

HORIZONS (Plymouth)

Horizons Children's Sailing Charity

Operational Procedures



Amended 11-01-18

Operational Procedures	1
1. Notes for the reader.....	1
2. Horizons Overview	1
3. Activity Summary	3
4. Operating Areas	4
5. Control of Activities.....	5
6. Safety Briefings.....	5
7. Monitoring the numbers of craft and persons on the water	7
8. Craft (Boat Specific Information is included in Appendix 1).....	7
9. Clothing and Equipment.....	7
10. VHF Radios	8
11. Emergency Action Plans (Please see <i>Appendix 4</i> for Emergency Action Plan Cards).....	8
12. Entrapment Policy	8
13. Refuelling Procedure	8
14. Appendix 1: Craft Specific Information	9
15. Appendix 2: Shore Based Information	14
16. Appendix 3: Session Outlines	15
17. Appendix 4: Emergency Action Plans.....	22
18. Appendix 5: Complaints Procedure.....	25

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Review Period: Annually

Amendments: (Highlighted in Yellow)

1. Notes for the reader

This document is a working document and is therefore reviewed and updated on a regular basis. Updates will reflect changes in: industry “Best Practice”, Horizons Risk Assessments, legislation or guidance from regulatory bodies. This document will be reviewed annually as a minimum.

Commonly used abbreviations:

Organisations:

- Horizons - Horizons (Plymouth)
- RYA – Royal Yachting Association
- MCA - Maritime and Coastguard Agency
- AALS – Adventurous Activities Licensing Service

Instructor titles:

- SI – RYA Senior Instructor
- DI – RYA Dinghy Instructor
- KBI – RYA Keelboat Instructor
- PBI – RYA Powerboat Instructor
- AI – RYA Assistant Instructor
- CI – Chief Instructor (A member of Horizons Staff who is an RYA Senior Instructor)
- Principal - Horizons Operations Manager who is an RYA Senior Instructor

Equipment:

- PFD – Generic term for a personal flotation device including buoyancy aids and lifejackets
- BA – Buoyancy aid

2. Horizons Overview

Horizons main objectives are to advance the education of children and young people in the Plymouth area and improve their quality of life by providing experience in sailing, motor boating and other related activities not otherwise available to these people. The following procedures are designed to further those objectives.

Horizons (Plymouth) is an RYA Recognised Training Centre and a provider of Foundation Courses for disabled people under the RYA Sailability scheme. Horizons is subject to regular independent RYA and AALS inspections covering all aspects of boating and sailing activities. Horizons can also operate “Friendship” (a Mithcell 31 motorboat) in a commercial manner. “Friendship” is an MCA Category 2 Coded vessel, and is inspected by MECAL on a regular basis.

Operational Bases

Horizons operates from four main sites all in Richmond Walk, Devonport, Plymouth:

- **5 Richmond Walk:** main office, workshop, and hard standing for boats during the winter
- **Mayflower Marina:** larger boats are kept on the pontoons, a shore base known as The Hut
- **Blagdon's boat yard:** dinghy storage and rigging area
- **Commando Beach public slipway:** local council operated slipway used to launch and recover craft

Personnel Structure (All applicants go through an application process which includes DBS checks)

- Horizons activities are overseen by a [Board of Trustees](#)
- [Three full time staff](#) are employed to oversee the day to day running of the operation
 - Operations Manager(RYA Principal)
 - Chief Instructor
 - Business Manager
- Horizons also relies on the support of a dedicated group of volunteers

Horizons Activities (These fall into three main categories)**Recreational Sessions****(Do not include any tuition, but can be part of a structured learning programme)**

- School and Group Keelboat Taster Sessions
 - An aim of Horizons is to help advance the education of young people. It is the policy of the board to attempt to meet the needs of young people from the local area. Horizons currently works with local schools, and youth organisations including disadvantaged and disability groups.
 - In addition to giving young people a general experience of boating / sailing, every effort is made to ensure that activities support the national curriculum and character development. This is achieved by working closely with teaching staff using [Educational Packs](#), developed by professional education consultants, and encouraging children to acquire sailing qualifications. Support to Citizenship education, and adventure training (including the Duke of Edinburgh Award programme) is also encouraged.
 - A member of staff can visit any school or organisation before they take part in activities. [Operational procedures](#), [insurance](#) and [health and safety](#) matters can be discussed and a suitable plan made.
 - Schools and organisations will be given a Sailing Pack which includes all operating procedures, phone numbers, VHF channels, areas of operation and [risk assessments](#). A site visit can also be arranged on request.
- Horizons Sailing Club
 - The [club](#) started in the summer of 2002 with the intention of enabling young people to gain skills in sailing that would normally be difficult otherwise.
 - Horizons objectives include the provision of a range of boats and dinghies suitable for our young people.
 - These sessions are run as recreational sailing and overseen by appropriately qualified staff and volunteers.
 - In order to take part in these sessions, all young people must have completed a [Membership Joining Form and a Use of Images Consent Form](#) (under 16's must have forms signed by a parent / guardian).

RYA Tuition**(Structured training for young people and volunteers)**

- RYA courses run at various points during the season for both young people and volunteers
- Participants will complete a [Course Booking Form](#), including a health declaration, before being able to participate in these courses
- Tuition is delivered by qualified RYA instructors and experienced volunteers
- Course plans are available for all the modules delivered at Horizons

Commercial Activities

- ["Friendship"](#) can be used for commercial powerboating activities
- School and Group taster sessions on Friendship fall within this area as per [MGN 489 \(M\)](#)
- More detail can be found in [Appendix 1 A](#) and [Appendix 3 B](#)
- Commercial work is carried out in support of core objectives

HORIZONS RESERVES THE RIGHT TO CANCEL ANY SESSION, AT ANY TIME, IN THE INTEREST OF SAFETY.

IF IN DOUBT DON'T GO OUT.

