

Adventure Northumberland Limited

Unit 2B Greensfield Court

Alnwick

Northumberland

NE66 2DE

# **Operations Manual And Staff Guidance Notes**

Version 1.7.1 – March 2021



## **SAFETY MANAGEMENT.**

The lines of responsibility of general day to day safety management are as follows:

- Guidance is obtained following the Health and Safety at Work Act best practice guidelines.
- Adventure Northumberland Limited is a Limited Company, registered in Wales.
- The Company Directors are responsible for the overall health and safety policy within the company. This includes formulation and implementation of policy and accident investigation.

## **Standard Operating Procedures (SOP)**

### **INTRODUCTION**

All activities offered by Adventure Northumberland will be covered by a specific S.O.P. This will outline the activity to be undertaken and detail the safety measures and restrictions which may be placed upon it.

When an enquiry is made regarding an activity, safety information will be given to the client to enable them to make an assessment whether to proceed with the activity or not. Initially this is done verbally and can be followed up with a written confirmation.

This will cover the general geographical area the activity will be held. What equipment, including safety equipment will be provided by Adventure Northumberland, or an agent working for or on behalf of Adventure Northumberland. Any general or specific items of clothing or equipment the client may need to provide for themselves.

In certain circumstances a call off or cancellation procedure will be outlined, this may be for activities whose risk is elevated to intolerable because of inclement weather or for some other unforeseen reason.

Where appropriate for each activity the instructor/participant ratio will be followed as per the recommendations of the NGB (National Governing Body) for that activity. Where there is no NGB qualification, i.e. Coasteering the “Best Practice” will be adopted. (See Appendix A)

Where no NGB exists to provide a benchmark then a risk assessment will be undertaken which shall determine the staff client ratio, or minimum required to begin to run an activity again this will be done by using “Best Practice”.

## **STAFF SAFETY TRAINING AND INFORMATION.**

Staff are made aware of health and safety at their initial induction with the Company, so are made aware of our safety policy and methods of work from their first day of work. A copy of the

“Instructors Code of Conduct” is signed and filed on their record. (See Appendix B)

Training and information regarding safety, manual handling etc., is given to staff periodically, and sessions are recorded in their personal training file.

All instructional staff must hold a current first aid qualification to enable them to deliver a course or activity.

Any risk critical safety information and changes in the law will be communicated immediately to staff via the most appropriate method, verbally or email.

Staff will be encouraged to share information on concluding an activity by holding an informal debrief, where the safety aspect, amongst other areas, is examined. Any improvements or recommendations will be discussed and if suitable may become part of future policy (via board meeting). Any risk critical issues shall be dealt with immediately, and all relevant staff made aware. Accident, Incident and near miss forms are attached (Appendix C).

### **INDUCTION, INSTRUCTION AND EQUIPMENT**

Clients will be given a full briefing before any activity begins, to explain how the session will run and to introduce the staff. The format of this brief is covered in Appendix D

Typical information contained in the brief will include:-

- The venue for the event.
  - Introduction to the staff responsible for providing the activity. Emergency procedures, this will include Emergency contact telephone numbers from all participants. The emergency contact details the instructor uses, and its location, in the event the instructor/guide is involved in an incident.
  - How the activity will be shortened or curtailed in the event of an emergency or because of the weather.
  - The use of a late back procedure and how it will be implemented if the party is late or delayed, shall be explained.
  - Any medication requirements or allergies.
  - All safety equipment that is provided by Adventure Northumberland or agents working for or on behalf of Adventure Northumberland, will be explained and demonstrated to the client before the activity begins, so they are familiar with its use and comfortable with the fit.

All equipment will be inspected as per its manufacturer’s instruction and guidelines. All equipment will receive a visual inspection before use in the activity and will be inspected after the activity ceases. Defective equipment will be removed from service immediately, and either repaired or destroyed.

### **INSTRUCTOR / PARTICIPANT RATIO**

Were applicable NGB guidelines will be adhered to alternatively “Best Practice” will be followed as available.

Our general policy for all activities is 8:1 with maximum group sizes being dictated by equipment availability and staff.

**FIRST AID ARRANGEMENTS.**

Lead members of staff will have a valid First Aid Certificate appropriate to the Outdoor Industry.

**ACCIDENT AND EMERGENCY PROCEDURES**

Accidents will be dealt with in the first instance by the leaders on the ground, who are delivering the activity. They will fall into two categories i.e. those occurrences of a minor nature, that they are able to deal with and conclude satisfactorily without outside assistance, and those incidents that will necessitate the attendance of outside help.

Leaders conducting the activities shall hold a valid first aid qualification to enable them to discharge their duties.

Adequate field first aid kits shall be carried on all activities. (First Aid Kits will contain large field dressings, sticky tape and triangular bandages – staff will not administer medication. (This includes pain killers)

Summoning help will where possible be via mobile phone, and thereafter from knowledge of the area and where there may be landlines or other forms of summoning help.

At the earliest opportunity contact will be made with Adventure Northumberland's base (01665 602925) or the on-call senior member of staff, to inform them of the incident or assistance requests.

Consideration will also be given as to whether or not to begin an in-house accident investigation.

**ACCIDENT INVESTIGATION**

**Minor** accidents will be dealt with by the leaders and details taken to write up an accurate record on return.

An accident book is kept for this purpose at Adventure Northumberland's base.

The de-brief procedure will be used as a means for identifying whether the accident was avoidable or attributable to an action, inaction, or procedure that should be reviewed. The Accident report form will be used to document the de-brief and any additional recommendations.

