



Rock Up - Code of Practice

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Introduction

We are very proud of our excellent customer service ratings and safety record. These are due to the enthusiasm, diligence and care of our staff, working to the prescribed systems and procedures that we have developed over years of operational experience which we continue to refine.

This Code of Practice is a summary of our major systems and procedures. Extensive operational guidelines cover these issues in much greater depth and form the basis of our staff training and centre operations. It is important for us to maintain such systems and procedures:

- To establish clearly the standards to which centres must operate to meet the company's requirements
- To ensure consistency across the centres we operate whilst allowing for appropriate local variations (centre layouts / different climb walls / location)
- To ensure that we are compliant with the requirements of the law and relevant best practice.
- To ensure we meet and exceed customer expectations by providing correct information across all our communication platforms.
- To demonstrate the above to interested parties, including local authorities and governing bodies

We hope that you will find all the details you require in this document, but we'll be pleased to answer any further questions on request. Please refer any queries to the Centre Manager at your preferred venue, or visit our website www.rock-up.co.uk

Aaran Eade

Operation Director

Rock Up





1. Responsibility: Sharing the Load

“Teachers and other staff in charge of young people have a common law duty to act as any reasonably prudent parent would do in the same circumstances.”

At Rock Up, we support group leaders throughout the process to ensure the whole Rock Up experience is successful, well organised, efficient and enjoyable.

This Code of Practice is intended to help you comply with the requirements of your employing authority and the Department for Education.

In this regard, we provide the following:

- The opportunity for any prospective party leaders, advisers or other interested parties to visit our centres. If you would like to arrange a visit, or you require further information, please contact our Centre team on 0121 271 0322 for Birmingham, 01482 968000 for Hull, or 01489 232324 for Whiteley.
- A comprehensive Code of Conduct which we ask visiting groups to adhere to (see Appendix 1).
- A clear, documented definition of responsibilities between Rock Up staff and the Group Leader, regarding safety, supervision and general welfare (see Appendix 2).
- Adequate and regular opportunities for the party leader to liaise with Rock Up centre staff.
- A Rock Up team member allocated to help with the general organisation of the group.
- Employers' Liability cover for £5 million at Whiteley and Birmingham and £10 million at Hull.
- Please note that the party leader is responsible for ensuring that parents are aware of the scope, terms and conditions of the insurance cover and that any pre-existing illnesses / conditions of participants are advised to Rock Up in advance.

2. Health & Safety

Introduction

Safety is of paramount importance in all the arrangements we make and our published Health and Safety Policy underpins our whole operation. We understand that we have a responsibility for the health and safety of all our staff and customers and we take this responsibility extremely seriously (see www.rock-up.co.uk/health-safety for full details).

All staff are required to read, understand and implement the company policy. Each centre has a designated team member who is responsible for the on-site risk assessment.





Rock Up complies with all relevant safety regulations such as the Health and Safety at Work Act 1974, the Health and Safety (First Aid) Regulations 1981, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 and the Management of Health and Safety at Work Regulations 1999.

Risk Assessment

Under the Management of Health and Safety at Work Regulations 1999, employers have a legal duty to assess the risks to health and safety from any aspect of their operation. A risk assessment is nothing more than a careful examination of what, in our work, could cause people harm. The assessment then helps us to decide whether we're taking enough precautions or should do more to prevent harm. (See Appendix 3 for site specific)

Child Protection and Safeguarding Policy

It is our aim to provide protection for the children and young people who receive our services. All the arrangements we make are published in our Child Protection and Safeguarding Policy (see Rock Up Child Protection Policy at www.rock-up.co.uk/health-safety for full details).

Fire Precautions

A fire safety policy and fire risk assessment is in place (see appendix 3). These are regularly inspected by the local fire authority to ensure full compliance with the Regulatory Reform (Fire Safety) Order 2005. The Centre Manager and Property Team review the fire risk assessment on an annual basis to ensure we continue to comply with requirements for fire precaution notices, extinguishers, alarm systems, log books and staff training etc.

Each week the fire alarm is tested and in line with each centre's landlord, a monthly full test or evacuation is carried out.

