



# Operating Procedures

Shoresports operating Procedures  
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By Nick May

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## Objectives for Shoresports

At ShoreSports we endeavour to offer top quality instruction and equipment hire for Windsurfing, Kayaking, Stand Up Paddle Boarding, Sailing and Raft Building in a safe and enjoyable environment, for both adults and young people alike. We aim to do this in a number of ways:

- Reducing the risks to adults and young people, through high standards of leadership within the sports.
- Adapting the sessions to suit the needs of all participants attending the course and giving clearly defined objectives.
- Utilizing the most up to date teaching techniques and equipment.
- Maintaining the equipment, ensuring that we select the appropriate kit for the weather and students. Whilst being vigilant to conditions, local obstructions and other water users.
- Remaining professional at all times and being confident in the ability of the staff and experience. Instructors standards are set by each National Governing Body.
- Increasing sport participation and awareness.

## Shoresports operating areas

Here at ShoreSports we are blessed with two large enclosed operating areas, which usually provides a consistent breeze and is also a reasonably safe environment in which to learn. Being shallow and flat makes them excellent locations in most states of tide. Christchurch harbour is the primary operating area that we use with the occasional activity being held at Poole harbour.

Within both harbours, it is still important that we are aware of local hazards and obstructions. Using the weather to find ideal conditions for the course or activity we are running. In the rare occasion of there being an offshore breeze, extra care needs to be taken and the sailing/operating area clearly stated to staff and customers. As both locations are popular areas for learning watersports, it is important that we keep good group control at all times.

The tide at both locations is something to be aware of: both harbours have a 'run' in which the tide can flow at great speed; during the times that the tide is strongest it is imperative that the groups are kept well clear. Christchurch harbour has a predominantly sand and silt bottom and customers are strongly advised to wear appropriate footwear (either wetsuit boots or trainers). In Poole harbour, this is less important as it has a sandy bottom, although customers are still advised to wear something on their feet. **All students must be made aware of the area limits before the session starts and also aware of other water users.**

## Christchurch Harbour

**LP - Launch Point:** This is our main launch point for the majority of all tuition and hire. It's a well sheltered area with a few moorings to watch out for. It is an ideal area for teaching beginners.

**MOA - Main Operating Area:** This is the part of the harbour that is best suited for most tuition, with no moorings and shallow water. This area is particularly good for all sailing and intermediate to advanced windsurfing.

