



# **Safe Operating Procedures 2023**

# Introduction & Contacts

## Introduction and policy statement

The safety of all participants is accorded the highest priority at Deben Watersports Centre. These safe operating procedures are the central component of the centre's approach to health and safety. They define the responsibilities and duties of centre members and users relating to water sports undertaken at the centre. They should be followed at all times. Any issues with these procedures should be raised with the centre at the earliest opportunity

## Insurance

The centre carries public & products liability insurance for a minimum sum of £5,000,000  
Any insurance cover in addition to the above is the responsibility of participants, parents or group leaders.

## Adventure Activity Licensing

The had AALA license R2095, this is expired so no licensable activity can take place. If required a reapplication will be made.

## Main Location of Activity Details

Deben Watersports Centre  
River Wall  
Woodbridge  
Suffolk  
IP12 4BB

OS X (Eastings)	627081
OS Y (Northings)	248558
Nearest Post Code	IP12 4BB
Lat (WGS84)	N52:05:20 (52.088755)
Long (WGS84)	E1:18:48 (1.313270)
LR	TM270485

## Contact Details for SOPs

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**The procedures were last reviewed April 2023**

## **Health and Safety in Adventure Activities – Information for Members and Users**

- Providing learning opportunities and challenging experiences that will contribute to young people's physical, personal and social development.
- Promoting the values of outdoor activities and providing equality of opportunity and access for all.
- Providing support and advice to schools, youth and other groups wishing to undertake outdoor activities.

The safety of participants is of the highest priority in all activities offered by the centre. This pack contains information on the safety practices and procedures followed by our coaches and committee to ensure that all our participants have a safe, enjoyable and worthwhile experience.

Included within these pages you will find:

- Safety management statements
- Risk assessment and safe operating procedures for the individual activities provided.
- A table of instructor qualifications for adventure activities
- A statement of emergency procedures.

Please also check any specific information sent to you by the centre regarding the course or activities you have booked.

Please feel free to contact us if you require any additional information

## **Health and Safety in Adventure Activities – Information for Coaches**

The safety of participants is of the highest priority in all activities offered by the centre.

As a coach you will have undergone training under the relevant national governing body guidelines. You are expected to act in accordance with the principles of safe practice taught during your training.

All coaches must also be familiar with and observe these safe operating procedures. On appointment as a centre instructor, or following a revision of the procedures, you will receive and sign for a copy of the safe operating procedures for the activities you instruct. You will also receive the emergency procedures.

If you have any concerns regarding your own safety or the safety of participants, you have a duty to report these concerns to your senior coach in the first instance or any member of the centre committee.

Any suggestions from coaches for amendments to the safe operating procedures are also welcomed. However, until such amendments are formally adopted, existing procedures stand and must be followed.

## **Responsibilities of the Centre Officers**

### **Centre Chairman**

The centre chairman is responsible for the overall management of the centre. This is discharged with the support of the centre committee and the following specific roles.

### **Chief Instructor**

The chief instructor is appointed by the centre committee and would normally be an experienced coach from within the centre and would normally hold as a minimum BCU Level 3 or UKCC/BCU Level 2 with moderate water endorsement or an RYA Senior Instructor.

The CI is responsible for ensuring the following tasks are carried out:

- Ensure all safety equipment is inspected regularly and maintained / replaced.
- Authorise all activity at the centre and ensure all activities are supervised in accordance with the staff qualifications matrix
- Ensure all instructors are familiar with and follow the safe operating procedures for the activities they supervise.
- Maintain a system of incident and near miss and equipment defect reporting
- Encourage members and instructors to discuss and report safety concerns at any time and provide formal opportunities for these to be raised, for example at staff meetings.
- Place no obligations upon instructors that are inconsistent with the requirements of the relevant safe operating procedures.

### **Group Instructor**

The term “group instructor” refers to the person supervising and responsible for the safety of an individual activity group. The responsibilities of group leaders are detailed later.

### **Responsibilities common to all instructors**

All instructors, members and volunteers, have a responsibility for the safety of those they supervise in adventure activities, and also for their own safety and that of their colleagues. These common responsibilities include:

- Always have regard to their own and others safety.
- Be familiar with and abide by the safe operating procedures for the activities they lead or instruct
- Abide by all safety instructions from the centre.
- Report all safety concerns (including formal incident/near miss/defect reporting).

NB: Any instructor can decline to go afloat if they feel they have insufficient experience or competence to discharge their responsibilities in the conditions on the day.

### **Child Welfare Officer**

- Provide information for parents, normally through accompanying group leaders. This information should be sufficiently detailed so that parents could not reasonably claim to have been misled as to the nature of the activities offered or the level of supervision that will apply.
- Ensure parents and accompanying group leaders are reminded that it is important to declare participant's relevant medical conditions and convey these to the instructor in charge of the session.

### **Use of Deben Watersports Centre**

. The following must be undertaken when using the DWC:

- All craft use must be recorded both clubs and centre boat usage
- The centre must be left clean and tidy.
- The centre can only be used when it has been booked.