Operating Standards

We have developed Operating Standards for our centres and these cover the training, equipment and procedures required to deliver a safe experience to our customers and staff. This standard is assessed annually by an external Technical Expert (see point 3) and reviewed on an annual basis, or as and when required, due to developments in equipment, best practice or as a result of incidents from any of our centres.

Catering

Rock Up Catering Operation is inspected by the Local Authorities in the UK. In addition to this, independent audits are undertaken by our own team as part of our improving standards audit.





Accident and Incident Procedures

All centres have written accident and emergency procedures and staff are practised and competent in their operation. We require each visiting school or group to provide us with a contact number to use in an emergency or for relaying important information. The person responding to this contact number (and the visiting Group leader) should have a list of contact numbers for their group members.

First Aid

The Health and Safety (First-Aid) Regulations 1981 require Rock Up to provide adequate and appropriate equipment, facilities and personnel to ensure everyone receives immediate attention if they are injured or taken ill whilst on site at Rock Up. In order to achieve this Rock Up will assess all areas of each location and ensure adequate and appropriate provision of:

- Qualified first-aiders – provided either in our centre or by the Landlord.
- Suitable first-aid equipment and facilities
- Management Systems to ensure adherence to this policy
- Information for all employees and visitors to our premises

3. External Verification Introduction

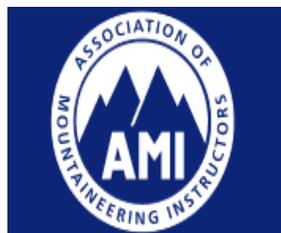
Rock Up is proud of its product offering, and is seen to be class leader in this market segment. To maintain and validate this Rock Up value having external verification.

We presently use:-

Adventure Training Ltd

Paul Rolinson – www.adventuretrainingltd.co.uk

Paul is registered and qualified with AALA and AMI



4. Recruitment, DBS Checks and Training

Our centre managers and full-time staff have progressed through the Rock Up ranks over a period of years and as a result, have a thorough knowledge of all our standards and procedures.





Our experienced Recruitment Officer makes new staff selections based on a detailed application form and two formal written references from people who know the applicant in a professional capacity. Any qualifications claimed by applicants must be supported by documentary proof of level and currency.

Rock Up's excellent reputation ensures that we receive a wealth of applications from enthusiastic and competent people. The candidates selected are offered contracts of employment subject to satisfactory enhanced checks from the Disclosure and Barring Service, the successful completion of pre-employment training, and a favourable performance during their probationary period.

Once formally employed, our Rock Up staff receive ongoing, comprehensive, job-specific training and assessment followed by regular observations, feedback and reviews.

5. Site

We operate multiple sites which are all unique and differ in both layout and position. Wherever possible, within the physical constraints of each site, we provide the following standards:

- All centres, rooms, equipment and resource provision are suited to the task, adequately maintained and are in accordance with statutory requirements.
- There are toilets and washbasins with hot and cold water – for male / female and disabled guests. We also provide baby change facilities.
- There are separate catering and dining facilities
- There is provision for the safekeeping of valuables.
- In the event of sickness, we will provide a quiet room for recovery.
- Tap water can be provided to customers, upon request.

6. Security

It is the policy of Rock Up to take all reasonable steps to ensure the safety and security of all customers and staff at our centres. With reference to security, several precautions and procedures have been put in place as follows:

- All Rock Up staff are issued with name badges to identify them as a member of the team.
- Rock Up floor staff wear company uniform while on duty. This allows them to be instantly recognised in their role.
- Anyone acting strangely on site must be identified to the Duty Manager.
- All Tradesmen or visitors must be issued with a badge or identification sticker and signed in and out in the visitors' log.
- Centres have security barriers at the entrance and links to CCTV coverage provided by either the centre or Landlord.





- Staff receive training from the Landlords / retail / leisure site management team on evacuation / incident management, and the Landlords also provide onsite security who can support our site staff.

7. Transport

All transport arrangements are made by the group.

We request that you inform us at time of booking of your proposed transport method. We will advise you as to the most suitable access and parking arrangements and of any associated risks.

Where possible we can arrange one of our team to meet and greet your group at the chosen drop off point and our staff can assist in escorting your group to the centre.