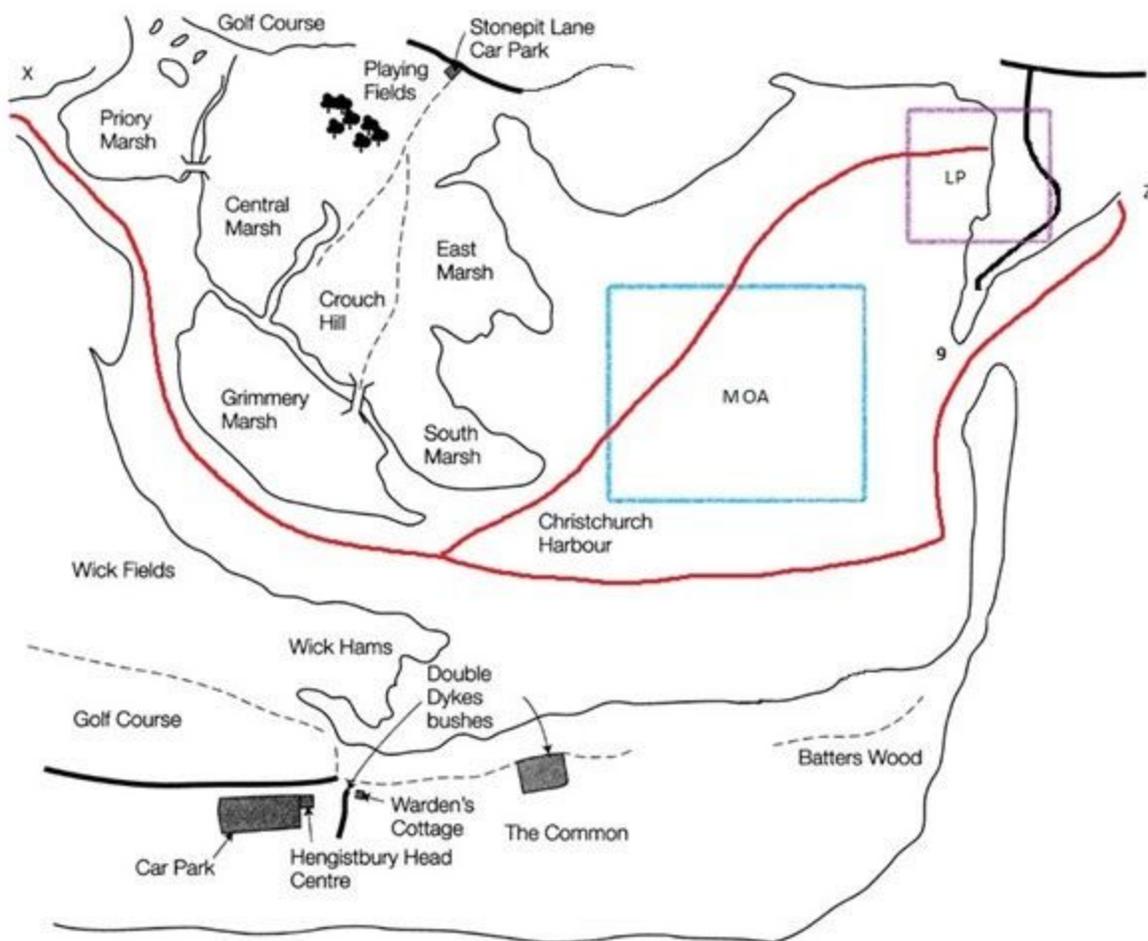
**X - Christchurch Priory:** A good location for landing for a break whilst on kayak and paddle board tours.

**Z - Gundimore Beach:** It's worth noting that the currents at Gundimore beach can be very strong and the waves large, however, when conditions are right this can be a great place for launching or landing for when windsurfing, kayaking or SUPing. This should only be used when the customers ability is suitable.

9 - The 'Run': This is the biggest hazard within Christchurch harbour:

- The tidal current in the run can become very strong and must be avoided by almost all our activities at all times, especially on an ebbing tide.
- The ferry going to Mudeford Spit leaves from here. It is important to be aware that when it turns, it often takes up the whole width of the run.

## Map of Christchurch Harbour Operating area



A rough map of Christchurch harbour showing the operating area

## Poole harbour

**Tour Starting Point :** Lake Pier car park. There is free parking and public toilet facilities at Lake Pier, which are right on the beach. There is a small area off the beach, which is ideal for short training sessions. This is where we launch for a majority of our Poole harbour kayak tours. At the end of the pier there are often people fishing with lines going a long way out, around which care must be taken. There are a number of boats on moorings around the pier running parallel to the shore with small craft often around, so keeping good group control is important from the start. There can also be a fair tide moving along parallel to the shore, so giving the group time to practice, starting at the right time and going straight across the deeper water can be important.

**A – Wareham River:** Is either the starting point, Midway point or finishing point for the Wareham tour. Just the other side of the bridge is a small public slipway, which makes a great place for launching and landing with good access and a car park. At Wareham there are great shops and places to eat and drink with the group if required. This is the start of the river Frome, where we paddle up the channel. There is a 6 knots speed limit and