**Serious** accidents shall be dealt with by the leaders and any other assisting organisation that may be required. Details will be noted at the time of the accident so an accurate account may later be recorded in the accident book on return. Again, the Accident report form will be used to document the de-brief and any additional recommendations.

All serious accident shall be investigated by Adventure Northumberland as part of Adventure

Northumberland's procedures, without prejudice or in place of any other investigation that may be conducted.

Dangerous occurrences that fall under RIDDOR shall be reported to the H&S Executive at the earliest opportunity. (RIDDOR notify able incidents are those where someone is likely to be off work for more than 3 days.)

**RIDDOR** is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

Employers, the self-employed and those in control of premises must report specified workplace incidents.

- Report online
- Report by phone - 0845 300 99 23
- Report by e-mail
- Report by post

**Areas covered by the ICC:** England, Scotland & Wales

Once in house investigations have been concluded any recommendations will be fed through the organisation at board level to decide if a policy change is required. This will be decided by the board of Directors and any decisions will be implemented as soon as possible.

### **ACCIDENT DEFINITION**

#### **Minor Injuries**

In the event of an accident or emergency, first aid should be administered to the casualty. If the injury is minor in nature, such as minor cuts, abrasions or sprains the activity could continue once treatment administered.

The Personal details of the casualty must be noted along with injuries sustained and the accident report form completed as soon as practically possible.

#### **Major Injuries**

For an incident where a casualty is not fit to carry on after sustaining a minor injury the activity must be stopped and casualty evacuated.

### **INSTRUCTORS AND THEIR QUALIFICATIONS**

All Instructors and Guides will, where one exists, hold a National Governing Body Qualification appropriate to the activity. Where no such qualification exists, training will be delivered to ensure the activity is delivered in a safe and professional manner. Where "Best Practice" notes have been developed these will be followed.

### **VALIDITY OF QUALIFICATIONS**

We hold all copies of training certificates and qualifications achieved by our staff in house.

We hold copies of certificates of competence.

In December, each year staff qualifications are reviewed for currency and a training plan is formulated for the following year to renew any qualifications which shall lapse during that year.

If instructors are deemed competent through experience or in-house training then they shall be accompanied during delivery of an activity, where they can be verified as competent through direct observation. This will be undertaken by a suitably qualified member of staff for that activity (Technical Advisor). A record of these sessions will be recorded in the staff members Personal Record.

Any other evidence will be considered as supplemental to deeming competency. Diverse evidence of having carried out these actions several times before is admissible.

Mentoring from other qualified staff who will provide guidance and support during the activity, the PDR will be used to record this.

### **RECRUITMENT TRAINING AND MONITORING**

Training for activities is by NGB for that particular activity.

Occasional monitoring will be undertaken during activities.

### **EQUIPMENT PROCUREMENT**

Safety equipment applicable to each activity, again where possible shall be purchased through reputable sources.

This general policy will apply to all equipment we purchase and use, in that it is fit for purpose, conforms to European standards, and will have a limited life appropriate to each particular item.

Records shall be maintained for all Personal Protective Equipment (PPE).

### **MAINTENANCE RECORDS**

All PPE shall have a history record which will also detail its service and inspection intervals. A visual inspection will be given to all equipment before and after each period of use.

Staff will be responsible for the testing and inspection of equipment before issue.

Any item which fails inspection will be immediately removed from service. It will be isolated from other equipment so there is no possibility of it being used by mistake.

Equipment damaged beyond repair will be destroyed.

Repairs will be carried out in house where suitable competence exists within staff.

Damage should be picked up during routine visual inspection, or when occurring during use.

Inspection regime will be dictated by manufacturer's recommendations. An inspection of all equipment will be carried out before and after use.

Defective equipment will be destroyed, and obsolete equipment will be disposed of or destroyed.

All PPE shall have a history record which will also detail its service and inspection intervals. A visual inspection will be given to all equipment before and after each period of use.

Equipment that is not PPE and does not have a service record: -

- Paddles
- Kayaks
- Raft Building Equipment
- Team Building Equipment
- Rafts
- Stand up Paddle Boards

A visual inspection of this equipment will ensure it is fit for purpose.

**Licensed Activities, Area of Operations and Staffing Ratios (Staffing Ratios may vary depending on prevailing conditions)**

	<b>Paddle Sport</b>	<b>Coasteering</b>	<b>Climbing</b>	<b>Walking</b>
<b>Special Needs Yes/No</b>	No	No	No	No
<b>Instructor / Participant Ratio</b>	8:1	8:1	8:1	8:1
<b>Assisting Instructor (if applicable)</b>	Trainee – registered with the NGB and working towards a substantive qualification	Trainee	Trainee	Trainee
<b>Group Instructor</b>	BCU Coach or Leader – location & condition specific qualification. Staff will hold a qualification that meets the requirements of craft and body of water being used.	Site specific trained and sign-off from tech advisor.	Rock Climbing Instructor	BELA
<b>Operating Seasons</b>	All Year	All Year	All Year	All Year
<b>Operating Area &amp; description of geographical limits and / or environmental</b>	River Coquet at Rothbury and Warkworth. River Aln at Alnwick and Alnmouth	Howick, Northumberland	Corby Crag	Northumberland National Park and Northumberland Coast
<b>Age Range of Participants</b>	8 to 18yrs	8 to 18yrs	8 to 18yrs	8 to 18yrs
<b>Activity</b>	Canoe / Kayak / Raft Building / SUP	Coasteering	Climbing	Walking

**Risk Management****Generic Risk Assessments**

<b>Activity – Water Based Activities</b>		
<b>List of Hazard</b>	<b>Control Measures</b>	<b>Arrangements to ensure control measures remain effective</b>
<b>Drowning</b>	Full safety briefing. Wear safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Hypothermia</b>	Provide / wear clothing suitable to the prevailing weather conditions. Monitor group members for signs of hypothermia	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Head Injuries</b>	Full safety briefing. Wear safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Minor Injuries</b>	Full safety briefing. Wear safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
All equipment to be pre-checked by staff before allocation and use.		