8. Inclusivity and Additional Needs

Rock Up welcomes all customers, regardless of perceived limitations. There are some practical limits to what we can cater for in our centre and group environment. These are defined by:

Activities - Where a customer is physically able to be accommodated, we can offer activities. Our provision depends on the guests and carers' ability and needs to be assessed on an individual basis.

At Rock Up we are continually working to enable all customers to enjoy the many benefits of our sessions. If a participant has additional requirements, we will be pleased to discuss these with you.

We also offer visual stories for guests who may benefit from preparing for their visit with imagery and descriptive text of the Rock Up experience from start to finish. These are site specific and can be obtained from each centre.





Appendix 1

Code of Conduct

Centre Rules

As one of our booking conditions, group leaders agree to maintain the discipline and supervision of their party. The following points further amplify our requirements and we would be grateful if you could ensure that your group members comply.

- We ask group members to show consideration for the other groups or individuals they meet, as well as Rock Up staff, and neighbouring local businesses.
- It is also important that they show respect for property – centre fabric and equipment, and all other property. Costs for intentional damage will normally be passed on to the group responsible.
- Group members must not behave in an anti-social fashion, e.g. use offensive or insulting language, threatening behaviour or bullying.
- Theft and other illegal activities will be reported to the police.
- Young people must not leave the centre unless accompanied by a supervising adult.
- Rock Up reserves the right to evict any group member(s) for illegal activities, or consistent or gross misconduct. In such cases the cost will be totally borne by the individual or group.

Appendix 2

Definition of Responsibilities for Group Leaders

The Group Leader

The Group Leader is in 'loco parentis' at all times and has ultimate sanction to withdraw children at any time from the session.

Group Leaders are responsible for deciding educational objectives. Rock Up can advise how it can help to meet these.

Group Leaders are responsible for the ongoing monitoring of their groups progress against these objectives.

Rock Up staff have the right to withdraw an activity for safety or operational reasons.

On-Site Activities

The group remain the responsibility of the Group Leader and we recommend that several adults are present throughout the session to monitor the children alongside our own team who are supervising the climbing. Some Local Authorities/ Associations insist on this, so please check with your relevant stakeholders.





The Group Leader is responsible for deciding whether a party member should be referred to a doctor or hospital, with the assistance of our first-aid qualified staff. If needed we can arrange for a taxi. The cost of this will be passed on to the school or group.

The Group Leader is responsible for notifying parents of any visit to a doctor, dentist, hospital visit, or other incident affecting a member of their group, if appropriate. He / she must therefore hold a list of contact numbers of next of kin or have access to this information.

The Group Leader and accompanying adults are responsible for ensuring that their group adheres to the Code of Conduct.

The Group Leaders escorting the group retain responsibility for their group's welfare and supervision. Rock Up will cover first aid needs in all centres; any other medications required must be supplied and administered by the Group Leader.

Appendix 3

Risk Assessment.

Hazard	Risk Area	Conformity	Control measure
Fire	Conforms with Regulatory Order (Fire safety) and Fire Risk Assessment in place	Yes	Internal weekly and yearly External auditors check
Security	Site Secure	Yes	Controlled entrance gate and CCTV
Identification	Identify centre staff	Yes	Name badges and uniform
Lighting	Adequate Lighting	Yes	Lighting to provide full illumination at night and back up emergency lighting – checked monthly
Slips & Trips	Identified any specific hazards in the risk assessment audit	Yes	Weekly site check / walk to identify any risks, wet flooring signs
Utility Integrity	Have all utility installations been assessed for suitability and cleared of any danger	Yes	Weekly check of wall sockets, all other utilities are secured in locked cupboards
Traffic Hazards	Have Specific Traffic Hazards when arriving at Rock Up been assessed.	N	Subject to ingress of Group to site – suitable routes can be provided – General awareness of Customers in car parks with moving traffic
Restricted Areas	Any out of bounds areas	Yes	No Customers to enter the arena until harness and briefed. No entrance to clearly defined as no entry areas
Transport / Movement	Any integral / internal movement issues	Yes	High footfall volume people movement and in some location moving escalators / lifts
Fire Procedures	Fire drill procedures	Yes	Covered in the briefing before any session commences
Emergency Procedures	Emergency action plan and procedure	Yes	This is the same as the fire evacuation and would be action in the same way
Height change	Sites have a mezzanine level	Yes	Groups room and briefing take place on this level, access by a controlled wide level industrial staircase. Should anyone not be able to access this space can be made available on the access level. Monitor no climbing of glass barriers.





