



Welsh Harp Sailing Club Operations Manual

Link to club documents: <https://linktr.ee/whscclubdocs>

Revision Schedule

Areas under current review or awaiting insertion **highlighted in yellow**

Revision	Date	Details	By
A	Mar 2026	First adopted by committee	WHSC

Table of contents

Revision Schedule	2
Table of contents	3
Section 1: Overview	11
Section 1.1 About Welsh Harp Sailing Club	11
(a) Governance, Legal structure and link to WHSC Constitution	11
(b) Insurance and Liability.....	11
(c) Contact, location, management systems, links.....	11
(d) RYA affiliations and status	12
(e) Welsh Harp Sailing Association, WHSA Byelaws and WHSA Constitution.....	12
Section 1.2 Main Activities	12
(a) Dinghy Training.....	12
(b) Dinghy Racing	12
(c) Windsurfing Training.....	12
(d) Sailability.....	12
(e) Recreational Sailing, Windsurfing, Wingsurfing & Windfoiling	13
(f) Yachting	13
(g) University Sailing	13
Section 1.3 WHSC policy documents	13
Section 2: Members	13
Section 2.1 Volunteering	13
(a) Volunteering is at the heart of the club ethos	13
Section 2.2 Key Volunteers	13
(a) Officers of the club.....	13
(b) RYA Training Centre Personnel	13
(c) Committee members	13
(d) Heads of training, senior instructors, instructors, race coaches.....	13
(e) Powerboat and Safety Boat Drivers	14
(f) List of Current First Aiders.....	14
Section 2.3 Developing our volunteers	14
(a) Supporting our members to develop their skills through formal RYA training	14
(b) Supporting our members through CPD	14
Section 2.4 Data protection, photography, video, images, photographs and names 14	14
(a) Data Protection.....	14
(b) Publication and Sharing of Member Names	14
(c) Photography, Video, and Images	14
(d) Tagging of Images	15
(e) Use and Credit of Photographs.....	15

(f) Publication of Photography	15
(g) Use of Images Shared via Official Club WhatsApp Groups	15
(h) Visitors, Training Participants, and Event Attendees	15
(i) Additional Guidance – Junior Members (Photography & Media Consent)	15
(j) Additional guidance – Junior Members (Use of Names - Safeguarding)	15
Section 2.5 Complaints Procedure	16
(a) How to Raise a Concern: Informal Resolution	16
(b) Submitting a Formal Complaint.....	16
(c) Review of Complaints	16
(d) Outcome	17
(e) Appeals	17
(f) Safeguarding	17
(g) Conflicts of Interest.....	17
(h) Standards of Behaviour.....	17
(i) External Advice	17
Section 3: Safety and Emergency	18
Section 3.1 Health and Safety Policy, Club Risk Assessment and Safety Management System	18
Section 3.2 Safety and first aid resources, reporting.....	18
(a) Locations of main safety hub, first aid kits, defib, dry boxes for safety boats, fire muster point.....	18
(b) Reporting accidents, incidents, near misses and positive interventions	18
(i) <i>Statutory and External Reporting - RYA Reporting Requirements</i>	18
<i>RYA Recording Accidents and Incid</i>	18
(ii) <i>Statutory and External Reporting Statutory - Reporting Under RIDDOR</i>	19
(iii) <i>Review and Follow-Up</i>	19
(c) Ongoing review and monitoring	20
(d) Nearest Hospital	20
Section 3.3 Site specific hazards – on the water	20
(a) Restricted areas: danger areas – generally marked by buoys	20
(b) Restricted areas: areas to avoid due to SSSI / shallows.....	20
(c) Daylight sailing only	20
(d) Thunder and lightning	20
(e) Emergency evacuation points	20
(f) Specific water hazards: Blue Green Algae & Weil’s Disease.	20
Section 3.4 Site specific hazards – around the site.....	20
(a) Health and Safety: the yellow line	20
(b) Health and Safety: particular hazards on the site	20
Section 3.5 List of plans, procedures, guidance and protocols	21

Section 3.6 Safeguarding	21
Section 4: On the water activities: General approach	21
Section 4.1 Sailing Area	21
(a) Map of the sailing area, area of operations	21
(b) Exclusive use, coordination with other users, access via pontoons, jetties & the beach	21
Section 4.2 The boat park, trailer park, jetties, pontoons, beaches and other site facilities 21	
(a) Map of Birchen Grove Site	21
(b) Birchen Grove Site Overview	21
(c) Boat park.....	22
(d) Trailer park.....	22
(e) Land-drills	22
(f) Hose and jet washer	22
(g) Use of pontoons	22
(h) Trolleys	22
Section 5: On the water activities (all non-training): Recreational Sailing, Fleet Racing and UCLSC including Team Racing	22
Section 5.1 General guidelines for Sailing on the Harp	22
(a) General guidance:	22
(b) Guests	22
Section 5.2 Recreational Sailing	23
(a) General guidance:	23
(b) For club organised recreational sailing	23
Section 5.3 Dinghy Fleet Racing	23
(a) Fleet Racing Generally	23
(b) Club Racing at WHSC	23
(c) Open meetings at WHSC and elsewhere	23
Section 5.4 Universities including Team Racing	23
(a) UCL Sailing Club (UCLSC).....	23
Section 6: On the water activities: Sailability	24
(a) The SOPs for general club use all apply to Sailability activities; for any specific Sailability Activities see linktree	24
Section 7: On the water activities: Dinghy Training	24
Section 7.1 General requirements – for all training	24
(a) Coordination and Google Calendar	24
(b) Participant – pre-booked and drop-in sessions,	24
(c) Information to be shared with the participants / required from participants / feedback.....	24
(d) Complaints.....	24
(e) Record keeping	25

(f) Instructor induction	25
(g) Instructor Briefing – standard briefing at start of course and each session	25
(h) Risk assessment – for each day / session, written, saved	25
(i) Clothing, BA check for fit, helmet, footwear, standard briefing for participants	25
Section 7.2 Adult training – in addition to general requirements	25
(a) Overview of training and training pathway	25
(b) Non-member Tasters	25
(c) Thursday evening GP14 Coached Sessions, Supervised Sailing, Single Hander Coaching, Race Nights	26
(i) <i>GP14 Coached Sessions</i>	26
(ii) <i>Supervised sailing & single hander coaching</i>	26
(iii) <i>Race Nights</i>	26
(d) Plain Sailing, Saturday Lasers & Novice Racing	26
(i) <i>Plain Sailing and Saturday Lasers</i>	26
(ii) <i>Novice Racing</i>	26
(e) Learning through racing	26
(f) RYA courses	26
(g) Club Checkout	26
(h) Coaching Clinics	26
(i) Development Talks	27
Section 7.3 Junior Training - in addition to general requirements	27
(a) Overview of training and training pathway	27
(b) Non-member Tasters	27
(c) Thursday Juniors	27
(d) Saturday Juniors.....	27
(e) Cadets	27
(f) Junior Race Coaching	27
(g) Club Checkout	27
(h) Regattas and Opens	27
(i) RYA courses	27
(j) Junior training – general procedures.....	27
(k) WHSC guidelines for the training of members’ children on Thursday evenings and Saturday mornings.....	28
Section 8: On the water activities: Windsurfing, Wingsurfing and Windfoiling 28	
Section 8.1 Windsurfing	29
(a) General Info	29
(b) Age requirements	29
(c) Operating Areas	29

(d) Minimum Standard of Kit	29
(e) Safety (over and above the standard RYA recommendations)	29
(f) Wind strengths	30
(g) Windsurfing Simulator	30
(h) Radio Communication	30
Section 8.2 Wingsurfing	30
Section 8.3 Windfoiling	30
Section 9: Facilities: buildings and site	30
Section 9.1 Overview	30
(a) Plans of buildings and site	30
(b) Access to site	30
Section 9.2 WHSC's 3 buildings	31
Section 9.3 Buildings locking up procedures, services & safety information	31
a) South Building: Locking up procedure, location of services including shut-offs & safety information	31
b) North Building: Locking up procedure, location of services including shut-offs & safety information	32
c) Boatshed: Locking up procedure, location of services including shut-offs & safety information	32
Section 9.4 Buildings shared with others	33
(a) Green boatshed	33
(b) Starters Box	33
(c) Sign-on Box	33
(d) WHSA WC	33
Section 9.5 Fire Safety	33
(a) For Evacuation Plans and Fire Safety Procedures see linktree	33
(b) External contractors	33
(c) Hot work	33
(d) Storage of fuel	33
(e) Use of personal electrical appliances	33
(f) Building Occupancy Limits	33
(g) Schedule of testing	34
Section 10: Resources: Powerboats, Radios, BAs and Wetsuits 34	
Section 10.1 Powerboats	34
(a) Health & Safety: Powerboat Maintenance	34
(i) <i>Regular inspection and refuelling</i>	34
(ii) <i>Prior to each use: inspection and reporting</i>	34
(iii) <i>Following use: inspection and reporting</i>	35
(b) When powerboats can be used	35

(c) Locations of power boats and associated equipment.....	35
(d) Persons authorised to man a powerboat / provide safety cover	35
(i) <i>Generally</i>	35
(ii) <i>Additional requirements for safety drivers / crew for activities other than RYA training</i> .	35
(iii) <i>Additional requirements for safety driver / crew for training</i>	35
(e) Checklist before going out in a powerboat.....	36
(f) Power boats – list of items to be carried on a power boat.....	36
(g) Checklist for after use.....	36
(h) Ratios for safety boat cover for RYA training, club training and club organised recreational sailing & windsurfing	36
Section 10.2 Radios	36
(a) Health & Safety: Radio Maintenance	36
(b) Location & usage.....	37
Section 10.3 Buoyancy Aids, Helmets, Wetsuits & Spray Tops	37
(a) Buoyancy Aids	37
(i) <i>Regular inspection</i>	37
(ii) <i>Prior to each use: inspection</i>	37
(b) Helmets.....	37
(i) <i>Regular inspection</i>	37
(ii) <i>Prior to each use: inspection</i>	37
(c) Wetsuits and spray tops	37
Section 11: Resources: Dinghies, berthing, checkout.....	37
Section 11.1 Club Boats.....	37
(a) Who may use a club boat: checkout and guests	37
(b) Guidance for using club boats.....	38
Section 11.2 Privately owned dinghies	38
Section 12: Resources: Windsurfing kit & checkout.....	38
Section 12.1 Health & Safety: Maintenance of club kit	38
Section 12.2 Windsurfing kit	38
Section 12.3 Unsupervised use of Boards – check out	38
Section 12.4 Record keeping.....	38
(a) Logging usage	38
(b) Damage and loss.....	38
(c) Strong winds	39
Appendix 1 Charts, Maps & Plans.....	40
Appendix 1.1 Sailing Area: Area of operations	40
Appendix 1.2 Plan of Birchen Grove Site	41
Appendix 1.3 Plans of South Building & Boatshed.....	42

Appendix 1.4 Plans of North Building	44
Appendix 2 Emergency procedures	45
Appendix 2.1 Emergency Contacts List	45
a) Club.....	45
b) Agencies	45
c) RYA	45
d) Utilities	45
Appendix 2.2 Fire Emergency Plan	46
a) First response	46
b) Protect Lives	46
c) Inform	46
d) Fire-fighting (only if safe)	46
e) Post Incident	47
Appendix 2.3 Emergency Action Plan	47
a) First response	47
b) Protect Lives	47
c) Inform	48
d) Post Incident	48
e) On shore incident.....	48
f) On water incident.....	48
g) Clearing the water.....	48
Appendix 2.4 Major Incident Procedure	48
a) What is a Major Incident	48
b) Overview (for details see below)	49
c) Protect Lives	49
d) IC starts Incident log	49
e) Inform relevant agencies	49
f) Establish relatives area	50
g) Gather witnesses statements	50
h) Secure evidence	50
i) Establish media procedure	50
j) Coordinate post incident process	51
k) Preparedness:.....	51
Appendix 2.5 Major Incident Log Sheet	51

Appendix 2.6	Emergency Radio Protocol for use in a serious or urgent situation (eg heart attack, suspected fatality, drowning etc)	52
Appendix 3	Safety and training guidance	54
Appendix 3.1	Precautions against Weils Disease & Blue Green Algae	54
Appendix 3.2	Cold weather guidance	54
a)	Hypothermia bullet points	54
Appendix 3.3	Hot weather guidance	55
a)	Staying well in the heat	55
b)	Heat Stroke	55
c)	Heat Exhaustion	55
Appendix 3.4	Entrapment: measures to be taken to minimise the risk of entrapment	55
Appendix 3.5	Guidance for capsize drill	55
Appendix 3.6	Guidance for teaching from a dinghy	56
Appendix 3.7	Guidance for simulators	56
Appendix 4	RYA courses, instructor ratios, powerboat ratios, guidance on arranging a course	57
Appendix 5	Good Practice Guidelines for Instructors, Coaches and Volunteers	58

Section 1: Overview

Section 1.1 About Welsh Harp Sailing Club

Welsh Harp Sailing Club (WHSC) is a volunteer-based community sports club based in North West London focussing on Sailing, Windsurfing, Wind Foiling and Wing Surfing. There is recreational sailing & windsurfing, sailability, fleet racing, club training and RYA training. It has members of all ages and abilities and member development is at its heart. University College London Sailing Club (UCLSC) is an affiliated club and runs training and competitive team racing for their students.

There is exclusive use of two clubhouses, a large fleet of club boats, club powerboats and internal boat maintenance area. There is a shared boat park providing berthing for private & club boats and undercover storage for private and club windsurfing kit. Various shared jetties, pontoons and a beach give access to The Welsh Harp reservoir 365 day a year.