<b>Activity – SUP</b>		
<b>List of Hazard</b>	<b>Control Measures</b>	<b>Arrangements to ensure control measures remain effective</b>
<b>Drowning</b>	Full safety briefing. Wear appropriate safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Hypothermia</b>	Provide / wear clothing suitable to the prevailing weather conditions. Monitor group members for signs of hypothermia	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Head Injuries</b>	Full safety briefing. Wear appropriate safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Minor Injuries</b>	Full safety briefing. Wear appropriate safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
All equipment and water / weather conditions to be pre-checked by staff before allocation and use.		

<b>Activity – Rock Climbing</b>		
<b>List of Hazard</b>	<b>Control Measures</b>	<b>Arrangements to ensure control measures remain effective</b>
<b>Fall</b>	Full safety briefing. Wear appropriate safety equipment. Staff to hold a NGB qualification (where applicable). Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Head Injuries</b>	Full safety briefing – warn about falling rocks and stones. Wear appropriate safety equipment. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Trips</b>	Full safety briefing. Warn about trailing ropes around feet. Wear appropriate safety equipment. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Slips</b>	Full safety briefing. Wear appropriate safety equipment. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
All equipment to be pre-checked by staff before allocation and use.		

<b>Activity – Walking</b>		
<b>List of Hazard</b>	<b>Control Measures</b>	<b>Arrangements to ensure control measures remain effective</b>
<b>Slips</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to weather. Staff to hold an NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Trips</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Falls</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Hypothermia</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Heat or Cold Injuries</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
All equipment to be pre-checked by staff before allocation and use.		

<b>Activity – Bushcraft</b>		
<b>List of Hazard</b>	<b>Control Measures</b>	<b>Arrangements to ensure control measures remain effective</b>
<b>Slips</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Trips</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Falls</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Burns</b>	PPE will be supplied for those tending to fires and hot objects.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Heat or Cold Injuries</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
<b>Use of sharp implements, knives, axes, saws etc.</b>	Full safety briefing. Wear appropriate safety equipment and clothing appropriate to the weather. Staff to hold a NGB qualification. Current first aid certificate.	Field monitoring and continued professional development. Customer feedback. Hot de-brief of session. Risk Critical outcomes relayed to board / policy meetings. Quarterly accident reviews.
All equipment to be pre-checked by staff before allocation and use.		

In addition to generic risk assessments, we also carry out Dynamic Risk Assessment as an activity progresses. This is carried out on the day and will mainly concentrate on changes on site since the last site visit. Challenge events will be covered initially by the generic risk assessment for the given activity and site location risk assessments will be conducted prior to the event with an ongoing dynamic assessment.

Where an NGB qualification does not exist then a technical sign-off from a suitably qualified Tech Advisor will be held by Adventure Northumberland.

### **Technical Advisors are:**

- Coasteering: Michael Curry
- Canoe and Kayak: Simon Tibbitts
- Climbing and Mountaineering: Andy Swann

In some instances, activities fall outside of AALA and do not require a tech sign-off.

All lead staff are first aid trained, hold a current first aid certificate, in addition to qualifications appropriate to the activity being undertaken.

Adventure Northumberland are keen to share good practice and provide in-house training and offer shadow hours to trainee instructors. In some cases, trainees may be present on an activity as part of their ongoing training.

Appendix A shows sample Site Risk Assessments. These are not exhaustive and are backed up by onsite, dynamic risk assessments before and during every activity. A dynamic risk assessment is not recorded as it is an ongoing process where staff react to changing conditions or abilities of the group. In some instances the dynamic assessment starts days in advance when weather forecasts suggest there may be an issue in safe delivery of an activity. Mitigation may include but is not limited to adding additional staff, deploying safety boats or changing a venue.

Adventure Northumberland encourages open discussion of procedures and is constantly looking to improve.

The following awarding bodies / organisations are the benchmark for staff qualifications.

- British Canoeing
  - Canoeing
  - Kayaking
  - Stand-up Paddle boarding
- Mountain Training
  - Rock Climbing and activities inland in hill, moorland or mountainous environments.
- National Coasteering Charter
  - Coasteering

## **Appendix A – Site Specific Risk Assessments.**

Where appropriate activities are supported by safety boat cover. A full Risk Assessment is shown on Page 28 onwards. It is crewed by suitably qualified staff and is there to ensure the safety of staff and clients as well as respond to an emergency. It does not form part of our daily activity provision nor is it to be routinely used for carriage of passengers.

### Site Specific Risk Assessment - Coasteering

#### **Information:**

Coasteering – Howick Haven to Cullernose Point.

The Northumberland coast is known for its open and expansive beaches. There are however a few rocky coves along the coast and one such location is at Howick which makes it a good location for coasteering.

Coasteering is a fun activity, it is none competitive but develops confidence in participants.

Adventure Northumberland deliver coasteering at Howick from May through to late September early October depending on prevailing conditions.

The area is tidal and can vary from -0.5 to 5.8 meters above Datum

There are lots of small coves, caves and gullies each has a choice of activities depending on tide and sea state.

#### **Intention:**

To deliver a fun activity that is safe.