3. Activity Summary

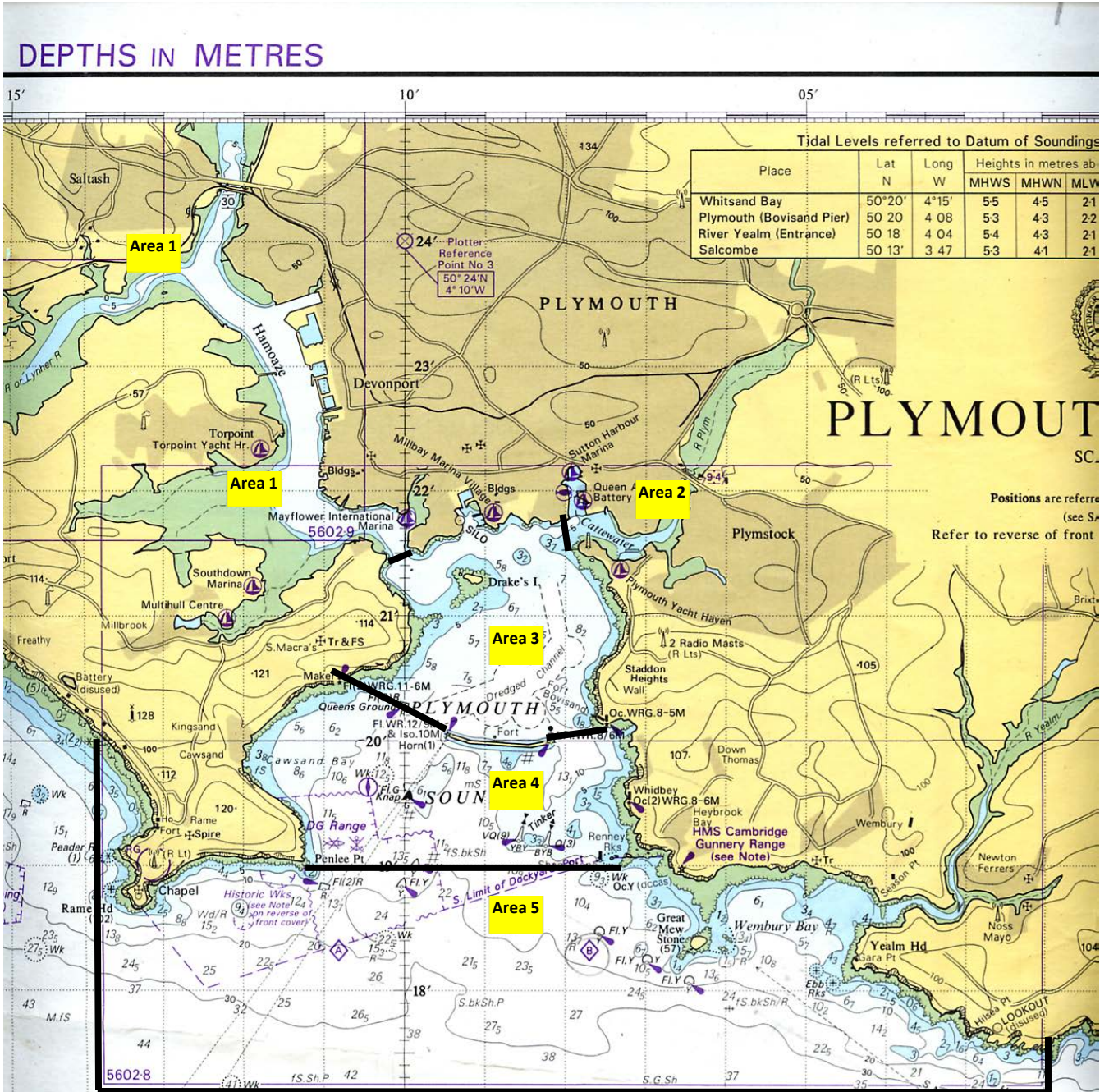
Recreational Sailing	Safety boat ratio	Type of craft	Supervised by	Instructor student ratio*
Keelboats	Keelboats can operate a buddy system and also carry safety boat equipment	Hawk 20	Keelboat Senior Instructor (or Dinghy Senior Instructor with Keelboat Endorsement) A Lead Skipper will be nominated if more than 1 Hawk goes out	Do not exceed maximum loading of 525kg e.g. adult helm & crew plus 6 Children or adult helm & crew plus 4 adults
Dinghies	Each safety boat should provide cover for a maximum of 12 dinghies	Picos Bahias Vagos Laser 1 Fevas	Senior Instructor	Maximum 1:9 but not more than 6 boats per instructor

RYA Sailing Tuition	Safety boat ratio	Type of craft	Supervised by	Instructor student ratio*
Keelboat courses Junior Stages 1-4 Start Sailing Basic Skills Better Sailing Day Sailing Start Racing Seamanship Skills Sailing with Spinnakers	Keelboats can operate a buddy system and they also carry safety boat equipment.	Hawk 20	Keelboat Senior instructor (or Dinghy Senior Instructor with keelboat endorsement)	Keelboats without accommodation: 1:4 (instructor on board). 1 instructor must not be responsible for more than 9 students (e.g. 3 boats with 3 students in each)
Dinghy courses (in single handers) Junior Stages 1-3 Start Racing Seamanship Skills Level 1-Start Sailing Level 2- Basic Skills Level 3- Better Sailing	Up to 6 dinghies: 1 safety boat 7 to 15 dinghies: 2 safety boats More than 15 dinghies: 3 or more safety boats	Picos Laser 1	Senior instructor	1:6 (applies only whilst the boats are used as single-handers)
Dinghy courses (in crewed boats) Junior Stages 1-4 Start Sailing Basic Skills Better Sailing Day Sailing Start Racing Seamanship Skills Sailing with Spinnakers Performance Sailing	Up to 6 dinghies: 1 safety boat 7 to 15 dinghies: 2 safety boats More than 15 dinghies: 3 or more safety boats	Bahias Vagos Picos Fevas	Senior instructor	1:3 for beginners with instructor on-board Maximum 1:9 but not more than 6 boats per instructor (e.g. 3 Vagos with 3 students in each, or 4 Picos with 2 students in each)
RYA Powerboat Tuition	Safety boat ratio	Type of craft	Supervised by	Instructor student ratio*
Powerboat Level 2	1:3 students	Ribs, Tin, Friendship	Powerboat Instructor	1:3
Safety Boat	1:3 students	Ribs & Tin	Safety Boat Instructor	1:6 using 2 boats

Commercial Activity	Area of Operation	Vessel	Crew Qualification	Max number of people
Trips on Friendship	Category 6 (Within Category C and D waters of Plymouth Sound in favourable weather and daylight hours)	Mitchell 31	Skipper (minimum of): Commercially Endorsed RYA Powerboat Level 2 Crew: capable of assisting the skipper in case of an emergency	Skipper and Crew & up to 12 passengers
Trips on Friendship	Category 3 (Up to 20 miles from a safe haven)	Mitchell 31	Skipper (minimum of): Commercially Endorsed RYA Advanced Powerboat Crew: deemed by the Skipper to be experienced	Skipper and Crew & up to 12 passengers

* Instructors may be assisted by unqualified helpers who are competent and experienced. They should be supervised by an instructor or Senior Instructor and deployed in roles appropriate to their skills and awareness. An assistant instructor counts as qualified, but should work under the direction or supervision of an instructor or Senior Instructor.

