

All-Aboard Watersports
Standard Operating Procedures
Updated March 2021

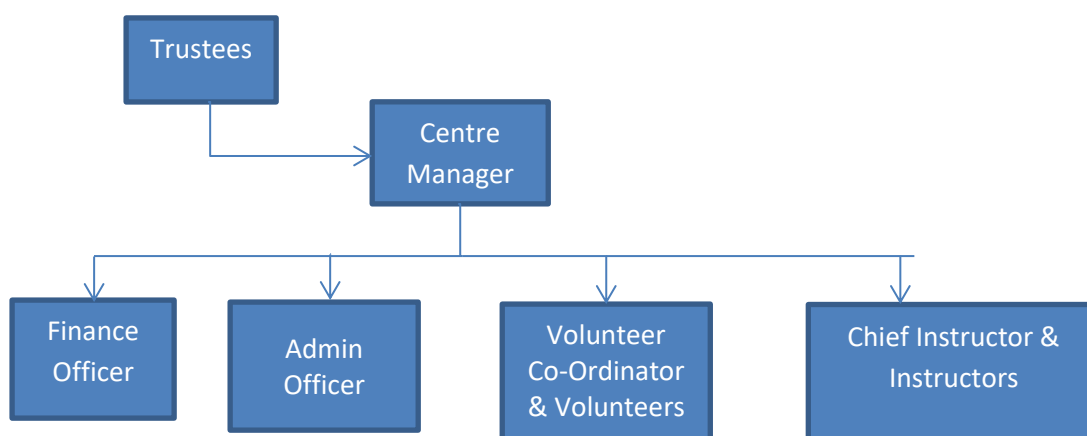
Overview

All-Aboard is a Charitable Incorporated Organisation (CIO). Our overarching aim is:

To break down barriers to participation in watersports. To provide opportunities for everyone within the community to safely access the water.

All-Aboard provides sailing, kayaking, canoeing, paddle boarding, rowing, canoeing, raft-building and powerboat activities. Professional training is available in most of these activities.

Organisational Structure



Roles and Responsibilities

The Centre Manager is responsible for:-

- Setting direction, planning overall safe operation of AAW,
- Managing staff performance including appropriate training is carried out e.g. safeguarding,
- Liaison with the Harbour Master and other Water Users,
- Ensuring the correctly qualified ratio of staff are available when delivering activities
- Overall responsibility for the safe operation of AAW.
- Promotion of the Centre and Activities including the web site.
- HR matters
- Major project delivery

The Finance Officer is responsible for:-

- Control of AAW finances including invoices, chasing debtors and managing online payments,
- Setting annual budgets,

- Collating data for financial monitoring and reporting purposes,
- Applying for grants and donations,
- Allocation of funds and grants to ensure correct accounting
- Assisting with major project delivery

The Administration Officer is responsible for

- Taking and managing group bookings
- Replying to customer enquiries
- Updating TeamUp to reflect booking slots
- Assisting with project delivery
- Welcome of customers to the Centre and activities and provide good customer service.
- Ensuring booking forms are completed before sessions start

The Volunteer Co-Ordinator is responsible for

- Managing All-Aboard volunteers
- Assigning volunteers to activity sessions
- Communications with volunteers
- Maintaining an up-to-date register of volunteers including any qualifications gained
- Assuring volunteers are subject to a DBS check

Instructors and volunteers are responsible for

- Delivery of activity sessions
- Welcome of participants and great customer service
- Briefings before activities
- Their own safety and the safety of others
- Reporting any health and safety incidents or near misses
- Reporting any safeguarding concerns
- Keeping their qualifications up to date
- Ensuring equipment is safe to use, maintaining equipment if possible or reporting it for repair.

In addition, volunteers will carry out routine maintenance and repairs including investigating faults reported. Volunteers will also carry out routing inspections of kit at regular intervals.

Activity Staffing

Activity	Qualifications	Ratio
Sailing	RYA Senior Instructor in operating area and RYA Instructor with participants	RYA courses 1:6 Single handed 1:6 Max 9:1 but no more than 6 boats
Powerboating	RYA PB2 or above Harbour events RYA safety boat RYA Training RYA Instructor	Boat limit Harbour Master discretion 1:3
Kayaking/Canoeing	BC (UKCC) level 1 with 3 star & site specific training BC (UKCC) level 2	1:8 if solo 1:12 if tandems or crewed boats
Katakanus/Bell boat	L1 canoe/kayak coach or L2 rowing coach	1:12
Paddleboarding	BSUP/BC/Other L1 or L2 Instructor	1:8

	BC SUP support module	
Rowing	British rowing L2 or British rowing session coach	!:8 skiff, trinities 1:2 Explorer slides
Raft building	Site trained	Numbers at AM discretion but normally 1:8

Session Users

Booking forms/registers must be completed by the customers or those who have made the booking. These forms must include an emergency contact number for each participant and any health issues.

All participants must be briefed at the start of every session to include items such as appropriate clothing, safety wear, sunscreen as well as the objectives for the session. This briefing must include a full safety briefing include warnings about local hazards, group control and emergency plan.

Risk Assessments and Controls

Full risk assessments are available to all instructors, volunteers and customers for each activity. They can be found in a folder on the Instructors desk, in the & Centre Manager’s office and on the AAW website.

For all activities, immersion in water is the main risk leading to hypothermia and drowning. Buoyancy Aids must be worn at all times when on or near the water. Kill cords must be worn on all Powerboats once the engine is about to be started.

All Instructors must have up to date first aid qualifications and the majority of volunteers will have this too. All instructors and volunteers must be DBS cleared before taking part in any activity that involves working with children.

If any child or vulnerable adult who are attending a session without a carer/parent/guardian requires medication, this must be declared to the instructor or volunteer leading the session. Medication (other than inhalers) must be stored in the Admin Office, or on the instructor/volunteers’ person. Under no circumstances should medication be allowed to be stored in the participant’s personal belongings and left unattended. Medication must not be administered by any AAW instructor/volunteer/staff member unless absolutely necessary and that individual has the correct First Aid training to do so.

Emergency Action Plan

The full emergency action plan can be found in the folder on the Instructors desk and on the web site.

If lives are at risk or there has been a serious injury, inform the emergency services. If necessary, request assistance from AAW and/or the harbour master. Report all incidents to the Senior Instructor or Centre Manager as soon as practically possible after the event.

Operating Area

The normal operating area is Cumberland basin to Netham lock. Some Powerboat training may take place outside the Cumberland basin lock in the Avon river if tides and weather permit. Some

powerboat trips may extend through Netham lock. No boat may go beyond Sea Mills or further than Hanham Lock.

Courses and Training

A list of courses and training that AAW can deliver is available in the Operations folder. All courses will be run by qualified Instructors with assistance from others.

Boats

Details of boat maintenance and safety, including maximum numbers on Powerboats is available in the Operations folder.

Mobile Phones & Radios

Under no circumstances should personal mobile phones go out on the water. Radios should be taken on every session, and if the session is going to enter an out of range zone (SS Great Britain onwards) then the instructor/vol leading the session should take an AAW mobile from the Centre Manager office.