



nspection Toolkit • Event Support & Inspection Toolkit • Event Support & I

SLSGB Event Support & Inspection Toolkit

Overview

Being recognised as an Accredited Event aims to ensure that Event Organisers and those working alongside, are adhering to safety recommendations and best practice as set out in the Event Standard Operating Procedures (SOPs). This Toolkit is primarily for the use of a representative who acts in a lead verification role for events in their region/area or an Inspector. However, it is recognised that this toolkit may also be useful to others wishing to hold any type of event, thus maintaining standards of event organisation, delivery and competitor's safety. It allows the reader to understand an overview of the what, where, when and how the inspection process for an Accredited Event and provides the forms and paperwork required to inspect an Event on the designated inspection dates.

Inspections of events may be recommended for events which the sports commission have evaluated at either a medium or high risk. Refer to SLSGB accreditation risk matrix in the SLSGB event accreditation information sheet, for further information.

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Accredited Events – Inspection Process

What does an Event Inspection involve?

The overall aim of the inspection is to establish whether the event is being conducted using procedures to ensure maximum safety of all involved in the delivery and organisation, and those directly taking part. This is with regard to meeting standards for safe practice in the water, as well as providing suitable and sufficient experience via appropriate health and safety policies, administration, presentation, training and qualifications, event equipment and facilities, and event operations.

The Event Accreditation Criteria is checked by an approved Event Inspector with appropriate endorsement from the Lifesaving Commission to undertake the role. The Event Inspection Form can be found in this Tool Kit. The Inspector will be ensuring that the event organiser is providing suitable and sufficient examples of evidence, to meet each of the criteria. Examples of the evidence required and resources available to support an event organiser in meeting the criteria are provided in the Inspection Criteria, 'Examples of evidence' column. Page 2 of the Inspection Form provides the Inspector with space to take notes of the event observation.

How do I accredit an event?

The 10 Steps to accrediting an event:

1. Event Organiser decides on the type of event that is going to be run to be able to gather an idea of resources and actions needed to be taken
2. Event Organiser seeks permission from Land Owner or Local Authority for event to take place in designated location on a specific date
3. Event Organiser is to complete relevant LOP, including a Risk Assessment for event (See Event LOP for template)
4. Event Organiser applies for event to become accredited by completing the Event Accreditation Form and Agreement and returning with any of the relevant information (as requested) to the Events Team. Event Organiser will send event accreditation relevant fee with Application and Agreement (Appendix 1 & 2). Preferred method of payment is cheque.
5. SLSGB Sports Commission makes a decision on whether to accredit event and evaluate the perceived risk level of the event
6. Event Organiser will receive a decision letter and confirmation of Event Accreditation decision, together with copy of signed agreement (Event Organiser AND SLSGB)
7. Event Organiser can continue to organise event under SLSGB's agreement
8. NGB will market and promote accredited event, as appropriate
9. The Inspection may take place, as appropriate
10. Feedback on the inspection and any recommendations will be fed back to the Event Organiser and the Events Team. Any further recommendations will be held on record for decisions against future accreditation applications.

What Status will the event receive after the inspection?

If the Event Organiser is meeting the criteria adequately, then the Event will pass the inspection with one of the following statuses:

Approved - Outstanding

This will occur if the Event Organiser is operating to a highly effective standard where the Inspector cannot suggest reasonable practicable recommendations to enhance the service for the location.

Approved – Good with recommendations

Typically, advisory 'recommendations' will be provided on the Inspection Form by the inspector, that should be implemented by the Event Organiser in any future events.

Approved - subject to supplementary evidence

Often, there may be an area where the event is not operating to an adequate level to enable safe or suitable operating standards. In this scenario a mandatory 'requirement' stated on the Inspection Form will be provided. This must be implemented urgently to ensure that the centre continues to operate at an appropriate level. An urgent action plan should be established by the Event Organiser and agreed with the Inspector to be completed on the day of the event. It may be deemed that suitable supplementary evidence may be able to be submitted, in another form, such as a photo, electronic document, an updated electronic record on the MIS or a receipt for specified equipment, depending upon the requirement in question and discretion of the Inspector.

Not approved – multiple requirements outstanding

An event may be deemed inadequate and not be approved if multiple criteria are not adequately met that significantly compromise the safety or quality of the event. Many requirements will therefore exist that will require significant change in the operating standards at the event. The Event will require significant effort or duration of time to meet the operating criteria, before it could possibly be met. The status awarded at this inspection will be noted on the MIS and carefully considered before accepting any future applications for Event Accreditation.

The Event Organiser has the right to appeal against the inspection outcome. There are two circumstances in which individuals may wish to appeal to SLSGB;

1. Following rejection of the application for Accreditation
2. In response to the outcome of the inspection decision.

For more information on the Appeals Procedure - Inspections and Inspection Appeal Form refer to Appendix 5 and 6.