4. Operating Areas



5. Control of Activities

- An SI will be on site when on water activities are taking place
- The SI will control the activities of Horizons on behalf of the Board of Trustees. This will normally be the Operations Manager or the Chief Instructor
- In their absence a suitably experienced SI will take charge
- If land based activities are taking place, a suitably qualified person will take charge (e.g. a shore based theory session will be supervised by an RYA Shore Based Instructor)
- Horizons responsibilities will cease once the session has ended

6. Safety Briefings

- The SI will brief instructors / volunteers before anyone goes afloat
 - During Club Sessions this briefing will be on the Session Board, which the SI will ensure is up to date
- This briefing will include:
 - Weather (Met Office and XC Weather)
 - Shipping movements (Queens Harbour Master: [website](#) or Longroom port control on VHF Ch14)
 - Sailing area
 - Means of transit to the sailing area
 - Rig of the day (e.g. 1st reef)
 - VHF channels and call signs
 - Maximum number of persons to be carried in each boat
 - Any other safety or additional information (e.g. hand signals)
- Where two or more activities are taking place, i.e. dinghies and keelboats, a Lead Instructor / Lead Skipper will be nominated for each group by the SI
 - Experienced keelboat skippers will be given the opportunity to act as Lead Skipper when the conditions allow
- Horizons' vessels are not normally required to communicate their intentions with Longroom Port Control, but when on the water at least one boat in the fleet must monitor VHF CH14 to listen for any traffic between the Longroom and vessels transiting the Sound and River Tamar. This may provide advance warning of large vessels not already advised via the QHM Shipping Movements notice and also provide the facility for the Longroom to communicate with Horizons' vessels should the need arise.
- When navigating near the main shipping channel – especially when leaving or departing the Mayflower marina – do not attempt to cross ahead of any large commercial or military vessel already in the channel, even if you think it is safe to do so.
- At the start of a session each individual group will meet outside The Hut
- Each group will be given a briefing for their activity
 - The depth of this briefing will vary depending on the ability of students
 - If using keel boats, the briefing may be delivered once the group is on the boat
 - Waterproof clothing and personal flotation devices (PFD) suitable for the activity will be given out
 - PFDs will be checked to make sure they are fitted correctly, and worn on top of all other layers
- Feedback forms are available and can be completed at the end of each session

7. Monitoring the numbers of craft and persons on the water

- The SI will ascertain that all persons taking part are logged and have completed the correct form(s)
- Any relevant information will be passed on to instructors / skippers / safety boat crews

During Club Sessions / RYA Tuition

- **Boat Allocation Form:** (Kept in The Hut during the session)
 - Used to log people and craft on the water
 - Every person taking part in the session must sign in on arrival
 - At the end of the session volunteers may sign themselves out
 - Young people who are allowed to make their own way home may sign themselves out
 - A parent / guardian needs to sign out any young person they are taking home

During School / Group Sessions

- **Activity Monitoring Form:** (Kept in The Hut during the session)
 - Used to log people and craft on the water
 - On completion of the session all paperwork will be returned to the office and dealt with in accordance with Data Protection
- If using Friendship, the Log must also be filled in

8. Craft (Boat Specific Information is included in [Appendix 1](#))

- Horizons operate a variety of motorboats and sailing craft. They are equipped, maintained and operated to the standards required by the following authorities:
 - Mitchell 31 "Friendship": [MECAL](#) (coded for commercial use)
 - Rescue boats, keel boats and dinghies: [RYA](#)

9. Clothing and Equipment

- Equipment will be maintained by the staff and volunteers in accordance with health and safety requirements and the relevant RYA Training Checklists
- Any faults found should be entered into the 'Fault Log' which is kept in The Hut
- Horizons staff will carry out regular checks on all equipment and also check the Fault Log on a regular basis
- If for any reason a piece of equipment can't be used, it will be marked with an 'Out of Action' sign
- Horizons provides a range of clothing, buoyancy aids, trapeze harnesses and life jackets which are checked on a regular basis in line with the RYA Guidance Notes
- Everyone who goes afloat **MUST** wear a personal flotation device and it will be worn on top of all other layers
- As per the RYA Guidance Notes:
 - Buoyancy aids should comply with EN 393 / ISO 12402 – 5 (50 Newton / Level 50)
 - On dinghy sailing sessions, and safety boat sessions, a buoyancy aid must be worn
 - Buoyancy aids must also be worn on keelboats without guard rails
 - Lifejackets should be MCA (Dft) or MED- approved ("Wheelmarked") or should comply with BS EN 396 of 150 Newton or BS EN 399 of 275 Newton or equivalent ISO / CEN standard
 - Life jackets can be used on Friendship or on Powerboat sessions e.g. RYA Level 1 and 2 courses
- If someone brings their own kit it will be checked by a member of staff to make sure it is suitable

10. VHF Radios

- Only to be operated under the supervision of an RYA SRC qualified individual
- The responsibility for such use lies with the qualified person
- VHF's should be used to aid the safe management of sessions, and not for general chit chat
- Please remember we are on an open channel and other people can hear us
- Several clubs use the same channel so we need to keep our communications to a sensible level
- Radio checks should be carried out preferably with another Horizons group / craft or with Mayflower Marina on Channel 80
- Handheld VHF radios are needed on Hawk 20's, and on the small rib
- Handheld VHF radios will be turned on, switched to the channel of the day, and radio checked before leaving The Hut
- Friendship and Jubilee both have fixed VHF. A radio check should be carried out before leaving the berth
- The SI in charge should always have access to a VHF
- If there are any faults, report them to a member of staff at the earliest possible convenience

11. Emergency Action Plans (Please see *Appendix 4* for Emergency Action Plan Cards)

- Horizons is subject to Mayflower Marina emergency and fire regulations
- Staff and volunteers should acquaint themselves with these regulations and similar procedures, which also apply to 5 Richmond Walk, giving particular attention to muster points and roles identified in the [Health and Safety Policy](#)
- In the event of a major accident the chosen co-ordinator will refer to the Major Accident Handling Guide

