

Neptune Sailing



Safe Operating Procedures

CONTENTS:

	Page
Information for Customers	3
Information for Instructors	4
Responsibilities of the Management Committee, Principal, Chief Instructor and water sports instructors / volunteers	5
Operating limits	7
Risk Assessment and Operating Procedures – Power Boat Tuition	9
Risk Assessment and Operating Procedures – Safety Boats	12
Emergency Procedures	14
Safeguarding	16
Instructor Qualification Matrix (Water Sports)	17
Reviewed January 2019 – minor changes - emphasis added – contact numbers updated	

Health and Safety in Sailing Activities – Information for Customers

Neptune Sailing is a charitable company limited by guarantee, voluntarily run and managed. Neptune Sailing is managed by a committee of dedicated volunteers and is responsible for the management, development and co-ordination of water sports activities, facilities and equipment at Neptune Sailing. The committee works with the RYA (Royal Yachting Association), schools, youth groups and local clubs & organisations to provide a variety of water sports opportunities within the local community.

Watersports Activities can make a unique contribution towards personal development. It is instrumental in preparing young people for adult life by raising achievement through boosting motivation, promoting health and fitness, and addressing issues in social education and citizenship.

Neptune Sailing aims to support young people in achieving their full potential by:

- The promotion of community participation in healthy recreation, in particular by the provision of facilities for water sports, in particular dinghy sailing.
- To educate young people through the provision of sailing, or sailing related activities, and other training, so as to develop their physical, mental and social capabilities, so that they may grow to full maturity as individuals and members of society and their conditions of life may be improved.

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

Included within these pages you will find:

- Safety management statements for Neptune Sailing.
- Risk assessment and safe operating procedures for the individual activities provided.
- A table of instructor qualifications for water sports activities.
- A statement of emergency procedures for the Centre.

Please also check any specific information sent to you by contacting the Principal or Chief Instructor regarding the course or activities you have booked.

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

Health and Safety in Water Sports – Information for Instructors

The safety of participants is of the highest priority in all activities offered at Neptune Sailing.

As a Neptune Sailing instructor you will have undergone training provided by the relevant National Governing Body, or by Neptune Sailing where no national award exists. You are expected to act in accordance with the principles of safe practice taught during your training.

All instructors must also be familiar with and observe Neptune Sailing's safe operating procedures. On appointment, 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 for Neptune Sailing.

If you have any concerns regarding your own safety, or of the safety of participants, you have a duty to report these concerns to the centre's Senior Instructor on duty in the first instance. You may also bring your concerns to the attention of the centre Principal or officers of the company.

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

Principal: Henry Stogdon
Tel: 07963 322870
Email: principal@neptunesailing.org.uk

Chief Instructor: Nigel Holmes
Tel: 07707 056158
Email: courses@neptunesailing.org.uk

Responsibilities of the Management Committee, Principal, Chief Instructor and Water Sports Instructors

Management Committee

The management committee is responsible for the management of the Centre and the provision of water sports activities.

In relation to Health and Safety, the management committee discharge the following responsibilities. They may delegate specific tasks to other competent officers, but retain responsibility and must monitor that all tasks are completed.

- Conduct an annual safety audit of the centre premises, facilities, and activity provision.
- Ensure all safety equipment is inspected regularly and maintained / replaced in accordance with the Company policy.
- Authorise all activities at the centre and ensure all activities are supervised in accordance with the instructor qualifications and instructor-participant ratios defined in the Centre instructor qualifications matrix.
- Ensure all instructors and volunteers are familiar with and follow the safe operating procedures for the activities they supervise.
- Provide information for parents, either directly or through accompanying group leaders, and to adult participants. This information should be sufficiently detailed so that parents / adult participants 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, accompanying group leaders and adult participants are reminded that it is important to declare participants' relevant medical conditions and convey these to the instructor in charge of the session.
- Maintain a system of incident, near-miss incidents and equipment defect reporting
- Encourage instructors and volunteers to discuss and report safety concerns at any time and provide formal opportunities for these to be raised, for example at instructor or committee meetings.
- Place no obligations upon instructor or volunteers that are inconsistent with the requirements of the relevant safe operating procedures.