What happens after the Event Inspection?

Running a well organised accredited event will stand you in good stead when applying for further event accreditations. The Event Organiser will still have to make an application for future event accreditations.

What happens if I do not agree with any of the recommendations from the Inspection?

The Event Organiser has the right to appeal against the inspection outcome. There are two circumstances in which individuals may wish to appeal to SLSGB;

1. Following rejection of the Event Accreditation Application
2. In response to the outcome of the inspection recommendations

For more information refer to the Appeals Procedure.

Who is involved in the Inspection?

The Event Inspector will check that the criteria are being met. The Event Inspector should have suitable and sufficient experience in events and have received endorsement to undertake the role, from the relevant commission representative/s (if applicable).

The Event Inspector will check that the criteria are being met, but will communicate with the Event Organiser once the inspection has taken place with any further recommendations to be applied for future applications for accreditation.

The Event Organiser is responsible for ensuring that the event meets the minimum standards set out in the initial Event Accreditation Agreement.

The whole Events Team will inherently be involved in the inspection as they may be observed delivering aspects of the event, but the idea is to minimise the impact of the inspection on the running of the event.

When does an Inspection Occur?

Once accredited, the Inspection will take place on the day of the event or after the event via a paper based inspection.

Inspection of accredited event can happen 2 ways;

1. Inspection of event paperwork and relevant MIS information
2. During the event, face-to-face Inspection. The Event Organiser will be notified that the Inspector is attending the event no later than 3 days before the event takes place.

What are the benefits of becoming an SLSGB Accredited Event?

- SLSGB is the leading national governing body for Surf Life Saving in the UK
- The SLSGB accreditation process will help Event Organisers to meet national standards for water based events
- Become part of the SLSGB calendar of events
- Use the SLSGB brand when advertising
- If working to a Service Level Agreement, access and support from SLSGB Marketing, Development and Events personnel. Plus, potential to access event equipment free or at a discounted rate
- Listing on SLSGB's website could lead to additional potential entries
- Insurance - £10 million public liability
- Access to various SLSGB Rulebooks
- Access to resources to aid event planning and preparation e.g. LOP, SOP and Inspection Toolkits and more!

APPENDIX

Event Accreditation Application Form

This form must be completed and sent to SLSGB 19 Southernhay West, Exeter EX1 1PJ to arrive **at least 3 weeks** before the proposed date of the event to be held. **Applications should include a payment of £30** (Cheque made payable to SLSGB) to cover the costs of administrating the Event Accreditation program.

Failure to gain accreditation will mean that the SLSGB do not endorse the event. Only events endorsed by SLSGB can i) be placed on the official SLSGB calendar, and ii) be permitted to use the name and logo of SLSGB in their event promotion.

Please note: A comprehensive & approved risk assessment (see question 12) and proof of £5 million Public Liability Indemnity (see question 39) is required. Continue on a separate sheet if necessary if insufficient space in the boxes provided.

1	Event Name			
2	Applying Organisation/Club			
3	Event Organiser			
4	Contact Address			
5	Contact Telephone Number			
6	Contact e-mail			
7	Date/s of Event			
8	Start and Finish Time	Start:	hrs	Finish: hrs
9	Event venue			
10	Detailed Event Description (attach additional information if appropriate).			
10a	Does the event require SLSGB support (for example equipment, marketing, planning)			Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes please provide details of support needed (complete Service Level Agreement Form)			
11	Has written confirmation of permission been given by the land owners/pool owners for the event to be staged?			Yes <input type="checkbox"/> No <input type="checkbox"/>
	Please attach evidence, e.g. meeting minutes or confirmation email			
12	Is there a completed risk assessment for this venue and events to be held? (Please attach)			Yes <input type="checkbox"/> No <input type="checkbox"/>
13	Is there a completed SOP and LOP for this Event? (Please attach)			Yes <input type="checkbox"/> No <input type="checkbox"/>
14	Is there a completed EAP for this Event? (Please attach)			Yes <input type="checkbox"/> No <input type="checkbox"/>
15	Is there a back-up venue available (if required)?			Yes <input type="checkbox"/> No <input type="checkbox"/>
16	Has written confirmation of permission to use a back up venue been provided by the land owner? (Please attach, as appropriate e.g. minutes of a meeting or email)			Yes <input type="checkbox"/> No <input type="checkbox"/>
17	Will non-members of the SLSGB be participating in the competition?			Yes <input type="checkbox"/> No <input type="checkbox"/>
18	If yes, to 15, will day memberships completed?			Yes <input type="checkbox"/> No <input type="checkbox"/>
	If no, to 16 please give details how competitors will be insured.			
19	Is any element of the event not being run under current SLSGB or ILS competition rules?			Yes <input type="checkbox"/> No <input type="checkbox"/>
20	If yes to 19, appropriate rules are enclosed.			Yes <input type="checkbox"/> No <input type="checkbox"/>