(a) Governance, Legal structure and link to WHSC Constitution

WHSC is a non-incorporated voluntary association governed by its Constitution. The Constitution sets out the Club's objects, membership arrangements, governance structure, and the powers and responsibilities of the Officers and Committee.

WHSC operates on a not-for-profit basis and is registered as a Community Amateur Sports Club (CASC). The Club is managed by its elected Officers and Committee in accordance with the Constitution and applicable law. Trustees appointed under the Constitution hold property and assets on behalf of the Club.

As a non-incorporated association, the Club does not have a separate legal personality. The Committee manages the Club's affairs on behalf of the members, and appropriate insurance is maintained to cover Club activities.

<https://linktr.ee/whscclubdocs>

(b) Insurance and Liability

WHSC maintains appropriate insurance cover including public liability, employer's liability (where applicable), and professional indemnity insurance in accordance with RYA requirements. Members and participants are responsible for ensuring they have appropriate personal insurance where required.

(c) Contact, location, management systems, links

Address: Welsh Harp Sailing Club, Birchen Grove, London NW9 8SA

Location: [WHSC Google Maps location](#)

What 3 words: [///volunteered.lucky.shot](http://volunteered.lucky.shot)

Email: enquiries@welshharpssailingclub.org

Website: www.welshharpssailingclub.org

Club calendar: www.welshharpssailingclub.org

Linktree: <https://linktr.ee/welshharp>

Club documents: <https://linktr.ee/whscclubdocs>

Bookings: <https://webcollect.org.uk/whsc>

Subscriptions: <https://webcollect.org.uk/whsc/subscription>

Dutmanager: <https://dutyman.biz/dmmain.aspx>

Sailing results: [Sailwave](#)
facebook: <https://www.facebook.com/welshharpsailingclub>
Instagram: <https://www.instagram.com/welshharpsailingclub/>
Flickr: <https://www.flickr.com/photos/welshharpsc/albums>

(d) RYA affiliations and status

- RYA Affiliated Club, ref 920553136
- RYA Training Centre (RTC)
WHSC operates in accordance with current RYA Recognition Guidance Notes and scheme conditions, including: instructor qualification verification; Principal oversight responsibility; syllabus compliance; safety boat and equipment standards; RYA branding requirements
- RYA Sailability Centre
- RYA On Board Centre

(e) Welsh Harp Sailing Association, WHSA Byelaws and WHSA Constitution

Welsh Harp Sailing Association (WHSA) holds the lease with CRT for use of the Birchen Grove site and an exclusive licence to use the Welsh Harp Reservoir for water sports. It is made up of the 4 organisations that are based at Birchen Grove (WHSC, Wembley Sailing Club (WSC), Sea Cadet (SC) & Regatta Safety Boating Base (RSBB)) and the one organisation based towards the eastern end of the Welsh Harp (Phoenix Outdoor & Canoe Centre (POC)).

[WHSA website](#)
[WHSA constitution](#)
[WHSA bye-laws](#)

Section 1.2 Main Activities

(a) Dinghy Training

WHSC provides training to Junior and Adult members following both RYA and club-based schemes; the RYA based training is often opened up to non-members as well. Non-members may also come for taster sessions as an introduction to the club and sailing.

(b) Dinghy Racing

WHSC has three race fleets: GP14, ILCA 7 & ILCA 5 / ILCA 4 and normal club racing takes place on Saturday afternoons all year round and Tuesday evenings from April – September. The club hosts a number of regattas and open meetings throughout the year and members regularly travel to open meetings elsewhere.

(c) Windsurfing Training

WHSC provides training to those over the age of 16 (and those under the age of 16 by agreement) following both RYA and club-based schemes; the RYA based training may be opened up to non-members. Non-members may also come for taster sessions as an introduction to the club and windsurfing.

(d) Sailability

WHSC provides bespoke Sailability activities by arrangement with the Sailability Lead.

(e) Recreational Sailing, Windsurfing, Wingsurfing & Windfoiling

Members are able to sail on the Welsh Harp at any time (within club guidelines and limitations of the WHSA Bye-Laws)

(f) Yachting

Yachting is not an activity organised by or on behalf of the club. Members of WHSC do own their own boats and on occasion offer trips to others and may use WHSC channels to do this, but it is entirely separate to the club and any arrangement is an entirely private one. Such private arrangements are not organised, endorsed or insured by WHSC and fall outside the scope of the Club's activities.

(g) University Sailing

Refer specific university information

Section 1.3 WHSC policy documents

All policy documents can be found via <https://linktr.ee/whscclubdocs>

Section 2: Members

Section 2.1 Volunteering

(a) Volunteering is at the heart of the club ethos

Volunteering is at the heart of the club and members are encouraged to help run the club in whatever way they can. The roles available are many and varied and can take a large or small amount of time so there is something to suit everyone. It's a great opportunity to support the club and for members to learn new skills. It is good for sociability and club cohesion as well.

Section 2.2 Key Volunteers

(a) Officers of the club

Commodore	Liz Guest	commodore@welshharpsailingclub.org
Vice Commodore		vc@welshharpsailingclub.org
Rear Commodore	Mark Greenstreet	rc@welshharpsailingclub.org
Treasurer	Tony Barton	treasurer@welshharpsailingclub.org
Secretary	Guy Parks	secretary@welshharpsailingclub.org

(b) RYA Training Centre Personnel

Principal	Louise HInshelwood	principal@welshharpsailingclub.org
Dinghy Chief Instructor		vc@welshharpsailingclub.org
Windsurfing Chief Instructor	Andy King	windsurfing@welshharpsailingclub.org
Welfare Officer	Philippa Parks	principal@welshharpsailingclub.org

(c) Committee members

See website <https://www.welshharpsailingclub.org/club>

(d) Heads of training, senior instructors, instructors, race coaches

Contact principal@welshharpsailingclub.org

(e) Powerboat and Safety Boat Drivers

Contact principal@welshharpsailingclub.org

(f) List of Current First Aiders

Contact principal@welshharpsailingclub.org List of current first aiders displayed in clubhouse

Section 2.3 Developing our volunteers

All club activities are run by volunteers and offer many opportunities to use exiting skills such as cooking, woodworking, electrics, plumbing, managing, strategy, facilities, marketing, on the committee as well as developing new skills through a mixture of informal training, formal training and pairing with experienced members. A good way to get involved in racing is to volunteer to assist on the committee boat.

(a) Supporting our members to develop their skills through formal RYA training

The club actively supports members who wish to develop their skills.

- The club may subsidize a percentage of courses costs for members wishing to undertake formal training to become RYA instructors and RYA race coaches in return for volunteering at the club.
- The club may subsidize a percentage of courses costs for RYA Powerboat 2 and Safety Boat in return for offering to do a number of safety duties.
- The club encourages members to get RYA first aid and subsidises courses for instructors, race coaches and other key volunteers.

(b) Supporting our members through CPD

The club actively supports members to maintain and develop their skills by putting on informal courses and sessions as deemed necessary in areas such as powerboating & safety cover, instructing, race officer, first aid and other skills.

Section 2.4 Data protection, photography, video, images, photographs and names

(a) Data Protection

All personal data shall be collected, stored, processed, and used in accordance with the Club's Data Privacy Policy & procedures (GDPR) which can be found on the linktree and applicable data protection legislation UK GDPR and Data Protection Act 2018. WHSC is registered with the ICO.

(b) Publication and Sharing of Member Names

Members shall be informed that their name may be displayed alongside other prospective members within the clubhouse and, once membership is ratified, recorded in the minutes of the relevant Committee meeting. Committee minutes are distributed electronically to all current members. Members shall be offered the option to opt out of having their name published in the Committee minutes.

Members shall also be informed that their name may appear in Club communications, including but not limited to emails, the Club website, sailing publications, race results, social media and associated websites. Examples include race results, duty rosters, and race reports. An opt-out option shall be provided where practicable.

(c) Photography, Video, and Images

Members shall be asked to confirm whether the Club may use photographs and video recordings of them taken at the Club, during Club organised events, or while representing the Club at external events. Such media may be used on Club platforms such as the website, linktree, WhatsApp, Instagram, Facebook, Flickr, YouTube, Webcollect, Dockside and for the promotion of the Club including in publications. A clear opt-out mechanism shall be provided.

(d) Tagging of Images

Those aged 18 and over may be tagged in photographs published by the Club. Members may request that they are not tagged in images by contacting the Club, and such requests shall be respected.

(e) Use and Credit of Photographs

Permission shall be sought where required for the use of photographs. Where requested and appropriate, credit shall be given to photographers.

(f) Publication of Photography

Photographs or videos may be taken of club related activities, either at The Harp or sometimes elsewhere, and published on our website, social media channels, communication channels and other related places in connection with the club.

Personal publication or sharing of event photographs outside these channels is not permitted without prior approval.

(g) Use of Images Shared via Official Club WhatsApp Groups

Members and guests are asked to respect the privacy of others when taking and sharing photos and videos – please don't unless you are sure there is consent from both the subject and photographer. Those shared within the Club's main WhatsApp groups shall be understood to have been shared with the necessary consents of the photographer and the subjects featured and may be published by the club as noted above.

(h) Visitors, Training Participants, and Event Attendees

Individuals attending the Club for training, open meetings, competitions, or other events shall be made aware that photographs and videos may be taken and used as noted above and that names may be used as noted above in relation to the event and WHSC.

(i) Additional Guidance – Junior Members (Photography & Media Consent)

Parents or guardians of junior members are required to confirm if they have chosen **not** to allow photographs, video, or other media of their child to be shared by the Club.

- This choice must be clearly noted on the attendance sheet for each training session or activity.
- If consent is refused, or if a parent or guardian changes their consent preference after initial sign-up, they must notify the Membership Secretary directly.
- Please note that changes to photography and media consent preferences are not automatically flagged by the membership system, and failure to notify the Membership Secretary may result in images being used unintentionally.

The Club relies on parents and guardians to keep this information accurate and up to date in order to ensure compliance with the Club's Data Privacy Policy and to safeguard all junior members.

(j) Additional guidance – Junior Members (Use of Names - Safeguarding)

For safeguarding reasons, parents or guardians of junior members may choose not to have their child's name used in Club communications. Where this option is chosen, parents or guardians may specify on the membership form how their child should be referred to, for example by the use of an alias or alternative form of name.

Where a parent or guardian chooses this option, they must notify the Membership Secretary directly. If this preference changes at any time after initial sign-up, the Membership Secretary must be informed promptly. As with photography and media consent, preferences relating to the use of junior members' names are not automatically flagged by the Club's membership system.

Section 2.5 Complaints Procedure

(a) How to Raise a Concern: Informal Resolution

Many issues can be resolved quickly through discussion.

If appropriate, members may wish to speak to:

- the person involved
- a committee member
- an instructor, coach or race officer
- the Club Welfare Officer (for welfare or safeguarding concerns)

If the matter cannot be resolved informally, or if you are not comfortable raising it directly, you may submit a formal complaint.

(b) Submitting a Formal Complaint

Formal complaints should be submitted using the **WHSC Complaints Form**:
[link on linktree]

The form asks for:

- a description of what happened
- when and where it occurred
- who was involved
- any relevant evidence or information
- the outcome you are seeking (if known)

Complaints submitted through the form are received by the **Commodore, Rear Commodore, Vice Commodore, Principal, Membership Secretary and Welfare Officer**.

You will receive confirmation that your complaint has been received.

(c) Review of Complaints

The relevant officers will decide how the complaint should be reviewed. This may involve:

- a single committee officer reviewing the matter, or
- a small complaints panel

The review may include:

- speaking with the complainant
- speaking with others involved
- reviewing relevant documents or evidence

The person the complaint concerns will normally be informed of the relevant parts of the complaint and given an opportunity to respond, unless this would conflict with safeguarding guidance.

All parties will be treated fairly and respectfully during the process.

(d) Outcome

A written outcome will normally be provided **within four weeks**, although more complex matters may take longer.

Outcomes may include:

- clarification or explanation
- informal resolution between members
- recommendations for future conduct
- referral to another club procedure where appropriate

Records of the complaint and outcome will be stored securely in the club's confidential records.

(e) Appeals

If a complainant is not satisfied with the outcome, they may submit an appeal in writing.

Appeals will normally be reviewed by **committee members who were not involved in the original decision**.

A written response will be provided once the appeal has been considered.

(f) Safeguarding

Concerns involving children or vulnerable adults must be referred immediately to the **Club Welfare Officer** and handled in accordance with the club's Safeguarding Policy.

(g) Conflicts of Interest

Any committee member who is directly involved in a complaint, or who may reasonably be perceived as having a conflict of interest, must not take part in reviewing or deciding that complaint.

In such circumstances the matter will be handled by other committee members or by a complaints panel.

(h) Standards of Behaviour

Members and visitors are expected to behave in a respectful and sportsmanlike manner consistent with the values of WHSC and the principles of good sportsmanship reflected in the Racing Rules of Sailing.

Complaints may be raised where behaviour is considered inconsistent with these expectations.

(i) External Advice

Where appropriate, the club may seek guidance from the Royal Yachting Association.

