

Health and Safety Information for Visiting Schools, Academies and Youth Groups

This document is to assist teachers and group leaders with the planning of their visit to the Blackpool Tower attractions. The information here will help teachers and group leaders:

- To familiarise themselves with key Health and Safety precautions that are in place.
- To provide information that can contribute to the production of their own risk assessments for their specific group of visitors to the Blackpool Tower attraction(s) that have been booked.

The Merlin Entertainments Group operates the five Blackpool Tower attractions, namely the Blackpool Tower Eye, Blackpool Tower Circus, Blackpool Tower Dungeon, Blackpool Tower Ballroom and Jungle Jim's Play Area. Merlin Entertainments is Europe's leading operator and developer of visitor attractions. The quality and safety of our attraction is of the utmost importance and therefore a considerable amount of time and effort is spent on making all visits a safe and fun experience.

Due to the complexity of attraction operations in the UK, a summary of all main health and safety requirements is set out below:-

Legal Requirements -Health and Safety at Work Act, 1974

This is the principle Act that applies to the company and exists to ensure that all workers in all occupations are protected by law. Its purpose is to provide one comprehensive integrated system of law, dealing with health, safety and welfare of employees and members of the public who are affected by work activities. The Act is written in very general terms and does not require many specific requirements for managing health and safety at work. Instead, the Act places a general duty on employers to provide safe systems of work that are so far as is reasonably practicable, safe and without risks to health.

Under the HASWA Act, 1974 are many specific regulations which relate to work activities on site. The principle requirement is to undertake risk assessments to identify 'hazards' and assess the risk under the Management of Health and Safety at Work Regulations 1999.

Risk assessments are undertaken by departmental managers with reference to the work activities that they manage. Risk assessments are reviewed at least annually or if any significant change takes place with regard to a work activity or area of work.

Due to the volume of risk assessment documents, it is not possible to send these out on an individual basis. As visiting groups consist of guests differing and/ or specific needs, it is recommended that schools, academies and groups carry out their own group specific risk assessment.

The five Blackpool Tower attractions are covered by Public Liability Insurance. The amount of cover provided by this policy is GBP 10,000,000. The Policy is with ACE European Group Limited - Policy No: UKANC33447

The Blackpool Tower attractions are enforced by the Local Health and Safety Executive, Blackpool Borough Council and the Environmental Health Department.

Attraction Operation

The attractions are conformant with strict documented procedures and all of The Blackpool Tower attraction's team members have sufficient experience in operating and working in their attraction, which ensures safe operating standards. All Merlin staff have been given training in the following areas:

Staff rules, preventing slips, trips and falls, glass/ crockery collecting, health and safety training, disability awareness training, drugs prevention training, crowd control, fire training, counter terrorism, smoke free policy, manual handling, accident reporting, working with children, lost children, COSSH and waste.

All staff are also rigorously trained to a high level of competence specifically related to each area they operate and in fire and evacuation procedures.

During the hours of public access, there is competent and qualified staff on duty in all areas. A Duty Manager for each attraction is available at all times.

In addition, a selection of staff are first aid trained. Each morning, each attraction is allocated at least one first aider and all team members are made aware of whom these team members are prior to opening. (see **Visitors' Reception** below for further information)

Food Safety / Hygiene

In Jungle Jim's and the Blackpool Tower Ballroom, we operate bar facilities which serve hot and cold beverages and snacks. Food is sometimes prepared on site by fully trained food and hygiene staff. In addition, we operate cold beverage and snack vending machines in various areas.

First Aid Facilities

All the Blackpool Tower attractions have First Aid facilities which are accessible to qualified first aiders. First aiders are trained to deal with all minor injuries on site and also in the initial stages of any major injuries that may occur until the emergency services arrive at the scene. The facilities also operate a lost person collection point so that they may be reunited for those responsible for them. Those found outside of attractions are taken to the **Visitors' Reception** on the ground floor level.

Emergency Planning

The Blackpool Tower has a contingency plan in the event of emergencies. The emergency plan covers incidents such as: Fire, Bomb and Ride/Attraction Disaster. The emergency plans have been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.

All of Merlin Entertainments attractions in Blackpool have Crisis Management Plans in place for all types of incidents, including counter terrorism measures. These are reviewed on a regular basis and should any such situation arise, all staff receive regular training to assist them in dealing with terrorism related incidents."

There is always an Incident Manager on site daily who takes responsibility for leading the emergency procedures should they arise. (see below- **Visitors' Reception**)

It is recommended that the groups leaders familiarise themselves with these procedures on arrival to each attraction. The attraction's Duty Manager will be able to direct you to where this information is located.

Fire Safety

The Blackpool Tower site is covered by a sophisticated fire danger management system (fire alarm) and portable fire extinguisher equipment in all areas. All such systems are inspected and maintained to the highest standards and are subject to regular audit inspections by the licensing authorities. All fire systems are regularly maintained and serviced in line with a scheduled Planned Preventative Maintenance system (PPM). A comprehensive Fire Safety Manual exists, covering all aspects of fire safety with concentrated provision for staff training. Practice fire safety evacuation drills are undertaken by The Blackpool Tower staff on a monthly basis. During public access hours, trained competent staff are on duty in all areas covering as fire marshals in the event of an emergency arising.

Control, Safety and Identification

All employees with the Blackpool Tower building (with the exception of Dungeon Actors) wear an attraction uniform, with a name badge and a Merlin (Blackpool Cluster) staff identification lanyard.

The Blackpool Tower building is covered by extensive CCTV cameras, including the entrances and exits to the building and the attractions.

The Visitors' Reception

The Visitors' Reception is located on the "Dungeon Corridor," around the corner from the Bank Hey Street admission desk. This is the control room for the Blackpool Tower and there is always a member of staff there. The member of staff here will be able to help you with any further queries, including locating Blackpool Tower team members and managers in the building and to put out building calls in the event of a member of your group being lost or missing. The names of the daily incident managers and first aiders who are onsite are also available from here.



Summary

The information above serves to assist teachers and group leaders with their own risk assessments. Where appropriate, we recommend that teachers and group leaders carry out a free pre-visit inspection, which can be arranged by contacting the Education Manager.

We have also produced a Code of Conduct that we ask all our teachers and group leaders group to consider when visiting. This is available by request from the Education Manger or downloadable on our website:

<https://www.theblackpooltower.com/plan-your-visit/school-and-colleges/>

The **Education Manager** is available to assist with any further queries by telephone or e mail using the details below:

jamie.truelove@merlinentertainments.biz

(01253) 629216 / 629233

The Education Manager should be the first point of contact for all school and group visitors both before and during visits to Blackpool Tower. On the day of your visit, they will be onsite and contactable by radio so if you need assistance, just ask any Duty Manager or the Visitors' Entrance staff and they will contact him on your behalf.