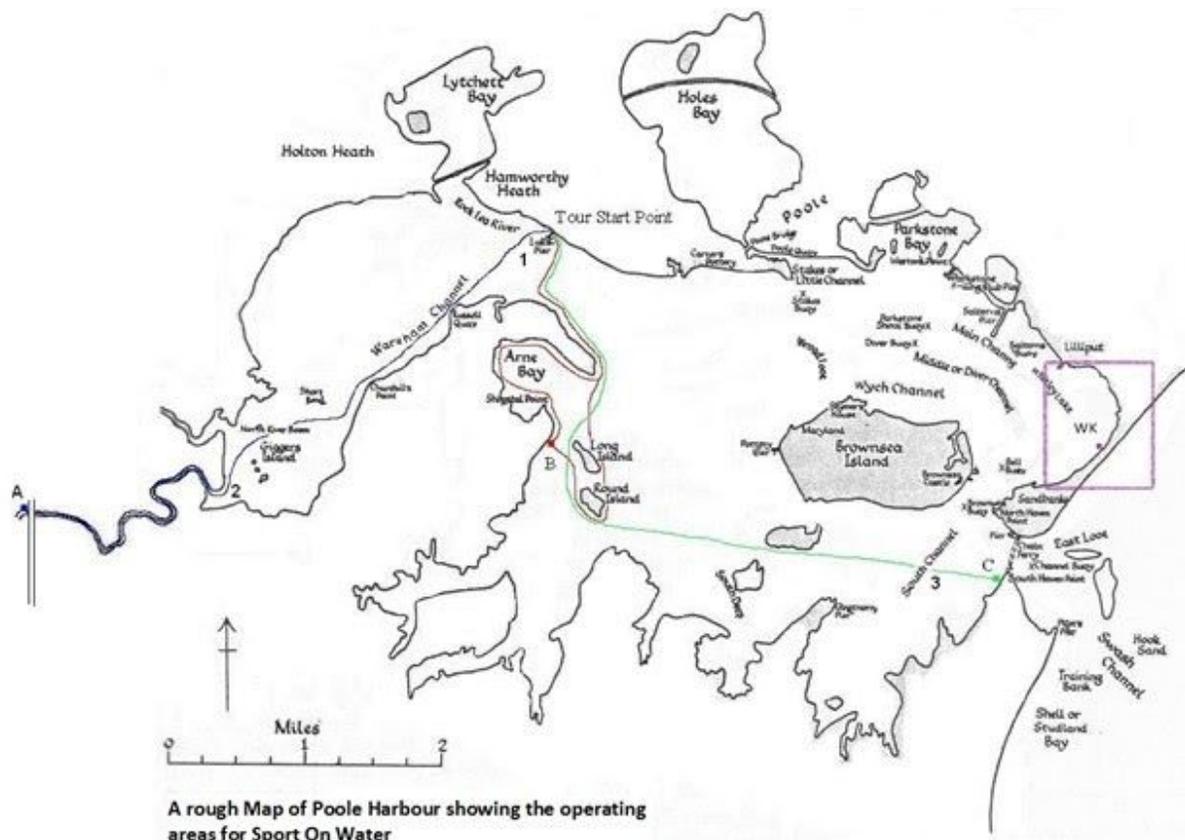
therefore, the boats aren't moving that quickly, however, it is still important to keep an eye out for oncoming traffic and remember to keep to the right! From here to Wareham along the riverbank are 5ft reeds, which make visibility slightly restricted; although the channel is wide, we still need to be aware of the group and keep them insight.

**B-Island Safari:** Here there is a nice secluded beach suitable for stopping for a rest and a short walk up the hill is a great view of the harbour and wildlife.

**C-Sandbanks Tour:** At Studland, there is a small beach to land on next to a café. This is a great place to explore and stop for lunch; there are toilets at the café, which sells a few snacks and drinks.

**WK - The windsurfing and kitesurfing teaching area:** This is an idyllic location for teaching windsurfing etc. Just be aware of wind direction and the fact that it is not too far from the 'run'.

### Map of Poole Harbour Operating area



## Maintenance Policy

As a first class activity centre, it is essential that we ensure the equipment kit is up to date and also well maintained.

Buoyancy aids and wetsuits must be stored with the zips and buckles fastened, to help us ensure that they are fully operational.

Wherever possible wetsuits are hung up, inside out, on the drying line before being hung in the trailer.

Maintenance checks are to be carried out throughout the season and recorded. The best time to check the equipment is after busy days, before it goes out and as it comes in.