21	How many participants are anticipated for this event? (approx.)		
22	Who will be the Lead Referee/person in charge of the conduct of the event, and races running to the rules?	Name	Qualifications and experience
23	Who will be responsible for Event Safety?	Name	Qualifications and experience
24	Are all the safety personnel qualified to SLSGB standards?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
25	I recognise that the event organiser specified in this document is responsible for ensuring that contractors at the event have relevant insurance, risk assessments, competency and experience. I also acknowledge the responsibility for the event organiser to ensure implementation of risk assessments, operating plans and adhering to event rules, as appropriate.'		Yes <input type="checkbox"/>
26	Is the event being run by an SLSGB Club, region or SLSGB national body?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
27	If no to 27, has Public Liability Insurance been sought (please attach a copy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

I, _____, confirm that to the best of my knowledge and belief the information given on this form is correct. I agree that, if any of the details given change before the event is conducted, I will immediately notify SLSGB of the amendments, and that failure to do so could result in SLSGB endorsement being withdrawn.

I understand if I need any assistance with delivery or resources for my event, I will complete a Service Level Agreement Form with SLSGB.

I attach a completed risk assessment, proof of £5 million Public Liability Indemnity (if not an SLSGB Club, Region or National body event), a local operating plan, including a map of the area with the course(s) clearly shown, and a copy of the event programme and entry form (as appropriate). I request that SLSGB endorse this event.

Signed	Date
---------------	-------------

FOR OFFICE USE ONLY			
Date application received by SLSGB:	<input type="text"/>	Application Number:	<input type="text"/>
Does the event require SLSGB support? Question 10a	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If 'Yes' refer application to Event Manager to arrange Service Level Agreement (SLA). Do not process further checks without completed SLA			
Is there a completed risk assessment for venue and/or events?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is public liability insurance evidenced or is the applicant an SLSGB club, region or NGB?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is there a completed EAP?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is there an SOP and completed LOP?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is there written evidence of landowners permission?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If back up venue is required, has evidence of permission from land owner been provided?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Payment Received?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Refer to insurers? (If outside of regular SLSGB activities)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Referred to sports commission for evaluation and approval?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What level of risk has this event been evaluated at from submitted plans and RA's (by e.g. sports commission/or delegate/s)? (Provide written evidence of evaluation of risk level)	High <input type="checkbox"/>	Medium <input type="checkbox"/>	Low <input type="checkbox"/>
Endorsement granted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Confirmation sent to event organiser, including SLSGB insurance certificate, if appropriate	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Event advertised on website?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Inspector allocated, according to risk of event and toolkit sent to inspector?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Event organiser notified of Inspector and support package sent?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Signed on behalf of SLSGB Office:	Date copy to applicant:	Signed on behalf of Commission:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	



Accredited Event Agreement

DATE:

BETWEEN:

1) Surf Life Saving Great Britain with Registered Charity No. 1015668 & Scottish Charity No: SC042339, whose Registered Office is at 19 Southernhay West, Exeter, Devon, EX1 1PJ (company registration number 2678080) (SLSGB); and

2) _____ of

(Applying Organisation/Club)
for _____ (Name of Event)
taking place on _____ (Date(s))

TERMS OF AGREEMENT

1. Any changes to the event format will be forward to SLSGB for approval.
2. All competitors will be members of SLSGB on the day of the event (day membership will be available at the event and sent to SLSGB with fee).
3. All competitors will read and sign the Self Certification and Indemnity Form (this form will be kept by the event organiser).
4. Any other part of the event which takes place outside of the SLSGB accredited event is covered by the correct insurance.
5. The event will abide to SLSGB event rules, policy and procedures.
6. The organiser agrees that the event could be subject to an Event Audit.
7. The event organiser will display the SLSGB Logo on event literature as detailed in the SLSGB branding guidelines.

SIGNED BY:

DATE:

FOR AND ON BEHALF OF SLSGB:

SIGNED BY:

(EVENT ORGANISER). DATE:

FOR AND ON BEHALF OF APPLYING ORGANISATION/CLUB:

Event Inspection Form



Surf Life Saving Great Britain 19 Southernhay West, Exeter, EX1 1PJ
Tel: 01392 218007 E-mail: mail@sls.gb.org.uk www.sls.gb.org.uk

Event:	Location/Beach Name:	Event Organised:
Date:	Time:	Inspector:

Complete Condition (Cond.) A = Adequate; X = Not yet adequate or N/A = Not Applicable SLSGB RESOURCES AVAILABLE TO ASSIST ARE REPRESENTED BY "R" IN "Res" BOXES