#### **Method:**

Use suitably qualified and experienced staff to deliver the activity.

Staff to carry appropriate safety equipment and participants to be supplied with 5mm winter grade wetsuit and PPE suited to the activity.

#### **Administration:**

All clients are met onsite and supplied with appropriate equipment followed by a safety brief at the waters edge.

The lead member of staff is responsible for overseeing the delivery which may be led by a trainee or assistant.

All participants are asked to read and sign a declaration of understanding.

#### **Risk:**

Coasteering as with any adventurous activity has an associated level of risk. Worst case scenario is death from impact injury or drowning. With mitigation it is felt the likelihood of a serious incident occurring is low and as such is acceptable.

Site Specific Risk Assessment – Paddle sports – River Coquet

**Information:**

Canoeing kayaking and Stand-up paddle boarding take place on the river Coquet in the estuary and upstream through Warkworth village.

The river is tidal and has 3 weirs to maintain water levels, throughout the tidal area.

The tidal reach and can vary from -0.5 to 5.8 meters above Datum

In normal operating conditions the flow is considered “green” and paddling is easy in both directions, although some spring tides may have some influence on the rate of flow.

**Intention:**

To deliver a fun activity that is safe.

**Method:**

Use suitably qualified and experienced staff to deliver the activity.

Staff to carry appropriate safety equipment and participants to be provided with PPE and offered a wetsuit suited to the activity.

**Administration:**

All clients are met onsite and supplied with appropriate equipment followed by a safety brief at the waters edge.

The lead member of staff is responsible for overseeing the delivery which may be led by a trainee or assistant.

All participants are asked to read and sign a declaration of understanding.

**Risk:**

Paddle sports as with any adventurous activity has an associated level of risk. Worst case scenario is death from impact injury or drowning. With mitigation it is felt the likelihood of a serious incident occurring is low and as such is acceptable.

Note: The Braid Weir. This is a small weir with 2 drops. There is an obvious shoot towards river right. The shoot can be inspected safely without committing. There must be 2ft of water before it is shot. If there is insufficient water the weir should be portaged. There are no stoppers or other hydraulic issues at the weir. This is a fun weir to play in with no entrapment issues. It is inspected regularly by senior staff at Low Water.

Site Specific Risk Assessment – Paddle sports – Coastal

**Information:**

Kayaking and Stand-up paddle boarding take place on the North Sea at Amble links, this is in the shadow of Coquet Island.

The tidal reach and can vary from -0.5 to 5.8 mtrs. above Datum

In addition, there are tidal races on spring tides. Coquet Island is a protected nature Reserve, landing is prohibited except in emergency.

**Intention:**

To deliver a fun activity that is safe.

**Method:**

Use suitably qualified and experienced staff to deliver the activity.

Staff to carry appropriate safety equipment and participants to be provided with PPE and offered a wetsuit suited to the activity.

**Administration:**

All clients are met onsite and supplied with appropriate equipment and at the water's edge given a safety brief.

The lead member of staff is responsible for overseeing the delivery which may be led by a trainee or assistant.

All participants are asked to read and sign a declaration of understanding.

**Risk:**

Paddle sport as with any adventurous activity has an associated level of risk. Worst case scenario is death from impact injury or drowning. With mitigation it is felt the likelihood of a serious incident occurring is low and as such is acceptable.

**Note:**

Adventure Northumberland do not deliver coastal paddlesport to Children or Young people. It is an adult only activity or over 16s with a parent or legal guardian.

**Information:**

Corby Crag is located a few miles inland from Alnwick across Alnwick Moor.

The crag has been used for generations as a climbing venue and extensively used by centers, scouts, and members of the public.

The crag is sandstone and faces north / northwest. It is slow to dry after heavy rain and in keeping with best practice climbing is discouraged whilst the rock is wet.

The crag is easily accessible from the road and is below road level. There are several easy routes down that do not require technical equipment.

**Intention:**

To deliver a fun activity that is safe.

**Method:**

Use suitably qualified and experienced staff to deliver the activity.

Staff to carry appropriate safety equipment and participants to be provided with harness and helmet and offered the use of climbing shoes.

Ropes and rigging equipment to be checked on collection from base, checked during deployment and inspected throughout delivery of the session.

The wearing of helmets at the crag is mandatory.

**Administration:**

All clients are met onsite and supplied with appropriate equipment and at the crag given a safety brief.

The lead member of staff is responsible for overseeing the delivery which may be led by a trainee or assistant.

All participants are asked to read and sign a declaration of understanding.

**Risk:**

Rock Climbing like any adventurous activity has an associated level of risk. Worst case scenario is death from impact injury from falling rock. With mitigation it is felt the likelihood of a serious incident occurring is low and as such is acceptable.

**Appendix B**

**INSTRUCTORS & STAFF CODE OF CONDUCT**

Safeguarding and Protecting Children Guidelines

Whilst it is important for all adults to understand their responsibility with children, The CENTRE (Adventure Northumberland Limited) is concerned that specific advice is given concerning the behavior of all coaches, staff, volunteers and other officials. In addition, those who employ coaches for example, should know what standard of behavior is acceptable. This applies to anyone working in either a paid employed role or as a volunteer.