We have a maintenance white board in the trailer, to record all equipment that is in need of repair or out of action. Any equipment that is unusable is taken out of action or at least labelled correctly.

To maintain reliability, our engines are serviced yearly by a local company called South Coast Outboards. All other equipment repairs are done inhouse by Shoresports; anything that is beyond our abilities it sold on.

At the end of every season we review all equipment, including PPE, to ensure we have the correct type and sized equipment needed for the following season. If, part way through a season, we have a need for more equipment then this can be done by Nick May. We only use reliable and well known suppliers and brands for all our equipment.

## Responsibilities of Staff

### Instructors

The main aim of the instructor is to ensure the safety of the group, whilst providing an enjoyable and informative lesson. The instructor should always be fully prepared before the session begins.

Including:

- Knowledge of the weather and tides.
- Knowledge of the groups ages, abilities and any health problems and course objectives.
- They should also be fully aware of any hazards and restrictions in the operating area.

Instructors must:

- Carry on you, to all sessions, a sharp knife and a whistle.
- Ensure that on all trips and tours will carry a first aid kit.
- Be fully aware of and adhere to the Shoresports activity operating procedures for the specific activity they are doing.

- On occasions when essential medicines, such as epipens and inhalers are needed to be taken on the water, it is the employee's responsibility to ensure that all medicines are returned at the end of every session.
- A role call will be carried out at the beginning and at the end of every session and head counts will be performed periodically during the session.
- Be appropriately positioned within the group to ensure good group control.
- To keep good awareness of time, ensuring that the session lasts the FULL allocated time.
- Carry a communication device, such as a phone or radio.
- Be appropriately qualified, holding an NGB qualification ideally (but not essentially) for that specific sport. They must also have a good knowledge of different methods of teaching.

### **Beach Assistants (Riggers)**

The main aim of Riggers is to ensure the smooth running of the centre, as follows:

- Serve customers and get the appropriate equipment ready, including PPE.
- Help all customers back in again after their session.
- Take payments and ensure customers fill out the online Waiver Forms.
- Assist the instructors in getting ready for sessions.

Where possible, but not essential, Riggers should have a good understanding of tides and weather especially for that day.

### **All Employees MUST;**

- Must sign their Staff Induction form before commencing work to ensure they have read the operating procedures and risk assessments..
- Wear your buoyancy aid when you are on the water at all times.
- Check that all buoyancy aids are correctly fitted to their customers. Check all equipment being used prior to going on the water.
- Make the Centre Principle aware of any potential hazards that are known of and, if possible, remove them.
- Be aware of any medical problems in your group, and communicate this to other staff.
- Report any breakages to the Centre Principle and written on the Maintenance board at the end of each session.
- Any person who has received any type of first aid treatment will be entered into the first aid book and stocks replenished. The Centre Principle is to be informed.
- Make sure that, when equipment is being launched/recovered, the correct handling technique must be used, by both staff and clients. For heavy items enough people should assist and/or appropriate trolleys used where necessary.
- Not work alone if they do not have a current DBS certificate.
- Wash all buoyancy aids and wetsuits, as required, in the cleaning products provided.
- Be aware of how to use the Activity Board and ensure it is constantly in use.

## Windsurfing Procedures

### Ratios

- A qualified instructor must be present at any time during all lessons.
- For all windsurfing Lessons the ratio is 6:1 instructor.
- When there is hire at the centre the ratio is 12:1 instructor, if there is a lesson then there must be a second person, which can be land based, to supervise hirers no matter how many are on the water.

### Safety Equipment

- Students must wear a buoyancy aid at all times and must sign to say that they will do so; shoresports also provide wetsuits and shoes as required.
- With the appropriate skills and experience, a harness can be worn instead of a buoyancy aid.

### Rescue Craft

- The safety boat is only required when there is wind of over 12 knots and from an northerly direction and an ebbing spring tide. When the boat is required it should be set up and anchored in the sailing area ready to go.
- For most sessions either a kayak or SUP is appropriate as safety cover and should be based on the beach by the trailer with a paddle and ready to go.