## **Instructor Qualification Matrix**

<b><u>Type of Activity</u></b>	<b><u>Lead/Group Instructor minimum</u></b>	<b><u>Maximum ratio</u></b>	<b><u>Session Authorised by (minimum)</u></b>
Deben Swimming Pool	<ul style="list-style-type: none"> <li>BCU Level 2 Inland Kayak, BCU/UKCC Level2/ BC Coach</li> <li>BCU (UKCC) Level 1 / BC PS Instructor with site specific training and assessment</li> </ul>	1:12 when supported by a qualified first aider	<ul style="list-style-type: none"> <li>BCU (UKCC) Level 1/ BC PS Instructor with site specific training and assessment</li> </ul>
Kayaking at Woodbridge Sheltered Inland Water	<ul style="list-style-type: none"> <li>BCU Level 2 Inland Kayak, BCU/UKCC Level 2/ BC Coach</li> <li>BCU (UKCC) Level 1 with a 3star and site specific training and assessment</li> </ul>	1:8 students	<ul style="list-style-type: none"> <li>BCU Level 2 Inland Kayak, BCU/UKCC Level2/ BC Coach</li> </ul>
Canoeing at Woodbridge Sheltered Inland Water	<ul style="list-style-type: none"> <li>BCU Level 2 Inland Canoe (old scheme)</li> <li>BCU Level 2 Inland Kayak with 3* Open Canoe (old scheme)</li> <li>BCU (UKCC) Level 1 / BC PS Instructor with a 3star and site specific training and assessment</li> <li>BCU (UKCC) Level 2 / BC Coach</li> </ul>	1:6 students in open canoes paddled solo 1:12 students when paddling tandems, or crew boats	<ul style="list-style-type: none"> <li>BCU Level 2 (old scheme)</li> <li>BCU (UKCC) Level 2 / BC Coach</li> </ul>
Improvised Rafting	<ul style="list-style-type: none"> <li>BCU (UKCC) Level 1 / BC PS Instructor with a 3star and site specific training and assessment</li> <li>Other NGB Instructor or site specific trained individual as determined by Chief Coach</li> </ul>	1:8 students with a maximum of 2 rafts.  If other ratios are needed then specific authorisation is required from Centre	<ul style="list-style-type: none"> <li>BCU Level 2 (old scheme)</li> <li>BCU (UKCC) Level 2</li> <li>BC Coach</li> </ul>
Powerboating	<ul style="list-style-type: none"> <li>RYA Powerboat Instructor</li> </ul>	Boat loading limits apply or 1:12 if larger craft. RYA limits for teaching RYA Courses	<ul style="list-style-type: none"> <li>RYA Powerboat Instructor</li> </ul>
Stand Up Paddleboarding (SUP)	<ul style="list-style-type: none"> <li>BC Coach Level 1 / PS Instructor with SUP and site specific training</li> </ul>	1:6 boards (8 people)	<ul style="list-style-type: none"> <li>BCU Coach Level 2</li> <li>BC Coach</li> </ul>

Level 1 Coaches /Paddlesport Instructor that have been trained and approved to operate without direct supervision will have their centre record amended by the centre to that effect.  
RYA Instructors that have been trained and approved to operate without direct supervision will have their centre record amended by the centre to that effect.

Any other activities to follow the RYA or BCU Terms of Reference for Coaches and Leaders or other relevant NGB guidelines.

Where any session is authorised by someone who will not be directly present the following should be followed:

- The authorising coach/instructor does not have to be present, but should be contactable and may authorise other coaches to go afloat and lead activities that are suitable to the experience and qualification of the operating coach.
- The weather, local conditions such as tide, water temperature, ability of the group etc must be taken into account by the authorising coach/instructor and all group leaders.
- The operating coach/instructor may be given advice or specific instruction as to when to terminate the session, e.g. wind speed exceeds Force 4.
- The operating coach/instructor may refuse to go afloat or terminate a session safely at any point if they feel that they cannot safely and confidently proceed.
- The operating coach/instructor shall inform the authorising coach at the successful completion of the session as soon as reasonable after its conclusion to confirm all are safely off the water unless otherwise agreed.
- The operating area/instructor would normally be restricted to operating from Troublesome Reach (just beyond the island/Kyson point) to the Robertson boatyard (just past the Tide Mill Marina)

### **Coach/Instructor Monitoring**

The centre will be responsible for monitoring the standards of any coaches and instructors that operate for the centre directly. The frequency of this monitoring will be determined by the frequency of operation of the instructor and the activities taking place. It is expected with the small number of instructors involved that this will be an informal process but not withstanding the chief coach's responsibility to ensure safe operations.

Organisations and other groups authorised to operate at the centre are required to undertake regular monitoring of their instructor/coaches day to day activities. For the avoidance of doubt organisations such as DCC and Xplore will regularly monitor their own instructors to ensure that they are operating safely and in line with these SOPs. DWC will also monitor standards and instructors/coaches to ensure they are satisfied with their operation. All activity is to be authorised by DWC under these SOPs following the normal booking process. Any issues that result from the monitoring, these SOPs or any other issues should be raised with Deben Watersports Centre with the minimum of delay.

## **Risk Assessment and Operating Procedures – Paddle Sports (Canoeing, Kayaking and SUPs)**

All paddlesports are supervised by validated instructors who hold an appropriate BC Coach award and are conducted in accordance with the operating procedures listed below, drawn up in consultation with the Chief Instructor for the activity. The exception to this is when Deben Canoe Club (DCC) operates a peer group paddling session when a coach is not required. The Appendix later in this document details how that will operate. DCC takes all responsibility for those activities and must ensure that the agreed procedures are followed.

<b>Risk</b>	<b>Control Measure</b>
Drowning, following capsizes or entrapment	<ul style="list-style-type: none"><li>• Participants wear a correctly fitted buoyancy aid at all times.</li><li>• Buoyancy aids are subject to an annual inspection and a visual check prior to every use.</li><li>• Equipment are of an appropriate size and type for participants.</li><li>• Equipment is subject to an annual maintenance schedule, and are visually checked prior to each use.</li><li>• Participants are given a full safety briefing, including the capsize procedure.</li><li>• Sessions are conducted as per the procedures below.</li><li>• Appropriate supervision is provided for participants with declared special needs or medical conditions that place them at additional risk.</li></ul>
Physical injuries resulting from equipment misuse, manual handling, slips trips or falls	<ul style="list-style-type: none"><li>• Participants are briefed as per procedures below.</li><li>• Instructors ensure that all participants wear appropriate clothing and footwear.</li><li>• Sessions are managed in ways that reduce these risks</li><li>• Ensure water is deep enough for SUP launching to avoid injuries and damage to craft</li><li>• Where games are played that they are appropriate, location is suitable and the right equipment is deployed.</li></ul>
Collisions with fishermen, swimmers, other craft and other water users	<ul style="list-style-type: none"><li>• Operations of other users are identified and assessed. If additional risks are identified, the session is modified accordingly.</li><li>• Waist leashes are used when SUPs are in use.</li></ul>
Hyperthermia, hypothermia, sunburn.	<ul style="list-style-type: none"><li>• Instructors ensure that participants are appropriately dressed for the weather conditions, and adapt the activity as conditions dictate. Consider removing to better location.</li></ul>
Water related diseases	<ul style="list-style-type: none"><li>• Instructors remind participants that all open cuts, grazes or wounds are suitably covered.</li><li>•</li></ul>