The Principal and Chief Instructor advise and assist the Management Committee in these additional duties.

- Reviewing and maintaining safe operating procedures for activities offered at the centre.
- Training and validating instructors to supervise activities at the centre.
- Operating a monitoring system for instructors supervising activities at the centre.

Principal

The Principal is responsible for ensuring that the centre and its activities are managed and conducted in line with RYA guidelines and the centre's Safe Operating Guidelines. The Principal will:

- Provide the management committee with health and safety advice relevant to on-water activities.
- Act as the Company's Technical advisor, where they hold the relevant NGB qualifications:

- Dinghy Sailing – RYA Senior Dinghy Instructor, with at least 5 years experience
- Power boating – RYA Powerboat Instructor together with the RYA Safety Boat certificate, with at least 5 years experience
- Keel Boat Sailing – RYA Senior Dinghy Instructor with Keel Boat endorsement, with at least 5 years experience

Where the Principal does not hold one, or any of the required qualifications, the Chief Instructor may take this role, or a suitably qualified external advisor may be contracted.

- Act as the Company's point of contact with the RYA and provide the Company with timely information regarding any changes to the RYA's policy's that relate to the Company's activities.

Chief Instructor

The Chief Instructor is responsible for ensuring that the day-to-day activities are delivered in line with the Company's Safe Operating Procedures and RYA guidelines. They will:

- Ensure all instructors / volunteers are qualified to deliver activities in-line with the instructor matrix.
- Ensure all of the Company's instructors and volunteers are informally monitored: where concerns are raised regarding the quality or safety of the activities delivered by an instructor / volunteer, the Principal will be informed and will formally monitor the instructor / volunteer in question.
- Ensure craft and equipment is appropriate and in an appropriate condition for the activities conducted.

The Chief Instructor may delegate the above responsibilities on a day-to-day basis to a Senior Instructor of suitable experience

Senior Instructor

A role for a Senior Instructor is defined in the activity-specific procedures. The qualifications and responsibilities of Senior Instructors are defined in the activity-specific procedures.

Responsibilities common to all instructors and volunteers

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

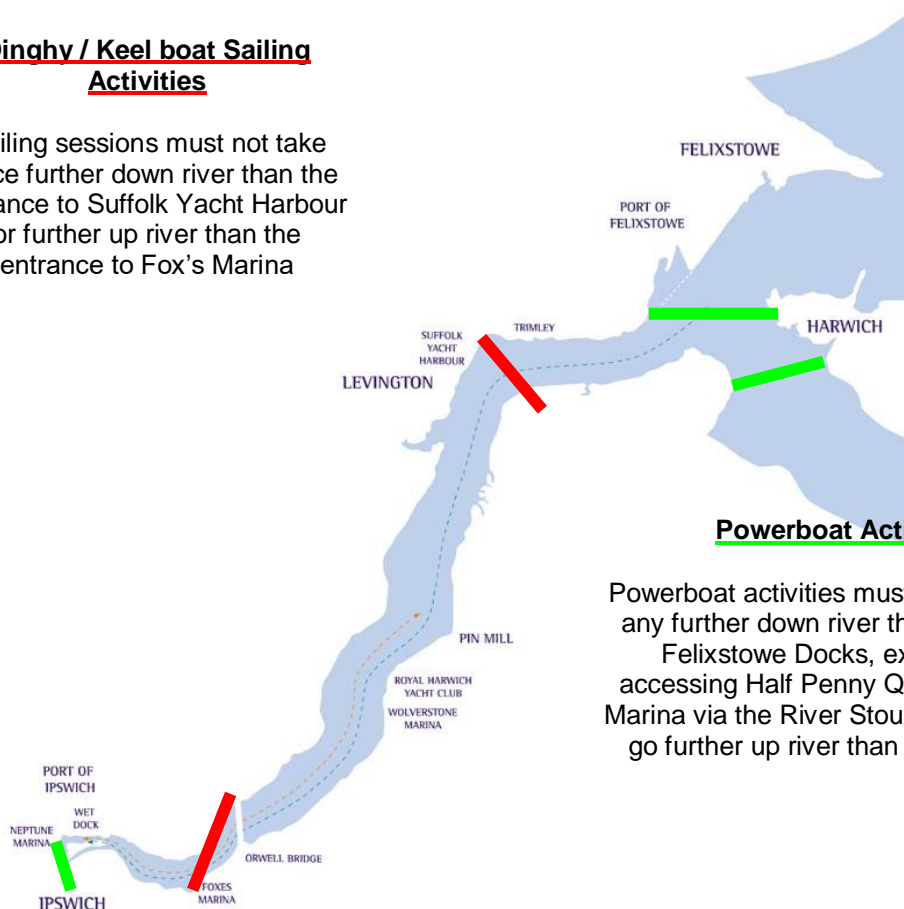
- Always have regard to their own and others safety while at work
- Be familiar with, and abide by, the safe operating procedures for the activities they lead or instruct
- Abide by all safety instructions from the Principal, Chief Instructor or nominated Senior Instructor.
- Report all safety concerns (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 dependent on prevailing conditions on the day.