12. Entrapment Policy

- To minimise the risk of entrapment it is essential to keep a tidy boat by stowing all long control lines neatly
- Masthead flotation is to be used on Hawk 20s, Fevas, Bahias and Vagos at all times
- It is important that a good brief is given to all sailors on ways to avoid total inversion
- Horizons provides safety knives for use on keelboats and safety boats
- Instructors will also be encouraged to carry one as part of their personal kit

Rescuing a trapped sailor under an inverted boat

- The fastest and most reliable rescue is for two people to stand on the boat and pull on the centre board to right the boat
- This can also be achieved using a safety boat with a pull or push method but due care must be taken as the location of the trapped sailor is unknown
- Diving in to rescue someone should be a last resort, as the righting method is faster and safer
- The righting method is the preferred, fastest and most reliable method. Lifting one end of a Pico can create an air gap, however, this will only help if you know the location of the trapped sailor

13. Refuelling Procedure

Hawk 20 / RIB (High octane unleaded petrol)

- Green cans kept in lockers on Hawk 20 for refuelling
- Can in use has a yellow tag, return empty cans to The Hut, tell a member of staff if we are low on fuel
- Engines to be off when refuelling, ensure any spills are cleaned up. (Spill kit located in Friendships steps)

Friendship (Diesel)

- Refuelled at Mayflower Marina
- Try to refuel only when we can get 500 litres in the tank, unless it is for a specific job

14. Appendix 1: Craft Specific Information

A. "FRIENDSHIP"

Boat Details

- Mitchell 31 built in 2007
- [MCA Category 2 Coded](#)
- Inspected in line with Small Commercial Vessel and Pilot Boat Code of Practice by MECAL
 - Unique Number: M08MV0091393
- MMSI/Call Sign: 235105588
- Plymouth is the Base Port (No Nominated departure point)
- Licenced to carry 2 Crew and up to 12 passengers

Boat Usage

- The way we currently use Friendship for commercial work falls under 2 lower coding categories:
 - Category 6 usage: Within the Category C and D waters of Plymouth Sound
 - Category 3 usage: Up to 20 miles from a safe haven
- Friendship can also be used to support club sailing as a "mothership" or back up safety boat
 - Equipped as per the RYA Training Checklist – Powerboat to safety boat level
 - Should not be used as a primary safety boat
 - When being used in this capacity she will be manned as per Appendix 1 D When Powerboats are used as safety boats

Manning Requirements for commercial use as per MGN 280:

- Category 6 usage
 - Skipper: Minimum of Commercially Endorsed RYA Powerboat Level 2
 - Crew: capable of assisting the skipper in an emergency
- Category 3 usage
 - Skipper: Commercially Endorsed RYA Advanced Powerboat
 - Crew: capable of assisting the skipper in an emergency

Operational Basics (See Friendships Operation Manual for full details)

Before the session:

- Carry out engine checks as per training
- Make sure the sea water strainers are clear and free of debris
- Check diesel tank fuel gauge
- Start engines and throttle up slightly to excite alternators
- Check water at exhaust outlet at least twice (second time a couple of minutes after start up)
- VHF radio check with a Horizons group or with Mayflower Marina (channel 80)

During the session:

- Escort passengers through the Marina to and from Friendship and give safety brief
- Fill in the log
- Life jackets / buoyancy aids must be kept on at all times but can be removed to adjust dress, if safe to do so

After the session:

- On return, secure the boat as required with regard to weather forecast
- Lock up
- Report any faults to a member of staff

B. Keelboats (Hawk 20)

- According to the manufacturer: “The boat is unsinkable and normally self-righting, but in certain circumstances it can be “TURTLED” (i.e. inverted with the mast pointing downward”
- This can happen when the boat has broached and crew try to climb over the high gunwale or fall into the sail or stand on the mast or boom with the main fully sheeted in
- Once the point has been reached where the boat will not self right then the boat will fully invert
- Being aware of these facts, briefing the crew and knowing when to reef the craft, will keep the boat in a stable and seaworthy order
- In order to reduce the chances of an inversion, masthead flotation must be hoisted prior to departure
- A buddy system can operate if one boat is capable of towing the other to safety under power
- During activities involving “clients” a minimum of 2 boats will be on the water
- Obey the International Regulations for the Prevention of Collisions at Sea
- Obey local byelaws (10 knot speed limit, do not impede shipping movements)
- A keelboat can operate independently when being used for recreational purposes by staff or volunteers providing that:
 - It has been approved by the Operations Manager / Chief Instructor
 - All conditions laid down in the Risk Assessment have been met
 - Please see [Solo Keelboat Operation Risk Assessment](#) for more information

Equipment Check List

(As per RYA Training Checklist Dinghy / Keelboat and RYA Training Checklist- Powerboat)

- | | | |
|--|---|-----------------------|
| ○ Tool kit | ○ Radio emergency procedure card | ○ Chart of local area |
| ○ Thermo protective aid | ○ Sharp knife (preferably serrated and rounded tip) | ○ Tide tables |
| ○ Waterproof first aid kit | ○ Fire extinguisher & fire blanket | ○ Compass |
| ○ Anchor and warp | ○ Fog horn | ○ Handheld GPS |
| ○ 2 orange smoke, 2 pin point red flares | | ○ Masthead flotation |
| | | ○ Handheld VHF |

Before leaving the pontoon:

- Skipper will brief his crew / passengers
- Tell them briefly about the Hawk, its characteristics and basic items
- Safety brief of what is expected and what is unacceptable, i.e. when to put hands in the water etc.
- Crew will be given tasks on the boat and teamwork will be required to sail the boat
- Rig the boat together, including hoisting masthead flotation

During the session:

- Skippers will maintain a listening watch on the handheld VHF; a lanyard is supplied so that VHF can be secured to your buoyancy aid. Please clip it on where you can hear it
- The channel is to be allocated by the Senior Instructor / Lead Skipper
- Instructors will carry a knife preferably with a serrated blade and blunted tip

On return:

- If the boat is going out again: leave the sails uncovered and ready to use, but raise the rudder, run the engine out, and tie up securely
- If the boat is not going out again: slacken jib halyard and backstay, run engine out and raise, put sail cover on, take rudder off and rest on tyre, raise the centre board up and tie boat up correctly
- Masthead flotation lowered and taken back to The Hut
- The painter on the D ring is to be tied to the pontoon cleat, but remain slack
- Check the boat for damage, if you find anything, write it in the fault log and notify a member staff