### **Responsibilities of group instructors in charge of canoeing, kayaking and SUPs**

The group leader in charge of the session is responsible for ensuring that the procedures below are followed. They should ensure a safe operating environment is maintained taking into account BC Guidelines, Centre Guidelines, Weather Conditions and group abilities. The group leader has the final decision and should ensure that trips are run in a safe and controlled way. This may include defining roles for other paddlers or splitting the group into multiple groups for ease of management. The group leader always has responsibility for the group on the water.

#### **Ratios**

- Ratios must be in accordance with minimum standards for paddle sports detailed later, see instructor qualification matrix.
- Any additional instructors involved in the session must be briefed and understand their responsibilities.
- Any instructor can decline to go afloat if they feel they have insufficient experience or competence to discharge their responsibilities in the conditions on the day.

#### **Equipment**

- Kayaks and canoes should be visually checked before the session to ensure that

- they are suitable for the intended activity and weather conditions,
- they are in adequate condition,
- they have adequate and secure buoyancy,
- they are appropriately sized for participants,
- Essential fittings are present, in good condition and adjusted properly.
- Participants' buoyancy aids should be checked to ensure that they are the appropriate size, in good condition, adjusted correctly and properly fastened.
- Participants should be appropriately clothed for the intended activity and weather conditions.
- Participants should be reminded that any open cuts must be covered with a waterproof plaster, and to speak to the instructor if further advice is required.

### **Conduct of the session**

- Before going afloat, the coach should obtain a weather forecast for the duration of the session and check any other safety information posted at the centre.
- A complete register must be taken at the start and end of the session, including all instructors and participants. This must be left at the Centre together with the emergency contact information for all participants. Regular head counts must be made during the activity.
- A safety briefing must be given before going onto the water, and during the session as required. The instructor must decide at which point to include the following items
  - Safe use of paddles to avoid head injury.
  - Safe manual handling of kayaks or canoes.
  - Capsize procedure.
  - Care on slippery surfaces.
  - Importance of staying together.
  - Importance of responsible behaviour and listening to instructions.
  - The communication methods in an emergency including whistles, calls and hand signals as appropriate.
- The programme of activity must be appropriate to the needs and abilities of the group and modified in response to changing weather conditions or deteriorating morale.
- The instructor, and any additional instructors must maintain control of the group so that he or she can quickly reach any group member in difficulty.
- If participants have declared special needs or medical conditions that place them at additional risk the instructor must ensure that appropriate supervision is provided.
- The instructor must either remove an individual from an activity, or suspend the activity, if the behaviour of an individual or group is such as to create a danger to themselves or others. The instructor should consider gaining advice from the lead coach if they consider they are struggling to manage the situation. The safety of the whole group is paramount and if necessary the group should be taken off the water until the situation can be resolved and all participants adequately supervised or handed over to other responsible persons so that all individuals are supervised at all times.
- Instructors remain responsible for the supervision of all participants until they are handed back to the group leader or parent at the end of the session. A final head count must take place at this point.

### **Emergency Planning**

- Emergency equipment carried must include the following items:
  - an appropriately stocked, checked emergency aid kit,
  - a towing system.
- In addition, for sessions where the group may be paddling away from the local water sports area:
  - appropriate spare clothing,
  - appropriate spare food and drink.
- For sessions involving grade II water or above a throw line must also be carried and distress flares should be carried with any group paddling at sea. For Grade II water or surf the group instructor must also carry a knife, concealed when not in use.
- Instructors must be familiar with the centre emergency procedures.
- If the group intends to operate outside the local water sports area a full voyage plan, with timings, group information, craft type and description, must be left ashore with a responsible person. A responsible person must also be informed if a group is going afloat with no second instructor or competent adult



paddler present. The responsible person must be briefed as to what action should be taken in the event of an emergency or in the event that the group leader does not report in within an agreed time limit.

### **Reporting**

- All incidents, accidents, near misses, and hazards must be reported using the appropriate form.
- Defects and damages must be reported using the fault book or defects log.
- Any safety concerns arising from the session must be reviewed. Any concerns relevant to the safe operation of the centre must be communicated to the Chief Coach.

## **Risk Assessment and Operating Procedures – Improvised Rafting**

All rafting activities are supervised by either a BCU Coach or other individual who has undertaken additional site-specific training in this activity. Rafting activities are conducted in accordance with the operating procedures listed below, agreed with the technical adviser.