Section 3: Safety and Emergency

Section 3.1 Health and Safety Policy, Club Risk Assessment and Safety Management System

Link to Health and Safety Policy, Club Risk Assessment and Safety Management System
<https://linktr.ee/whscclubdocs>

Section 3.2 Safety and first aid resources, reporting

(a) Locations of main safety hub, first aid kits, defib, dry boxes for safety boats, fire muster point

- Main safety hub – South Building, emergency notice board
- First aid kits – South Building, notice board next to bar & kitchen; North Building workshop & kitchen; Windsurfing cupboard by the beach
- First aid kit spares - South Building, bar store
- Defib – side of Sea Cadet’s building, code is on safety noticeboard and information section of WhatsApp groups
- Dry boxes – South Building, bar store
- Accident books – South Building, emergency notice board; North Building, kitchen.
- Red Confidential Box - South Building, emergency notice board

(b) Reporting accidents, incidents, near misses and positive interventions

All accidents, incidents and near-miss events occurring during Club activities — including training, coaching, sailing, windsurfing and shore-based operations — must be promptly recorded in the Club’s accident/incident log (accident books)

This should include:

- date, time and location of the event;
- names of those involved and any witnesses;
- a clear description of what happened and the injury or hazard;
- first aid or medical response provided; and
- any follow-up actions taken.

Completed forms to be placed in the red confidential box. It is helpful for positive interventions to be reported as well.

Definitions

Accident: An unplanned event that results in injury or ill health.

Incident: An event that has the potential to cause injury or damage.

Near Miss: An event that did not result in injury or damage but had the potential to do so, acting as a warning sign.

Positive Intervention: Proactive actions taken by people to stop unsafe behaviour or correct a hazardous condition before an incident occurs

(i) Statutory and External Reporting - RYA Reporting Requirements

As an RYA Recognised Training Centre and affiliated sailing club, the Club also follows RYA guidance on incident reporting. Accidents or incidents should be reported to the RYA in cases that include, but are not limited to:

- fatalities;
- hospitalisation of a participant;
- involvement of emergency services;
- incidents where useful safety lessons can be learned;
- circumstances in which statutory or marine authority reporting (e.g. to MAIB) is required; and
- any incidents during formal RYA training or coaching activities.

RYA reporting helps identify trends, improve safety standards and support the wider sailing community.

(ii) Statutory and External Reporting Statutory - Reporting Under RIDDOR

Certain accidents and dangerous occurrences may be notifiable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Not all incidents require reporting; a report is only required when:

- the incident arises out of, or in connection with, activities for which the Club is responsible; and
- it results in a reportable injury, death, specified dangerous occurrence, or other notifiable event as defined in the Regulations.

Reportable events include, for example:

- death of any person resulting from a work-related accident;
- injuries requiring hospital treatment;
- dangerous occurrences with significant risk of harm; and
- other specified events under RIDDOR.

If a recorded accident or incident meets the RIDDOR reporting criteria, the Welfare Officer shall ensure that a notification is submitted to the Health and Safety Executive (HSE) within the statutory time limits, using the appropriate RIDDOR form or online submission process.

Notifications should be made without undue delay and, where required by RIDDOR, within the relevant statutory deadlines (e.g. 10 days for most reportable injuries).

The Welfare Officer will maintain records of all RIDDOR notifications, associated documentation and investigation outcomes in accordance with statutory requirements.

(iii) Review and Follow-Up

Any accident, incident or near miss should be reviewed by The Welfare Officer to assess the cause, identify lessons learned and take corrective actions to reduce the risk of reoccurrence. Significant incidents should be escalated to the Committee and, where appropriate, shared with RYA Safety departments to support continuous improvement.

(c) Ongoing review and monitoring

- Principal, commodore & chief instructors to annually review club risk assessment and review safety policy and practices.
- Principal and nominated person shall be responsible for replenishing the First Aid Boxes (in the Clubhouses and in the safety boats)
- Principal and nominated person shall be responsible for checking the contents of the dry packs for the powerboats
- The whereabouts of the First Aid Boxes and Defibrillator shall be advertised, and a list of First Aiders shall be displayed.
- The Principal will remind Instructors to keep their First Aid certificates up to date.

(d) Nearest Hospital

Northwick Park Hospital Watford Road
Harrow HA1 3UJ Telephone: 020 8864 3232

Section 3.3 Site specific hazards – on the water

(a) Restricted areas: danger areas – generally marked by buoys

- Row of buoys near mark 6 on north bank mark an areas of underwater hazards
- Blue buoys in the lagoon mark the shallow areas
- Yellow boom cordons off the dam sluice

(b) Restricted areas: areas to avoid due to SSSI / shallows

The Harp is a Site of Special Scientific Interest. Be especially careful not to disturb nesting birds and not to approach the nesting rafts at the eastern end of the lake. The water becomes very shallow at this end.

(c) Daylight sailing only

Sailing after dusk is prohibited.

(d) Thunder and lightning

When there is thunder and lightning, you must wait for 20 minutes after the last lightening flash before going on the water. If you are already on the water when the storm starts you must evacuate the water immediately. For club organised activities, a Red flag and loud hooter will be used when the first person is back to shore.

(e) Emergency evacuation points

- WHSA sailing jetties at the Birchen Grove site, near WHSC
- Phoenix pontoon, west end of reservoir

(f) Specific water hazards: Blue Green Algae & Weil's Disease.

For precautionary guidance and information for participants see appendix 3.

Section 3.4 Site specific hazards – around the site

(a) Health and Safety: the yellow line

During training sessions, everyone must wear a buoyancy aid on the water side of the yellow line. Children must always wear a buoyancy aid on the water side of the yellow line, and preferably throughout the site.

(b) Health and Safety: particular hazards on the site

Areas requiring particular care are:

- the slipways and pontoons
- trip hazards in the berthing area
- slippery grass near the beach and slopes
- keep clear of areas to the rear of the clubhouses, apart from the trailer park

- uneven surfaces on the access road and pedestrian routes
- the dam wall – there is a large drop on to concrete / water
- there is a locked fuel storage area near the gap in the dam wall used by all organisations; please do not access this unless authorised. Specific guidance is given for use.

Section 3.5 List of plans, procedures, guidance and protocols

See also Appendices for emergency procedures and safety and training guidance.

Section 3.6 Safeguarding

WHSC operates in accordance with the RYA Safeguarding and Child Protection Policy and has an appointed Welfare Officer. All instructors and relevant volunteers working with children or vulnerable adults must hold appropriate DBS clearance and complete safeguarding training as required by the RYA.

Any safeguarding concern must be reported immediately to the Welfare Officer or, in urgent cases, directly to statutory authorities.

Section 4: On the water activities: General approach

Section 4.1 Sailing Area

(a) Map of the sailing area, area of operations

See Appendix 2

(b) Exclusive use, coordination with other users, access via pontoons, jetties & the beach

With the exception of landlords CRT, WHSA has exclusive rights to use the Welsh Harp Reservoir for water sports. No other on-the-water, swimming or fishing is allowed and anyone doing so should be politely asked to stop and the incident logged in the incident book.

All members are expected to be considerate of other water users. Each Constituent Body (CB) has different rights to water usage on different days of the week and this regular weekly schedule can be found in the WHSA Bye-laws. Particular one-off days such as Opens, when no other craft may use the water, can be found on the WHSC calendar on the club website.

Access to the water is via 3 pontoons (“I” pontoon, “L” pontoon and accessible pontoon) and the laser / windsurf beach. Powerboats, the shared committee boat and other vessels owned by WHSA are stored on the water in the harbour area.

Section 4.2 The boat park, trailer park, jetties, pontoons, beaches and other site facilities

(a) Map of Birchen Grove Site

See Appendix 2

(b) Birchen Grove Site Overview

WHSA has overall responsibility for the Birchen Grove site, including boat park, access ways, jetties, pontoons, beaches. All issues with these areas should be reported to the WHSA Harbourmaster. Specific guidance on the site can be found in the WHSA byelaws.

(c) Boat park

There is space to store approximately 300 boats; double handers, keel boats and power boats are berthed near I and L pontoons; lasers, junior boats, racks for canoes and windsurfing equipment are stored by the windsurf / laser beach. Licences are required to store items in these areas.

(d) Trailer park

Trailers may be stored in the area behind WSC and RSBB. All trailers should be clearly marked with the owners name, club and boat number. Licences are required to store trailers.

(e) Land-drills

Land drill boat by the gap in the dam wall and windsurfing simulator by the windsurfing beach.

(f) Hose and jet washer

There is a hose by the gap in the dam wall and pressure washer in the cupboard adjacent.

(g) Use of pontoons

Boats left on the pontoon should have sails dropped or furled, centreboards raised and rudders removed.

(h) Trollies

Trollies should be removed from the water / slipways / launch areas and stored considerately. Trollies left in the water present a hazard to other users.

Section 5: On the water activities (all non-training): Recreational Sailing, Fleet Racing and UCLSC including Team Racing

Section 5.1 General guidelines for Sailing on the Harp

(a) General guidance:

- All water-based activities carry inherent risks. Participants take part at their own risk and are responsible for deciding whether conditions are suitable for their ability.
- Every dinghy on the water must have someone who is checked-out on board.
- The responsibility for a boat's decision to sail is hers alone: if in doubt, don't go out!
- Check on the club calendar to see if it is a sailing day, for example "A" day, "AZ" day etc. See The Summary of Regulations for Sailing on the Harp in the members area of website for more details.
- Check your equipment is in good order; if using a club boat, please refer to club boat guidance document
- Ensure you are wearing appropriate clothing; always wear closed-toe shoes and always wear a BA
- Check the weather forecast / general sailing conditions and only sail within your capabilities
- Always consider other water users
- Remember the RYA's 7 common senses checklist to keep yourself and others safe on the water.

(b) Guests

- You are welcome to bring an occasional guest to sail with you. They must be signed into the Guest Book (in the South Building) and leave an emergency phone number.
- Guests and club boats: a guest may not take out a club Laser but may helm a club GP14 if they are with a checked-out member.
- A more than occasional guest should join the Club.

Section 5.2 Recreational Sailing

(a) General guidance:

- Log your presence in the club diary.
- If there is a club session taking place, racing or training, tell the person in charge you are going out; likewise with other clubs.
- Sail with others or ensure someone on site knows you are out and stay within sight.

(b) For club organised recreational sailing

- There will be safety overview following a risk assessment on the day.
- Activity records will be kept including participants, safety and other factors.

Section 5.3 Dinghy Fleet Racing

(a) Fleet Racing Generally

- Participants risk statement: all participants race at their own risk as set out in the Racing Rules of Sailing: *"The responsibility for a boat's decision to participate in a race or to continue racing is hers alone."*
- All participants are required to sign on in accordance with the event instructions.
- Daily and dynamic risk assessments – prior to the start of the race, the RO, in consultation with the race team, will check conditions, number of sailors and sailing ability of participants and make alterations to the course and safety cover in response. Assessments and necessary alterations will be made throughout racing as the situation changes. Relevant details will be recorded by the RO on the Race Record Sheet.

(b) Club Racing at WHSC

- WHSC runs weekly Club Racing - please refer to the Club Racing Sailing Instructions and Notice of Race on the website.
- Duties – OOD / race officer, safety team and other duties will be allocated for every race in accordance with the guidance on the website.

(c) Open meetings at WHSC and elsewhere

- WHSC runs a number of Opens in connection with their racing class associations. These normally attract prizes in their own right and also provide scoring towards the class association series of races.
- Please refer to the NoR and SIs for the specific event.
- WHSA byelaws normally designated a "A day" – no other users on the water until after the event.
- We encourage members to join their class associations and attend open meetings at other clubs to give them experience of sailing elsewhere in particular sea sailing.

Section 5.4 Universities including Team Racing

(a) UCL Sailing Club (UCLSC)

University College London Sailing Club (UCLSC) is an affiliated club and arranges its own training, coaching and team racing activities within the WHSC and WHSA framework.

UCLSC is responsible for the planning, organisation and management of its activities, including ensuring that:

- activities are appropriately supervised and risk assessed;
- instructors and volunteers hold suitable qualifications where required;
- additional operating procedures are implemented where necessary;
- participants are briefed appropriately; and
- appropriate insurance cover is in place for its activities and members.

UCLSC activities are conducted in accordance with WHSC site rules, safety procedures and WHSA bye-laws. Where WHSC facilities, boats or safety resources are used, this must be agreed in advance and carried out in accordance with WHSC operational requirements.

Nothing in this manual removes WHSC's overarching responsibility for site safety where activities take place on its premises; however, UCLSC retains responsibility for the conduct and management of its own organised activities.

Refer to UCL specific guidance: <https://studentsunionucl.org/clubs-societies/sailing-club>
UCLSC linktree: <https://linktr.ee/uclsc>

Section 6: On the water activities: Sailability

(a) The SOPs for general club use all apply to Sailability activities; for any specific Sailability Activities see linktree

Section 7: On the water activities: Dinghy Training

Section 7.1 General requirements – for all training

All water-based activities carry inherent risks. Participants take part at their own risk and are responsible for deciding whether conditions are suitable for their ability.

(a) Coordination and Google Calendar

Details of all training activities likely to be planned for the year can be found in the planning document including type, participants, dates, times, organiser, oversight level, number of participants, and booking method.

Please ensure all activities are put in the club Google Calendar. If further activities are planned, please check what else is on and coordinate to ensure adequate facilities (eg accommodation, boats, power boats)

(b) Participant – pre-booked and drop-in sessions,

All participation must be logged.

For pre-booked sessions, please use webcollect with standard booking webcollect forms as these contain all our standard terms and conditions and information required.

Additionally participant attendance is logged as well as staffing / volunteering records and a copy of the risk assessments.

For drop in sessions, attendees must log their presence using the drop in attendance log and risk assessment document. Please put completed logs in the appropriate drawer in the South Building.