### Operating Area

- All windsurfing sessions must use the designated operating areas

## Kayaking and SUPing Procedures

### Ratios

- A qualified instructor must be present at any time during all lessons and tours. Introductory taster lessons can be run by any qualified instructor with inhouse kayak training and must stay within the harbour.
- Lessons and tours within the harbour and up the rivers, where the wind is above a force 4 must be accompanied by a safety boat, or a L2 coach or more.
- For all lessons, and tours, the ratio is 12:1 instructor, with 8 boats.
- Any lessons or tours that go in moderate tidal waters, such as, outside the harbour or in/near the 'Run', must be accompanied by an old BCU Level 3 Coach or above. Ensuring a ratio of no more than 6 students to one Coach or

8 if the Coach determines the groups ability to be satisfactory with the conditions.

- At the end of each lesson and each day, all Kayaks and SUPs must be accounted for and stored correctly.

## Hire

- All Students/Customers are to be made aware of all hazards and operating areas. Including areas that are out of bounds, such as the nature reserve and 'Run', before going on the water.
- All customers on hire are to make Shoresports staff aware that they have returned.

## Safety Equipment

- Customers must wear a buoyancy aid at all times whilst taking part in the activity.
- Helmets are not required for any of the kayak activities that are advertised by Shoresports. However, they are available at the instructor's discretion.
- The instructor should always carry in his or her boat the following; A knife, whistle, throw line, tow line. If they are going away from the centre then a first aid kit, spare paddle and a mobile phone/radio (which has full battery and minutes) are required to be taken. Sun cream, spare clothes, a map or chart of the local area and a float bag can be taken if required.
- Leashes, for SUP's, must be worn on all trips and tours, where the water is doing to be deep.

## Equipment

- The kayaks shall be fitted with end grabs, such as handles, loops or toggles at both ends of the boat.
- As the kayaks are sit-on tops the hulls should be checked, both at the beginning and at the end of every day they are used, for any serious leaks that might affect the boats buoyancy.

## Dinghy Sailing Procedures

### Ratios

- An RYA sailing instructor must be present at any time when the school is instructing sailing. Where possible a senior instructor should be on site as well.
- For all dinghy sailing courses the ratio is 6:1 instructor.
- When there is hire at the centre the ratio is 12:1 instructor; if there is a course, then there must be a second person to supervise hirers no matter how many are on the water.

## Safety Equipment

- Staff and customers must wear a buoyancy aid at all times whilst taking part in the activity.
- Staff and customers must wear appropriate footwear.
- Adult students are to be made aware that helmets are available at request. Children must wear helmets if they are in a sailing boat without an instructor.

## Manual handling

- Boats must be transported by using the trolleys provided. If it is necessary to lift a boat it is important that an appropriate number of people assist.

## Rescue Craft

- When the boat is required it should be set up and anchored in the sailing area ready to go. During all lessons and courses where the instructor is not in the same boat as the customers, or when they are operating away from the shallow waters immediately by the trailer, the safety boat is required on the water and manned by at least an RYA level 2 qualified member of staff.

## Operating Area

- All dinghy sailing sessions must use the designated operating areas.
- We can only operate sailing lessons and hire outside of the harbour when the conditions are suitable for the users. For the most part the sea state should be 'slight', visibility 'good' and the wind no more than a force 3.

Sailing Technical Adviser: John McMaster RYA Coach Assessor

## Raft Building Procedures

### Ratios

- A member of staff, who holds a powerboat RYA level 2 and an up to date first aid certificate, can operate in the ratio 8:1, once they have completed a training session with the Centre Principle or a senior instructor.

### Safety Equipment

- Students must wear a buoyancy aid and helmet at all times and must sign an indemnity form to say that they will do so; the centre also provides wetsuits and shoes.
- Instructors must have a knife on them at all times during the activity.
- The safety boat must be in operation throughout the session and the instructors.

## Operating area

- All raft-building sessions are to take place within either of the designated windsurfing areas. Ideally using the edge of the 'Lagoon' to build the rafts and then paddle them across to the trailer.