1) HEALTH AND SAFETY (if applicable)		Cond.	Res
1.1	DATE AND SIGN RISK ASSESSMENTS		R
1.2	ACCIDENT BOOK		R
1.3	INSURANCE		R
1.4	PPE		R
1.5	FIRST AID/ WELFARE FACILITIES		R
1.6	FIRE		R
1.7	ELECTRICAL SAFETY		R
1.8	DISPLAY SAFETY LITERATURE/ SIGNAGE		R
1.9	MANUAL HANDLING		R
1.10	SUN SAFETY		R

2) ADMINISTRATION (if applicable)		Cond.	Res
2.1	LOGS/ FORMS		R
2.2	SOP/ NOP/ LOP/ EAP		R
2.3	EVENT BUILD AND BREAK DOWN SCHEDULE & EVENT COMPETITION SCHEDULE		R
2.4	EMERGENCY CONTACTS		R
2.5	BEACH OWNER PERMISSION		R
2.6	LICENSES		R
2.7	SLSGB EVENT ACCREDITATION APPLICATION FORM		R
2.8	CORRECT POLICIES IN PLACE OF THE EVENT		R
2.9	DATA STORAGE		R
2.10	CONTRACTORS BEING USED AT THE EVENT		R

3) PRESENTATION & PROMOTION (if applicable)		Cond.	Res
3.1	PROFESSIONAL EVENT APPEARANCE		R
3.2	ATTITUDE		
3.3	PROMOTION OF NGB AND OBJECTIVES		R
3.4	FACILITIES		R
3.5	EDUCATION/ COMMUNICATION TO BEACH USERS		R

4) EVENT TEAM QUALIFICATIONS & TRAINING (if applicable)		Cond.	Res
4.1	ROLES AND RESPONSIBILITIES FOR ALL EVENT TEAM MEMBERS		R
4.2	CORRECT QUALIFICATIONS FOR EVENT TEAM		R

5) EVENT SAFETY EQUIPMENT (if applicable)		Cond.	Res
5.1	FIRE		R
5.2	SPILLAGE		R
5.3	FIRST AID KITS AND OTHER MEDICAL/ EMERGENCY EQUIPMENT (AS APPROPRIATE)		R
5.4	MEDICAL COVER		R
5.5	SIGNAL FLAGS		R
5.6	IRB/RWC		R
5.7	RESCUE BOARDS		R
5.8	RESCUE TUBES		R
5.9	FINS		R
5.10	SPINAL BOARD		R
5.11	STRETCHER		R
5.12	DEFIBRILLATOR		R
5.13	OXYGEN		R
5.14	VEHICLES		

6) OPERATIONS (if applicable)		Cond.	Res
6.1	EVENT EQUIPMENT		R
6.2	FURNITURE		R
6.3	FLOORING		R
6.4	PODIUMS		R
6.5	ADMIN AND RECORDING EQUIPMENT		R
6.6	BANNERS, FLAGS AND BUNTING		R
6.7	ANCHORS		R
6.8	RACE BUOYS		R
6.9	BEACH FLAGS/POLES/ARENA FLAGS		R

7) EVENT OPERATIONS (if applicable)		Cond.	Res
7.1	PLACEMENT OF INFRASTRUCTURE AND ARENAS		R
7.2	WATER SAFETY TEAM DEPLOYMENT AND EFFECTIVENESS		R
7.3	LAND SAFETY TEAM DEPLOYMENT AND EFFECTIVENESS		R
7.4	CENTRAL BASE		
7.5	EVENT MANAGEMENT		R
7.6	OFFICIATING		
7.7	EVENT ADMINISTRATION		
7.8	STEWARDED AND MARSHALLING		

Event Inspection Form *continued...*



Surf Life Saving Great Britain 19 Southernhay West, Exeter, EX1 1PJ
 Tel: 01392 218007 E-mail: mail@sls.gb.org.uk www.sls.gb.org.uk

GENERAL COMMENTS/RECOMMENDATIONS/SUPPLEMENTARY EVIDENCE REQUIRED

EVENT INSPECTION STANDARD	OUTSTANDING	GOOD WITH RECOMMENDATIONS	GOOD – SUBJECT TO SUPPLEMENTARY EVIDENCE
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			POOR – MULTIPLE REQUIREMENTS OUTSTANDING
			<input type="checkbox"/>

INSPECTOR SIGNATURE:	DATE:
EVENT ORGANISER SIGNATURE:	
DATE:	

