



Operational Plan

Cable Park

28th November 2016

Table of Contents

Table of Contents	2
Synopsis	3
Customer Sessions	4
<i>Customer Experience</i>	4
<i>Introductory Sessions</i>	4
<i>Open Public Sessions</i>	4
<i>School and Youth Club Sessions</i>	4
<i>Ladies Only Sessions</i>	4
Operational Period	5
<i>Opening Times</i>	5
Staff	5
<i>Staffing Requirements</i>	5
<i>Training Requirements</i>	5
Safety Boat	5
Emergency Procedures	6
Communications	6
Internet Presence	6
Marketing	6
Maintenance	7
<i>Pre-Season Maintenance</i>	7
<i>Daily maintenance before the site is open to the public</i>	8
<i>Operational Maintenance</i>	8
<i>Monthly Site Inspections</i>	9
<i>Cable System Maintenance Schedule</i>	9
<i>Boat Maintenance</i>	9
<i>End of Season Maintenance and Winterisation</i>	9
Water Quality Monitoring and Management	10
Site Management	10
Transportation and Access to the Cable Park	10
Cable Park Rider Requirements	11

Synopsis

The Operational Plan details all operational aspects of Cosmeston Lakes Wake Park (CLWP) - from pre-season maintenance and preparation through to the end of season and the 'winterisation' of the cable system and park.

Customer Sessions

Customer Experience

The wake park can host up to four customers at the park per hour. Wetsuits, wakeboards and compulsory safety helmet and buoyancy jackets will be available at the wake park for customers to hire.

Introductory Sessions

All new customers to the wake park will need to complete an introductory session – this will comprise of reading guidance notes for safe use of the wake park and the cable system, watching a safety video detailing best practice at the park and a land and water based instructional session to learn the basics of wakeboarding and using a cable system.

Open Public Sessions

The wake park will be open seven days a week allowing customers to book sessions to use the park facilities. The system operators at Cosmeston Lakes Wake Park will be experienced wakeboarding instructors. During the session, the cable operator will be able to give advice to the customer to help develop and improve their wakeboarding skills and to ensure continued enjoyment of the sport.

Once the operator is confident in the rider's skill level, the customer will be offered the opportunity to progress to using the park features for more advanced riding and trick execution. The operator has full control over the speed and direction of the cable system and can use this to help the rider with safe park feature riding.

School and Youth Club Sessions

There will be a dedicated period of time each morning where the cable park will be available for private use by local schools, colleges, universities and youth groups. During this time, up to 4 individuals will have exclusive access to the Cable Park per 90-minute session as well as professional tuition and all necessary rental kit required.

Ladies Only Sessions

Ladies only sessions are a great way to encourage ladies to try a new sport in a comfortable and non-pressurised environment. CLWP will employ a female coach to run the sessions to help build a strong ladies contingent at the wake park.

Operational Period

Cosmeston Lakes Wake Park (CLWP) aim to operate from late March to the end of October to allow for the wintering wildfowl to spend the winter at the lakes.

Opening Times

The cable park will open seven days a week at 09:00. The closing hours will vary during the season with the park closing at 20:00 or at sunset if earlier.

Staff

Staffing Requirements

CLWP will require a minimum of 2 staff members working during the off-peak times and a minimum of 3 during the peak times.

The staff positions needed are:

- Cable System Operators
- Reception / Cashier

Staff members will be recruited in early March to allow for any training requirements to be met and for familiarisation of the site before the season begins.

CLWP will employ additional part time staff to help during the busier times at weekends and school holidays.

Training Requirements

CLWP cable operators will be British Water Ski & Wakeboard certified Cable Operators.

Coaches will be qualified as British Water Ski & Wakeboard UKCC Level 2 coaches.

All boat operators will hold the RYA Powerboat Level 2 or Safety Boat certificate.

All staff will be first aid trained and trained in the use of the radio communication system at CLWP.

Safety Boat

A Rigidflex Newmatic 360, 3.6m hard-bottomed flat boat will be used as the wake park safety boat. The boat is very stable and has a good deck space for the boat operator and customers. The boat will be equipped with a 15hp four-stroke engine.

Emergency Procedures

All staff working for CLWP will be trained in first aid.

The CLWP reception will be the incident control and emergency liaison point. The reception staff member will be the co-ordinator for any incidents on site, dealing with internal and external communications as required.

CLWP will offer to liaise with the emergency services during off peak times to offer site inspections and site specific equipment familiarisation to interested emergency response teams.

Access to the wakeboarding site by emergency vehicles can be made via the main car park or via a service road to the west of the park entrance. We will liaise with Cosmeston Lakes Country Park to allow access for emergency vehicles via the service road if assistance is needed at the wakeboarding site.

Communications

CLWP will operate a two-way radio system on site. A base unit will be located in the office, with all other staff using handheld units.

The office will be the main contact point for customer telephone calls to CLWP.

Internet Presence

CLWP will have a strong web presence providing:

- A comprehensive website
- Online booking
- Opening hours daily calendar
- Site and riders' gallery

Marketing

CLWP will engage in all forms of social media to keep existing customers engaged and to encourage new customers. Updates will be regular and interesting and will aim to give as much of an insight into cable wakeboarding and the wake park as possible.

The wake park will be promoted through sports specific magazines and with local sports shops and clubs. If further marketing is required local radio and newspapers will be used.

Maintenance

Pre-Season Maintenance

In the first operational season of the cable park the cable system will have been installed and inspected by the installation team ready for the new season. British Water Ski and Wakeboard will inspect the site and issue accreditation to the site.