(c) Information to be shared with the participants / required from participants / feedback

The following information should normally be shared with participants: times, location, aims, what to wear, what to expect, booking terms.

The following information is normally required from participants: photography consent, medical / participation issues, emergency contact information and monitoring information.

Wherever possible, standard booking terms to be used as set up in Webcollect.

Feedback to be sort during and after and this may be done as felt appropriate, verbally, by email or using Google Forms.

(d) Complaints

In the case of any complaint or dispute, please stay calm and positive and follow the WHSC Complaints Procedure (see linktree)

(e) Record keeping

All records are to be put in the annual training folder at the end of the year and stored for 13 years (children) and 6 years (adults)

(f) Instructor induction

Information is provided for new instructors / trainers (see linktree)

(g) Instructor Briefing – standard briefing at start of course and each session

See Appendix

(h) Risk assessment – for each day / session, written, saved

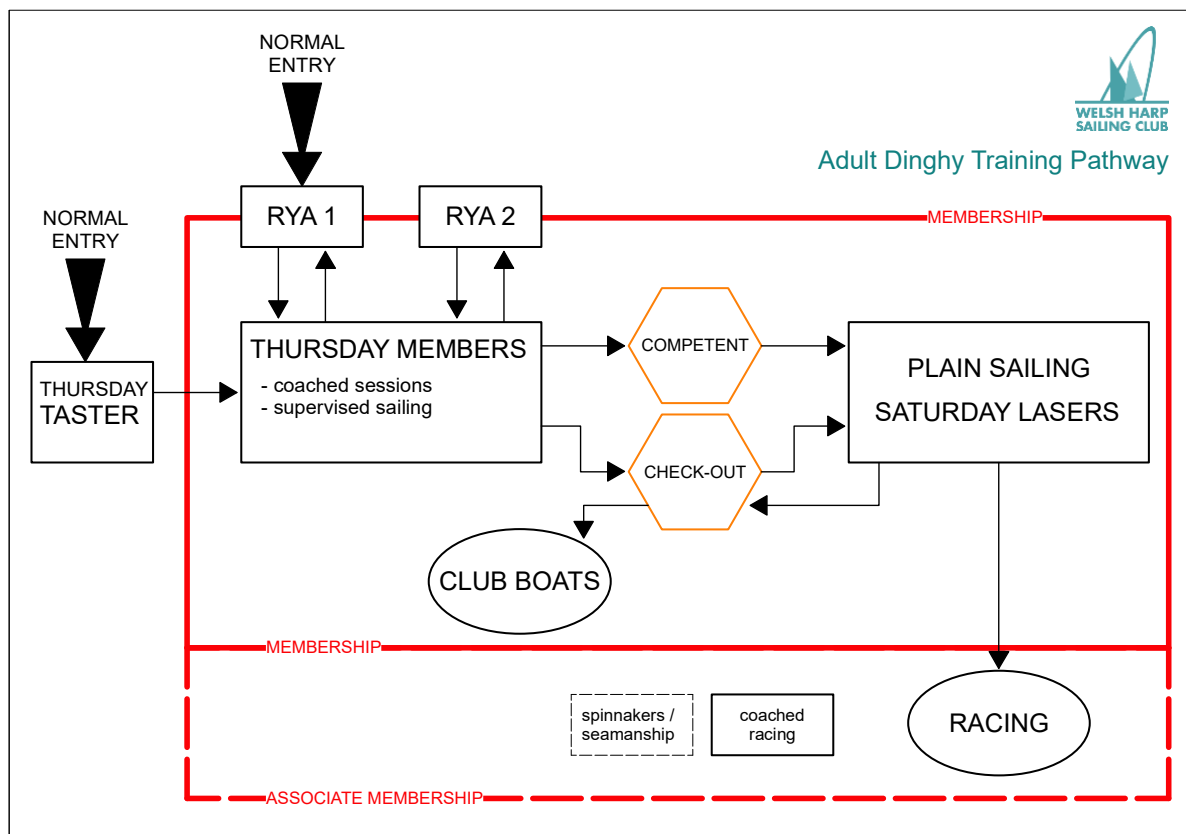
Must be done for all training and saved with course information.

(i) Clothing, BA check for fit, helmet, footwear, standard briefing for participants

See Appendix 5

Section 7.2 Adult training – in addition to general requirements

(a) Overview of training and training pathway



(b) Non-member Tasters

Non-members would normally come on a Thursday evening for a taster session to ascertain if they would like to join the club. They can normally book up to two prior to joining. For more competent prospective members, we also organise for them to meet up with an experienced helm and go out in a GP14.

(c) Thursday evening GP14 Coached Sessions, Supervised Sailing, Single Hander Coaching, Race Nights

(i) GP14 Coached Sessions

Entry level: no minimum entry level. Beginners and new members would normally join coached sessions where there would go out in a club GP14 with an instructor or a competent club sailor and learn to sail. Sessions are generally 45minutes - 1hr long and the ratio is either 2:1 or 1:1.

(ii) Supervised sailing & single hander coaching

Entry level: beginner level of competence (tack & gybe; rig, launch, land, de-rig with assistance)

Those with a beginner level of competence may take out a GP14 with another trainee or continue their tuition in a Laser or Pico.

(iii) Race Nights

An introduction to racing where trainees join club members and do a series of fun races; normally in GP14s but those competent may use single handers. Normally run as the last session of the season plus once midway through.

(d) Plain Sailing, Saturday Lasers & Novice Racing

(i) Plain Sailing and Saturday Lasers

Entry level: open to those considered sufficiently competent (normally they will be able to tack and gybe, bring a boat in safely to the pontoon/shore and have done a capsized drill).

Sessions take place in GP14s and Lasers and are overseen by a competent Dinghy Instructor or Race Coach, safety cover provided by RYA qualified SB helms or instructors at a ratio of approximately 6-10 boats:1 power boat.

(ii) Novice Racing

Introduction to racing and can take over from Plain Sailing / Saturday Lasers.

(e) Learning through racing

Learning through racing: the racing system has for years worked on the very successful system where the helm and crew swap round for the second race on Saturdays or Tuesdays. Organised by individual crews and helms.

(f) RYA courses

Moderately priced, these are designed to build on the skills of both new and more experienced sailors and are always run in accordance with RYA requirements. These may be open to non-members. See Proposed Training Document and also RYA Ratios in Appendix 6

(g) Club Checkout

Those who have reached a level to be able to take out a boat by themselves in moderate weather. See Club checkout documents for Lasers and GP14s

(h) Coaching Clinics

On the water sessions to help develop particular skills. May be free or reasonably priced, with expertise from a club member or an external coach.

(i) Development Talks

Committed to learning, these are sometimes from people outside the club, sometimes from those with particular experience within. Log attendees and put copy of register in the annual training folder

Section 7.3 Junior Training - in addition to general requirements

(a) Overview of training and training pathway

The pathway is being reviewed.

(b) Non-member Tasters

Non-members would normally come on a Thursday evening for a taster session to ascertain if they would like to join the club. They may come to a maximum of 2 sessions. These are fun sessions and the juniors would normally join in with the Thursday Junior session or have a joyride.

(c) Thursday Juniors

Junior members can attend our weekly Thursday night sessions. These relaxed sessions are all about building confidence in sailing basics in a fun environment through games, self exploration and teaching.

(d) Saturday Juniors

Junior members have the chance to improve their sailing skill in a safe and fun environment, improving confidence and developing sailing skills.

(e) Cadets

Junior members of a certain competence may join the Cadet Squadron.

(f) Junior Race Coaching

For those interested in racing: Junior members can start developing and improving their single- and double-hander racing skills, take part in fun races and at times club racing.

(g) Club Checkout

Procedures and requirements for Junior checkout are currently being developed.

(h) Regattas and Opens

Juniors are encouraged to attend regattas and opens at The Harp and other venues, including RYA South East and London Regional regatta as well as class association opens and events. Club boats are available to borrow by arrangement with the Bosun / Chief Instructor.

(i) RYA courses

Moderately priced, these are designed to build on the skills of both new and more experienced sailors and are always run in accordance with RYA requirements. These may be open to non-members. See Proposed Training Document and also RYA Ratios in Appendix 6

(j) Junior training – general procedures

WHSC Children and Club training

Children are defined as aged 8 and over, up to and including age 17.

General Safety

At all times:

- Parents/guardians must remain on site and nearby in order to be ready to take charge of their child at any time. They may make an arrangement for another adult to be responsible for their child; if so, they must make sure that the Senior Instructor or person organising the activity is aware of this.
- Parents or delegated adults must ensure that a child in their care has a well-fitting buoyancy aid, in good condition, and that this is worn at all times while the child is on or near the water. They must ensure their child is suitably dressed for the conditions.
- The instructor in charge reserves the right to require that a young child be accompanied in a boat by their parent/guardian.
- Parents must make sure that they read the safety information concerning Weil's Disease and Blue-Green Algae.
- Parents and children must at all times follow the instructions of Instructors and their Assistants, and Safety Boat personnel, who may refuse or stop training at their discretion.

Behaviour

- Children and their parents must obey the Rules and Byelaws of WHSC and of the WHSA, the umbrella organisation which looks after the site.
- Parents are responsible for the behaviour of their children at all times.
- Children and parents are asked to respect other members of all Clubs.

(k) WHSC guidelines for the training of members' children on Thursday evenings and Saturday mornings.

- The WHSC Senior Instructor, (SI) on duty, is in charge of all WHSC training activities on the Harp and all instructors will adhere to the SI's direction
- The SI may decide to cancel children's training without notice if they consider it cannot be conducted safely owing to weather conditions, lack of suitable instructors or any other safety factors
- Private training arrangements by club members using club equipment will not be allowed on Thursday evenings or Saturday mornings whilst official club training is taking place. However where checked-out members wish to teach their own children the SI will attempt to facilitate this, providing it can be organised without conflict with other training.
- Any adult who wants to act as an instructor on Thursday evening and Saturday morning training sessions for children will need to be approved by the SI on duty.
- Where Assistant Instructors are used in either training or safety support roles, they need to work under the close supervision of the SI in charge.
- The parents of those children who are being trained on a Thursday evening and Saturday morning will need to be present or the child will be unable to participate in any training activities. Parents should make themselves known to the admin desk on arrival.
- All children participating in training activities on a Thursday evening and Saturday morning will need to sign in at the admin desk. The person on the admin desk will need to note the name of the parent and ensure that the children have been signed off by their respective instructors at the end of the evening.

Section 8: On the water activities: Windsurfing, Wingsurfing and Windfoiling

Section 8.1 Windsurfing

All water-based activities carry inherent risks. Participants take part at their own risk and are responsible for deciding whether conditions are suitable for their ability.

(a) General Info

Instructor Qualification:	Windsurfing training only takes place under the supervision of an RYA qualified senior windsurfing instructor. Training can be conducted by a RYA qualified instructor (minimum, 'start windsurfing'), providing the senior instructor is on site and has overall control of the event. Assistant Instructors are able work alongside RYA qualified windsurfing instructors.
Max Ratios:	1:6 Start Windsurfing 1:6 Intermediate Windsurfing 1:12 safety boat
Kit used:	Start Windsurfing – High Volume boards - Primo or Bic Beach > 180L Intermediate Windsurfing – StarBoard Rio (medium to large volumes)

(b) Age requirements

During RYA training we would not accept anyone under the age of 16, candidates aged between 16 and 18 would need a parent/guardian on site.

(c) Operating Areas

During training sessions windsurfing should only take place in a specified zone and where possible other sailing disciplines should be allocated their own zones. The sailing zones should be agreed by the senior instructors supervising the sessions (sailing and windsurfing SI's), however during common training periods this is agreed by convention.

(d) Minimum Standard of Kit

Kit maintenance is a continuous process. Any defective or damaged kit should be rectified or reported to a member of the windsurfing team. The defective kit should be taken out of service until it has been inspected and any necessary repair work completed.

(e) Safety (over and above the standard RYA recommendations)

- Students should be shown how to safely handle windsurfing boards and sails on the beach, taking into consideration good manual handling practice (as per advice in General Ops). Instructors should advise on suitable sail and board sizes based on weather conditions, windsurfing experience, and other factors
- Before launching:
 - Rig and Board checks:
 - Board Condition
 - Boom height
 - Rig Setup

- Mast Base and Fixings
- Confirm Windsurfing Area/Zone and any hazards (especially area near dam)
- How to attract attention of the safety boat
- How to Self-Rescue
- At least one safety boat must be afloat and either suitably manned, or available for immediate use
- All Windsurfers should wear buoyancy aids during training sessions

(f) Wind strengths

Training will NOT be permitted during strong winds, consistently over 20 knots (23mph) or gusting more than 35 knots (40mph)

(g) Windsurfing Simulator

Instructors need to ensure a stable land windsurfing simulator. Windsurfing simulators are only to be used during training sessions and supervised by an instructor. When teaching gybing candidates are NOT permitted to try this using the windsurfing simulator, the simulator is only to be used for the demonstration of gybing.

(h) Radio Communication

During windsurfing training sessions radio contact should be established between the windsurfing training beach, windsurfing safety boat/s, sailing safety boat/s and the club house

Section 8.2 Wingsurfing

SOPs to be recorded – CWI

- All water-based activities carry inherent risks. Participants take part at their own risk and are responsible for deciding whether conditions are suitable for their ability.

Section 8.3 Windfoiling

SOPs to be recorded – CWI

- All water-based activities carry inherent risks. Participants take part at their own risk and are responsible for deciding whether conditions are suitable for their ability.