Operating Limits

Dinghy / Keel boat Sailing Activities

Sailing sessions must not take place further down river than the entrance to Suffolk Yacht Harbour or further up river than the entrance to Fox's Marina



Powerboat Activities

Powerboat activities must not take place any further down river than the start of Felixstowe Docks, except when accessing Half Penny Quay or Shotley Marina via the River Stour. They may not go further up river than Stoke Bridge.

Activities outside of the standard operating limits

Any activities planned to exceed these operating limits must have the prior approval of the Principal or the Chief Instructor. They will conduct a risk / benefit assessment before approving the activity. The Senior Instructor will need to provide full details of the activity, when asking for permission, including:

- A passage plan, including timings, craft type, description and alternative exit points. (A copy should be carried afloat)
- A nominated *responsible shore contact. The responsible person must be fully briefed in action to 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.
- A full list of attendees, including instructors and volunteers, their details and emergency contact details. (A copy should be carried afloat)
- Tidal information
- Emergency action plan for the day.
- The powerboats accompanying the trip must carry spare fuel and a flare pack.

If permission is given for the activity, the Principal / Chief instructor must be contacted on the day to confirm that the activities can take place taking account of prevailing conditions.

*A responsible person is someone of at least 18 years old, who has been fully briefed on action to be taken in an emergency and is in possession of Neptune Sailing's Emergency Contact List.

Emergency Planning

- Instructors must be familiar with the centre's emergency planning procedures
- 1:1 or 1:2 tuition in double-handed boat where there is no other instructor or *competent volunteer on site
 - The student/s must be at least 15 years old and be a competent sailor/s
 - The Senior Instructor must clearly brief the student/s on what action to take in an emergency.
 - The Senior Instructor must carry a mobile, hand-held VHF radio and a first aid kit.
 - 1:1 or 1:2 tuition in double handed boats, where there is no other instructor or *competent volunteer on site, is the only sailing activity where the Senior Instructor can make a risk assessment not to have a manned rescue boat on station.
 - A **responsible person must also be informed when there is no other instructor or competent volunteer on site. The responsible person must be fully briefed on action to be taken in the event of an emergency or in the event that the Senior Instructor leader does not report in within the agreed time limit
 - These activities can only take place with the expressed permission of the Principal or Chief Instructor
- 1:6 tuition with no other instructor or competent volunteer on site
 - The students must be at least 15 years old and be competent sailors
 - A responsible person must also be informed when there is no other instructor or competent volunteer on site. The responsible person must be fully briefed in action to be taken in the event of an emergency or in the event that the Senior Instructor does not report in within the agreed time limit.
 - These activities can only take place with the expressed permission of the Principal or Chief Instructor.

