
Overview

This unit is about maintaining and improving the facilities and services for which you are responsible. There is a strong emphasis on health, safety and security and risk assessment and management. However, the unit also covers improving the facilities and services you provide in response the needs of users.

The unit is divided into three parts. The first part describes the three things you have to do. These are:

1. monitor the condition of facilities and services
2. identify and assess risks to health, safety and security
3. maintain and improve facilities and services

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in this unit.

The unit is for you if you have some responsibility for the management of facilities and services in a setting whose main purpose is to provide children and young people with opportunities for freely chosen, self- directed play.

This unit is underpinned by the Playwork Principles and staff must be familiar with them and committed to them in their practice.

Performance criteria

You must be able to:

Monitor the condition of facilities and services

- P1 make sure you have the necessary information about legal, regulatory and organisational requirements for the condition of facilities and services
- P2 keep complete and accurate records of the facilities and services you are responsible for
- P3 carry out regular inspections of the facilities and services you are responsible for, in line with legal, regulatory and organisational
- P4 keep accurate records of your inspections
- P5 consult staff and users of your facilities and services and identify areas where they feel improvements could be made
- P6 make sure your records are available to colleagues and external agencies when needed
- P7 make necessary reports to your organisation and external agencies

You must be able to:

Identify and assess risks to health, safety and security

- P8 carry out risk assessments of play facilities and services in line with legal and organisational
- P9 seek advice from a competent source when you are unsure about how to minimise identified risks
- P10 establish procedures for managing risks to a level acceptable to your organisation and legal and regulatory requirements
- P11 ensure that everyone using the setting has accurate information about hazards, risks and the steps you have taken to manage these
- P12 carry out regular reviews of your procedures for assessing and managing risks

You must be able to:

Maintain and improve facilities and services

- P13 identify aspects of facilities and services that do not meet organisational, legal and regulatory requirements or the expectations of your users
- P14 identify opportunities for maintenance and improvement working in consultation with colleagues and users
- P15 seek the advice and support of competent professionals when necessary
- P16 arrange for the maintenance and improvements to facilities and services to be carried out in line with your organisation's procedures and the recommendations of manufacturers and suppliers
- P17 make sure that work carried out meets organisational, legal and regulatory requirements and is done according to schedule and budget
- P18 keep all colleagues and users informed of maintenance and

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improvements and keep disruption to a minimum
P19 keep accurate records of maintenance and improvement activities

Knowledge and understanding

You need to know and understand:

Monitor the condition of facilities and services

- K1 how the Playwork Principles specifically relate to this unit
- K2 the legal, regulatory and organisational requirements – including those for health and safety, disability, equal opportunities and the provision of children's services – that apply to your facilities and services and why these are important
- K3 the records you are required to keep and how to do so
- K4 requirements for the regular inspection of facilities and services
- K5 the importance of ensuring facilities are open and accessible to all and what to look for
- K6 effective procedures for consulting with staff and users of your facilities and services –including those who traditionally experience barriers to access – and why these are important
- K7 reports that you need to make to your organisation and external agencies and why these are important

You need to know and understand:

Identify and assess risks to health, safety and security

- K8 the types of hazards that you are likely to encounter in a play facility and how to identify these
- K9 the role and importance of risk in children and young people's play and how to take account of this when carrying out risk assessments
- K10 the particular risks that disabled children may face and how to manage these effectively
- K11 competent sources of information on issues to do with hazards and risks and when you should consult them
- K12 how to carry out risk assessments of all aspects of the facilities and services you are responsible for
- K13 acceptable levels of risk according to organisational, legal and regulatory requirements for the types of hazards you are likely to encounter
- K14 risk management procedure for the types of hazards you are likely to encounter
- K15 how to communicate with colleagues and users of your setting on issues to do with risk and risk management
- K16 the importance of regularly reviewing and, if necessary, updating risk assessments

You need to know and understand:

Maintain and improve facilities and services

- K17 the importance of maintaining the quality of your setting and seeking to make continuous improvements
- K18 how to identify opportunities for improvement
- K19 competent professionals whose advice you should seek on issues to do

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with maintenance and improvement of the facilities and services and services you are responsible for

- K20 procedures for carrying out maintenance and improvement work in your facility
- K21 the importance of keeping to schedule and budget wherever possible
- K22 the importance of keeping records of changes that have taken place

Additional Information

Scope/range related to performance criteria

1. **facilities**
 - 1.1. internal and external premises
 - 1.2. play equipment and other resources
 - 1.3. toilets and other hygiene provision
 - 1.4. areas for the preparation and serving of food

2. **services**
 - 2.1. for play
 - 2.2. for the health, safety, security and protection of children and young people
 - 2.3. for recording attendance
 - 2.4. for off-site trips
 - 2.5. provision of food and drink
 - 2.6. for inclusion
 - 2.7. for responding to behaviour
 - 2.8. for working with parents and carers

3. **users**
 - 3.1. children and young people
 - 3.2. parents and carers
 - 3.3. groups making use of the facilities and services
 - 3.4. groups who experience barriers to access

4. **risks**
 - 4.1. to health
 - 4.2. to safety
 - 4.3. to security
 - 4.4. to child protection

Glossary

Barriers to access

Things that prevent or discourage children and young people from taking part in play provision. These may include physical barriers for disabled children, but also include wider issues such as discrimination, lack of positive images, lack of culturally acceptable activities and customs, language barriers and many other factors that affect different communities

Children and young people

All children and young people with respect for any impairment, their gender, race, culture, language, sexuality, health, economic or social status and any other individual characteristics

Competent source

A person or agency, either inside or outside of the organisation, who has specific and recognised expertise in health and safety issues

Inclusion

Ensuring that play provision is open and accessible to all and takes positive action in removing barriers so that all children and young people, including the disabled and those from other minority groups, can participate

Play

Play is freely chosen, personally directed and intrinsically motivated

Responding to behaviour

Managing your own response to children's ways of being/behaving

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