## Safety Procedures

When anyone, both staff and customers, is on the water it should be recorded on the Activity Board. The '**Activity Board**' is simply a whiteboard that, when operating, is kept by the table and consists of a grid of all our equipment that is used by customers. On the board the name and expected time of return is to be, and the number of people in the group are to be recorded against the item of equipment they are using. On their return the customers are to make themselves known to a member of staff to be removed from the Board.

When customers arrive and are ready to go on the water, the following is to happen:

- The electronic waiver form must be completed.
- Appropriate clothing, such as wetsuits and boots, are to be offered and in some cases must be worn.
- The appropriate safety equipment, such as buoyancy aids, given.
- If hiring equipment the customers are to be informed about the operating area, especially highlighting the run and the nature reserve as places that are strictly out of bounds. Customers are not permitted to take equipment on the sea side.
- If hiring equipment and requested by the customer, then brief instructions are to be given.

## Safety Craft

At the beginning of every session a suitable rescue craft must be placed on or by the beach and ready for use. A SUP or a kayak will suffice, however, if there are sailing boats on the water then a power boat (safety boat) must be ready.

Whenever a safety boat is required it should carry the following equipment at all times.

- Kill Cord
- Mobile Phone/radio
- First Aid Kit
- Tool Kit
- Spare Pull Cord
- Serrated Knife
- Survival Bag

- 2 Paddles
- 2 Tow Lines
- Painter
- Bridle
- Anchor
- Bailer

Where the safety boat is required, it is the driver's responsibility to check the contents is complete before use. In addition to this, they should check there is adequate fuel. No maintenance should be carried out by anyone except South Coast Outboard staff or under their specific guidance.

The boat must be driven sensibly and with care for other water users, remembering wake. On making an approach the boat must be travelling at a safe and slow pace. If there is anyone in the water or there is potential for someone to fall in the water the engine must be slowed before proceeding and the final approach made under momentum.

**The Driver must wear the kill cord at all times.**

**It must only be driven by a qualified person, holding a minimum of RYA PB2**

## Emergency Procedures

Action to be taken by the group leader/instructor, in the event of a serious incident:

- Assess the situation and do a headcount.
- Protect the group from any further danger, if necessary use the safety boat.
- Administer first aid, if appropriate.
- Arrange for appropriate rescue and emergency services to be called if necessary.
- In the event of a head injury, the senior member of staff must assess the situation. They will look into the individuals symptoms and make an assessment on the best course of action.
- Minor injuries such as headaches, bruising, swelling and small cuts can be treated on site. If the customer wishes to continue the activity they can do so but a responsible member of the group must keep an eye on them. Updating the activity instructor if they appear to deteriorate. Once the session has ended, the person in loco parentis must be told about the occurrence and an accident form filled in (even if the individual did not actually receive any medical treatment). The individual will need to be checked on regularly to ensure that they have not deteriorated.

On contacting the emergency services (with the work mobile or other) you should include:

- The nature of the emergency

- The location of the incident
- The number of individuals involved
- Get threatened parties to a secure place in different scenarios such as;
  - A fire – assembly point
  - Severe weather – Nearest shore
- Where possible get the injured parties to a place accessible to the emergency services

In the event of an emergency, the situation should be kept low key and the local press must not be contacted.

If you must dump equipment, to speed your journey to the shore, then so be it. It might be possible to retrieve it later.

Record all incidents in the log, which is found on Google Drive. Obtain details and signatures from affected parties and obtain any helpful statements from witnesses, if necessary.

## Fire Procedures

In the event of a fire:

- The trailer should be evacuated in a safe and orderly manner via the nearest door. No time should be wasted in collecting belongings.
- Everyone must proceed to the fire assembly point and the senior staff should check for stragglers.
- The Fire Brigade must be summoned as soon as possible.
- A role call should then be undertaken at the fire assembly point.

The fire assembly point is on the beach by the rocks nearest the trailer.

Under NO circumstance should any customers attempt to tackle a fire of any sort. No staff member is to tackle a fire requiring more than a domestic fire extinguisher to control.