Section 9: Facilities: buildings and site

Section 9.1 Overview

WHSC has 3 buildings; WSC, SC & RSBB each have a clubhouse; WHSA has workshop and storage areas and there are a number of smaller, shared buildings.

(a) Plans of buildings and site

For all plans of site and buildings see Appendix 2

(b) Access to site

Pedestrian access - one gate from Birchen Grove and one from the carpark.

Vehicular access – normally from Birchen Grove via a keyed gate; vehicular access is possible from the carpark and direct to the trailer park by arrangement.

Members and visitors are reminded:

- to avoid bringing cars to site and park offsite; should members park on site then please park considerately and in front of WHSC buildings
- to keep to the 5mph speed limit
- to keep the gates locked shut
- there are bicycle racks
- motorbikes are to be parked considerately.

- to keep the access way clear to allow emergency access including to the dam

Section 9.2 WHSC's 3 buildings

On behalf of WHSC, the Facilities Manager (FM) has overall responsibility for maintaining WHSC buildings and all members are expected to support the FM in carrying out this role.

South Building – is the main WHSC clubhouse over three floors and is available to members at all times. Includes an accessible club house space with view of the Welsh Harp, bar, galley, men's changing, women's changing, inclusive / accessible changing, accessible training area and storage. The fire exit is through the basement BA / windsurf store so this route must be kept clear at all times.

North Building – is a second clubhouse often used for training or for UCL. Includes main club house space with view of Welsh Harp, store & galley at first floor level and changing rooms for under 18s (available to adults when not in use by under 18s) and boat maintenance space. The North Building Garage may be used for maintenance of private boats and club boats & powerboats. Please speak the Bosun / Workshop Manager to arrange to use and for guidance on rules. Additionally the North Building Garage is used to access the two changing rooms. The different functions are separated by use of warning tape on the floor.

Boatshed – a storage area for club kit.

Section 9.3 Buildings locking up procedures, services & safety information

a) South Building: Locking up procedure, location of services including shut-offs & safety information

South Building: Locking up procedure

Last one out checklist - Lock up even if you are on the water

- All lights out – note red light in training area indicates when light on in women's changing room
- The gas cooker is off
- Boatshed is locked
- External door at end of basement BA store is closed
- Bar store door & double doors to stairwell closed
- All windows are closed
- Entrance door: please DOUBLE-LOCK with the key in the outside key-safe

South Building: Services Information

- Hive heating control in main club area
- Hot water is instant
- Gas isolating cock & gas meter in cupboard in the bar store
- Electrical switches - cupboard in the boiler room. Reset switch in brick shed behind the Sea Cadets
- Boilers - boiler room
- Water isolating cock - basement BA store, behind the wet suits on RHS.

South Building: Safety Information

- Smoke detectors and emergency lights - situated throughout the building.
- Fire alarm - closes the double doors between the main area and the stairwell. (To hold open, press gently down on the black foot-latches)
- Fire escape route - downstairs through the buoyancy aid and windsurf store – keep clear at all times

- Fire extinguishers - in each area
- Fire blanket - in the kitchen.
- First aid kit, emergency information, accident book - on the noticeboard in the clubroom. A second first aid kit is in the kitchen.

b) North Building: Locking up procedure, location of services including shut-offs & safety information

North Building: Locking up procedure

Last one out checklist - Lock up even if you are on the water

- All lights out – including changing rooms
- The gas cooker is off
- Boatshed locked
- Garage door securely shut
- All windows are closed in particular check in the changing rooms / toilets

North Building: Services Information

- Hive heating control in main club area
- Hot water is instant
- Gas isolating cock & boiler - female changing room
- Electrical switches - above the round sink in the galley. Reset switch in brick shed behind the Sea Cadets.
- Water stopcock is in the female changing room.

North Building: Safety Information

- Fire extinguishers - on each floor and a
- Fire blanket - in the kitchen.
- First aid kit – on the wall downstairs & on the wall in the galley
- Accident book - on wall in the galley
- Keep children supervised and do not allow them on the chairs by the windows or to play on the stair rails.
- Stay to the right of the hazard tape to gain access to changing rooms; the far side is a workshop / maintenance / storage area and there is no unauthorised access. Specific safety guidance for this area is given below.

c) Boatshed: Locking up procedure, location of services including shut-offs & safety information

Boatshed: Locking up procedure

Last one out checklist - Lock up even if you are on the water

- All lights out
- All appliances off
- All items carefully stored
- After locking up, return key to South Building bar store.

Boatshed: Services & safety Information

- Electrical switches – back left-hand corner
- Smoke detectors mains and connected to the South Building System
- The fire escape is out through the entrance door – it is a small, single space.
- Fire extinguishers – by the door.
- Lock the door when you are on the water and no-one is in the building.

- Gas – there is no gas supply to the building
- Water – there is no water supply to the building
- Electricity – RCD board back left hand corner; note this is also the location for the supply to the WHSA boatshed.

Section 9.4 Buildings shared with others

(a) Green boatshed

Used by UCLSC for storage and maintenance

(b) Starters Box

Used by the WHSC windsurf team as an instructor base and rig store.

(c) Sign-on Box

Used as an occasional store for WHSC and WHSA

(d) WHSA WC

Accessed from outside and situated to the side of WSC; access code is the same as the main gate.

Section 9.5 Fire Safety

(a) For Evacuation Plans and Fire Safety Procedures see linktree.

(b) External contractors

- External contractors will normally be with a member who will provide them with a Standard Safety Briefing

(c) Hot work

All hot work requires a permit prior to commencement from the Facilities Manager / Harbour Master detailing the following:

- The work to be carried out
- How and when it will be completed
- Which precautions will be taken to ensure that activities are as safe as possible?
- Insurance

Note: Hot Work refers to any activity involving open flames or other heat sources, sparks, or flame-producing equipment. This work includes welding, cutting, grinding, brazing, soldering, torching, or similar operations that generate heat or sparks.

(d) Storage of fuel

Fuel for power boats to be stored in the fuel store; to be kept locked shut at all times unless in use, all in accordance with WHSA guidance.

(e) Use of personal electrical appliances

Personal electrical appliances may be used:

- if they in good condition and free from damage and
- have been PAT tested within the last 3 years or they are less than 3 years old and have the current electrical compliance certification

(f) Building Occupancy Limits

The maximum number of people in club buildings is limited to:

South Building – 60 people

North Building – 60 people

Boat Shed – 60

(g) Schedule of testing

The Facilities Manager is responsible for organising the following checks and logging results in the red FM folder kept in the first floor store; it is available for all members to see. Data copies of certificate will be kept in the facilities section of the club google drive.

What	Regularity	Who	Record
EICR	5 yearly	electrician	certificate
PAT testing	Yearly	Competent person	Device, Fire Log
Fire Risk Assessment	Regularly	FR Assessor	Report, stored with Fire Log
Fire extinguisher test	Yearly	WHSA organises	Device, Fire Log
Smoke detector – South Building & Boat Shed	Weekly	FM	Fire Log
Emergency lighting 3 hr test – South	Yearly	FM	Fire Log
Emergency lighting test – South	Monthly	FM	Fire Log
Emergency lighting 3 hr test – South	Yearly	FM	Fire Log
Emergency lighting test – South	Monthly	FM	Fire Log
Gas Safety Certificate	Yearly	Gas safe engineer	Certificate
Fire Doors – South	Yearly	FM	Fire Log
Fire Doors – North	Yearly	FM	Fire Log
Carbon monox detector - South	Monthly	FM	Fire Log
Carbon monox detector - North	Monthly	FM	Fire Log
Fire Alarm system test – South Building & Boat Shed	Yearly	FM	Fire Log

Section 10: Resources: Powerboats, Radios, BAs and Wetsuits

Section 10.1 Powerboats

(a) Health & Safety: Powerboat Maintenance

The WHSA Harbour Master is responsible for the maintenance and use of any WHSA powered craft. The WHSC Boat Manager is responsible for the maintenance and use of the club powerboats.

(i) Regular inspection and refuelling

The power boat manager is responsible for regularly inspecting for damage, including running the engines to check for correct operation, organising repairs and regular servicing. They will weekly refuel.

(ii) Prior to each use: inspection and reporting

Members are required to check the issues board and run through the powerboat checklist prior to use. The pre-use checklist can be found to right of door to South Clubhouse. The boats must be fully equipped and ready before sailing begins.

(iii) Following use: inspection and reporting

Members are required to return the powerboat and associated equipment as it was found and report any issues on the issues board. Any serious or urgent issues should be reported to the power boat manager or shared on the Whatsapp group.

(b) When powerboats can be used

These are for use for racing and training sessions only or for club business. Do not use where there is ice on the water.

(c) Locations of power boats and associated equipment

A full list of equipment required on a Safety boat can be found below

- PB1 - PB5: Dorys (on finger pontoons);
- PB6 & PB7: Rigiflex (boats in garage or in dinghy park);
- Keys and kill cords - to right of door to South Clubhouse
- Drypacks, numbered for each boat - in bar store.
- Anchors, numbered for each boat – in boatshed
- Paddles – in the boatshed
- Issues board, guidance and checklist prior to use - to right of door to South Clubhouse
- Petrol - in the red storage containers marked “WHSC” near the dam wall. Please keep locked shut when not in use. Only authorised people to use.

(d) Persons authorised to man a powerboat / provide safety cover

(i) Generally

- To provide safety cover, a powerboat normally requires 2 people - a driver and crew.
- Those holding RYA Powerboat level 2, RYA Safety boat, an equivalent qualification or experience may be authorised to drive a power boat (please note further requirements to provide safety cover below)
- Drivers under 16 years old must be under the supervision of a qualified adult in the boat.
- Crews under 16 must be under the supervision of a qualified adult in the boat.
- For those under 16, permission must be given by a parent or guardian; you should avoid having a minor in the safety boat longer than is necessary for rescue or training purposes, without parental permission.
- Crews must be physically able and able to understand instructions.
- Power boat drivers are advised to maintain their skills by attending club organised training, other training and by volunteering at organised training or racing events.
- Less experienced, including those holding RYA PBL2, shall be given as much opportunity as possible to act as crew to more experienced/qualified powerboat operators in order to prepare for doing more advanced courses.
- Unqualified persons may drive only if they are under the supervision of a qualified adult for training purposes.

(ii) Additional requirements for safety drivers / crew for activities other than RYA training

- Persons may drive the safety boats if they are currently approved by WHSC as a powerboat driver.
- Crews may be under 16 years old.
- For racing, please also refer to “How to Organise Racing Duties at Welsh Harp Sailing Club” and specific race guidance on the website.

(iii) Additional requirements for safety driver / crew for training

- Powerboats must be manned in training sessions by holders of RYA Safety Boat certificate or above and over 16 years old; or an instructor with PB2. In a situation where this is not attainable a club member who is experienced and competent for the days conditions may be used at the discretion of the SI.
- Crews may be under 16 years old.

(e) Checklist before going out in a powerboat

Always wear a killcord. Always wear a buoyancy aid

- Check you have the right kit on board – see full list below
- Check fuel level
- Kill cord – check correct type and working. Attach to driver, around upper leg.
- Attach kill cord to boat controls, start engine and let engine run for a few minutes (to check for fuel blockage).
- Check steering.
- Check water telltales and clear with plastic wire if not running; do not use the boat if the telltale is not running strongly
- Perform radio check

(f) Power boats – list of items to be carried on a power boat

Each powerboat should contain:

1. Paddles
2. Bucket or Bailer
3. Towline
4. Throw line
5. Tool Kit
6. Survival Bag or Thermo Protective Aid
7. First Aid Kit (min 2 large and 2 medium wound dressings and triangular bandages)
8. Anchor and chain or warp
9. Sharp Knife
10. Spare Kill cord
11. Fire extinguisher
12. Whistle
13. Radio
14. Radio emergency procedure card
15. Laminated map of operating area
16. Bridle secured to suitable strong points

(g) Checklist for after use

- Put out fenders, put control handle fully forward
- Tie to the finger pontoons rather than the harbour
- Tilt the engine until the water intake is clear of the water (to prevent snails blocking cooling system)
- Turn the steering wheel fully left (to protect steering rod).
- Check fuel (refuel).
- Return all kit and key
- Report any defects on the issues board or for serious / urgent issues contact the WHSC Boat Manager.

(h) Ratios for safety boat cover for RYA training, club training and club organised recreational sailing & windsurfing

We normally follow RYA guidance for safety boat cover – see Appendix

Section 10.2 Radios

(a) Health & Safety: Radio Maintenance

The WHSC Radio Manager is responsible for the maintenance the WHSC radios.

(b) Location & usage

- Radios are PMR446; ie. they use the 446MHz public licence free frequency. We are not able to communicate with other CBs on the Harp; at times can hear other non-related users.
- Operating manuals can be found on the website.
- Stored on their numbered chargers in South Building bar store and should be returned after use, double checking it is charging
- Reporting damage - please note any damage to the Radio Manager.
- Usage – check in bar store for current standard channel; perform radio check before taking one out; ensure there is a spare on the water.

Section 10.3 Buoyancy Aids, Helmets, Wetsuits & Spray Tops

- These are all kept in the Boatshed; please ensure they are returned correctly after use.
- A dip-bucket of dilute disinfectant is provided outside for the cleaning of equipment after use.
- Any damage or issues should be reported and the item placed in the labelled container in the South Building Boiler Room (basement)

(a) Buoyancy Aids

(i) Regular inspection

The Principal shall arrange to check the buoyancy aids regularly.

(ii) Prior to each use: inspection

Check for fit; check straps.