<b>Risk.</b>	<b>Control Measure</b>
Drowning	<ul style="list-style-type: none"><li>• Participants wear a correctly fitted buoyancy aid at all times.</li><li>• Buoyancy aids are subject to an annual inspection and a visual check prior to every use.</li><li>• All raft building equipment is subject to an annual maintenance schedule, and is visually checked prior to each use.</li><li>• Participants are briefed on safety hazards.</li><li>• Sessions are conducted as per the procedures below.</li><li>• Appropriate supervision is provided for participants with special needs or medical conditions that place them at additional risk.</li></ul>
Severe weather/ Hypothermia	<ul style="list-style-type: none"><li>• Instructors ensure that participants are appropriately dressed for the weather conditions, and adapt the activity as conditions dictate. Consider removing to better location.</li></ul>
Head injuries	<ul style="list-style-type: none"><li>• All participants are briefed on how to use a paddle in a safe manner.</li><li>• Instructors modify rafts that look particularly unstable in order to prevent 'flipping'.</li></ul>
Water related diseases	<ul style="list-style-type: none"><li>• Instructors remind participants that all open cuts, grazes or wounds are suitably covered.</li></ul>
Physical injuries resulting from equipment misuse manual handling, slips, trips and falls	<ul style="list-style-type: none"><li>• Participants are briefed as per the procedures below.</li><li>• Instructors ensure that all participants wear appropriate clothing and footwear.</li><li>• Sessions are managed in ways that reduce these risks.</li></ul>
Collisions with other craft and water users.	<ul style="list-style-type: none"><li>• Operations of other water users on site are identified and assessed and the rafting activity modified if necessary.</li><li>• Liaison with other users takes place as required to reduce any conflict and risks.</li></ul>
Manual Handling	<ul style="list-style-type: none"><li>• Participants are supervised when lifting poles, barrels and the raft itself.</li><li>• Sufficient people are involved to share the load when moving rafts.</li><li>• Coaching is given in safe lifting techniques.</li></ul>

### **Responsibilities of group instructors in charge of improvised rafting:**

#### **Ratios**

- Ratios must be in accordance with minimum standards for improvised rafting (See Instructor Matrix).
- All instructors involved in the session must be briefed and understand their responsibilities.
- Any instructor can decline to go afloat if they feel they have insufficient experience or competence to do so in the conditions on the day.

#### **Equipment**

- All raft building equipment must be visually checked before the session to ensure that it is suitable and in adequate condition
- Participants' buoyancy aids must be checked to ensure that they are the appropriate size, in good condition, correctly adjusted and properly fastened.
- Participants must be appropriately clothed for the intended activity and weather conditions.
- The wearing of helmets by participants is at the instructor's discretion, taking into account that tighter group control and closer inspection of the raft before going afloat may be necessary if helmets are not worn to prevent head injuries caused by the misuse of paddles or flipping/collapsing of the raft.
- Participants must be reminded that any open cuts must be covered with a waterproof plaster, and to speak to the instructor if further advice is required.

- All instructors running a rafting session must have either a canoe or a other safety craft, dependent upon their qualifications, available to them during the whole session. They must also carry a knife which is concealed when not in use. A first aid kit must be available. Where rafting is supervised from the bank a reaching pole and/or life-ring or throw line may also be provided, at the instructor's discretion.

### **Conduct of the session**

- Before going afloat, the instructor should obtain a weather forecast for the duration of the session and check any other safety information posted at the centre.
- The instructor must assess whether the activities of other water users pose a risk to the group undertaking rafting, liaise with other water users as appropriate, and modify or curtail the raft building activity if necessary.
- A complete register must be taken at the start and end of the session, including all instructors and participants. This must be left at the Centre together with the emergency contact information for all participants. Regular head counts must be made during the activity.
- A safety briefing must be given before going onto the water, and during the session as required. The instructor must decide at which point to include the following items
  - Safe use of paddles to avoid head injury.
  - Safe manual handling of rafts and equipment.
  - Capsize and person-overboard procedures.
  - Care on slippery surfaces and when moving around raft-building equipment
  - Importance of staying together.
  - Importance of responsible behaviour and listening to instructions.
  - The communication methods in an emergency including whistles, calls and hand signals as appropriate.
- The programme of activity must be appropriate to the needs and abilities of the group and modified in response to changing weather conditions or deteriorating morale.
- The instructor must inspect and modify rafts if necessary before going afloat to reduce the possibility of unstable rafts "flipping".
- The instructor must maintain control of the group so that he or she can quickly reach any group member in difficulty.
- The instructor must carefully supervise all manual handling of heavy or awkward equipment, particularly when moving the assembled raft to and from the water, to ensure that this is done safely and with sufficient group members sharing the load.
- If participants have declared special needs or medical conditions that place them at additional risk the instructor must ensure that appropriate supervision is provided.
- The instructor must either remove an individual from an activity, or suspend the activity, if the behaviour of an individual or group is such as to create a danger to themselves or others.
- Instructors remain responsible for the safety of all participants until they are handed back to the visiting group leader or parent at the end of the session. A final head count must take place at this point.

### **Emergency Planning**

- Instructors must be familiar with the centre's emergency procedures.

### **Reporting**

- All incidents, accidents, near misses, and hazards must be reported using the appropriate form.
- Defects and damages must be reported using the fault book.
- Any safety concerns arising from the session should be reviewed. Any concerns relevant to the safe operation of the centre must be communicated to the Chief Instructor.

## **Risk Assessment and Operating Procedures –Powerboating and Safety Boats(powered)**

All safety or powerboat boat drivers are normally over 18 and hold, as a minimum, the RYA Level 2 Powerboat Award unless powerboat training is being undertaken. Powerboat boat driving is conducted in accordance with the operating procedures listed below, agreed with the technical adviser for the activity. Where there is an under 18 year old then there will be an adult (over 18, RYA powerboat instructor or responsible person approved by the CI) taking charge and then only with the Chief Instructors permission.

<b>Risk</b>	<b>Control Measure</b>
Drowning, following capsize or entrapment	<ul style="list-style-type: none"><li>• Participants wear a correctly fitted buoyancy aid at all times</li><li>• Buoyancy aids and life jackets are subject to an annual inspection and a visual check prior to every use.</li><li>• Powerboats are subject to an annual maintenance schedule, and are visually checked prior to each use.</li><li>• Powerboats are equipped with the appropriate equipment for the activity.</li><li>• Powerboats are operated as per the procedures below.</li><li>• Kill cords (where fitted) are used whenever the boat is in use.</li></ul>
Fire	<ul style="list-style-type: none"><li>• Power boat crews are not allowed to smoke in or near the craft or where fuel is stored.</li></ul>
Physical injuries resulting from equipment misuse, collisions, manual handling, slips trips or falls	<ul style="list-style-type: none"><li>• Engines are turned off when dealing with a fouled propeller, or a person in the water. (propguards are not fitted to centre craft)</li><li>• Participants wear the appropriate clothing and footwear.</li><li>• Back issues due to pounding, ensure all participants are adequately seated</li><li>• Ensure everyone is holding on for high speed manoeuvres</li><li>• Powerboats are managed in ways that reduce these risks</li></ul>
Hyperthermia, hypothermia, sunburn.	<ul style="list-style-type: none"><li>• Powerboat boat crews ensure that they are appropriately dressed for the weather conditions, and adapt the activity as conditions dictate. Consider removing to better location.</li></ul>
Water related diseases.	<ul style="list-style-type: none"><li>• Power boat crews ensure open cuts, grazes or wounds are suitably covered.</li></ul>
Casualty in water injured by engine	<ul style="list-style-type: none"><li>• Helm receives approved training</li><li>• Training includes how to approach casualty in water</li></ul>