* A competent volunteer is someone who is at least 18 years old, holds a Powerboat Level 2 certificate and is fully aware of Neptune Sailing's SOPs and Emergency procedures

** A responsible person is someone of at least 18 years old and has been fully briefed in what action to take in an emergency and be in possession of Neptune's Sailings emergency contact list

Reporting

- All incidents, accidents, near misses, and hazards must be reported using the appropriate form
- Defects and damage must be reported using the Centre's fault reporting 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 Principa

Power Boat Tuition (Level 1, 2 and Safety Boat)

All powerboat tuition is supervised by RYA qualified instructors. Training is conducted in accordance with the operating procedures listed below, agreed with the technical adviser for the activity. Powerboat training is not offered to young people under 8 years old. No person under 12 years old may helm a power boats other than with twin kill cords in use.

Risk	Control Measure
Drowning, following capsized or entrapment	<ul style="list-style-type: none">• Participants wear a correctly fitted buoyancy aid at all times• Buoyancy aids are subject to an annual inspection and a visual check prior to every use• Powerboats are subject to an annual maintenance schedule, and are visually checked prior to each use• Powerboats are equipped with the appropriate equipment for the activity• Participants are briefed on man overboard and capsized procedure• Kill cords are used whenever the boat is in use• Sessions are conducted as detailed in the procedures below• Appropriate supervision is provided for participants with special needs or medical conditions that place them at additional risk
Fire	<ul style="list-style-type: none">• Participants are not allowed to smoke in or near safety craft or where fuel is stored.
Physical injuries resulting from equipment misuse, collisions, manual handling, slips trips or falls	<ul style="list-style-type: none">• Participants are briefed as detailed in the procedures below• Instructors ensure that all participants wear appropriate clothing and footwear• All passengers / crew are briefed in the safe way to sit and hold on when the boat is in motion• Sessions are managed in ways that reduce these risks
Hyperthermia, hypothermia, sunburn.	<ul style="list-style-type: none">• Instructors ensure that participants are appropriately dressed for the weather conditions, and adapt the activity as conditions dictate
Water related diseases.	<ul style="list-style-type: none">• Instructors remind participants that open cuts, grazes or wounds are suitably covered• Participants are given the Water Sports Health Fact Sheet before their first session

Responsibilities of Powerboat Instructors in charge of powerboat training

The Powerboat Instructor in charge of the session is responsible for ensuring that the procedures below are followed.

Staffing

- Staffing and staff-student ratios must be in accordance with Neptune Sailing's minimum standards for Powerboat Training - see instructor 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 prevailing conditions on the day

Equipment

- Powerboats 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 minimum equipment that should be on board includes:
 - Fire Extinguisher
 - Spare Kill Cord
 - Adequate fuel (including sufficient to cover emergencies)
 - Alternative means of propulsion
 - Knife and par buckle (or similar)
 - First Aid Kit
 - VHF Radio
 - Appropriate flares depending on working area (open sea only)
 - Basic toolkit
- Participants' buoyancy aids or lifejackets must be checked to ensure that they are the appropriate size, in good condition, correctly adjusted and properly fastened
- Drivers must wear a kill cord at all times, around their leg (not required in the Cheverton launch). No person under 12 years old may helm a power boat without the use of twin kill cords
- Participants must have appropriate clothing and footwear for the intended activity and weather conditions
- Participants must be reminded that any open cuts should 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 instructor must obtain a weather forecast for the duration of the session and check any other safety information posted at the centre
- A 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
 - Safest seating position to minimise back injuries
 - Safe methods of manoeuvring a powerboat to avoid injury
 - Safe manual handling of powerboats
 - Capsize and person over-board procedures
 - Care on slippery surfaces
 - Care on board
 - The importance of communicating to the crew when driving
 - The appropriate action to take when in close proximity to other water users
 - The working area or the intended passage plan
 - Importance of responsible behaviour and listening to instructions
 - The communication methods to be used 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 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
- 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

Emergency Planning

- Instructors must be familiar with the local centre emergency procedures.
- Tuition when there is no other instructor or *competent volunteer on site:
 - The Powerboat instructor in charge must clearly brief the student/s in action to be taken in an emergency.
 - The Powerboat instructor in charge must carry a mobile phone in addition to the boats other equipment.
 - A **responsible person must also be informed when there is no other instructor or competent volunteer on site. The responsible person must be fully briefed in action to be taken in the event of an emergency or in the event that the Powerboat instructor in charge does not report in within the agreed time limit.
 - These activities can only take place with the expressed permission of the Principal or Chief instructor

* A competent volunteer is someone who is at least 18 years old, holds a Powerboat Level 2 certificate and is fully aware of Neptune Sailing's SOPs and Emergency procedures.