C. Dinghies (Laser, Picos, Vagos, Bahias, Fevas)

- The rigging, launching and recovery of dinghies from Blagdons Boat Yard/ Commando beach will be controlled by a Yard Supervisor, who will be appointed by the Senior Instructor for the session
- Before the launch or recovery of dinghies, the Yard Supervisor will liaise with boatyard staff in regards to any boat movement or lifting taking place, before allowing anyone else to enter the boatyard
- Everyone will wait outside the boatyard until told it is safe to enter by the Yard Supervisor
- No one should enter the boatyard unless they are under supervision
- The Yard Supervisor will ensure all boats are rigged/de-rigged in a suitable area and that all trailers are stored clear of the road so they do not cause any obstruction
- Prior to the launch of any sailing dinghies a safety boat with a suitably qualified coxswain will be launched
- All dinghies should try and keep within sight / a sensible distance of the safety boats
- Obey the International Regulations for the Prevention of Collisions at Sea
- Obey local byelaws (10 knot speed limit, do not impede shipping movements)

Launching

- Care must be taken on the slip way as it is very steep
- A suitably experienced adult must supervise activities on the slip way
- Young people should be encouraged to work in pairs to launch Picos / Fevas
- Adults should assist where necessary but especially with the launching of the larger dinghies such as Bahias and Vagos

Launching on an over grown slipway (Lots of green extra slippery weed)

- At low tide the bottom half of the slipway can get extremely slippery
- If the slip way is overgrown with weed it will be reported to the council, who will arrange cleaning
- If launching on an overgrown slipway is unavoidable, take extra care
- A rope should be secured to the ring in the top of the slip way for people to hold onto
- Boats can be lowered down slowly using the rope
- Ensure the bottom of the slip way is kept clear and no one stands behind the boats as they are being moved
- People can walk down the beach if necessary
- Boats can also be pulled up using the rope with people standing above the slippery part

Laser Pico / Laser

- These boats can be sailed single handed

Fevas / Vagos

- These boats will normally be sailed by 2 people. They will have mast head flotation at all times
- However, they can be sailed single handed by suitably experienced people if the conditions and circumstances allow
- The SI in charge will make the final decision if a request is made

Laser Bahias

- These boats will have a minimum of 2 crew on board and will have masthead flotation at all times

At the end of the session

- Check boats for damage, if you find anything write it in the fault log and notify a member of staff
- Make sure the boats are packed away properly; all mains and jibs dropped and put under cover, spinnakers tucked in. Sails will suffer from UV damage if left out

D. Powerboats (Jubilee, Nut Cracker, Tin)

- Coxswains must hold a minimum of RYA powerboat level 2
- At no time will a person under the age of 16 drive a powerboat unless under supervision from an RYA Powerboat instructor
- The boats may only be used with the permission of the Operations Manager or nominated SI
- **Kill cords must be worn at all times when operating a powerboat**, round the leg (above the knee) when driving the ribs or on the wrist when using the tiller steer engine
- It is the powerboat coxswains responsibility to ensure the boat is fuelled and is equipped appropriately before use
- A buoyancy aid or life jacket must be worn at all times
- Appropriate clothing and foot wear must be worn / carried whilst in the boat
- Obey local byelaws (10 knot speed limit, do not impede shipping movements)
- Obey the International Regulations for the Prevention of Collisions at Sea
- Whenever picking up personnel from the water or another craft the engine is to be stopped, unless you are putting the boat or its crew at risk by stopping the engine (e.g. lee shore rescue)

Equipment checklist: (As per RYA Training Checklist- Powerboat)

- | | | |
|---|---|---|
| ○ Paddles or oars (appropriate alternative propulsion) | ○ 2 orange smoke and 2 pinpoint red distress flares | ○ VHF emergency procedure card |
| ○ Bucket or bailer | ○ Sharp knife, preferably serrated and rounded tip (carried by Instructor / coxswain due to nature of some of our clients) | ○ Radar reflector must be carried on vessels fitted with an A-frame |
| ○ Towline & throwline (floating) | ○ Spare kill cord (except heavy displacement craft) | ○ Efficient fog sound signal |
| ○ Tool kit & spare starting cord | ○ Fire Extinguisher (5A / 34B) | ○ Laminated charts, in date |
| ○ Survival bag or thermo protective aid | ○ VHF (fixed or handheld) | ○ Tide tables |
| ○ Waterproof first aid kit | | ○ Bridle secured to suitable strong points |
| ○ Anchor & chain or warp (sufficient for safety boat and any towed craft) | | ○ Compass (fixed or handheld) |

Pre-Start checks:

- | | |
|---|--|
| ○ Remove boat cover | ○ Check fuel quantity for trip, connect fuel pipe to tank and loosen air vent, check tank is secured |
| ○ Check propeller for damage | ○ Check steering has full range of movement |
| ○ Check that tilt support lever is disengaged | ○ Start engine |
| ○ Fit kill cord, ignition key (and de isolate electrics on Jubilee) | ○ Engine oil and engine cables will be periodically checked by the Operations Manager / Chief Instructor |
| ○ Lower engine to horizontal position | |
| ○ Visually inspect fuel lines | |

Once Started:

- | | |
|--|--|
| ○ Check tell-tail, all instruments gauges and lights | ○ Re-start the engine |
| ○ Check you have drive in forward and reverse gears | ○ VHF radio check (with other craft or Mayflower Marina on Channel 80) |
| ○ PULL THE KILL CORD AND MAKE SURE ENGINE STOPS | |
| ○ Reattach kill cord | |

**IF YOU FIND ANY FAULTS DO NOT LEAVE THE BERTH, TURN ENGINE OFF
REPORT THE FAULT TO A MEMBER OF STAFF IMMEDIATELY**

On Return:

- Engine must be at normal operating temperature so a slow return to the jetty is advisable
- Secure boat correctly and switch off engine, all instruments and lights
- Leave Jubilees bilge pump switched on. It is an automatic pump and bypasses the isolator switch
- Raise the engine
- Isolate electrics on Jubilee
- Disconnect fuel pipe from tank, tighten air vent and remove any empty fuel tanks for refuelling
- Clean boat and replace cover
- Report any defects, accidents, near misses, incidents and fuel state to a member of staff