Instructors and Staff:

1. Must respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
2. Must place the wellbeing and safety of the child above the development of performance. They should follow all guidelines laid down by the THE CENTRE and hold appropriate insurance cover
3. Must develop an appropriate working relationship with participants, especially children, based on mutual trust and respect. Coaches must not exert undue influence to obtain personal benefit or reward.
4. Must encourage and guide participants to accept responsibility for their own behavior.
5. Should hold up to date nationally recognized THE CENTRE coaching qualifications.
6. Must ensure the activities they direct, or advocate are appropriate for the age, maturity, experience and ability of the individual.
7. Should at the outset clarify with participants, and where appropriate their parents, exactly what is expected of them and what participants are entitled to expect from the coach.
8. Should cooperate fully with other specialists e.g. other coaches, officials, sports scientists, doctors, and physiotherapists in the best interests of the participants.
9. Should always promote the positive aspects of their sport e.g. fair play and never condone rule violations or the use of prohibited substances.
10. Should not be under the influence of drink, drugs or any substance.
11. Must consistently display high standards of behavior and appearance.
12. Should be acutely aware of the power that a coach develops with participants and avoid any intimacy (sexual or otherwise).
13. Should be acutely aware of situations with participants that could be construed as compromising and actions that others could perceive as being outside the coaching role.
14. Should report any concerns within the area of Child Protection/Vulnerable Adults in confidence and

without delay to the appropriate person.

15. Should at no time make comment to the media. The CENTRE Press Officer should be made aware of any media interest in relation to Child Protection/Vulnerable Adults.

In the event of an allegation of improper behavior being made, the personal conduct and professional behavior of the adult will be especially important evidence. For child abuse to take place, particularly sexual abuse, the child and adult(s) will generally be alone and away from public view. Therefore, the best practice is to avoid all situations in which behavior cannot be observed. Child Protection is about putting in place the best possible practices and procedures, this will protect not only the child but also you, the adult. If you have any comments on this guideline or require any further support or guidance relating to children and young people, please contact the The CENTRE Child Protection Officer (Michael Curry).

**Appendix C****Accident Report form**

Accident Report Form Group Name ..... Session Date .....

1.1 About the person who had the accident		
Name	Occupation	
Address	Postcode	
About the accident		
2.1 When it happened	Date	Time
2.2 Where it happened - e.g. location, place		
2.3 Who was involved.		
2.4 Witnesses.		
2.5 Events leading up to the accident.		
3.1 Outcomes of the event, e.g. injury or damage, and the severity		
3.2 Is it a RIDDOR reportable Incident? Y/N		
If Yes date and time informed		Method
4.1 Causes of injury or damage.		
4.2 Immediate and underlying causes of the accident.		
5.1 Emergency action taken at the time to prevent a reoccurrence or to minimize injury/damage.		
5.2 Further action required to prevent a reoccurrence.		
6.1 Record completed by Name	Signature	Date
Address	Occupation	
Postcode		

For Adventure Northumberland Use;

Date .....

Entered to log .....

Number .....

Action taken

Notes;

Complete the form as comprehensively as possible. Once completed please post/fax a copy to Adventure Northumberland. Please identify as far as possible not just the immediate cause of the accident, but the underlying causes. For example, a fall may have been sustained due to an obstruction or slippery surface, but why was the obstruction there. Was there a lack of warning?

Adventure Northumberland – Operating Manual  
**Incident Report Form**

**FORM 2**

Incident Report Form Group Name ..... Session Date .....

1.1 About the person involved in the Incident		
Name	Occupation	
Address	Postcode	
About the Incident		
2.1 When it happened	Date	Time
2.2 Where it happened - e.g. Room, location, place		
2.3 Who was involved.		
2.4 Witnesses.		
2.5 Events leading up to the Incident.		
3.1 Outcomes of the event		
4.1 Immediate and underlying causes of the Incident.		
5.1 Emergency action taken at the time to prevent a reoccurrence or to minimise injury/damage.		
5.2 Further action required to prevent a reoccurrence.		
6.1 Record completed by Name		Signature
Address		Occupation
Postcode		Date

For Adventure Northumberland Use

Date.....

Entered to log.....

Number .....

Action taken.....

Notes;

Complete the form as comprehensively as possible. Once completed please post/fax a copy to Adventure Northumberland. Please identify as far as possible not just the immediate cause of the Incident, but the underlying causes. For example a fall may have been sustained due to an obstruction or slippery surface, but why was the obstruction there. Was there a lack of warning?

Adventure Northumberland – Operating Manual  
**NEAR MISS REPORT FORM**

**FORM 3**

Near Miss Report Form Group Name ..... Session Date .....

<p>About the Near Miss</p> <p>1.1 When it happened Time of day</p> <p>1.2 Where it happened - e.g. Room, location, place</p> <p>1.3 Who was involved.</p> <p>1.4 Events leading up to the Near Miss.</p>
<p>2 Potential Outcomes of the event, e.g. injury or damage, and the severity.</p>
<p>3 Immediate and underlying causes of the Near Miss.</p>
<p>4 Further action required to prevent a reoccurrence.</p>

For Adventure Northumberland Use;

Date ..... Entered to log..... Number ..... Action taken;

Notes:

1 Adventure Northumberland use the strongest endeavors to promote a safety culture.

2 We very much appreciate any information that identifies any threat to health and safety so that this information can be shared and used to strengthen systems and prevent actual accidents We therefore ask you to report any occurrence which could result in an accident.

3 Please identify as far as possible not just the immediate cause of the Near Miss, but the underlying causes. For example a fall may have been sustained due to an obstruction or slippery surface, but why was the obstruction there. Was there a lack of warning?

4 To encourage completion we do not ask for your identification and guarantee that the form will not be identified to yourself or your group at any time unless you expressly ask or agree that we should do so.

5 Once completed please post/fax a copy of this form to Adventure Northumberland.

## **Appendix D**

### **Introduction and Safety Brief – Water based Activities**

Introduce company, self, and staff.