## **Responsibilities of group instructors in charge of powerboats or safety boats**

The group instructor in charge of the activity session is responsible for ensuring that the procedures below are followed in respect of any safety boats assisting with the session

### **Ratio**

- All boats must be manned with the appropriately qualified personnel (see instructor matrix).
- There must be an appropriate number of manned safety boats where required for supervising other activities rather than powerboating itself, for the intended activity and the weather conditions.

### **Equipment**

- Power boats must be visually checked before the session to ensure that
  - they are suitable for the intended activity and weather conditions
  - they are in adequate condition
  - they have adequate fuel for the activity session
  - they have adequate and secure buoyancy
  - Essential fittings are present, in good condition and adjusted properly.

- they are appropriately equipped for the activity, the following are the minimum that should be on board;
  - Spare Kill Cord.
  - Adequate fuel (including sufficient to cover emergencies)
  - Alternative means of propulsion.
  - Knife and par buckle (or similar).
  - First Aid Kit
  - Radio
  - Appropriate flares dependant on working areas (open sea only)
  - Basic toolkit
- Participant must wear buoyancy aids or life jackets that are the appropriate size, in good condition, correctly adjusted and properly fastened.
- Power boat drivers must wear a kill cord at all times, attached to their buoyancy aid or around their leg (not required in any launch that is not fitted with such a device). Consideration of second kill cord when young people are driving or in any situation the responsible person considers appropriate.
- Participant's boat crews must be appropriately clothed for the intended activity and weather conditions.
- Safety boat drivers (or instructor) must ensure all passengers are seated in the safest manner to minimise the risk of back injuries.
- Any open cuts must be covered with a waterproof plaster.

### **Conduct of the session**

- The displayed carrying capacity of the craft must not be exceeded.
- Before going afloat, the instructor must obtain a weather forecast for the duration of the session and check any other safety information posted at the centre.
- A complete register must be taken at the start and end of the session, including all instructors and participants. This must be left at the Centre together with the emergency contact information for all participants. Regular head counts must be made during the activity.
- A safety briefing must be given before going onto the water, and during the session as required. The instructor must decide at which point to include the following items.
  - Care on slippery surfaces
  - Importance of responsible behaviour and listening to instructions.
  - Holding on
  - Seating instructions
- The programme of activity must be appropriate to the needs and abilities of the group and modified in response to changing weather conditions or deteriorating morale.
- If participants have declared medical special needs or medical conditions that place them at additional risk the instructor must ensure that appropriate supervision is provided.
- The instructor must either remove an individual from an activity, or suspend the activity, if the behaviour of an individual or group is such as to create a danger to themselves or others.
- Instructors remain responsible for the supervision of all participants until they are handed back to the visiting group leader or parent at the end of the session. A final head count must take place at this point.

### **Refuelling**

- All personnel tasked with purchasing fuel must comply with the RYA guidance on the carriage and storage of Fuel.

### **Emergency Planning**

- Instructors or Safety Boat Crews as appropriate must be familiar with the centre emergency procedures.

- If the group intends to operate outside the normal operating area a full voyage plan, with timings, group information, craft type and description, must be left ashore with a responsible person. A responsible person must also be informed if a group is going afloat with no second instructor or competent adult helm present. The responsible person must be fully briefed in what action should be taken in the event of an emergency or in the event that the group leader does not report in within the agreed time limit.

## **Reporting**

- All incidents, accidents, near misses, and hazards must be reported using the appropriate form.
- Defects and damages must be reported using the fault book.
- Any safety concerns arising from the session must be reviewed. Any concerns relevant to the safe operation of the centre must be communicated to the Chief Instructor.

## • **Risk Assessment and Operating Procedures – Other Activities**

**Where the committee authorises occasional other activities that the centre is qualified and capable to offer then these will be carried out in line with conditions laid down by the centre committee and where applicable NGB guidelines.**

## **Register/log Sheet Procedures**

As previously stated, a register of all people afloat must be made and left at the centre for all sessions. This is to enable another person to quickly identify those out on session in the event of an emergency or other event that may require someone to need the information so they should only be easily accessible for the session. These log sheets should record name and emergency contact details for all participants.

At the conclusion of the session (or series of sessions for courses etc) then log sheets should be destroyed by the relevant instructor in a way that information can not be used by other people. This is a data handling requirement so that we are GDPR compliant.

## **Emergency Procedures**

Emergency procedures and contact arrangements for each centre are given on the following pages. These pages should be issued on a laminated card to each group instructor working at the centre.

The contacts listed will be able to offer support in the event of an emergency. One of the emergency contacts must be alerted in the event of life-threatening injuries, or likely media interest. Contact should be made at the earliest opportunity, responsibility to the casualty permitting.

## **Local Water Sports Areas**

The normal area for paddling, sailing and powerboating activities is :

The River Deben from Wilford Bridge to Waldringfield.

When paddling beyond Metersgate Quay then a shore contact should be aware of group size and finish time and be contacted on return to provide additional assurance

Activities may take place outside this area when specifically authorised by the Centre, this may require additional risk assessment, passage planning, shore side contact etc and will be considered on a case by case basis.