** A responsible person is someone of at least 18 years old and has been fully briefed in action to be taken in an emergency and is in possession of Neptune Sailing's Emergency Contact list.

- Operating outside of the normal operating limits - these activities can only take place with the expressed permission of the Principal or Chief instructor:
 - They will conduct a risk / benefit assessment before approving the activity
 - The Group Instructor will need to provide full details of the activity, when asking for permission, including:
 - A passage plan, including timings, craft type & description.
 - A nominated *responsible shore contact. 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
 - A Register of attendees, including instructors and volunteers, their details and emergency contact details
 - Tidal information
 - Emergency action plan for the day
 - The powerboats must carry spare fuel and a flare pack

On the basis that permission is given for the activity, the Principal / Chief Instructor must be contacted on the day to confirm that the activities can take place on the basis of the day's prevailing conditions.

*A responsible person is someone of at least 18 years old, who has been fully briefed in action to be taken in an emergency and is in possession of Neptune's Sailings Emergency Contact list.

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 Principal

Safety Boats

All safety boat drivers are at least *18 years old and hold, as a minimum, RYA Level 2 Powerboat (Coastal). Safety boat driving is conducted in accordance with the operating procedures listed below.

*The one exception to this is a 16 or 17 year old Dinghy Instructor who has been formally signed off to operate a powerboat independently by either the Principal or the Chief Instructor.

Risk	Control Measure
Drowning, following capsizes or entrapment	<ul style="list-style-type: none"> • Participants wear a correctly fitted buoyancy aid or life jacket at all times • Buoyancy aids and life jackets are subject to an annual inspection and a visual check prior to every use • Powerboats are subject to an annual maintenance schedule, and are visually checked prior to each use • Powerboats are equipped with the appropriate equipment for the activity • Powerboats are operated as per the procedures below • Kill cords are used whenever the boat is in use and worn around the leg
Fire	<ul style="list-style-type: none"> • Safety boat crews are not allowed to smoke in or near the craft or where fuel is stored
Physical injuries resulting from equipment misuse, collisions, manual handling, slips trips or falls	<ul style="list-style-type: none"> • Engines are turned off when dealing with a fouled propeller, or a person in the water • Safety boat crews wear the appropriate clothing and footwear • Powerboats are managed in ways that reduce these risks • All passengers / crew are briefed in the safe way to sit and hold on when the boat is in motion
Hyperthermia, hypothermia, sunburn	<ul style="list-style-type: none"> • Safety boat crews ensure that they are appropriately dressed for the weather conditions, and adapt the activity as conditions dictate
Water related diseases	<ul style="list-style-type: none"> • Safety boat crews ensure open cuts, grazes or wounds are suitably covered.

Responsibilities of Senior Instructors in charge of Safety Boats

The Senior 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.

Staffing

- All boats must be manned with the appropriately qualified personnel (see instructor matrix).
- There must be an appropriate number of manned safety boats for the intended activity and the weather conditions, as per RYA guidelines:
 - Dinghies (single handed or crewed)
 - 1 to 6 dinghies: 1 safety boat
 - 7 to 15 dinghies: 2 safety boats
 - 15+ dinghies: 3 or more safety boats

*1:1 or 1:2 tuition in double-handed boats, where there is no other instructor or *competent volunteer on site, is the only sailing activity where the Senior Instructor can make a risk assessment not to have a manned rescue boat on station.