Explain the format and location of the activity

Issue Equipment

- Helmet
- Buoyancy Aid
- Wetsuit

Safety Points.

- Check that participants are wearing suitable footwear, speak to everyone, not privately.
- Identify anyone with a medical condition
- Glasses – make sure they are secured
- Emergency contact numbers are done and carried.
  - Explain the process in the event of single person working.
- Confirm that everyone can swim
- Establish hand signals
- Shout / whistle for help

How to summon help from Emergency Services

- Staff phone – location and how to use
- Location of Public / Emergency Phones

Adventure Northumberland – Operating Manual  
**Introduction and Safety Brief – Land based Activities**

Introduce company, self, and staff.

Explain the format and location of the activity

Issue Equipment

- Helmets and harnesses as appropriate

Safety Points.

- Check that participants are wearing suitable footwear / clothing, speak to anyone, not privately.
- Identify anyone with a medical condition
- Glasses – make sure they are secured
- Emergency contact numbers are done and carried.
  - Explain the process in the event of single person working.
- Shout / whistle for help (6 Blasts every 2 minutes in the Mountains)

How to summon help from Emergency Services

- Staff phone – location and how to use
- Location of Public / Emergency Phone

## Appendix E: COVID-19 Secure Policy

This policy is designed to ensure that we can safely provide activity sessions without increasing the risk of spreading the virus. The policy is based on current UK Government regulations and guidelines. Due to the dynamic nature of the pandemic the Government regulations and guidelines will change regularly. Therefore, this policy will be reviewed regularly.

This policy is used in addition to all AN operating procedure. Where there is a conflicting procedure COVID-19 Secure Policy will take precedence

### Additional Activity Session SOPs during COVID -19

- Adjust the activity sessions as necessary, i.e. smaller jumps, less challenging obstacles. Downgrade maximum swells you would normally operate in to help maintain socially distancing (less chance of rescues or need to give hands-on assistance).
- Periodically review guidelines regarding CPR protocols that have been adjusted for COVID-19 (<https://www.resus.org.uk>).
- The relevant PPE for rescue scenarios needs to consider social distancing measures and be carried on the guide (or in a drybag).
- Participant safety briefing to explain the relevant measures to minimise the spread of COVID-19 e.g. what to expect in the session, the coaching style of leaders and participants increased role in rescues and supporting each other.
- If an injury is sustained on dry land, e.g. a broken limb, ask a group member to assist first wherever possible. If necessary, give First Aid and use appropriate PPE whilst following your EAP.
- For a suspected spinal injury. Ask group members to assist at first, wherever possible. If necessary, give First Aid and use appropriate PPE whilst following your EAP.

### Activity Preparation

Including dealing with enquiries, bookings and preparing for the activity session.

Carry out additional staff training re. handing out equipment, Risk Assessment, Group Management & Rescue operations, guiding, etc.

Minimise the members of your team interacting with groups AND each other. For example, run staff meetings remotely; run sessions using only 1 staff member; if possible, do more by phone with clients, wear PPE when appropriate.

- Advise participants that we will be operating to government guidelines.
- Make it clear that group sizes will be reduced accordingly and in line with government guidelines.

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- Include an up-to-date list of symptoms and explain that anyone with any of these should not attend.
- Exclude participants in line with government guidelines e.g. self-isolating, displaying symptoms, >70 years, or other vulnerable groups.
- The COVID-19 Secure policy will require participants to be more independent to maintain social distancing during the activity session e.g. swim unassisted, put on a wetsuit and other PPE unassisted, dependants will always be with an accompanying adult etc.
- Inform participants of arrangements for changing and public conveniences, e.g. changing outside and a lack of public toilets.
- Collect participant PPE sizing information. Appropriately sized PPE will be placed in a 'clean' storage container in the designated collection area. The collection area will be positioned to maintain social distancing between staff and participants and prevent cross contamination with other PPE and equipment.
- If staff or participants develop symptoms prior to the start of the activity session they must not attend the activity session. Staff should inform AN management at the earliest opportunity. Participants should inform AN using the contact information they have been provided with at the earliest opportunity.
- Request staff and participants to inform AN Management at the earliest opportunity if they develop symptoms within 14 days after the activity session. This reporting process will be replaced by the NHS COVID-19 Track and Trace app once it becomes available to the general public.

### Activity Sessions:

- All staff and participants will clean hands upon arrival using facilities provided.
- Activity session start times will be staggered to maximise social distancing and contact between groups.
- Appropriately sized PPE will be placed in a 'clean' storage container in the designated collection area. The collection area will be positioned to maintain social distancing between staff and participants and prevent cross contamination with other PPE and equipment.
- You will need to have a system for distributing equipment that maintains social distancing and does not risk contamination of equipment by staff before it is given to participants.
- Participants should limit the valuables that need to be stored during the activity session e.g. jewellery, cameras, sunglasses could be left in their car or at home. Participants can place valuables at their own risk in the PPE storage container located in the designated collection area. This container will be locked in the AN vehicle for the duration of the activity session.
- The main source of contamination is between staff and participants. Social distancing needs to be maintained as per Government guidelines.
- Reduce the risk of participants requiring rescue assistance by ensuring they can self-assist, navigate and paddle the route themselves with the leader's observation and coaching.