SLSGB Event Inspection Criteria

Criteria		Examples of evidence	Tools to support criteria
1) Health and Safety (if applicable)			
1.1	Date and sign Risk Assessments	Completed Risk Assessment documents up to date, reviewed with recommended updates recorded where necessary	SLSGB Risk Assessment Template SLSGB National Safety Guide SLSGB Training & Coaching Safety Toolkit
1.2	Accident Book	Accident and Incident Book sighted and signed. Records kept (for a minimum of 6 years)	SLSGB Incident Report
1.3	Insurance	Insurance verification letter	SLSGB Insurance FAQ leaflet
1.4	Personal Protective Equipment (PPE)	Suitable and sufficient in number and quality for the number of course event team members. E.g. visual checks or photos of ISO approved personal floatation devices, helmets, wetsuits etc (if applicable). Good fit, appropriate for individual and environmental conditions. Facilities to wash PPE	SLSGB Equipment list
1.5	First Aid/ Welfare Facilities	Allocated area for first aid, warmth, shelter, changing, toilet and washing facilities. Blanket available	SLSGB Equipment list
1.6	Fire	Clear fire procedures in place and correct fire extinguisher for area. This to be written into EAPs	HSE Guide 196
1.7	Electrical Safety	Electrical equipment fit for purpose. PAT testing labels and copies PAT Test Certificates	
1.8	Display safety literature/ signage	Clear signage throughout event areas. Safety messages and directions to services. Photos or inspection of literature/ signage	HSE Signpost to The Health and Safety (Safety Signs and Signals) Regulations 1996
1.9	Manual Handling	Induction record showing attendance to manual handling	
1.10	Sun Safety	Promotion of sun safety to all Event Team and competitors/ spectators through the simple 'slip, slop, slap' rule. Where possible distribute sun safety messages through leaflets and sample distribution (if available)	SLSGB Beach Safety Leaflet SLSGB Soltan Sun Safety Leaflet
2) Administration (if applicable)			
2.1	Logs/Forms	Daily Event Checklist completed and signed. Other relevant forms as provided in 'Tools to support criteria column'	SLSGB Event Log SLSGB Missing Person Form SLSGB Minor First Aid Form SLSGB Event Equipment Check Forms
2.2	Standard/ Normal/ Local Operating Procedure and Emergency Action Plan (SOPs/LOPs/EAPs)	Appropriate LOP and EAP in place, including: traffic plan, location maps etc.	SLSGB Event LOP template SLSGB EAP template Tide Time chart HSE Guide 195 Event Rulebooks
2.3	Event build and break down schedule & Event Competition Schedule	Timetable of movements on and off site. List of contractors on site. Programme of events.	Logistics schedule and Contractors List Event LOP Toolkit - Event Programme

2.4	Emergency Contacts	Medical details recorded for each competitor, this to be obtained during event registration. Emergency contacts for SLSGB members can be printed from MIS. A list of appropriate bodies, organisations, individuals for contact in the event of an emergency.	SLSGB Event LOP Toolkit Emergency Contacts Telephone List Incident Support Contact Checklist SLSGB MIS
2.5	Beach Owner Permission	Suitable and appropriate written permissions to be sought	SLSGB event LOP Toolkit - Draft Letter
2.6	Licences	Correct licences being used of the event	Alcohol and Entertainment Late Night Catering Street Collections Street Collections Voluntary Sector Transport Temporary Event Notice (TEN) Catering
2.7	SLSGB Event Accreditation Application Form	If over 99 people or attracting significant footfall/spectators etc. Need to do more than purely the SLSGB Event Accreditation Application Form and Agreement, Risk Assessment and method statement and should be also be inspected.	SLSGB Event Accreditation Application Form & Agreement SLSGB Risk Assessment Template
2.8	Correct policies in place at the event	Examples of Policies adhered to written into the Event Plan and evidence of practices being undertaken. To be available on request, e.g. SLSGB Safeguarding Policy.	SLSGB Safeguarding Policy SLSGB Anti-doping policy SLSGB Competitor Code of Conduct
2.9	Data Storage	Allocated, safe storage for logs, forms and personal details to comply with Data Protection Act (1998)	Data Protection Act (1998)
2.10	Contractors being used at the event	Copy of contractors	SLSGB Event Toolkit - Contractors List
3) Presentation and Promotion (if applicable)			
3.1	Professional event appearance	Smart, professional and consistent appearance. Expectations are; well-presented arena arranged in line with event plan maps of arena. Designated arenas clearly marked out. Smart, presentable and easily recognisable Events Team. NGB branded materials and joint branded, where appropriate.	NGB rules - e. g. SLSGB Rules for Officials and Marshalls SLSGB Brand Guidelines
3.2	Attitude	Positive, adaptable and helpful Events Team	
3.3	Promotion of NGB and its objectives	Standard set of literature displayed (hardcopy resources displayed and opportunity to join NGB as a full Member), e.g. signage promoting Lifesaving Sport	SLSGB Club Promo Pack SLSGB Logo SLSGB Brand Guidelines
3.4	Facilities	e.g. Toilets, cafes shops. Clean and appropriate	
3.5	Education/ communication to beach users	Clear PA system and clear guidelines on usage	
4) Event Team Qualifications and Training (if applicable)			
4.1	Roles and Responsibilities for all Event Team members	Diagram - Including Safety Team Structure and ensure with appropriate functions covered. All Event Team are current member of SLSGB or have separate insurance cover	SLSGB Event Toolkit SLSGB Volunteer Information Pack - for Volunteer Roles and Responsibilities