Equipment

- Safety 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 minimum equipment that should be on board includes:
 - Fire Extinguisher
 - Spare Kill Cord
 - Adequate fuel (including sufficient to cover emergencies)
 - Alternative means of propulsion
 - Knife and parbuckle (or similar)
 - First Aid Kit
 - VHF Radio
 - Appropriate flares dependant on working areas (open sea only)
 - Basic toolkit
- Safety Boat crews must wear buoyancy aids or life jackets that are the appropriate size, in good condition, correctly adjusted and properly fastened
- Safety Boat drivers must wear a kill cord at all times, around their leg (not required in the Cheverton launch)
- Safety Boat crews must be appropriately clothed for the intended activity and weather conditions
- Safety Boat drivers 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 Group Instructor must brief Safety Boat drivers before going afloat on safety information for the day
- The Group Instructor must confirm the communication methods to be used in an emergency including whistles, calls and hand signals as appropriate
- The displayed carrying capacity of the craft must not be exceeded

Refuelling

- All Safety Boat drivers tasked with purchasing fuel must comply with the RYA guidance on the carriage and storage of Fuel. – (see following pages)

Emergency Planning

- Safety Boat Crews must be familiar with the centre emergency procedures
- Safety Boat crews must stay within the defined operating areas for power boating, as per page 7
- If a Safety Boat driver is taking a craft afloat when there is no other instructor or competent *volunteer on site they must do the following:
 - Carry a hand-held VHF radio and a first aid kit
 - A **responsible person must also be informed. 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 driver does not report in within the agreed time limit
 - Under no circumstances is a person allowed to take a craft beyond the operating limits unaccompanied

* A competent volunteer is someone who is at least 18 years old, holds a Powerboat Level 2 certificate and is fully aware of Neptune Sailing's SOPs and Emergency procedures.

** A responsible person is someone of at least 18 years old and has been fully briefed on action to be taken in an emergency and is in possession of Neptune's Sailings Emergency Contact list.

Reporting

- All incidents, accidents, near misses, and hazards must be reported using the appropriate form
- Defects and damages must be reported using the centre's fault reporting 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 Principal

• Emergency Procedures

Emergency procedures and contact arrangements for the centre are given on the following page. A copy of these procedures, with the contact numbers, can also be found on the centre notice board and also in each of the grab bags on the safety boats.

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.

First Aid Equipment

- First Aid Kits can be found in the grab bags of each Safety Boat and in the cupboard marked with the First Aid sign in the main centre building.
- Items used from a First Aid kit should be re-stocked after use, before the kit is put away: spares can be found in the First Aid cupboard in the main centre building.

Incident, Accident and Near-miss reporting.

- An **incident** is any situation which involves the damage to - more than would be expected through day to day wear and tear - or theft of equipment or centre property
- An **accident** is any injury sustained to a visitor, student, volunteer or instructor, whilst visiting the centre or taking a part in any of its activities
- A **near-miss** is where a significant accident or incident was narrowly avoided.
- Where any incident, accident or near-miss takes place, an incident, accident or near-miss form must be completed by the Senior Instructor on duty as soon as possible after the situation has been managed
- Report forms can be found in the relevant file in the centre, on the bookcase nearest to the male changing entrance
- Any significant incident, accident or near miss must be reported to the Chairman, Principal or Chief Instructor of Neptune Sailing
 - A significant accident has occurred if a person is injured and is advised to seek medical attention
 - A significant incident has occurred when craft, equipment or the centre has been damaged, rendering them unusable or that would hinder the operation of the Centre
 - A significant near-miss is where either of the above could have taken place

Emergency Checklist

Safeguard yourself, the group and the casualty(s) from further danger.



Examine the casualty(s) & give emergency aid.



If the casualty requires medical attention.....

Phone 999 or radio Coastguard 16
Send relevant medical details with the casualty



Alert centre emergency contact
(see overleaf)



Alert Parents

The emergency contact or visiting group leader may do this



Look after the rest of the group
Until transferred to their visiting leader or parents.

Neptune Sailing

Emergency Contact Numbers - 2018:

Henry Stogdon 07963 322870

Nigel Holmes 01473 832309
07410 906050

Mick Leverett 07729 854106
01473 780502

Rob Horne 01473 829600
07808 063785

Martin Memory 01394 211983
07702 259538

Telephone locations:

In emergency ask to use MDL Marina office telephone (open 24 hours).

Group instructor must carry VHF radio.