(b) Helmets

(i) Regular inspection

The Principal shall arrange to check the helmets regularly.

(ii) Prior to each use: inspection

Check for fit; check straps.

(c) Wetsuits and spray tops

These are not provided by WHSC for members as a piece of safety equipment however we do have a number at the club that can be borrowed.

Section 11: Resources: Dinghies, berthing, checkout

Section 11.1 Club Boats

(a) Who may use a club boat: checkout and guests

Members must be checked out by an SI or suitable DI in order to use the club boats and a list of members who have been checked out is in the coloured drawers in the South Building.

See separate documents for Checkout for GP14s and Lasers; once checked out on one of these members may use Toppers and Picos.

Guests may join checked out members in a double handed boat, including helming. Please remember to sign them into the visitors book in the South Building including their mobile number and an emergency contact number.

For particular events, and subject to their level of competence, an SI / OOD / committee member may allow non-members to use club boats.

(b) Guidance for using club boats

See separate documents for GP14 and Laser Club Boat Usage

Section 11.2 Privately owned dinghies

Members are encouraged to buy their own boats; please check with Berth Manager if there is berthing space and on webcollect for licence conditions including level of insurance required and boat classes that are permitted at The Welsh Harp. Members must be checked out to sail unless in training.

Section 12: Resources: Windsurfing kit & checkout

Section 12.1 Health & Safety: Maintenance of club kit

The club boards and kit will be inspected regularly for damage and the Windsurfing Team is responsible for repairs. Members are advised to report any damage to the Windsurfing Team.

No member shall be allowed to take out a board unsupervised until they have been checked out as a competent sailor in moderate winds. The SIs are responsible for checking out members.

Checked-out members must be warned about sailing when no-one is around.

Safety of boards on the beach and the site generally is covered by the WHSA Bye-laws.

Section 12.2 Windsurfing kit

All club kit is on the board-racks or in sail cage.

27 boards ranging from beginner to intermediate, plus a range of rigs from 2.5m up to 7.5m.
2 beginner simulators and a fast forward simulator for intermediate training
A selection of harnesses and wetsuits.

Section 12.3 Unsupervised use of Boards – check out

Members may not sail independently until they are checked out by the Windsurfing Senior Instructor - See separate Windsurfing Checkout Document

Guests may not use club windsurf boards or equipment

Any kit not on racks or in cage needs permission for use

Some boards require additional check-out by an instructor

Harnesses are only available if permission is given by an instructor

All breakages must be reported immediately

Section 12.4 Record keeping

(a) Logging usage

All club windsurf kit must be logged whenever they are taken out. Please enter your name and the boat/board type and number

Training sessions will have priority for use of boards

(b) Damage and loss

Record Damage to Windsurfing equipment on the board in the sail cage and also report damage by email to windsurfing@welshharpssailingclub.org

If you borrow club equipment you may be asked to pay up to £50 for any damage caused

(c) Strong winds

Members are advised not to take out any windsurf boards in strong winds, and to avoid sailing when there is no-one around. If in doubt, take advice from a Senior Instructor, the Officer of the Day on a racing day or other more experienced members.

Club boards may not be used without the express permission of a Senior Instructor and/or a Committee Member when the mean/average wind speed or gust speed as shown by the XC Weather App exceeds these limits:

Windsurf Kit mean 20 kts/23mph/Force 5 – gusting 27kts/31mph/Force 6

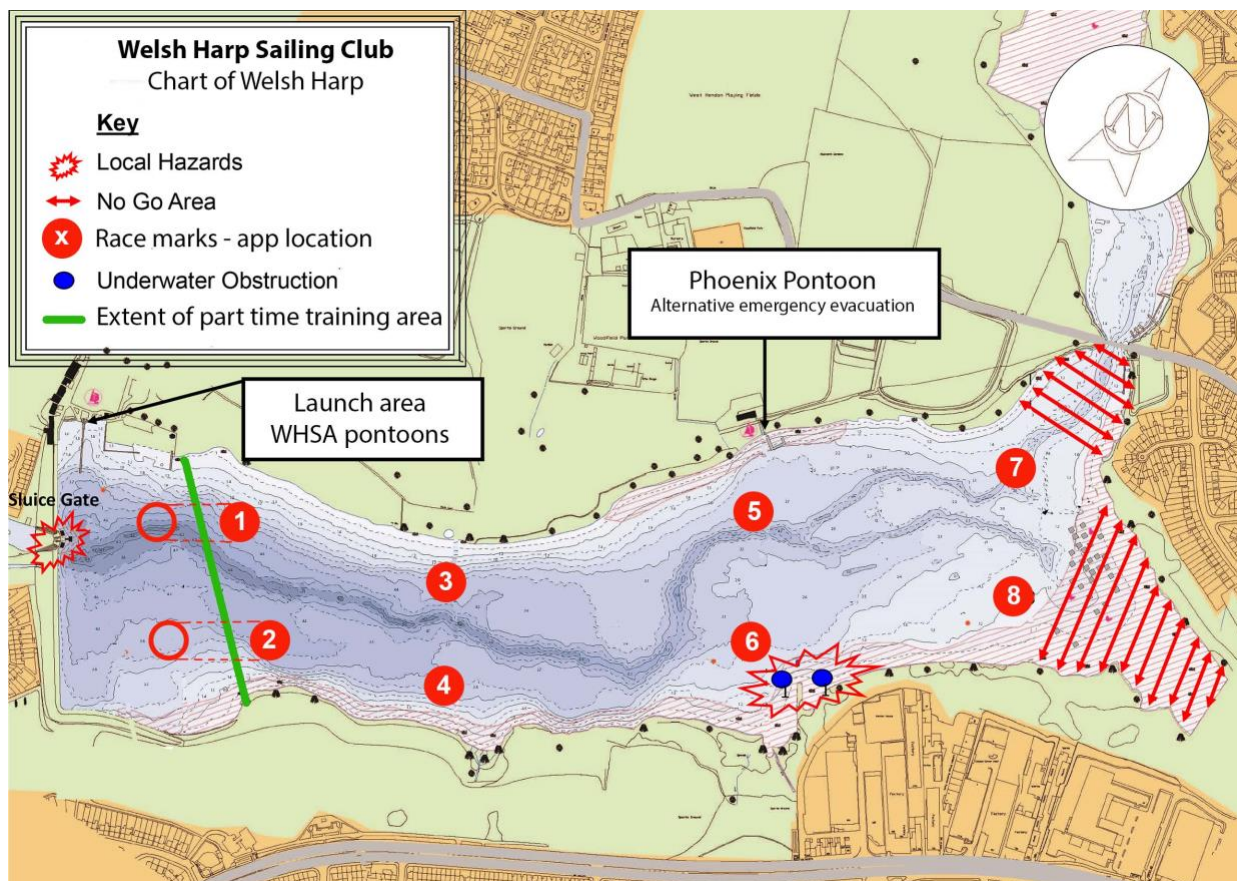
If the mean/average or gusting wind speed is above these limits and there is no SI or Committee Member at the club then no club board may be sailed.

Any member who ignores these guidelines may, at the discretion of the Committee have their authorisation to use club boats and equipment suspended for a period or withdrawn indefinitely

Windsurfing may be authorised by an SI for training using club boards when the wind speed is above the limits referred to above.

Appendix 1 Charts, Maps & Plans

Appendix 1.1 Sailing Area: Area of operations



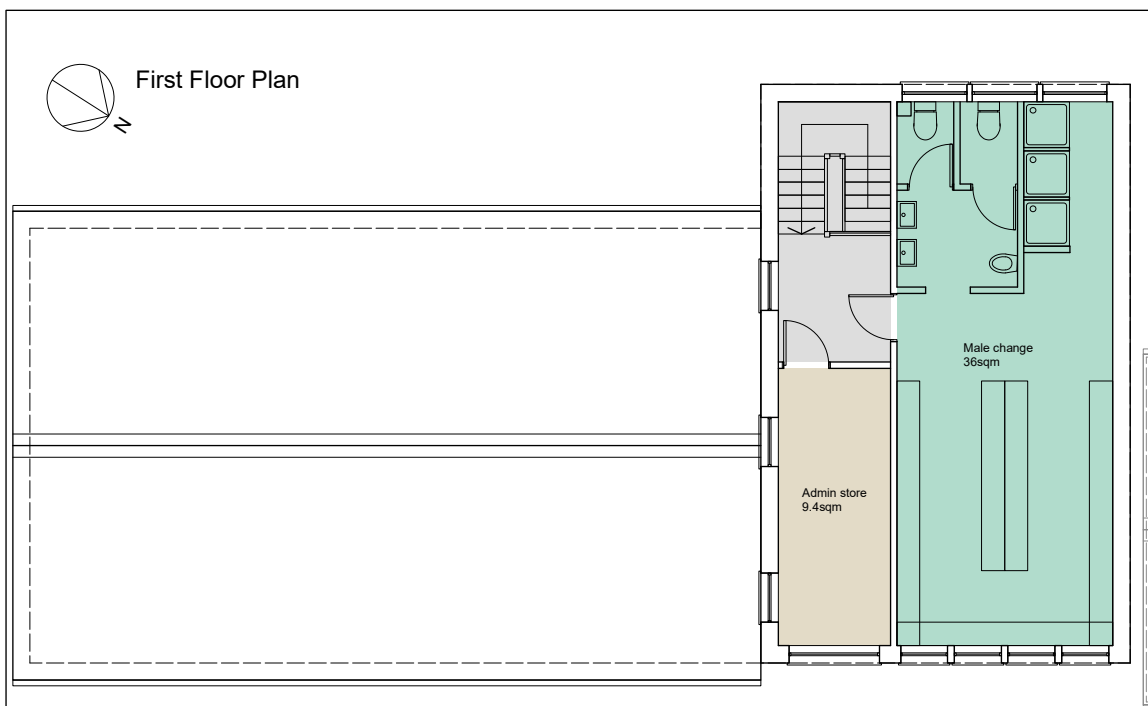
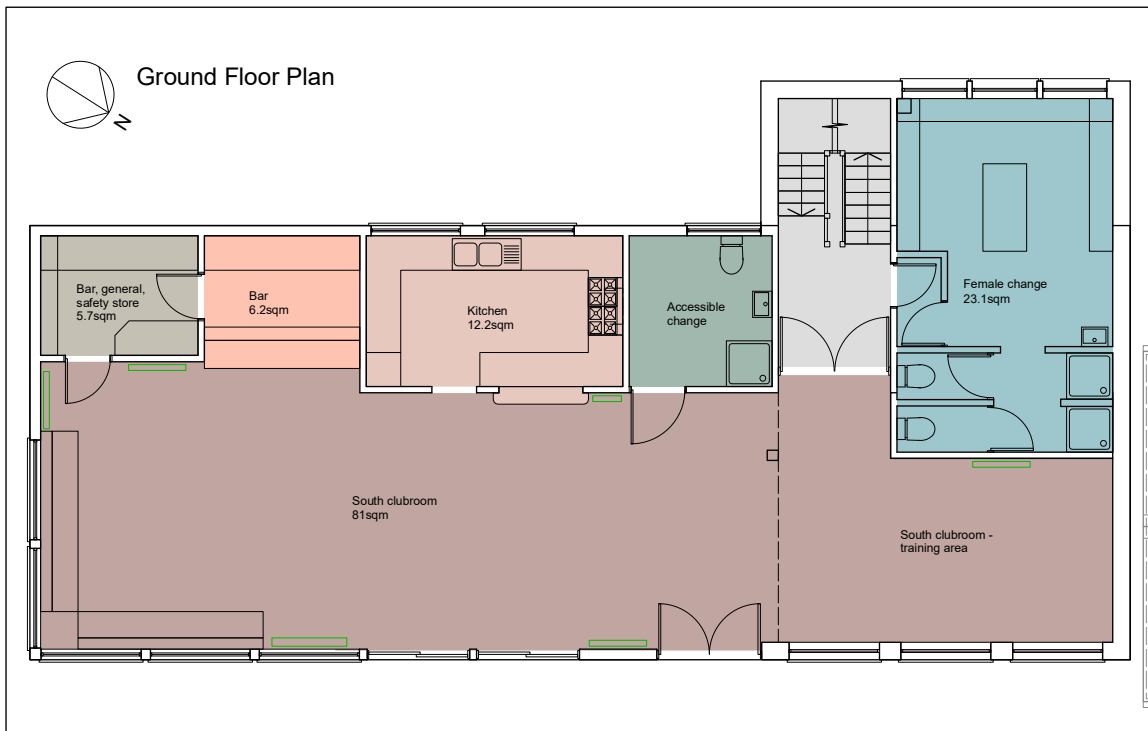
Training area: Whilst racing takes place, there is a training area located between the green line on the chart and the dam wall. This is to enable training and racing to take place safely at the same time and it is expected that those leading training and Race Officers will do their utmost to accommodate all Harp users and act in a spirit of cooperation.

- Whilst racing is taking place, training always has priority in this area.
- At the weekends from April – October Race Officers must endeavour to ensure the marks are correctly positioned to keep racers out of the training area. Should there be no obvious training taking place or should those leading training agree, the marks may be moved into the training area and part or all of it be used; it is the responsibility of the Race Officer to ask those leading the training.
- At all other times (weekends from October – April and evenings on Tuesday and Wednesdays) race marks may be positioned in this area if there is no obvious training taking place; it is the responsibility of those running training to speak to the Race Officers to let them know they wish to use the training area and ask them to move any marks.