## **SAFEGUARDING**

The Children and Young People Service is committed to safeguarding and promoting the welfare of children and young people. All management and senior instructors are expected to ensure that safeguarding issues are addressed in accordance with the guidance issued by the Suffolk Safeguarding Children Board.

All staff and volunteers must report any suspicion or allegation of child abuse to the senior instructor in charge who will contact the Welfare Officer.

Centre Welfare Officer

Frank Hilder, contact on: 07519106795

If you are unable to contact Welfare Officer follow Flowchart on the next page and if you are in any doubt contact

**Children's Services:**

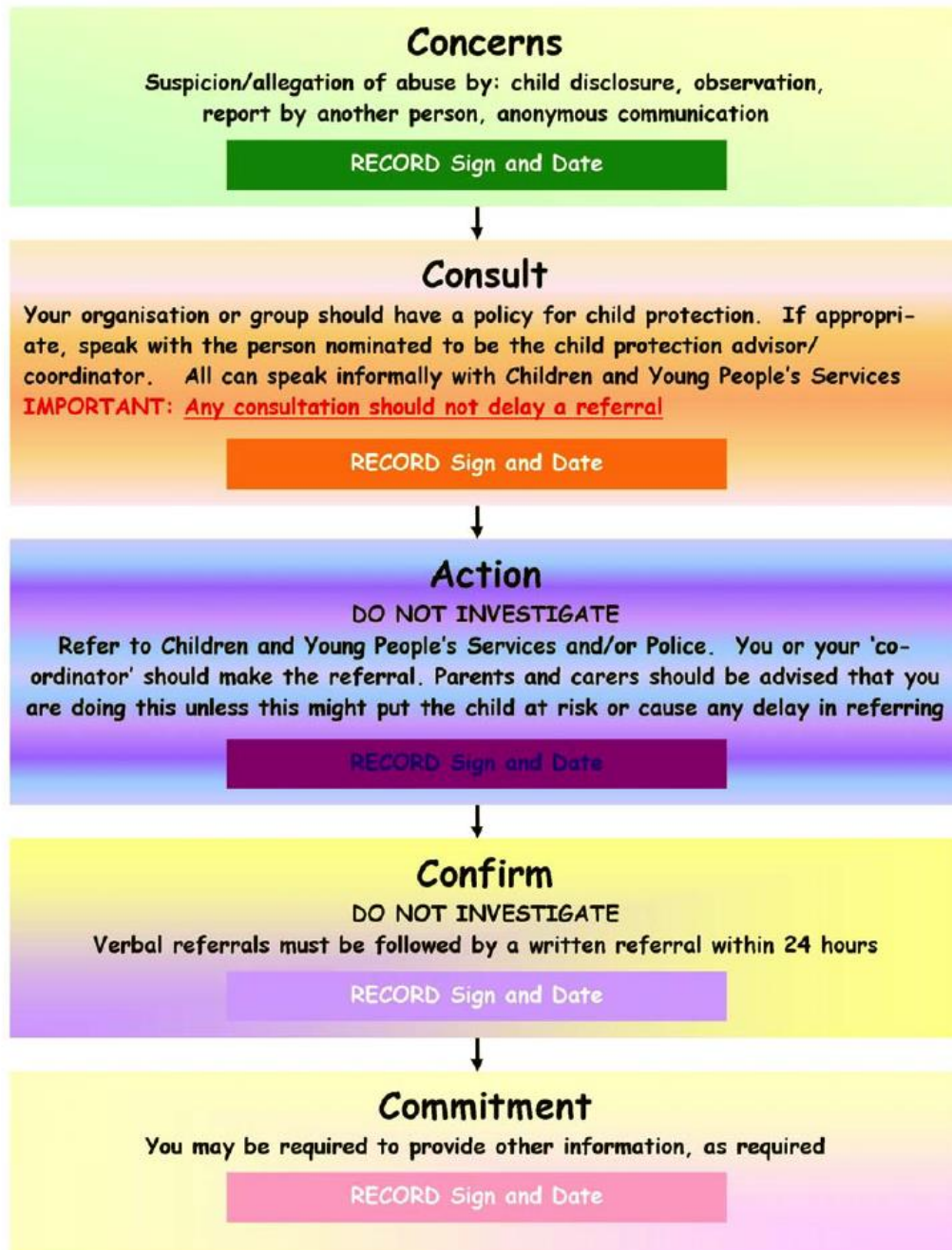
**Customer First freephone No:**

**0800 917 1109**

## **WHISTLE- BLOWING**

If you have concerns about a colleague's or volunteer's actions in engaging with young people, contact the Child Protection Officer or if not appropriate contact the centre chairman.