Note	A pre-site visit can be organised or on arrival group leaders can be walked through the site to highlight all the risk identified. These hazards are constantly monitored whilst the site is open	Yes	As a result of this control measure the risk level is low on all the above areas
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Hazard	Who affected	Risk level	Control measures
Fall by an unclipped climber	<ul style="list-style-type: none"> Participant Persons in immediate lowering zone 	Low	<ul style="list-style-type: none"> All participants receive an introduction and safety brief before entering activity arena All participants are fitted with climbing harnesses before being allowed to commence activities Only when trained 'clippers' 1 or staff have attached TRUBLUE™ Auto Belay to the participant and lowered the matting will any climbing begin. (Padded matting protects start of each activity and cannot be lowered until 'clipper' attaches TRUBLUE™ Auto Belay to participant). Qualified and up to date trained staff monitor climbing arena at all times during a session. Qualified 'clippers' 1 easily identified by the wearing of fluorescent jackets. Signs displayed warning not to climb unclipped or before checked.
Impact injuries from participant being hit by participant being lowered.	<ul style="list-style-type: none"> Participant Persons in immediate lowering zone 	Low	<ul style="list-style-type: none"> All participants receive an introduction and safety brief before entering activity arena All participants made aware of the need to look up when entering the 'lowering area' and recognising that if padded mat is lowered then a climber is above them. All 'clippers' 1 made aware of the need to be vigilant for enthusiastic participants stood waiting in the lowering area.
Injury to non-participants	<ul style="list-style-type: none"> Spectators 	Low	<ul style="list-style-type: none"> All spectators confined to the upper viewing gallery or behind chained fence on lower floor dependant on arena lay out. Staff remains vigilant for overzealous parents, guardians and spectators.
Fall from faulty equipment failure or incorrect clipping	<ul style="list-style-type: none"> Participant Persons in fall zone 	Low	<ul style="list-style-type: none"> All participants receive an introduction and safety brief before entering activity arena All equipment (harness / karabiners / TRUBLUE™ Auto Belay / climbing elements) checked and serviced as required (as per manufacturers recommendations) by qualified staff prior to the day's activity commencing. Logbooks maintained and reviewed. All staff remain in date for staff training.



			<ul style="list-style-type: none"> • All parent/guardian/assistant clippers given a thorough brief and demonstration of the correct way of clipping a harness to the TRUBLUE™ Auto Belay prior to the activity commencing. • All Staff remain vigilant during the session monitoring both the 'clippers' 1 and the climbers. • Hold fixings regularly checked for tightness. • Climbers attached to TRUBLUE™ Auto Belay lowering device meaning any unexpected falls are lowered to the ground in the normal safe manner.
Failure of TRUBLUE™ Auto Belay lowering device to lower participant rendering them stuck at the top of the element or partially lowered.	<ul style="list-style-type: none"> • Participant 	Low	<ul style="list-style-type: none"> • All equipment regularly inspected by qualified staff. • All staff trained in best practise rescue drill. • 'Clippers' 1 are not allowed to be involved in the rescue.
Unexpected falls from spinning hand holds	<ul style="list-style-type: none"> • Participants 	Low	<ul style="list-style-type: none"> • Holds regularly checked for tightness. • Climbers attached to TRUBLUE™ Auto Belay lowering device meaning any unexpected falls are lowered to the ground in the normal safe manner.
Soft Play falls, slips and trips	Participants	Low	The soft play has been designed to EU standards to ensure a reduced risk of major or minor injuries. The soft play is also monitored by Rock Up staff.

Note 1: The term 'clippers' refers to parents/guardians/staff who have been given a thorough brief and training session on the best practise method for attaching a participant to the TRUBLUE™ Auto Belay

