types of footwear are discouraged. Foul warning signs are posted Danger oil on lanes signs are posted in some sites where it is thought to be appropriate.	Monitor the standards of oiling on the lanes Ensure sensible shoes are worn by all bowling customers.	Technicians, duty managers.	Ongoing Before bowl opens each morning.
Slipping on spillages	Customers may slip on liquid spillages on the floor	Drinks are not encouraged on the lane approaches. Staff monitor area to ensure that any spillages are dealt with quickly. Spillages procedure is in place.	Staff to monitor area to ensure spillages are dealt with immediately.	Front of house staff.	Ongoing More frequent during birthday bash.
Tripping over wires and leads	Customers may trip over electrical leads and wires which are trailing across the lane approaches	Work that requires the use of cables and leads is conducted outside opening hours except in an emergency in which case warning signs will be posted and people will be redirected.	Schedule work to ensure that oiling and other maintenance work which may involve electrical leads is conducted outside opening hours. Preopening checks to ensure that gaming machines are in correct position and wire are not trailing across floor	Duty manager working early shift	Ongoing.

RISK ASSESSMENT

RA43

Tripping over obstacles and rubbish.	Customers particularly at risk are the young old or infirmed who may fall over any rubbish left on the floor.	House keeping standards to be maintained Management to monitor standards.	Monitor housekeeping on lane approaches.	Duty managers.	Check prior to opening. Ongoing during opening hours.
Tripping over steps or changes in floor level.	Customers who may be in the bowl when lights are dimmed during cosmic bowling or birthday bash.	Changes in floor level are highlighted Floor coverings in lane approaches are well maintained. Lighting is well maintained and at appropriate level. Luminescent paint is used to highlight steps during cosmic bowling.	House keeping standards to be maintained. Lighting to be well maintained with changes in floor level highlighted	Duty managers and front of house staff.	Regular maintenance checks.
Falling over misplaced bowling balls.	Customers particularly at risk are the young old or infirmed Who may fall over balls placed on the floor by customer's.	Staff monitor area to keep levels of house keeping up to required standard.	Continue to monitor especially during busy periods.	Front of house staff.	Ongoing.