## Flowchart for Referral



## REMEMBER

DO NOT DELAY - CHILDREN'S SERVICES AND POLICE ARE ALWAYS AVAILABLE



## Flowchart for Referral

# ARE YOU CONCERNED ABOUT A CHILD?

## TELEPHONE AND REFER!

A general principle for referral is outlined  
in the flowchart overleaf

### Telephone Numbers:

#### Children's Services:

Customer First freephone No: 0800 917 1109

#### Emergency Duty Service

Week days: 5.20pm to 8.45am

Weekends: 4.25pm Friday to 8.45am Monday 0800 917 1109

#### Suffolk Police:

Main Switchboard No: 01473 613500

**IN AN EMERGENCY DIAL 999**

Suffolk's Guidance and Procedures  
for safeguarding children are  
available

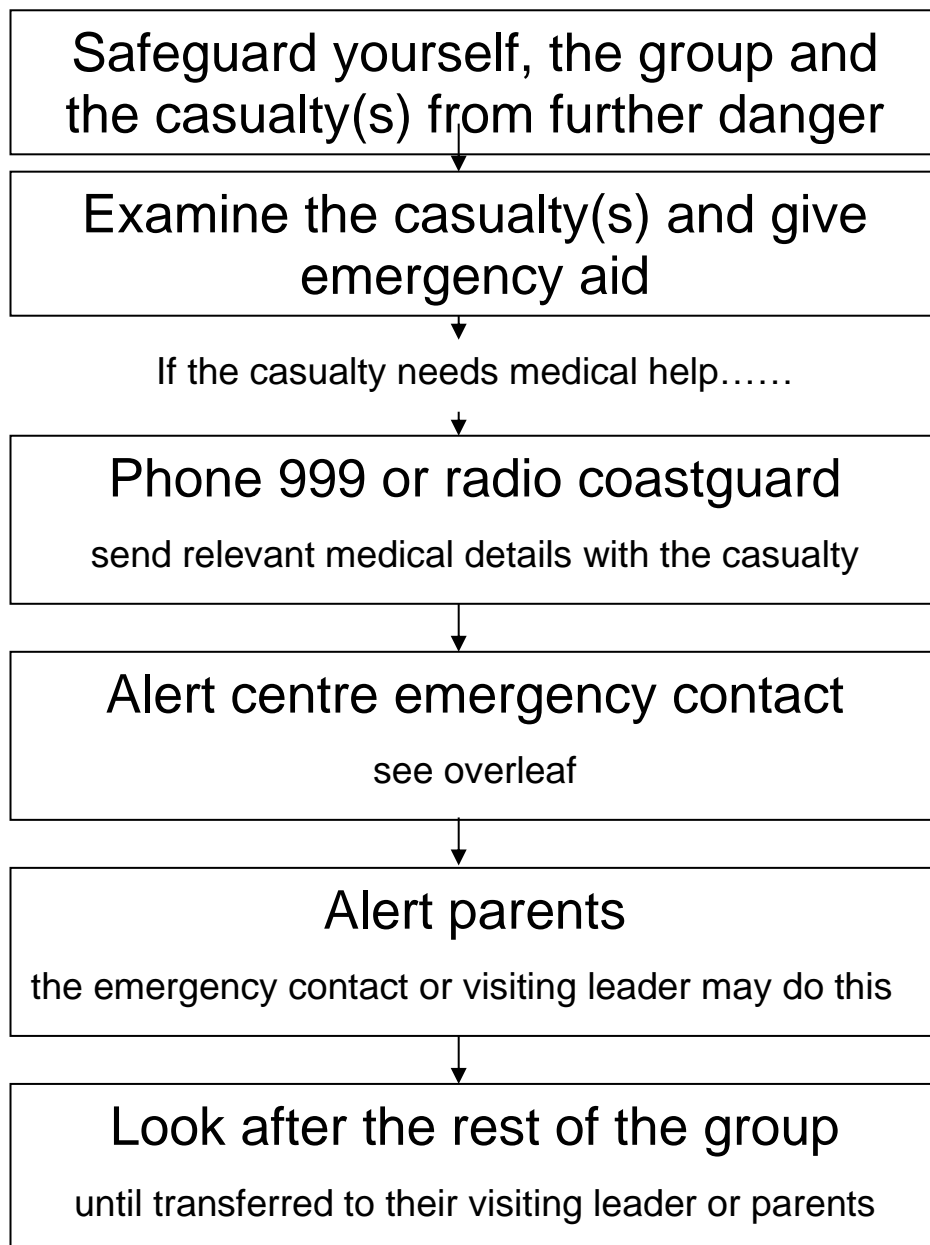
@ [WWW.SUFFOLKSCB.ORG.UK](http://WWW.SUFFOLKSCB.ORG.UK)



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For further copies please telephone 01473 264733

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# EMERGENCY CHECK LIST



## Deben Watersports Centre

### Emergency Contact Numbers:

Adrian Slim: Chairman	07802 162433
Alan Comber	07917023871
Tim Midwinter	07889 878158
Mick Watts	07754519249
Frank Hilder Welfare Officer	07595491381

### Telephone locations:

Landline phones at Deben Yacht Club, Deben Swimming Pool and Woodbridge Youth Centre.

Public Phone: Woodbridge Station. All group instructors should consider carrying a VHF radio or mobile telephone.

Dover Coastguard VHF 16, or 999 in emergency  
Post Code is IP12 4BB

Grid Reference TM273484

Lat/Long N52:05:17 E1:18:59

what3words submitted.heckler.boot



## **Deben Site specific training for Level 1 coaches**

Requirements for operating without direct supervision: UKCC Level 1, FA certificate and a 3 star award and sign off by nominated Senior Coach or TA .

Introduction and role of level 1 coach in operating without on site supervision.

### **Centre and site:**

Tour of centre, including where things are stored. Including boats, paddles and buoyancy aids

Where are toilets, emergency showers etc.

Out of use equipment reporting and fault procedures. Log sheets

Equipment checks and how to make small repairs if appropriate. Fault reporting.

How equipment is stored including manual handling considerations

How to get and agree parameters for authorisation to run session.

### **Access and egress to water:**

Local launching points, primarily slipway and town steps, but possibly DYC and others

Local hazards, boat movements, crane, marina and boat yards, high water boat movements to marina. Dinghy racing, rowing club etc.

Emergency egress points in Woodbridge side, to include Whistocks and Kyson point.

Emergency procedure Inc. EAP, use of mobile phone and radios as appropriate

Accident/incident reporting

### **On water:**

If not used to the area or has not paddled here before the normally the coach would come on the water for at least one session to experience the venue.

How to get boats to the launching area, consideration of group being split and manual handling  
Orientation of area and normal limits of Level 1

Depending on 3 star gained then the following should be brought to the coaches attention

- Flow rate and hazards, around yachts, pontoon and other fixed structures, ropes of mooring etc.
- Techniques for group control, fixed and floating rafts, use of banks and eddy areas
- Tide effects, what happens when the tide turns and when. Tide tables and heights.
- Change of access/egress effective paddling areas at low/high water
- Consideration of capsize in the flow.