When Powerboats are used as safety boats

- Coxswains must hold a minimum of RYA Powerboat Level 2 with in house safety boat training or the approval of the Senior Instructor
- At no time will a person under the age of 16 drive a power boat unless under supervision from an RYA Powerboat Instructor
- There will be a minimum of a Coxswain and one crew member on board
- Coxswains and crew should be dressed appropriately, and be prepared to enter the water if necessary
- Coxswains and Crew **MUST** wear buoyancy aids. There is a chance you may have to enter the water to aid in a rescue, and a life jacket will hinder you
- Safety boat crews should be aware that there is a greater possibility of entrapment when Vagos or Bahias are in use because these boats have more rigging e.g. trapeze lines
- This will be highlighted during safety boat training

Coxswains Duties

- Attend the session briefing / read the session board
- Check equipment as per RYA Training Checklist – Powerboat including additions for safety boat
- Check the number of craft you are responsible for with the SI or The Hut
- Be at launch area prior to the launch of sailing boats
- Know the finish time and make sure that **ALL** sailing craft are off the water before you return to the berth
- If working with other safety boats communication and teamwork is required to make sure that the fleet has the best possible cover

Additional requirements for RYA Powerboat courses

- Before the course starts, check the boat as per RYA Training Checklist- Powerboating, to ensure you have the appropriate equipment for the level you are teaching
- Know which other craft are out with you and establish radio contact using pre-arranged channels
- Lesson plans are available, but instructors are encouraged to modify them to take account of the conditions
- The SI will discuss your plan with you before you go on the water

15. Appendix 2: Shore Based Information

- During Club sessions we aim to have two people left on shore to take care of anyone who needs to come off the water. One of these volunteers should hold an RYA SRC qualification to use the VHF
- When using a handheld VHF at The Hut the call sign will be Horizons Base
- The people at The Hut can help in the following ways

Before the session goes afloat:

- Check the session board has been filled in and displayed
- Familiarise yourself with the session plan and if you have any queries check with the SI
- Get a VHF and turn it on:
 - Check it's on the channel that's listed on the session board
 - Check the volume, adjust to an appropriate setting then carry out a radio check
 - Keep the VHF within earshot at all times
- Get the clothing and buoyancy aid racks out
- Direct people to sign in or help with the signing in process if needed
- Help people to find suitable clothing for the conditions
- Help people to find the right size buoyancy aid and to fit it correctly
- Help to organise people into their groups and / or introduce them to the people they will be sailing with

When the session goes afloat:

- Familiarise yourself with the boat allocation form and see how many boats we have on the water (safety boats will want to check with you how many boats should be out etc.)
- Liaise with safety boats to arrange transfers on and off the water
- Meet people if they are returned to the shore at the agreed location (see map for most commonly used locations)
- If you are First Aid trained you may be asked to deliver first aid if it is required
- Tidy up the racks and The Hut if needed

When the session returns:

- Try and make sure kit goes back in the right place
- Ensure parents sign their children out unless they are allowed to make their own way home
- Ensure volunteers sign out
- Check the changing rooms have been left in a good condition, if not, tidy up and mop them out
- Help to put racks back in The Hut
- Switch off and Return VHF

VHF Call Signs

- Hut: Horizons Base
- Safety Boats: Jubilee, Nut Cracker, Tin
- Hawks: Fluency, Miss Muffett , Papagena

Useful Contact Numbers

- Operations Manager: 07824 096701
- Chief Instructor: 07712 657610
- Horizons Office Mobile: 07780 436568
- Mayflower Marina: 01752 556633 or VHF Channel:80
- Long Room Port Control: 01752 663225 or VHF Channel: 16, 13 (contact 14)
- Derriford Hospital A & E: 01752 792511 or 01752 439091
- Cumberland Centre (Local Medical Centre):01752 434390
- Emergency Dental: 03330 063300
- Royal Eye Infirmary A & E: 01752 203125

16. Appendix 3: Session Outlines**Session plans**

- Available for all modules, but instructors are encouraged to modify them to take account of the conditions. The SI will discuss your plan with you before you go on the water
- Look at the [Resources Page](#) on the RYA Website for useful information to help with session plans and delivering sessions
- Don't forget to look at the RYA Dinghy Instructors Handbook (G14) for guidance

Brief (Plan)

- Will vary in depth depending on the type of activity
- Be specific, don't take on too much in one session, think about the level you are delivering
- Sources of information
 - Weather websites: [Met Office](#) and [XC Weather](#) local forecasts for Plymouth
 - Shipping Movements and tides: [Queens Harbour Master](#) (Plymouth) Website
- Check understanding using open questions (How, what, where, why etc.)

Task (Do)

- Safe, Fun, Learning takes place

Debrief (Review)

- Positive and make your students aware of further progression
 - "Praise Burger" (Praise, development points, Praise)
 - "Big TED" (Tell me, explain to me, describe to me)
 - Maximum of 3 development points, and use open questions to create a conversation

Instructor qualifications

- Make sure there is an appropriately qualified instructor to run the session / man the craft

Ratios

- Do not exceed the ratios that have been set

Participants / Students

- The minimum age for sailing activities is 8 and each participant must have filled in the appropriate paperwork
- There is no minimum age for trips on Friendship but the Operations Manager will have approved the session
- The SI will pass on any relevant information such as medical conditions or allergies etc.

Personal equipment

- Participants and instructors will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid
- Everyone who goes afloat **MUST** wear a personal flotation device as per Operational Procedures and it will be worn on top of all other layers
- As an instructor it is advisable to have the following as a minimum:
- Instructors are encouraged to carry the following items as part of their personal kit:

○ A whistle	○ A knife with a serrated blade and rounded tip
○ A watch	○ A roll of tape (for shrouds etc)

Operating areas

- The Senior Instructor will discuss your session plan with you and agree the most appropriate sailing area

End of the day

- Make sure the boats are packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff

A. Keelboat Taster Session**Aim of the session**

- To give participants a safe, fun and educational experience of sailing and encourage them to take up sailing
- Remember this could be the first time your participants have ever been anywhere near a boat or the water
- Make sure you don't use too much sailing "jargon" and make the session safe but fun

Instructor Qualifications

- Keelboat Instructor or suitably experienced Hawk Skipper under the guidance of a Senior Instructor
- Each Hawk 20 will be manned by a skipper and mate, each capable of sailing the boat to a safe standard having due regard for the weather conditions and the task required

Ratios

- Do not exceed maximum loading of 525kg.
- As a guide Adult Helm & Crew : 6 Children or Adult Helm & Crew : 4 Adults would be sensible options

