



Water Safety Management Plan

Last reviewed: 24th May 2024

Contents

Introduction	1
Staff Training	1
On Water Safety Procedures	2
Safety Craft	2
Windsurfing Procedures	4
Kayak and SUP Procedures	4
Dinghy Sailing Procedures	5
Risk Assessments	7

Introduction

The safety of all our water users, including both staff and customers, is paramount. The water safety management plan is in place to ensure that all staff, and therefore customers, know and put in place all required procedures to ensure the safety of all.

The approach to water safety must constantly evolve. This documented approach reflects 11 years of operation at the proposed location.

Our Stand Operating Procedures, Water Safety Management Plan, Emergency Action Protocols are reviewed and updated every year in the off season and in some cases during the season, as required.

Staff Training

At the beginning of every season Shoresports holds a staff training day. We do this to ensure that all staff know their roles and responsibilities and that they have read, understood and know how to carry out Shoresports' operating and safety procedures. It is a refresher for previous staff but also an opportunity to share any refinements to our approach to safety.

During the training day we cover, as a minimum, the following;

- Shoresports vision and objectives
- The general day to day running of operation, bookings and administration, equipment setup/storage/maintenance
- The importance of Teaching and Communication
- Safety boat and Rescues (a practical on the water session)
- Safety and Emergency Procedures, including Conditions Limits
- Manual handling policy
- Activity Procedures
- Customer service including Complaints Procedure
- Safeguarding Training (Child Protection Training),
- GDPR

On Water Safety Procedures

All water based activity, both staff and customer, is recorded on the Activity Board. The Activity Board is 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(s), expected time of return and the number of people in the group are recorded against the item of equipment they are using. On their return the customers are required to make themselves known to a member of staff to be removed from the Board. The Board is monitored and if the return time has passed, at least one member of staff will seek the missing people, by rescue boat if appropriate.

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, is given.
- If hiring equipment without instruction, the customers are 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 without instruction, basic guidance is offered.
- For all customers who are hiring, it is the responsibility of the staff to assess the risks and to take appropriate action, in regards their age, ability and the conditions on the day, to ensure the safety.

Safety Craft

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

Whenever a safety boat is required it will carry the following equipment at all times;

- Kill Cord
- Mobile Phone/VHF radio
- First Aid Kit
- Tool Kit
- Spare Pull Cord
- Serrated Knife
- Survival
- Bag
- Survival 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 of the safety boat 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, in accordance with speed limits 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 approaching and stopped for the final approach which must be 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

Windsurfing Procedures

Ratios

- A qualified instructor (either RYA Start Windsurf or above, or a Dinghy instructor with windsurfing experience) must be present at all times during lessons.
- For all windsurfing Lessons the maximum 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, who 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 free of charge 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 a northerly direction with 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 area

Kayak and SUP Procedures

Ratios

- A qualified instructor (either BC Paddle Sports, BSUPA L1, or an RYA qualified instructor with in house training) 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 maximum ratio is 12:1 instructor, with 8 craft.
- 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 BCU Level 3 Coach (or equivalent) or above. A maximum ratio should be reduced to no more than 6 students to one Coach, or 8 if the Coach determines the group's ability to be satisfactory for 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 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 craft 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 are required to be taken. Sun cream, spare clothes, a map or chart of the local area and a float bag will be taken if required.
- All leashes for SUP's must 'quick release' and must be worn at all times. With the only exception being for short periods when an instructor deems it appropriate for his group, such as for games.
- During tours and any lessons or hire when in moving water, such as in the river or run, leashes are to be attached to the buoyancy aid and not the ankle to avoid

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 must be checked, both at the beginning and at the end of every day they are used, for any serious leaks that might affect the boat's buoyancy.
- Sit in Kayaks are only to be used by staff, by customers doing BC courses or if customers have relevant BC qualifications.

Dinghy Sailing Procedures

Ratios

- An RYA Dinghy 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 maximum ratio is 6:1 instructor.
- When there is hire at the centre the maximum 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.
- Helmets are recommended at all times. 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 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 a maximum ratio 8:1, once they have completed an in house 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 with 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.

Risk Assessments

In accordance with industry best practice, Shoresports maintains a full set of Risk Assessments documenting potential risks, severity, likelihood and mitigation. These has been developed over the course of 11 years of operation.

Activity risk assessments are below:

Risk assessments specific for Kayaking

Hazard:	Risk to:	Severity	Probability	Controlled by:
Drowning	Students and Staff	5	1	Buoyancy aids must be worn at all times, staff should be vigilant to all that is going on.
Hypothermia	Students and staff	4	2	Adequate clothing should be provided, such as wetsuits, spray tops and boots. Staff should be sensitive to people's comfort levels, especially children.
Hyperthermia	Students and staff	4	2	Care must be taken by staff to ensure that the group is drinking enough water, that they are wearing sun cream and if possible a hat and sunglasses.
Back strain	Students and staff	2	1	The students should be taught the correct way to lift and carry the boats Correct manual handling procedures should be taken when carrying heavy objects.
Capsize and Entrapment	Students and staff	3	2	We use sit on top sea kayaks for customers. Staff are to have relevant qualifications including a canoe safety test when using a spray deck.
Head Injuries	Students and staff	4	2	Helmets are available on all tours where the instructor deems it necessary.