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- Only weather and swell conditions permitting no planned contact between leaders and participants will go ahead. Leaders will conduct a DRA of conditions and if contact is expected between participants and the leader the activity session will be postponed.
- Any obstacles, features or routes that require close management should be avoided to reduce the overall risk of participants requiring a leader hands-on rescue or assistance i.e smaller jumps, low level traversing, sheltered water
- Hands free rescue if possible, based on the rescue principal: Shout, Reach, Throw, Row, Go. This is based on participants being fully briefed and coached in these techniques. With water-based rescues you should always coach a group member to assist first wherever possible. If you need to assist, use distance rescue aides first (throw line, tube, sling etc.).

### Activity Site Cleanup

- All kit needs to be thoroughly cleaned including (buoyancy aids, helmets, wetsuits, paddles, seats, gunwales etc.) using combined detergent disinfectant solution that is effective against enveloped viruses. Solutions will be diluted according to manufacturer's instructions.
  - Encourage participants to do as much washing of PPE and equipment as possible under staff supervision to avoid staff handling contaminated PPE and equipment
  - Staff must wear adequate PPE to wash kit and wash hands thoroughly afterwards.
  - Avoid creating splashes and spray when cleaning.
  - Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.
- Remind participants that if anyone in their household shows symptoms (as per government guidelines) after the activity, they need to report it to you so that you can inform any other participants and staff.
- All participants and staff clean hands before leaving.



## Appendix F: COVID 19 Dynamic Risk Assessment

Hazards and Harm	Who is At Risk	How Are Risks Controlled	Control Measures Needed
Staff spreading the virus	Staff and Participants	<p>Staff to dynamically assess each day if they should be in work. This will be done via asking yourself:</p> <ol style="list-style-type: none"> <li>1. Do I have any COVID-19 symptoms?</li> <li>2. Do any of my family have any COVID-19 symptoms?</li> <li>3. Have I been in close contact with anyone who has had COVID-19 symptoms, that I know of?</li> <li>4. Is my temperature higher than normal? If unsure check with the current NHS guidelines.</li> </ol> <p>Anyone answering 'yes' to any questions above should cease working immediately.</p>	Ongoing observation from the Staff and keeping up to date with Government guidance.
		Staff must inform AN management immediately if they develop any symptoms after the activity has taken place. (Follow Government guidelines)	
Participants spreading the virus	Staff and Participants	<p>At each stage of booking process, as well as upon meeting and during the session, make it clear to participants that we have a COVID-19 Secure policy. Ask each participant the following questions:</p> <ol style="list-style-type: none"> <li>1. Do you have any COVID-19 symptoms?</li> <li>2. Do any of your family have any COVID-19 symptoms?</li> <li>3. Have you been in close contact with anyone who has had COVID-19 symptoms, that I know of?</li> <li>4. Is your temperature higher than normal? If unsure check with the current NHS guidelines.</li> </ol> <p>Anyone answering 'yes' to any questions above they will no longer be permitted to take part in the activity session.</p>	Ongoing observation from the Staff and keeping current with government guidance.
		Brief all participants to inform AN if they show any symptoms within 14 days after the activity has taken place (follow Government guidelines).	
		Brief participants to get changed in their vehicles or outside to maintain social distancing between them and activity session leaders.	



Appendix G – Powerboat Risk Assessment

Name of activity		Power boat use	Level of qualification needed to lead	
Location of activity		River Coquet Estuary and offshore on Northumberland Coast between Coquet Island and Farne Islands	RYA PB2 1 staff member. Supported where required by a spotter.	
Activity Description	Foreseeable Hazard	Who might be harmed and how?	Control measures	With mitigation and use of control measures it is felt that the use of safety boat is safe, and the likelihood of injury is low.
Travelling in power boat	Falling overboard	Driver or passengers drowning	PFDs buoyancy aids and appropriate clothing worn, driver must use kill cord and be trained in recovery techniques	
Travelling in power boat	Falling overboard	Driver or passengers, cold water shock or hypothermia	PFDs buoyancy aids and appropriate clothing worn	
Travelling in power boat	Falling overboard	Driver or Passengers impact with boat, towed vessel or propeller – Trauma or laceration.	Passengers and driver must be sat down on sponson, console or floor. Check you do NOT exceed the Maximum number for craft.	



Activity Description	Foreseeable Hazard	Who might be harmed and how?	Control measures	
Travelling in power boat	Falling overboard	Driver Impact with moving propeller Boat without helm making full circle and striking driver	Wearing correct length of kill cord, in good condition, with reinforcing core, attached to leg before gear is engaged and free from tangles with boat fittings Do not speed in except in emergency	
Passengers in the boat	Non-swimmers falling overboard	Any non-swimmer passengers in the boat drowning cold water shock	Any non-swimmer in the boat must wear a full life jacket	
Travelling in power boat	Wet, cold and wind	Driver and passengers, first stage hypothermia	Appropriate personal clothing for the conditions	
Recovery of person in water	Engine's propeller	Anybody in the water being recovered or near the engine propeller, bodily injury	Stop engine when recovering a Person from the water. Qualified safety boat driver for all activities	
Travelling in the powered boat.	Collision with other users' crafts Collision with obstructions and	Passengers of other craft Driver and passengers, bodily impact injury	Appropriate training, local knowledge. Good lockout and do not speed.	
Travelling in the Power boat	Collision with other users' crafts	Driver and passengers, Bodily impact injury. Passengers of other craft	Maintaining an appropriate Level of speed.	