Participants

- Minimum age is 8
- The group leader will have completed an [Activity Monitoring Form](#)
- The SI will pass on relevant details to the Skipper

Equipment

- Participants will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid
- Each Hawk skipper will maintain a listening watch on a handheld VHF, channel to be allocated by the SI
- Boat should be set up as per Appendix 1 B Keelboat "Hawk 20"

Operating Areas

- 1, 2, 3, 4, 5. The Senior Instructor will discuss your session plan with you and agree the most appropriate sailing area

Session

- Whilst on the water give students an introduction to:
 - Basic parts of the boat
 - How they work
 - How to make the boat move and stop
 - Steering the boat
 - How to tack / gybe the boat
 - Debrief on return

Before you go on the water**(You should be familiar with Appendix 1 B "Hawk 20")**

- Remember, some people may be nervous, and will need reassurance
- Check for any medical conditions
- Allocate personal equipment (buoyancy aids, clothing)
- Brief your group on the session, this could include:
 - Number of people to be carried in boats
 - Location and timing of any stop
 - Any other safety or comfort information that is necessary

On the water

- Explain how to move around the boat
- Encourage participants to work as a team
- Prepare the boat, remove sail cover, lower the centre board, etc.
- Leave and return to the marina under engine
- Try and encourage all participants to steer the boat during the session
- Ensure everyone helps with setting the sails
- On return to the marina the boat should be derigged appropriately

After the session

- Debrief your group positively and make your participants aware of further progression e.g. Club sessions
- Make sure the boat is packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff
- Collect feedback if needed

B. Trips on Friendship (Mitchell 31)**Aim of the session**

- To give participants a safe, fun, and educational trip

Manning Requirements

- Within Plymouth Sound in favourable weather and daylight hours (Category 6 Usage)
 - Skipper: Minimum of Commercially Endorsed RYA Powerboat Level 2
 - Crew: capable of assisting the skipper in an emergency
- Up to 20 miles from a safe haven (Category 3 usage)
 - Skipper: Commercially Endorsed RYA Advanced Powerboat
 - Crew: capable of assisting the skipper in an emergency

Ratios

- Do not exceed maximum weight limit of 1050kg
- Max 14 people on the boat: e.g. Skipper and crew plus 12 passengers or skipper and crew plus 4 wheelchair users and 4 carers

Participants

- No minimum age or experience is required, sessions will have been approved by the Operations Manager
- The group leader will have completed an [Activity Monitoring Form](#)
- The SI will pass on relevant details to the Skipper

Equipment

- Passengers and instructors will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid / life jacket
- Boat should be set up as per Appendix 1 A "Friendship"

Operating Areas

- 1, 2, 3, 4, 5. The Senior Instructor will discuss and agree the most appropriate sailing area with the Skipper

Session

- Before your group arrives:
 - Check the boats safety equipment is on board, functional and correctly stowed
 - De-isolate electrics and turn on required electrics
 - Carry out engine checks
 - Make sure sea water strainers are clear of debris
 - Check diesel fuel tank gauge, start engines and throttle up slightly to excite alternators
 - Check water at exhaust outlet at least twice (second time a couple of minutes after start up)
- When your group arrives, brief them on the session. This could include:

○ Weather / tidal information	○ Any other safety or comfort information that is necessary
○ Sailing area	○ Enter passenger names into the Log
○ Location and timing of any stop	

On the water

- Remember during your session it is advisable to:
 - Maintain a good lookout at all times, observe the International Regulations for the Prevention of Collisions at Sea, operate at a safe speed
 - Obey local byelaws (e.g. 10 knot speed limit, keep clear of shipping movements)
 - Do not operate the vessel in a reckless manner in order to provide a "thrill ride"
 - Ensure no passengers go forward of the cabin when the boat is moving

On return

- See Friendships Operation Manual for full details, but in summary:
 - Close down engines
 - Turn off all electrics and then isolate
 - Lock up and secure the boat as required with regard to weather forecast

After the session

- Debrief your group positively and make your students aware of further progression e.g. Club sessions
- Make sure the boat is packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff
- Collect feedback if needed

C. Dinghy and Hawk Club Sailing: (Thursday 16:30-19:00 and Saturday 09:00-12:00)**Aim of the session**

- Recreational sailing which does not include tuition, but it is part of a structured learning programme, which gives students a safe and fun learning experience of dinghy sailing as a progression towards an RYA sailing course

Instructor Qualifications

- Dinghy Sailing Lead Instructor: Dinghy Instructor
- Keelboat Lead Skipper: Keelboat Instructor *or* suitably experienced Hawk Skipper under the guidance of a Senior Instructor
- Safety Boat Driver: Minimum of RYA Powerboat Level 2 plus in house safety boat training and the approval of the Senior Instructor. At no time will a person under the age of 16 drive a power boat unless that person is under instruction from an RYA Powerboat Instructor

Ratios

- Keelboats: Do not exceed maximum loading of 525kg. As a guide Adult Helm & Crew : 6 Children *or* Adult Helm & Crew : 4 Adults would be sensible options
- Dinghies (crewed or single handers): 1:9 in no more than 6 boats per instructor
- Safety Boats: Maximum of 12 dinghies to each safety boat during recreational sailing

Participants

- Minimum age is 8
- Must have handed in a completed [Membership Form](#), SI will pass on relevant details to Instructors

Equipment

- Participants will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid
- Hawk 20s operated as per Appendix 1 B Keelboats
- Dinghies operated as per Appendix 1 C Dinghies
- Powerboats operated as per Appendix 1 D Powerboats (being used as safety boats)

Operating Areas

- 1, 2, 3, 4, 5. The Senior Instructor will choose the most appropriate sailing area

Session

- Recreational sailing
- An SI will supervise the session from a safety boat and will endeavour to keep the fleet together
- Keel boats to stay in contact with safety boats
- Where possible, 2 people will stay at The Hut to act as Horizons Base

Before going on the water

- All participants will sign in with the SI at The Hut
- Volunteers / instructors will be allocated roles, and young people will be allocated boats

Volunteers / instructors should then:

- Check session board
- Help to allocate personal equipment (buoyancy aids, suitable clothing and footwear)
- Brief their groups, this could include (depth depending on experience):
 - What the aim of the session is
 - The activity and how long the session is
 - Weather / tidal information
 - Sailing area
 - Rig of the day
 - Any other safety or comfort information that is necessary (e.g. Hand / sound signals)