Safeguarding Flowchart

What to do if you are worried that a child or young person is at risk of abuse, harm or neglect or makes a disclosure



Concerns identified about a child or disclosure made by a child



If the child requires urgent medical attention, call an ambulance and inform the hospital that you have a child protection concern, **999**.
If the child is at imminent risk call the police **999**.



Report your concern to the Centre Welfare Officer

Centre Welfare Officer: **Rob Horne**
Telephone: **01473 829600**
Mobile: **07808 063785**

The welfare officer will:

- Contact *Customer First, **0808 800 4005**, a 24hr service.
- They will also provide you with advice and support.

Make a record of anything the child has said and / or what has been observed, if possible with dates and times.

Disclosures: If a child discloses any information you must inform them, at that point in time, that you are duty bound to report the matter further.



If the Welfare Officer is not available, contact Customer First directly, **0808 800 4005**.
Delay may put the child at further risk



Customer First will provide advice and guidance on any actions that may need to be taken



Complete an Incident Report Form as soon as possible after the incident

* Customer First is the first point of contact for anyone who has concerns about a child, young person or vulnerable adult, staffed by professionals who can provide advice, support and guidance.

Other Useful Numbers:

RYA Child Protection Helpline Coordinator: 023 8060 4104
NSPCC 24hr Helpline: 0808 800 5000

Instructor Qualification Matrix – Water Sports - 2018

The table on the following pages confirms the minimum instructor qualifications required by Neptune Sailing for the supervision of water sports.

Key:

Sub-Activity:

Define the activity to which the qualifications apply. Where there is more than one row for the same activity, this indicates that there is more than one staffing regime permitted, as confirmed in the remaining columns.

Technical Adviser

This column confirms the minimum qualification and level of experience that must be held by our technical adviser in this activity.

Senior Instructor

This confirms the minimum qualification held by the senior instructor in charge of an activity and is present on site whenever the activity takes place.

Instructor

This column confirms the minimum qualification that must be held by an instructor.

Assistant Instructor

Where relevant, this column confirms the minimum qualification that must be held by those assisting the Senior instructor and instructors to supervise an activity.

Staff Student Ratio

This column confirms the maximum group size permitted with the instructor(s) specified in the previous columns. Note that managers and group instructors must determine an appropriate instructor to student ratio taking account of the conditions on the day and the experience and maturity of the group. Frequently a smaller group size will be appropriate.

Up to two unqualified accompanying adult leaders may participate on the water with their group without counting as students in the ratios, provided these persons are judged competent to participate without supervision. This judgement must be made by the senior instructor on site (where the matrix requires that a senior instructor is present)). If there is any doubt about their competence, or the senior instructor judges that it is inappropriate to enlarge the group in this way, then unqualified accompanying group leaders must count as students in the ratios.

Qualifications

All qualifications are assessed national governing body awards,

Main Activity: Powerboating

Main Activity	Sub-Activity	Student Experience	Technical Adviser	Senior Instructor	Instructor	Staff Student Ratio
Powerboat Driving	*Helming	The Powerboat Helm must hold RYA Powerboat Level 2 coastal and be a minimum of 18yrs old	RYA Powerboat Instructor with Safety boat endorsements and a minimum of 5 yrs qualified.	N/A	N/A	N/A
Power Boat RYA Tuition	RYA Level 1 and 2 courses	Tidal estuaries	RYA Powerboat Instructor with Safety boat endorsements and a minimum of 5 yrs qualified.	RYA Powerboat Instructor	RYA Powerboat Instructor	1:3
Power Boat RYA Tuition	RYA Safety Boat courses	Tidal estuaries	RYA Powerboat Instructor with Safety boat endorsements and a minimum of 5 yrs qualified.	A Centre nominated RYA Powerboat Instructor with a safety boat certificate	A Centre nominated RYA Powerboat Instructor with a safety boat certificate	6:1 Maximum of 2 boats

* The helm is deemed to be the person in charge of the boat, therefore an RYA PB2 Helm can supervise an under 18 year old PB2 driver to drive the boat.

**The one exception to this is a 16 or 17 year old Dinghy Instructor who has been formally signed off to operate a powerboat independently by either the Principal or the Chief Instructor.