All staff should be familiar with the whereabouts and operation of the fire extinguisher provided in the van. The main priority when discovering a fire is the safe evacuation of all persons. No one should place him/herself at risk by attempting to extinguish any fires.

## First Aid Policy

At ShoreSports there are adequate and well-maintained, first aid provisions for staff, customers and any visitors at all times when activities are taking place at the centre.

### **Medical (Electronic Waiver) forms**

- All customers who take part in any activity courses must complete a confidential medical questionnaire (electronic waiver) form. These can be completed at the trailer, via a device or tablet, or prior to their arrival.
- Children's courses, such as school and scout groups, involving all people below the age of 18 must have a medical form which is signed by their parents or guardians before taking part in the activities.

The waiver forms are kept by ShoreSports on their database.

### **Qualified Staff**

All instructors must have a current first aid qualification, which should be a minimum of the 4hr appointed person's first aid course or equivalent.

### **In the event of an accident or incident**

When an incident occurs, it is dealt with by the instructor in charge of the group. If further help is required then they should call for other staff.

What is the difference between an accident and incident? An **accident** is an unexpected event which results in serious injury or illness. An **incident** is an instance of something happening, which is an unexpected event or occurrence that does not result in serious injury or illness but has the potential and/or may result in property damage.

With any head injuries, referral to the doctors or hospital should be considered. If there is a head injury to a junior then it is important that the parents or guardians are informed.

With any serious injury an ambulance should always be summoned. If a first aider has any doubt about procedure with an injury or illness then a doctor or ambulance must be called.

After every accident or incident it **must** be recorded. The relevant forms can be found on the tablets, which are used for the waiver forms, and also on the Shoresports Google Drive.

### **First Aid Equipment**

The first aid box can be found on the shelf in the trailer. In addition to this there is a first aid kit in the safety pack of each safety boat.

The First aid boxes must have a minimum of:

- 2 Triangular bandages
- Assorted plasters and Antiseptic wipes
- Disposable plastic gloves
- Safety pins
- Scissors or a knife
- Sterile large wound dressings
- 2 eye pads

## Complaints Procedure

- Help the person with the complaint to know they can make an official complaint simply by emailing Shoresports.
- If they don't want to email and are complaining to you it is important that you write it down correctly. Noting the date the complaint was made and the time the incident occurred, write a brief description of the complaint, including any names of staff or people involved and details of how to contact them.
- Let them know that we take complaints seriously and that we will get back to them as soon as we can.
- The manager or person dealing with the complaint will then respond. They may say that they are dealing with it and indicate that time to investigate is required. Then include any actions taken to resolve the complaint and a date that it will be resolved.
- **Confidentiality** - Every complaint should be treated in confidence as far as possible.

### Procedure for dealing with complaints

1. Listen - Listen to the complaint.
2. Record - Record it by emailing it to [nick@shoresports.co.uk](mailto:nick@shoresports.co.uk)
3. Aware - Make Nick May or the manager aware.

All first aid kits are continually restocked whenever an item is used, spares are kept on the shelf in the trailer. If the spares run out, then the Centre Principle must be informed by the last user.

## Responsibilities and Useful Phone Numbers

1. Emergency services - 999 or 101
2. Proprietor and Chief instructor - Nick May 07867575280
3. Finance and administration - Kathryn May 07880332786
4. Blackfriars Insurance Broker - 0161 300 2931 (policy with Affinity Solutions **AFS/LS/08522/2020/1**)

### Recent Amendments

1.03.21 Procedure for dealing with complaints, Listen - Listen to the complaint, Record - Record it by emailing it to [nick@shoresports.co.uk](mailto:nick@shoresports.co.uk), Aware - Make Nick May or the manager aware.

4.1.21 SUP Procedures - Safety equipment - Leashes, for SUP's, must be worn in winds from N to E directions and winds over a force 3.

4.1.21 SUP Risk Assessments - Drowning - Leashes must be worn in winds from N to E directions and winds over a force 3.