## **Deben Site specific training for Rafting.**

Trainer: UKCC Level 2 or BCU Level 3+ or RYA Senior Instructor with rafting experience

### **Content**

Discussed safety kit and locations to Raft, need to limit area:

Normally rafting will take place off the Jetty in front of the Yard crane, or potentially Yacht club slipway.

#### **Raft Building**

- Use of different knots
- Manual handling
- Building a raft
- Incident training including use of knife  
(incident : recovery a trapped person under a raft)

#### **Rafted Canadian Canoes**

- Building
- Manual Handling
- Capsize recovery
- Incident Training  
(Inverted rafted canoes rescue)
- Canoe rack
- Throw lines
- Knives on each member of staff
- Radio's
- Group Shelter
- Helmets
- 158 to make three rafts
- Two spare barrels
- Floating rope

Consideration of tide and what affect it will have. Preference is to progress against tide so things return with the tide.



## Appendix Deben Canoe Club Peer Paddling Process

The following alternative operating model may be utilised by Deben Canoe Club for experienced members to undertake paddling without the direct supervision of a coach. It is intended to enable suitably experienced members to enjoy the facility's and go paddling when there is not a real need for a qualified coach to be present. It should always be clear who the lead paddler is so that decisions on safety and whether to go paddling are actively taken and conditions and ability are considered. They should also make sure register/log sheets are completed in order to satisfy duty of care. This person does not need to be qualified but should have the confidence of the group and club officers.

For the avoidance of doubt: The lead paddler is responsible for the operation of the activity under these SOPs, the only dispensation is that the lead paddler does not have to be a qualified coach in these circumstances.

	Club Approved Coaches	Peer Paddling (Explore Standard and Above Paddlers)
<b>Paddling at Woodbridge downstream as far as Methersgate Quay.</b>	<p>Club approved coaches may operate in the Woodbridge area. (L1 Coaches with SST are usually constrained to operate between Troublesome Reach downstream and Robertsons Boatyard upstream)</p> <p>Where the club is running courses, the ratios defined in the SOPs will be adhered to.</p> <p>Club activities with paddlers who meet the Peer Paddling requirements may exclude those who can Peer Paddle from the coach ratios, with the paddlers and coaches agreement.</p>	<p>The club encourages its members to become independent paddlers, inline with British Canoeing policy. As a result the club are happy for members who have suitable skills (Explore Paddling skills with Safety &amp; Rescue) to paddle in groups of three, minimum.</p> <p>Peer paddlers may also paddle with with or assist a coach, without impacting the coach ratios, unless they are taking part in a specific course. (Subject to the agreement of the coach)</p>
<b>Trips away from Woodbridge on generally flat, inland waterways.</b>	Coaches are encouraged to run trips away from Woodbridge, but must be aware that they are not governed by the SOPs in the same way.	Peer Paddling on unfamiliar water is only recommended for the more experienced paddlers.



Coaches will always operate within their remit (Which clearly varies based on their qualifications)

Coaches are expected to:-

- Plan their trips, including taking maps, understanding access and egress points in case of emergency etc.
- Assess Risks as part of the planning and take appropriate measures to minimise risk.
- Carry (or ensure the group carries) safety gear appropriate to the trip. This will normally include First Aid, a means to call for help, a means to tow, spare paddle and throw line (depending on the type of trip and likely hazards).
- Ensure that participants are aware of risks and properly prepared.
- Ensure someone ashore is aware of the trip and its expected timings so they can raise the alarm if the group becomes very delayed.

Weirs **MUST** be treated with great respect. If in doubt, walk around them. Ensure you have the appropriate rescue gear to progress a weir rescue if a trip includes weirs.

Even if paddling on waters that have been paddled before, it is recommended that Peer Groups plan their trips in advance.

Peer Groups will:-

- Plan their trips, including taking maps, understanding access and egress points in case of emergency etc.
- Assess Risks as part of the planning and take appropriate measures to minimise risk.
- Carry safety gear appropriate to the trip. This would normally include First Aid, a means to call for help, a means to tow, spare paddle and throw line (depending on the type of trip and likely hazards).
- There is a lot more emphasis on the skill of the Peer Group Participants than in a coach led group. Equipment should be carried to progress any likely rescue scenario and generally at least two members of the group should be trained in the use of the equipment.
- Ensure someone ashore is aware of the trip and its expected timings so they can raise the alarm if the group becomes very delayed.

Weirs **MUST** be treated with great respect and should be avoided/walked around. The most innocuous looking weir can be the most deadly, so if in doubt, don't. And if you are not sure how to progress a rescue of a paddler trapped in a weir, don't risk someone getting trapped.

Peer Paddlers can be part of a coach led trip without impacting the ratios



for the coach leading the group, as long as the coach is in agreement.

**Moderate Water/  
Whitewater Trips**

It is expected that coaches will operate within their remit.

Peer Paddling is not recommended on Moderate or White water.

L2 Coaches with MWE and L3 Coaches will have been extensively trained in how to plan and run trips on Moderate Water and above (within their remit). These SOPs expect that coaches will operate in line with their training and remit.

When operating with the club, an appropriately qualified coach will always be leading on Moderate water and Whitewater.

There is a need for Peer Paddling groups to be clear that the Peer Group, and not a club coach, is responsible for the paddlers. Generally, those paddling with a coach will have signed in with that coach. Peer Groups will sign in separately on the same form, but where the form states "responsible Leader" the term Peer Group will be inserted, to make it clear to all participants that they are all taking a measure of responsibility for each others safety and well being.

Peer Paddling groups will normally use their own equipment as the centre expects the use of its equipment to be overseen by a coach or leader. However, subject to specific agreement with a coach/leader on a trip-by-trip basis a peer paddler may be permitted to use equipment owned by the centre. The user of the equipment will be solely responsible for checking the equipment is in a satisfactory condition prior to use, and any defects observed must be reported directly to the authorising coach/leader and that equipment must be taken out of service. For the avoidance of any doubt this permission will include gaining access to and the use of the centre's buildings and compound.