4.2	Correct Qualifications for Event Team	Evidence in SLSGB database or separate cover demonstrated, including CRBs	Qualification and Training Record
5) Event Safety Equipment (if applicable)			
5.1	Fire	Correct fire extinguisher for area	HSE Guide 195
5.2	Spillage	Spillage kit available	HSE Guide 196
5.3	First aid kits and other medical/ emergency equipment (as appropriate)	Fully stocked and in date meeting or exceeding HSE guidance	HSE Guide 197 SLSGB Equipment list
5.4	Medical cover	Appropriate and sufficient medical cover	SLSGB Event LOP
5.5	Signal Flags	Ready to use	SLSGB Event LOP
5.6	IRB/RWC	Safe and suitable for use	SLSGB Event LOP
5.7	Rescue Boards	Safe and suitable for use	SLSGB Event LOP SLSGB Equipment List
5.8	Rescue Tubes	Safe and suitable for use	SLSGB Event LOP SLSGB Equipment List
5.9	Fins	Safe and suitable for use	SLSGB Event LOP SLSGB Equipment List
5.10	Spinal Board	Safe and suitable for use	SLSGB Event LOP SLSGB Equipment List
5.11	Stretcher	Safe and suitable for use	SLSGB Event LOP SLSGB Equipment List
5.12	Defibrillator	Safe and suitable for use	SLSGB Event LOP SLSGB Equipment List
5.13	Oxygen	Safe and suitable for use. In date, serviced cylinder, with suitable remaining levels of oxygen including adjuncts all contained in a suitable bag	SLSGB Event LOP SLSGB Equipment List
5.14	Vehicles	Current MOT,Tax and insurance. Suitable for the event	SLSGB Event LOP
6) Event Equipment (if applicable)			
6.1	Event Equipment	Fencing should have no sharp edges and linked together. Should be lead out in a clear and functional manner	SLSGB Event LOP
6.2	Furniture	Furniture should be sound and ergonomic for user	SLSGB Event LOP
6.3	Flooring	All flooring should be sound with no trip hazards. Any raised surfaces should be highlighted, e.g. using red and white striped tape	SLSGB Event LOP
6.4	Podiums	Safe and suitable for use	SLSGB Event LOP
6.5	Admin and recording Equipment	Correct equipment for the event	SLSGB Event LOP
6.6	Banners, flags and bunting	Safely erected and well presented	SLSGB Event LOP
6.7	Anchors	Correct type and size	SLSGB Event LOP
6.8	Race buoys	Correct colour and size	SLSGB Event LOP
6.9	Beach Flags/poles/ arena flags	Correct for event	SLSGB Event LOP

6.10	Lane ropes	Correct for event	SLSGB Event LOP
6.11	Starting device	Correct for event	SLSGB Event LOP
6.12	Timing	Correct for event	SLSGB Event LOP
6.13	PA system	Correct for event	SLSGB Event LOP
6.14	Race equipment	e.g. Rescue tube, obstacles, boards, skis etc. (as appropriate)	SLSGB Event LOP SLSGB Equipment List
6.15	Radios (UHF & VHF)	In good working order and charged	SLSGB Event LOP SLSGB Equipment List
7) Event Operations (if applicable)			
7.1	Placement of infrastructure and arenas	Clearly marked and safe to use	Event LOP
7.2	Water Safety Team deployment and effectiveness	Safety team rota and briefing	SLSGB Event LOP (Event Log)
7.3	Land Safety Team deployment and effectiveness	e.g. Checking and monitoring as well as delivery and adaptation of plans	
7.4	Central Base	Clean and well signed posted	
7.5	Event Management	Checks and monitoring evidenced	SLSGB Event Day Checklist sample
7.6	Officiating	Suitable and sufficient numbers acting within remit	
7.7	Event administration	Clear for all to understand and well organised	
7.8	Stewarding and Marshalling	Suitable and sufficient for the event	



APPEALS PROCEDURE

SLSGB Inspectors are obliged to inform centres/clubs/organisations of the appeals process to allow appeals against an accreditation decision, appropriate. Inspectors must make sure that all relevant records of appeals can be checked by the Accreditation and Inspection Coordinator and the SLSGB Management Team, as required.

If a candidate is unhappy with any aspect of their assessment, they should discuss this initially with their Inspector or if unsuccessful contact the AIC.

SLSGB aim to solve all problems associated with appeals at this level. If initial discussions do not resolve the matter then the candidate should contact the Chief Executive Officer to advise that they wish to make a formal appeal and the candidate must submit this appeal to them in writing – titling it ‘Formal Appeal’. The appeal should submit detail covering the grounds under which the centre/club/organisation is appealing and explain the situation. The appeals procedure has been illustrated on the following page in the appeals process flowchart. The person leading the appeal panel should keep a record of this on the MIS record for the centre/club/organisation. This should include the nature and outcome of the appeal, and those on the panel who listen to the appeal and who make the appeal decision.