In subsequent years, the cable system and every element of the land and water based operations at CLWP will be thoroughly inspected and all maintenance and repairs will be made before the system is tested and the site accredited prior to the new season.

The cable system will have been winterised at the end of the previous season and will be fully inspected and overhauled before the new season begins. The running cable will be inspected and replaced if needed in preparation for the new season.

Start Pontoon and surrounding area – these will be inspected and repaired as needed.

Safety Boat – will be inspected and serviced by a marine engineer ready for the season.

Rider Equipment – all rider equipment (boards, bindings, wetsuits, buoyancy aids, and safety helmets) will have been inspected at the end of the previous season and replacements will have been ordered as needed.

Site Buoyage – the site buoyage system will be placed in situ during the operational months only. They will be removed out of season.

Land Site – The land side facilities will be inspected and cleaned. The walkways between the reception area and cable start area will be inspected by CLWP and Cosmeston Lakes Country Park and repaired if necessary.

Water Site – The water body will be cleared of any terrestrial litter and the water quality results examined.

Daily maintenance before the site is open to the public

Cable System - daily inspections and maintenance will be carried out on the cable system. These are defined by the cable manufacturer and will require a cable operator's signature to confirm that they have been completed before the site can be opened to the public.

The reception and changing areas - daily inspections and cleaning will take place at the reception area, changing rooms and lockers.

Rental Equipment will be checked daily for damage and material fatigue.

The CLWP land operational area will be walked daily to ensure customer safety, and the water site will be inspected from the safety boat before any riders are allowed on the course.

The Safety Boat will be inspected for damage and the engine will be run before the first session of the day. All fluid and fuel levels will be checked and topped up if needed.

All the site first aid and safety equipment will be inspected and positioned in its designated location before the site opens.

The onsite communication equipment will be tested before each day of operation with backup batteries being available.

Operational Maintenance

Rider Rental Equipment - All wetsuits, safety helmets and buoyancy aids will be rinsed and hung to dry after each rider session.

Rider Boards and Skis - All knee boards, wakeboards and skis will be rinsed down and checked for damage and material fatigue after each use.

The cable system trailing cable, handle and linkage will be inspected before each rider session on the water.

Each rider will be visually checked before their session to ensure they are wearing a buoyancy aid and safety helmet and that they are fitted properly to the rider.

The park features and site buoyage system will be inspected daily to ensure they are safe for operation and that they are positioned correctly on the water.

Monthly Site Inspections

Monthly maintenance of the site will be made to ensure all safety signage is intact and in place.

The park features and buoyage system and their anchor lines will be thoroughly inspected for wear and tear and material fatigue. The start pontoon will also be inspected above and below the water level for wear and tear and material fatigue.

Cable System Maintenance Schedule

The Cable System will require maintenance at regular intervals. CLWP staff will be trained by the installation team and will adhere to the maintenance structure defined by the manufacturer to ensure the system's safety and continued operation.

Boat Maintenance

The safety boat will be regularly inspected for damage to the hull and engine. All fluids will be checked and levels maintained. All servicing of mechanical elements will be carried out off site by local engineers and to the manufacturers' specification.

End of Season Maintenance and Winterisation

At the end of a season the cable park will be winterised to ensure site safety and correct storage of equipment during the winter months.

Cable System – The running cable will be inspected and winterised. A winterising maintenance plan supplied by the manufacturer will be completed.

Park features – The Park features will be towed to the centre of the course and secured together and to their supporting anchors on the lake floor.

Start Pontoon – The start pontoon will remain in situ as it is secured to the lake side.

Rental Equipment – Equipment will be inspected for damage and fatigue. Items needing attention will be repaired or replaced and stored off site.

Boat – the boat will be removed from site for the winter with servicing and maintenance being carried out in preparation for the following season.

The Reception and Changing rooms – these areas will be cleaned thoroughly and closed for the winter months.

Water Quality Monitoring and Management

The water quality in Cosmeston Lakes is currently sampled by Cosmeston Lakes Country Park and the results are monitored. CLWP will examine the sampling results with guidance from Cosmeston Lakes staff and Public Health Wales to ensure customer and staff safety.

Any terrestrial derived litter in the CLWP operational area will be removed from the water by CLWP using the safety boat and specialist equipment.

Site Management

Cosmeston Lakes Wake Park will undertake the task of clearing any terrestrial litter from the land and water operational areas of the wake park.

Transportation and Access to the Cable Park

Full details can be found in the supporting document 'Cosmeston Lakes Wake Park - Transport Statement.pdf'

Parking Facilities

Cosmeston Lakes Country Park has 700 parking spaces which can be used for parking cars, minibuses and coaches.

Buses

There is a regular bus service on Lavernock Road with bus stops outside the park entrance.

Trains

Penarth train station is within walking distance to CLWP at 1.4 miles away.

Cycling

Penarth can be reached by bicycle via the disused railway pathway and road system.

Walking

Cosmeston Lakes Country Park is a beautiful area of over 100 hectares with many walkways on site. The entrance to the park is accessible by local pavements to Penarth.

Cable Park Rider Requirements

All riders will be required to adhere to the following:

- Skiers/riders must be 10 years old and above to use the Cable System.
- All riders must be able to comfortably swim a minimum of 25 metres.
- All first-time riders must complete a safety brief and a beginner instructional session. Following completion of this session the rider can access the site at any time during the open sessions.
- All riders must wear a buoyancy aid and a safety helmet that are fitted correctly.
- All riders will need to sign a medical consent form and safety and risk declaration at each visit to the course.
- Riders will be asked to inform CLWP of any illnesses contracted within 24 hours of using the site. CLWP will immediately report any illnesses to Public Health Wales via a health survey form.