Activity Description	Foreseeable Hazard	Who might be harmed and how?	Control measures	
Travelling in the power boat	Mechanical breakdown, engine failure Or Engine flooding Or Running out of fuel	Driver and passengers cold, blown to unsafe location,	Regular engine maintenance schedule, mobile phone carried, paddles Carried on-board. Anchor Carried in all powerboats Pre-operation RYA checks including one-part full tank and one full tank of fuel, enough oil, engine warmed until there is no delay in throttling up before sessions begin.	With mitigation and use of control measures it is felt that the use of safety boat is safe, and the likelihood of injury is low.
Supervising sessions from powerboat	Trips, Bumps, Cuts and Scrapes. Sun burn and Cold injuries	Students, Instructional staff or Passengers.	Supervising Staff should ensure RYA safety boat checklist is covered and that a suitable first aid kit and additional dry clothing is available on the craft. Appropriate footwear, hats, and clothing for the weather. Sun Block and sunglasses where required	



Activity Description	Foreseeable Hazard	Who might be harmed and how?	Control measures		
Supervising sessions from powerboat	Mechanical breakdown, engine Failure. Or Engine flooding Or Running out of fuel Resulting in; Loss of control of sailing or other sessions supervised By powerboat.	Clients in cold, water, operating vessels. Unsupervised. Struck by other vessels. Clients hyperthermia, head injuries, drowning, psychological harm, damage To equipment.	Second operational powerboat available when Required because of numbers of participants on the water.		With mitigation and use of control measures it is felt that the use of safety boat is safe, and the likelihood of injury is low.
Supervising sessions Safety boating or power/work boat	Entanglement entrapments from loss rope in the boat	Boat driver or anybody in the boat tangled in loss unsecured ropes in the boat	Driver to ensure all equipment and ropes in the boat are stowed and secured at all times preventing hazard of entanglements		

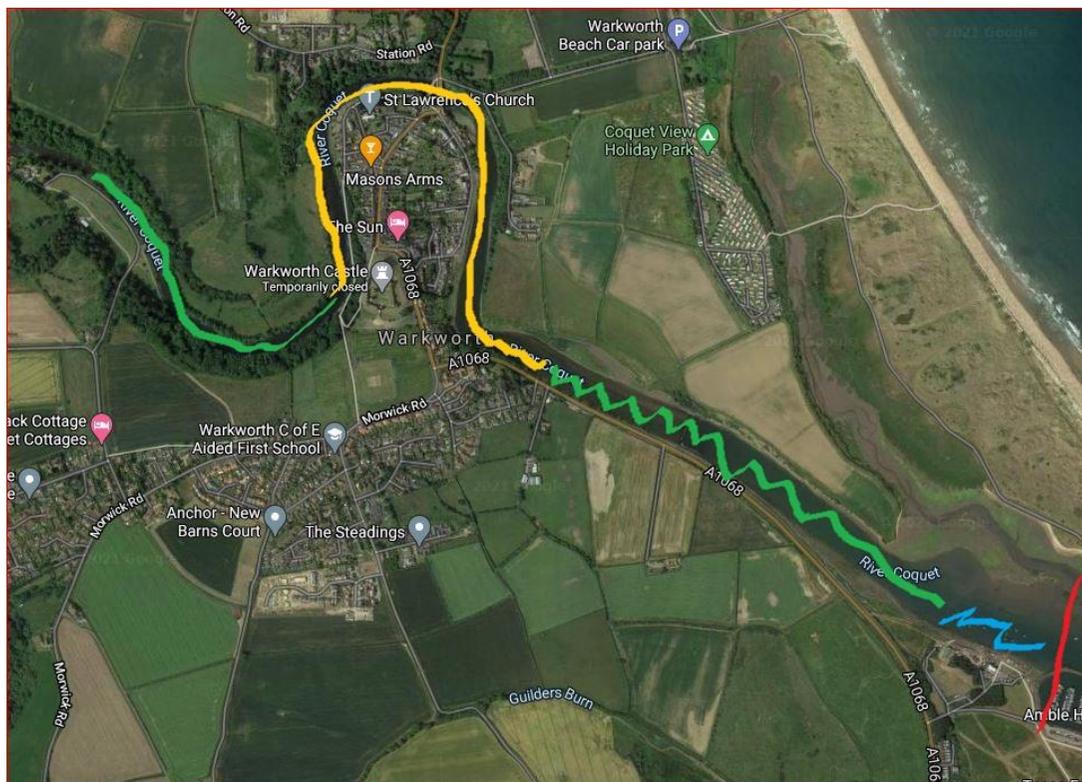


Anybody getting into or out of the boat on a jetty	Falling in between the boat and jetty getting in or out of the boat	Boat driver or passengers trapped injured falling in between boat and jetty	Boat should be secured when passengers get in and out on a jetty. Driver awareness of hazard and training in managing the danger	
<b>Michael Curry – Director Adventure Northumberland</b>			<b>Version 1.0 - January 2021</b>	



## Appendix H - Areas of Operation:

Maps below show the area in which Adventure Northumberland consistently deliver activities.



The Braid – Paddlesports

Red Line – Downstream Limit of our operating area Do not go into The Marina

Blue – Moored boats and lines are present – Travel through to open water

Green – Good passage and areas for games **NB: The Braid weir falls within the green zone. Be aware of its tidal impact.**

Yellow – Noise Sensitive

*Safety Boat Cover: On wind affected days, boat is available for towing SUPs upwind, but not beyond The Braid Weir*

Coquet Island – Sea Kayaking and SUP Hire includes Area of Ops for safety boat cover



**Red – Off limits except in emergency. It is a criminal offence to land on Coquet Island.**

Green Line – Area of safety boat cover

Yellow – Area is affected by waves. Beware of wash-up onto island and reefs

Orange – Limit of SUP Hire area

Purple – Beach launch area

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Red – SSSI – Disturbing the nesting birds is a criminal offence.

Please also see our SOP for Coasteering staff, which holds additional information.