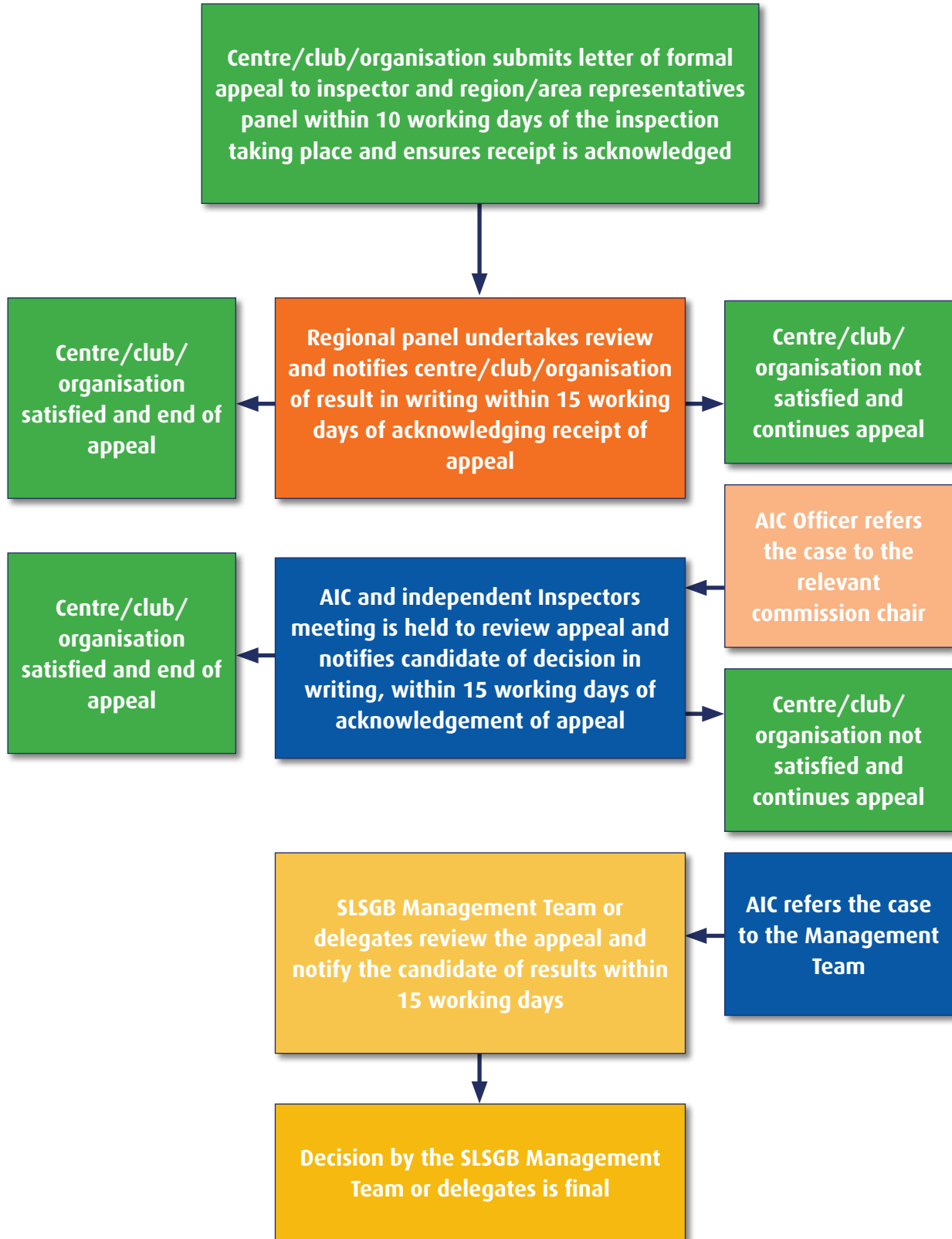
Appeals should be made within six weeks of the date that the centre/club/organisation first raised the issue with the Inspector. The Inspector may wish to refer to the Accreditation and Inspection Coordinator for recommendations and advice. The AIC may elevate the issues to the relevant SLSGB commission members to hear an appeal, if required. The grounds on which a candidate can appeal are based on the contravention of procedure and where this has resulted in the centre/club/organisation being treated unfairly.