Appendix 1.2 Plan of Birchen Grove Site

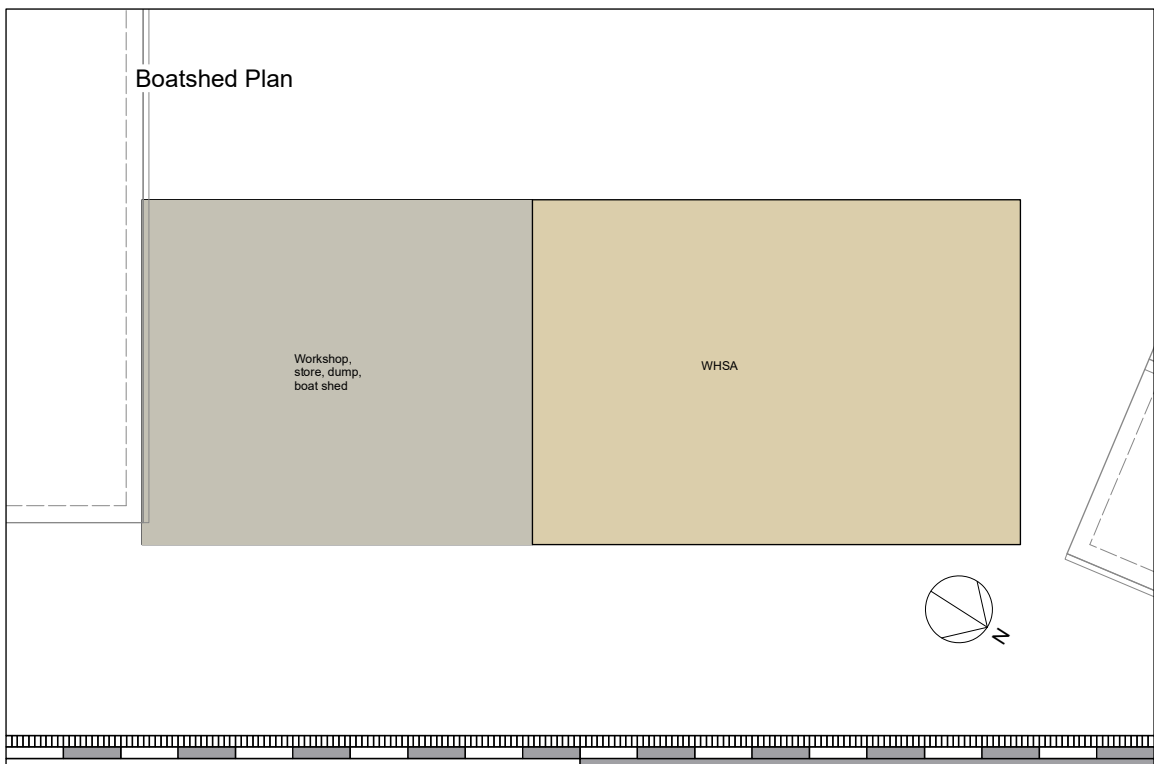
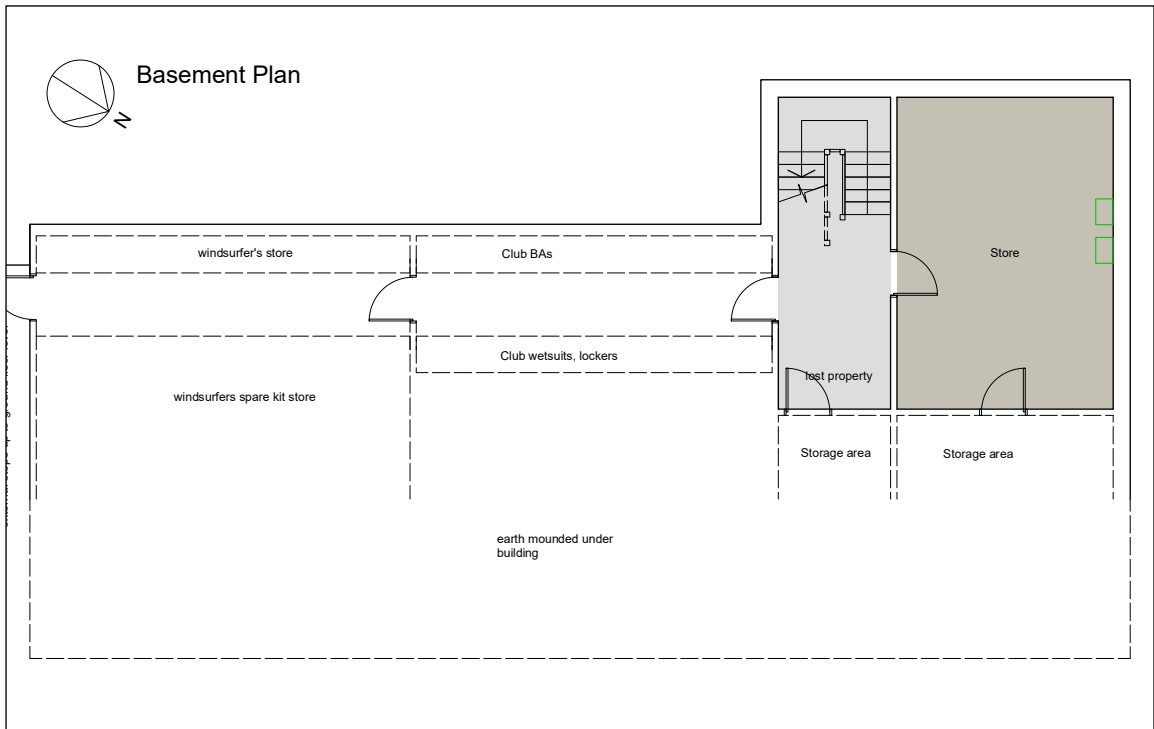


Appendix 1.3 Plans of South Building & Boatshed



South Building - Existing Ground & First

1:100 @ A4
May 2024



Appendix 1.4 Plans of North Building



Appendix 2 Emergency procedures

Appendix 2.1 Emergency Contacts List

a) Club

Centre Principal – Louise Hinshelwood	07722 948 557
Commodore – Liz Guest	07940 333 511
Dinghy Chief Instructor – Charlie Cotter	
Windsurfing Chief Instructor – Andy King	
Facilities Manager – Gerry Woodcock	
Harbour Master – Brian Jeffries	

b) Agencies

Emergency Services	999/ 112
Northwick Park Hospital	020 8864 3232
NPH A+E	020 8869 3088
Police, non emergency	101
Health and Safety Executive – reporting work-related fatal and major injuries only	0345 300 9923 (Mon – to Fri, 8.30 to 17.00) 24/7 Duty Officer – 0151 922 9235
Marine Accident and Investigations Branch (MAIB)	023 8023 2527
Environment Agency – Incident Hotline	0800 807 060

c) RYA

RYA Communications Manager	023 8060 4209
RYA Training (involving RTC)	023 8060 4180
RYA Safeguarding and Equality Manager	023 8060 4104
RYA racing (involving racing competition)	023 8060 4202
RYA Racing (involving Club Racing)	023 8060 4160
RYA Sailability (involving sailability)	023 8060 4246
Unsure (ask for advice – WHSC is an RTC)	023 8060 4180

d) Utilities

Electricity – UK Power Network	0800 316 105
Water – Thames Water	0800 714 614

Appendix 2.2 Fire Emergency Plan

Club details for use in an emergency call:

Welsh Harp Sailing Club, Birchen Grove, NW9 8SA

what3words ///camera.table.parent

a) First response

- Raise the alarm - on discovering a fire, raise the alarm immediately by shouting "FIRE" and activating the nearest fire alarm if available.
- Incident Co-ordinator (IC) takes overall control and delegates other people to roles. Choice of IC in order of availability:
 - Event organiser
 - Principal or Commodore*
 - OOD or Chief Instructor*
 - Instructor*
 - Session leader*
 - Any competent person*

b) Protect Lives

- All personnel and visitors must evacuate immediately
- Leave the building by the nearest safe fire exit:
 - Ground floor exits in all buildings
 - Basement exit in the South Building
- Do not stop to collect personal belongings.
- Do not re-enter the building for any reason until authorised by the Fire Service or IC.
- The assembly point is outside the Sea Cadets building: once at the assembly point, remain together, assist with a roll call if requested
- Report any missing persons immediately to the Incident Co-ordinator or Fire Service

c) Inform

- Contact emergency services immediately if fire is confirmed or suspected.
- Be clear about what has happened, including any known hazards, any missing person
- The address is Welsh Harp Sailing Club, Birchen Grove, NW9 8SA
- What3Words are: camera.table.parent
- Have a mobile phone number available for contact
- Delegate someone to open gate on Birchen Grove and wait there for emergency service and direct them
- Notify centre Principal and Club Commodore
- If members of other clubs are present, tell a responsible person at each who from WHSC is dealing with the situation and make sure they refer any enquiry to that person.

d) Fire-fighting (only if safe)

- If the fire is small, contained, and it is safe to do so:
 - Use the appropriate fire extinguisher or fire blanket

- Do not attempt to fight the fire if:
You are unsure how to use the equipment
The fire is spreading
Smoke is present
Your escape route may be compromised
- **Personal safety must always take priority.**

e) Post Incident

- Do not re-enter buildings until declared safe by the Fire Service
- Make complete and precise notes of the incident
- Request and take complete and precise notes from Key witnesses
- Complete and file Accident. Incident form
- WHSC Facilities Manager to arrange inspection, restocking of fire equipment, and review of procedures as necessary.

Appendix 2.3 Emergency Action Plan

*Club details for use in an emergency call:
Welsh Harp Sailing Club, Birchen Grove, NW9 8SA
what3words ///camera.table.parent*

a) First response

- Incident Co-ordinator (IC) takes overall control and delegates other people to roles. Choice of IC in order of availability:
Principal
OOD or Chief Instructor
Instructor
Session leader
Any competent person
- IC decides if this is a **Major Incident** and applies appropriate process (see **Major Incident Procedure**)

Major Incident is an event where there is loss of life, serious injury, substantial damage to property or any circumstance in which a group or individual might be at serious risk of harm (e.g. loss of a child). If unsure follow Major Incident Policy until sure it is not.

b) Protect Lives

- Identify first aiders, get first aid kit/ defibrillator as necessary
- Provide emergency first aid if necessary
- Protect individuals from further harm
- Secure the scene of the incident and ensure the safety and physical/emotional wellbeing of those involved
- If lives are at risk, contact emergency services
- Isolate the cause of the incident (e.g. turn off electricity, isolate gas)
- Clear the water of boats as necessary, while you deal with the incident

- Evacuate the premises as necessary; use the Fire Muster Point, outside Sea Cadets, by gap in dam wall.

c) Inform

- Contact emergency services, as required
- Be clear about what has happened – what the problem is, the location, how many are involved, when it happened
- The address is Welsh Harp sailing Club, Birchen Grove, NW9 8SA
- What3Words are: camera.table.parent
- Have a mobile phone number available for contact
- Delegate someone to open gate on Birchen Grove and wait there for emergency service and direct them
- Notify centre Principal
- If members of other clubs are present, tell a responsible person at each who from WHSC is dealing with the situation and make sure they refer any enquiry to that person.

d) Post Incident

- Make complete and precise notes of the incident
- Request and take complete and precise notes from Key witnesses
- Complete and file Accident. Incident form
- Centre Principal to notify RYA if necessary and Commodore

e) On shore incident

One of the first aiders will take charge. They will delegate someone to phone for an ambulance, if necessary. In this case someone must also be dispatched to the main gate with the key (on a large red fob on the wall in the South Building bar store area, at the bottom of the stairs in the North Building or if this is not available break the glass in one of the emergency boxes). They should wait by the gate to direct ambulance to incident.

f) On water incident

The safety boat in attendance will take charge. Get back to the shore as soon as possible; if assistance is needed on the water, call or signal for additional help. On returning to the shore procedure will continue as above.

g) Clearing the water

If it is necessary to clear the water, a Red flag will be flown from the post near the South Building and a series of hoots made by the hooter (kept in the race box in the South Building bar store).