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Risk assessments specific for windsurfing

Hazard:	Risk to:	Severity	Probability	Controlled by:
Drowning	Students and Staff	5	1	Buoyancy aids must be worn at all times except for intermediate customers wearing a harness; the safety boat must be on stand by and staff should be vigilant to all that is going on.
Hypothermia	Students and staff	4	2	Adequate clothing should be provided such as wetsuits and boots. Staff should be sensitive to people's comfort levels, especially children.
Hyperthermia	Students and staff	4	2	Care must be taken by staff to ensure that the group is drinking enough water, that they are wearing sun cream and if possible a hat and sunglasses.
Back strain	Students and staff	3	3	The students should be taught the correct way to lift the rig and other equipment. Correct manual handling procedures should be taken when carrying heavy objects, such as windsurf boards
Entrapment	Students and Staff	4	1	Not having harness lines with toggles and teaching how the risks and how to avoid it.
Simulator	Students, staff and the public	2	2	The simulator should be placed on and even ground in an open space. A safety leash should be attached to control it. It should never be left unattended and it must be put away after use.
Rig related injury	Students and staff	2	3	Ensuring the students to not stand down wind of a windsurfer and provided helmets if necessary.

Risk assessments specific for Stand Up Paddleboarding.

Hazard:	Risk to:	Severity	Probability	Controlled by:
Drowning	Students and Staff	5	1	<p>Buoyancy aids must be worn at all times; staff should be vigilant to all that is going on.</p> <p>Leashes must be worn in all trips/tours outside of the harbour, as the water is deep.</p>
Hypothermia	Students and staff	4	2	<p>Adequate clothing should be provided such as wetsuits and boots. A couple of spray tops are available.</p> <p>Staff should be sensitive to people's comfort levels, especially children.</p>
Hyperthermia	Students and staff	4	2	<p>Care must be taken by staff to ensure that the group is drinking enough water, that they are wearing sun cream and if possible a hat and sunglasses.</p>
Back strain	Students and staff	3	3	<p>The students should be taught the correct way to lift and carry the boards.</p> <p>Correct manual handling procedures should be taken when carrying heavy objects.</p>
Head Injuries	Students and staff	4	3	<p>When playing games extra care must be taken and the risks explained clearly.</p>
Feet Injuries	Students and staff	3	3	<p>Footwear is strongly recommended and provided.</p>

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Risk assessments specific for Dinghy Sailing

Hazard:	Risk to:	Severity	Probability	Controlled by:
Drowning	Students and Staff	5	1	Buoyancy aids must be worn at all times; staff should be vigilant to all that is going on.
Hypothermia	Students and staff	4	2	Adequate clothing should be provided such as wetsuits, spray tops and boots. Staff should be sensitive to people's comfort levels, especially children.
Hyperthermia	Students and staff	4	2	Care must be taken by staff to ensure that the group is drinking enough water, that they are wearing sun cream and if possible a hat and sunglasses.
Back strain	Students and staff	3	2	The students should be taught the correct way to lift and carry the boats. Correct manual handling procedures should be taken when carrying heavy objects.
Capsize and Entrapment	Students and staff	3	1	Staff are to have relevant qualifications including an RYA PB level 2. Boats that have a tendency to invert are to have an inflation aid attached to the top of the mast.
Head Injuries	Students and staff	4	3	All sailors are to be made aware that booms are a hazard when gybing.
Foot Injuries	Students and Staff	3	1	Helmets are available when instructors deem it necessary. Customers under 18 are required to wear footwear. Adults are encouraged to do so.

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Risk assessments specific for Raft Building

Hazard:	Risk to:	Severity	Probability	Controlled by:
Drowning	Students and Staff	5	1	All instructors are to be trained by ShoreSports and are to follow the ShoreSports SOP for raft building. Everyone must wear a buoyancy aid and sign a disclaimer.
Hypothermia	Students and staff	4	2	Adequate clothing must be provided such as wetsuits and boots.
Head Injuries	Students and staff	4	2	Children under the age of 18 years must wear helmets. adults at their own discretion.
Crush Injuries	Students and Staff	3	2	All instructors to be trained by ShoreSports and are to follow the ShoreSports SOP.
Back Injuries	Students and staff	3	2	All instructors to be trained by ShoreSports and are to follow the ShoreSports SOP and Manual Handling Guidelines.
Powerboat	Students and staff	4	1	All instructors are to be trained by ShoreSports and are to follow the ShoreSports SOP for powerboats and raft building.
Entrapment	Students	3	1	Instructors must carry a knife with them at all times. Plus teach about the risk of ropes and getting entangled.

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