Here are some examples of grounds for an appeal:

- Administrative shortcomings - for example, inaccuracy in recording progress, assessment results or unreasonable delays in doing so.
- Inadequate resources - for example, inappropriate or insufficient physical resources, or inexperienced and unqualified staff provided (please note that some assessments require the candidate to organise resources and personnel and cannot be reliant on others to achieve this for them)
- Shortcomings in the conduct of assessment - for example, the use of extraneous criteria by the Inspector.
- Barriers to access - for example, the imposition of unreasonable requirements as a pre-condition to assessment – e.g. necessitating the inspection to be held when criteria cannot possibly be met due to e.g. flooding or extreme weather, when the assessment criteria do not require it.
- Lack of equal opportunities - for example, discrimination against age, gender, race or creed, or other contraventions of SLSGB’s Equal Opportunities policy
- If you feel that your Inspector has made an unfair judgment or decision about competence or evidence, you must give clear information about this and relate it to the published standards or the assessment process.

If your appeal is forwarded to SLSGB for a panel decision, their decision will be final. You will receive notification of any decisions from the commission via the SLSGB. Any complaints about the application of the appeals process should follow the complaints procedure.

SLSGB APPEALS PROCESS FLOWCHART





APPEALS OUTCOMES

Appeal upheld

If your appeal is upheld at any stage during its hearing, you will receive a written apology from the Inspector and, if appropriate, your assessment record will be amended. You may be given opportunities for further support and inspection at no additional cost, if applicable. Lessons learnt from the decisions will be notified to other Inspectors and the Accreditation and Inspection Coordinator to prevent similar errors from occurring.

If your appeal was on the grounds of discrimination, you will receive a written apology and the situation will be immediately rectified to ensure that you have fair access to your chosen qualification. As appropriate, staff will receive a full briefing on the issues, and receive any additional training required to ensure they are fully conversant and supportive of the Equal Opportunities policy.

Appeal not upheld

If your appeal is not upheld, you will receive written notice of this with the reason for the decision from the relevant individual. The Accreditation and Inspection Coordinator will be provided with all the relevant documentation on your appeal and may review the case as part of his/her monitoring procedures on the Inspector. This will not normally involve conducting re-assessments or speaking with you.

COMPLAINTS PROCEDURE

Our charter

Surf Life Saving Great Britain is committed to providing a high quality service to all its members and volunteers. We intend to provide services through best practice and in line with appropriate needs. We shall continually seek to improve.

Our aim

Our aim is to listen to appeals and complaints and handle them quickly, effectively and in a fair honest way. It is our intention to learn from them so we can continuously improve our service. In order to do this we need to know when we get things wrong. We would also welcome any compliments or comments to ensure we continue to repeat the things we are doing right.

What is a complaint?

A complaint is a written expression of dissatisfaction, whether justified or not. It can be about the standard of service we provide or the behaviour of others.

Anonymous complaints

We would not normally deal with anonymous complaints, other than in a very general way, given the difficulty of our carrying out a full investigation. We will, however, retain such complaints on file as they may provide an early warning of a service delivery failure.

How we handle complaints

We will treat all complaints seriously, with courtesy and fairness at all times. We will keep anyone making a complaint updated on a periodic basis, until the complaint is fully resolved. The complaint is handled by the SLSGB Accreditation and Inspection Coordinator in the first instance.

Who to contact

All complaints should be addressed to Surf Life Saving GB, 19 Southernhay West, Exeter, EX1 1PJ. Complaints by email or mail should be titled 'Formal complaint'. SLSGB will determine the level of investigation into the complaint and identify an appropriate member of staff to conduct the investigation and actions required to resolve it. The SLSGB Accreditation and Inspection Coordinator will endeavour to acknowledge all complaints within 5 working days of receipt.

Recording complaints

All formal complaints received will be forwarded to the PA of the CEO and logged in the SLSGB Z-drive and unresolved complaints reported to the SLSGB Management Team, so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This will also help us to take a closer look at how we can improve our own service delivery.

Confidentiality

All complaints received will be dealt with according to the SLSGB Confidentiality policy.

Data Protection

All information will be handled in line with Data Protection Act 1998.

Following the result

If the complaint is upheld, we will offer an explanation and an apology. We will take action, if it is appropriate to solve the problem properly.

Still not happy

Anyone not happy with the outcome of a complaint and wishes to appeal should write to Surf Life Saving GB, 19 Southernhay West, Exeter, EX1 1PJ outlining the grounds for the appeal. SLSGB's decision will be final and not subject to a further appeal. We will endeavour to acknowledge all appeals within 5 working days of receipt.

Disciplinary

In the event that the result of an investigation into a complaint, and formal action against an individual becomes necessary, the individual will be subject to the SLSGB's formal Disciplinary Process.

Equal Opportunities

SLSGB aims to ensure that all people irrespective of their age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation are valued and treated with respect.

Compliments

Compliments are always welcome, whether it's regarding our service or a member of staff and help us to continue to undertake work that is making you happy.

Comments

Comments or suggestions are always welcome, whether it's regarding our service or a member of staff.

Contacts

Post: Surf Life Saving GB, 19 Southernhay West, Exeter, EX1 1PJ.

Email: mail@sls.gb.org.uk

Tel: 01392 229824

Website: www.sls.gb.org.uk

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