Appendix 2.4 Major Incident Procedure

Club details for use in an emergency call:

Welsh Harp Sailing Club, Birchen Grove, NW9 8SA

what3words ///camera.table.parent

a) What is a Major Incident

Any event where there is loss of life, a serious injury, substantial damage to property and/ or the environment or any circumstance in which a group or individual might be at serious risk of harm (e.g. loss of a child).

b) Overview (for details see below)

- Incident Co-ordinator (IC) takes overall control and delegates other people to roles. Choice of IC in order of availability:

Principal

OOD or Chief Instructor

Instructor

Session leader

Any competent person

- Protect lives
- IC starts Incident Log
- Inform relevant agencies
- Establish incident room
- Establish relatives' area
- Gather witness statements
- Secure evidence
- Establish media procedure
- Co-ordinate post incident process

c) Protect Lives

- Identify first aiders, get first aid kit/ defibrillator as necessary
- Provide emergency first aid if necessary
- Protect individuals from further harm
- Secure the scene of the incident and ensure the safety and physical/ emotional wellbeing of those involved
- If lives are at risk, contact emergency services
- Isolate the cause of the incident (e.g. turn off electricity, isolate gas)
- Clear the water of boats as necessary, while you deal with the incident
- Evacuate the premises as necessary; use the Fire Muster Point, outside Sea Cadets, by gap in dam wall.

d) IC starts Incident log

- Maintain a record of key information and actions using an incident log sheet – in green plastic drawer

e) Inform relevant agencies

- Contact emergency services, as required
- Be clear about what has happened – what the problem is, the location, how many are involved, when it happened
- The address is Welsh Harp sailing Club, Birchen Grove, NW9 8SA
- What3Words are: camera.table.parent
- Have a mobile phone number available for contact
- Delegate someone to open gate on Birchen Grove and wait there for emergency service and direct them
- Notify centre Principal

- Notify the Commodore
 - If members of other clubs are present, tell a responsible person at each who from WHSC is dealing with the situation and make sure they refer any enquiry to that person.
 - If there is a fatality, the prime responsibility for notification of next of kin lies with the police
- f) Establish relatives area**
- Identify a separate gathering area for relatives of any injured persons, away from press and onlookers
 - Arrange for supply of hot/cold drinks
 - Be sympathetic without admitting liability
 - Remain calm, communicate that every effort is being made to deal with and investigate the incident
 - Allocate one person to look after the relatives
- g) Gather witnesses statements**
- Get statements from competent witnesses as well as recording their names and contact details
 - Remove the key witnesses to a place you can talk to them away from onlookers
 - Explain that statements are being taken to obtain an accurate account of the incident as they may be required for insurance or other purposes
 - Notes need to be taken and agreed as accurate. Signed if possible.
- h) Secure evidence**
- Photograph the incident location, boats, equipment etc
 - Keep and secure any relevant equipment, e.g. clothing, buoyancy aids, lifejackets, logbooks etc.
 - Secure any boats and equipment
- i) Establish media procedure**
- Appoint one person to deal with the media, the only person to make any public statements to the media
 - The RYA Communications Teams available for assistance for guidance with handling the media. (See below for contact details)
 - Manage any media that are onsite, if possible provide a dedicated room or area, away for relatives and other participants
 - Only reveal names of any victims/ casualties once advised by the police.
 - Do not get drawn into speculating about causes, blame or possible outcomes
 - Remember – declining an interview or saying ‘no comment’ looks like you have something to hide. It is better to give a factual response such as ‘It would be inappropriate to comment further until we’ve had the opportunity to consider all the factors contributing to this incident.’
 - Never lie to the media about something you know to be true
 - Keep a record of who has contacted you, who you have spoken to
 - ‘Pity, Praise and Promise’ is a tactic that can be used even when little is known about the crisis. Express sympathy for those caught up in the incident; praise

those who are helping in the recovery; promise to do all you can to get to the bottom of the problem, participate in any investigation and use your best efforts to put systems in place to minimise the risk of it happening again.

j) Coordinate post incident process

- The primary phase of the incident is closed when any injured parties have been moved from the location and all property damage has been secured so that it no longer presents a danger to club members or the public
- Principal to ensure notification to relevant parties. RYA Communications Manager notified if not already done so and RYA Department Manager notified (see below for details)
- Consider who else must be notified: if it is a water-based incident that results in death or serious injury it is recommended that you inform the Marine Accident Investigation Branch (MAIB). If it is a work-related incident that results in death or major injury you must inform the Health and Safety Executive.
- Relevant experts contact and advice sought as necessary – legal, insurance, structural
- A meeting should be held with all those involved in the handling of the incident and any experts that may be required as above.
- This meeting should finalise all records of the event and determine any follow up action that may be required
- IC to complete and file Accident/ Incident form (REQUIRED), including the Incident Log sheet.
- Debrief meeting of all members and identify any additional needs
- A record should be made of lessons learnt and a plan developed for implementing ways to improve procedures and the major incident response system.

k) Preparedness:

- Make sure members know how to call for help:
- Know what the address, postcode and What3Words are for the club
- Know where the relevant keys are (in the bar store)
- Know the procedure for letting emergency services in
- Know where to find the contact details of relevant people

Appendix 2.5 Major Incident Log Sheet

Incident...
Date...
Details...

Time	Issue/ Action/ Decision	Responsible Person	Status

If it is dangerous to move a casualty (eg in the case of suspected neck or spinal injury) they should be left in a safe position where they are.

The emergency services should be called.

Someone must stay with the casualty. The SI should ensure that an adequate qualified First Aider is present ASAP.

Situations include, but are not limited to: medical emergencies, issues regarding safety cover, entrapments or severe weather.

SIs should ensure all instructors and helpers are briefed on this protocol, which is summarised on the check card kept in each safety boats as follows:

- On discovering an incident, alert others by using the radio using the protocol RED ALERT, RED ALERT, RED ALERT. State the number of your boat and your location.
- The SI or OOD in charge will take control of the situation
- Deliver any immediately necessary First Aid to preserve life
- Evacuate the water or abandon session if necessary
- If safe to do so, bring any casualties ashore ASAP and follow standard incident procedure
- If necessary, leave any casualty in a safe position and tell the SI/Admin desk to alert Emergency Services. Someone must stay with the casualty.
- Ensure an emergency First Aider is present ASAP

Appendix 3 Safety and training guidance

Appendix 3.1 Precautions against Weils Disease & Blue Green Algae

In order to minimise risk of these common water-borne organisms causing harm to sailors or visitors, notices will be posted warning of the dangers and giving advice about simple precautions to be taken, viz:

- Wear shoes, particularly when windsurfing.
- Cover any cuts with waterproof plaster before going on the water. If you injure yourself on the shore or in the water, go in at once and wash wound.
- Do not swallow the water.
- Avoid patches of algae which may appear in hot weather.
- Wash hands with soap after sailing and use the showers.
- Report any flu-like symptoms to your GP

Appendix 3.2 Cold weather guidance

a) Hypothermia bullet points

Is the sailor / windsurfer.....

- Confused/incoherent/uncooperative?
- Pale/grey/blue skin?
- Poor co-ordination/lethargy/deteriorating?

Actions:

- Bring them back to shore and inside ASAP
- Strip wet clothing off
- Warm shower (not hot)
- Check responsiveness regularly
- Dry layered clothing – cover all possible skin
- Warm food/ drinks (not hot)
- Keep checking responsiveness regularly
- **Deterioration = 999**

Joy Walter, Feb 2023

Appendix 3.3 Hot weather guidance

a) Staying well in the heat

- Stay hydrated. Have water before, during and after your event
- Wear your hat! Keep your head and neck covered
- Lots of sunscreen
- Don't wear too many, or too few, clothes
- When on shore, seek shade in the club house

b) Heat Stroke

- History: Overexposure to sun / overdressed
- Signs and symptoms: Flush hot dry skin, fast breathing rate, full strong pulse, irrational delirious behaviour, possible collapse
- Treatment: remove excess clothing, place in shade, cool quickly (lukewarm shower or such)
- **CALL 999 IF CASUALTY WILL NOT LISTEN TO REASON/ IS COLLAPSED/ IS UNCONSCIOUS**

c) Heat Exhaustion

- History: Hot environment and/or exertion, leading to excessive sweating that is not corrected by hydration
- Signs and symptoms: Pale cold clammy skin, rapid shallow breathing/ rapid pulse, nausea, headache and muscle cramps
- Treatment: Take casualty out of hot environment but do NOT cool them down, lay casualty down, give 1 litre water with 1 teaspoon salt dissolved in it, SLOWLY, to the casualty.
- **CALL 999 IF CASUALTY DOES NOT IMPROVE / IS COLLAPSED/ IS UNCONSCIOUS**

Joy Walter, Sep 2023

Appendix 3.4 Entrapment: measures to be taken to minimise the risk of entrapment

- All club double-handers must be sailed with an appropriate masthead float.
- All daggerboards / centreboards must have an appropriate retaining device in place when sailing.
- All students to be briefed on what to do in the event of a capsize (appropriate to their ability – as a minimum 'to get to the back of the boat')

If entrapment does occur RIGHT THE BOAT and call for assistance without hesitation.

- All powerboat safety containers carry a knife. All instructors over the age of 16 should carry a knife within their buoyancy aid.

Appendix 3.5 Guidance for capsize drill

Capsize drills must be run in a controlled manner, one boat at a time, with a safety in attendance.

For safety, and to promote good practice, Instructors running capsize drills must emphasize the following points, even if a masthead float is being used to ensure best practice is taught:

- Moving to the back of the boat when capsized to minimise the risk of entrapment
- Staying with the boat
- Clear communications between helm and crew
- Not hanging off the high side of the boat, standing on the rigging or holding onto anything above the water-line on the inside of the cockpit
- QUICKLY putting weight on, or getting onto, the centreboard to stabilize the boat
- Crew to control the boat in the lying-to or hove-to position after being scooped in

Remember a boat can still invert with a masthead float (MHF) present

If teaching inversion, where a MHF is used, remove the MHF one boat at a time (or rotate students and only use one boat) immediately before the inversion is due to take place and put back when inversion practice has finished. Inversions should be done one boat at a time, with safety considerations in place for remaining students. Prior to starting the inversion session please inform the SI, and then again when finished.

Appendix 3.6 Guidance for teaching from a dinghy

When teaching from a dinghy (either with the student onboard or from a separate dinghy), liaisons over sailing area, safety cover and radio communications should be discussed with the SI prior to going afloat. A radio should be carried by the Instructor, however if it is not possible when teaching afloat, the SI will set a very specific sailing area close to other Instructors who are in radio contact and able to provide cover.

Appendix 3.7 Guidance for simulators

Instructors need to ensure a stable land drill. This could be achieved by placing a flat hull on beach, use of tyres to offer support or to place weight at the bow with boat securely attached to the trolley. On all dinghies where the boom is not securely attached to the mast, kickers should be in place to ensure the boom doesn't pop off.

Appendix 4 RYA courses, instructor ratios, powerboat ratios, guidance on arranging a course

RYA instructor ratios	
Course	Instructor Ratio
RYA Youth Scheme: Stages 1,2,3,4	3:1 double hander with instructor in each boat 6:1 single hander
RYA Sailing Scheme: Dinghy Levels 1,2,3	3:1 double hander with instructor in each boat 6:1 single hander
RYA Advanced courses*: Seamanship; Spinnakers	9:1 with no more than 6 boats per instructor
RYA Racing Scheme**: Start Racing; Club Racing; Regional Racing	Race Coach Ratio

RYA safety boat requirements	
Number of dinghies	Number of safety boats required
Training: up to 6 dinghies	1 safety boat
Training: 7-15 dinghies	2 safety boats
Training: more than 15 dinghies	3 or more safety boats

RYA safety boat requirements	
Number of dinghies	Number of safety boats required
Recreational sailing: up to 12 dinghies	1 safety boat

Typically on RYA courses we would not accept anyone under the age of 8. Tuition to those younger is through personal/bespoke tuition.

*RYA Advanced Instructors or RYA Dinghy Instructors approved by the Principal are recognised to deliver spinnaker tuition and seamanship

** RYA Dinghy Instructors with racing endorsement are recognised to teach Start Racing; Race Coach L2 are recognised to teach Start Racing, Club Racing & Regional Racing.

Appendix 5 Good Practice Guidelines for Instructors, Coaches and Volunteers

All WHSC all volunteers, not just those who have RYA training, are expected to adhere to the RYA Code of Conduct as it appertains to them:

RYA Instructor Code of Conduct For RYA Instructors, Trainers, and Examiners

The RYA values and respects the very talented people that make up our training network, and views them as important ambassadors of the RYA's brand and values. This document outlines the code of conduct to which all holders of RYA instructor qualifications and RYA training appointments (hereafter referred to as instructors) are required to comply. The code of conduct is intended to make clear to all participants, instructors and RYA appointment holders, the high standards to which all are expected to conform. Instructors must:

- 1 Behave in a manner that is consistent with the values of the RYA, particularly with regards equality, diversity, inclusivity and sustainability.
- 2 Respect the rights, dignity and worth of every person and treat everyone equally within the context of their boating activity.
- 3 Place the wellbeing and safety of the student above the development of performance or delivery of training.
- 4 Encourage and guide students to accept responsibility for their own behaviour and performance.
- 5 Only develop relationships with students that are appropriate and legal, (especially those under 18) whether face to face or in a digital context. Relationships must be consensual, based on mutual trust and respect and must not exert undue influence to obtain personal benefit or reward.
- 6 Ensure the activities they direct or advocate are student focused, and appropriate for the age, maturity, experience and ability of the individual. Always clarify with students (and where appropriate their parents or carers) exactly what is expected of them and what they are entitled to expect.
- 7 Behave appropriately to ensure the safety of instructors, students and others under your direction.
- 8 Treat all RYA instructors, appointment holders, staff and other stakeholders with respect.
- 9 Act with integrity in all customer and business to business dealings pertaining to RYA training.
- 10 Read, understand, and comply with the Safeguarding Children and Safeguarding Adults policies and guidelines as detailed on the RYA website at www.rya.org.uk/safeguarding.
- 11 Comply with the laws and regulations of the jurisdiction in which they are operating.
- 12 Follow all RYA guidance and standards with regards specific training or coaching programmes.
- 13 Not do or neglect to do anything which may bring the RYA into disrepute, including through the use of social media.
- 14 Hold relevant, up to date governing body qualifications as approved by the RYA.
- 15 Only teach or provide RYA courses or RYA certification within the framework of an RYA recognised training centre.
- 16 Notify the RYA immediately of any court-imposed sanction that precludes the instructor from contact with specific user groups (for example children or adults at risk) and be aware that certain sanctions may result in the automatic withdrawal of your qualification.
- 17 Notify RYA Training in the event of any health issues that may affect their ability to carry out their responsibilities, including the use of medication which may impact their role.
- 18 Not carry out RYA training, examining or coaching activities whilst under the influence of alcohol or drugs. Failure to adhere to the RYA Instructor Code of Conduct may result in the suspension or withdrawal of RYA qualifications or appointments