On the water everyone has a duty to:

- Try and stay together and in the sailing area that was identified during the briefing
- Keep a watch for unexpected shipping movements

After the session:

- Debrief your group positively and make your students aware of further progression
- Make sure the boat is packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff

D. RYA Keelboat Sailing Courses**Aim of the session**

- To give students a safe and fun learning experience of keelboat sailing working towards an RYA qualification

Instructor Qualifications

- RYA Keelboat instructor
- Assistant instructors count as qualified in the ratios, but should work under the direction or supervision of an instructor or Senior Instructor
- Sessions to be supervised by a RYA Senior Keelboat instructor or a Dinghy Senior Instructor with a Keelboat Instructor Endorsement

Ratios

- Keelboats without accommodation 1:4 (Instructor on board)
- Keelboats without accommodation 1:9 students (e.g. 3 boats with 3 students in each, and instructor in safety boat)

Students

- Minimum age is 8
- Must have handed in a completed [Course Booking Form](#), SI will pass on relevant details to Instructors

Equipment

- Students and instructors will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid
- Boat set up as per Appendix 1 B Keelboats
- Each Hawk skipper will maintain a listening watch on a handheld VHF, channel to be allocated by the SI

Operating Areas

- The Senior Instructor will discuss your session plan with you and agree the most appropriate sailing area

Session

- Check for any medical conditions
- Allocate personal equipment (buoyancy aids, wetsuits and appropriate footwear)
- See course programs and G11 Youth Sailing Log Book or G14 for National Sailing Scheme
- Certificates shall only be issued by the Principal or Chief Instructor

Before you go on the water

- Brief your group on the session, this should include:
 - What the aim of the session is
 - The activity
 - Weather / tides
 - Backup plan in case of capsizes etc.
 - Hand / sound signals including signals a student should use if they require assistance
 - Sailing area (this may be defined by physical markers, buoys or points on land)
 - Any local hazards (rocks, boats etc.)
 - How long the session is going to run for
 - Any other safety or comfort information that is necessary

On the water

- When all students and the instructor feel confident to go on the water, run an appropriate exercise for the course level
- During the sailing session give instruction and coaching to the students to develop their confidence and sailing ability

After the session

- Debrief your group positively and make your students aware of further progression
- Make sure the boat is packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff.
- Collect feedback if needed

E. RYA Dinghy Sailing Courses in Single Handers and Double Handers**Aim of the session**

- To give students a safe and fun learning experience of dinghy sailing working towards a RYA qualification

Instructor Qualifications

- RYA dinghy instructor
- Assistant instructors count as qualified in the ratios, but should work under the direction or supervision of an instructor or Senior Instructor
- Sessions to be supervised by a RYA Senior instructor

Ratios

- 1:6 when using Picos as single handers
- 1:9 in no more than 6 boats when using Vagos, Bahias or Picos (as double handers)
- Safety boat ratio: Up to 6 dinghies 1 safety boat, 7 to 15 dinghies 2 safety boats, more than 15 dinghies 3 or more safety boats

Students

- Minimum age is 8
- Must have handed in a completed [Course Booking Form](#), SI will pass on relevant details to Instructors

Equipment

- Students and instructors will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid
- Dinghies set up as per Appendix 1 C Dinghies
- Powerboats set up as per Appendix 1 D Powerboats

Operating Areas

- The Senior Instructor will discuss your session plan with you and agree the most appropriate sailing area

Sessions:

- Check for any medical conditions
- Allocate personal equipment (buoyancy aids, wetsuits and appropriate footwear)
- See specific course programs and G11 Youth Sailing Log Book or G14 for National Sailing Scheme
- Certificates shall only be issued by the Centre Principal or Chief Instructor

Before you go on the water

- **Brief your group on the session, this should include:**
 - What the aim of the session is
 - The activity
 - Weather / Tides
 - Backup plan in case of capsizes etc.
 - Hand / sound signals including signals a student should use if they require assistance
 - Sailing area (this may be defined by physical markers, buoys or points on land)
 - Any local hazards (rocks, boats etc.)
 - How long the session is going to run for
 - Any other safety or comfort information that is necessary

On the water

- When all students and the instructor feel confident to go on the water run an appropriate exercise for the course level
- Students can be given a hand to launch but will not start sailing until the instructor / Assistant is in the safety boat and has it started
- During the sailing session give instruction and coaching to the students to develop their confidence and sailing ability

After the session:

- Debrief your group positively and make your students aware of further progression
- Make sure the boat is packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff
- Collect feedback if needed

F. RYA Powerboat Level 2 and RYA Safety Boat Course

Aim of the session

- To give students a safe and fun learning experience of Powerboating working towards a RYA Powerboat certificate

Instructor Qualifications

- All instructors must be qualified to RYA Powerboat instructor
- To run safety boat sessions you must be registered with the RYA as a Safety boat instructor

Ratios

- 1:3 for Power Boat Level 2 using 1 boat, 1:6 for Safety boat course using 2 boats

Students

- Minimum age is 16
- Must have handed in a completed [Course Booking Form](#), SI will pass on relevant details to Instructors

Equipment

- Powerboats set up as per Appendix 1 D Powerboats
- Check you have the necessary equipment as per RYA Training Checklist-Powerboat, for the level you are teaching
- Students and instructors will wear the appropriate clothing, footwear and a correctly fitted buoyancy aid / life jacket
- When teaching safety boat sessions:
 - All participants should be dressed appropriately, and be prepared to enter the water if necessary
 - All participants **MUST** wear buoyancy aids
 - There is a chance you may have to enter the water to aid in a rescue, and a life jacket will hinder you

Operating Areas

- The powerboat Instructor in charge will make the decision as to which area is most suitable for the prevailing conditions

Sessions

- Check for any medical conditions.
- Allocate personal equipment (buoyancy aids, waterproofs)
- See specific session plans and G20 RYA Powerboat Logbook
- Certificates shall only be issued by the centre Principal or Chief Instructor for Powerboating

Before you go on the water:

- Brief your group on the session, this could include:
 - What the aim of the session is
 - The activity
 - Weather / Tides
 - Backup plan
 - Hand / sound Signals including signal a student should use if they require assistance
 - Sailing area (this may be defined by physical markers, buoys or points on land)
 - Any local hazards, (rocks, boats etc.)
 - How long the session is going to run for
 - Any other safety or comfort information that is necessary

On water:

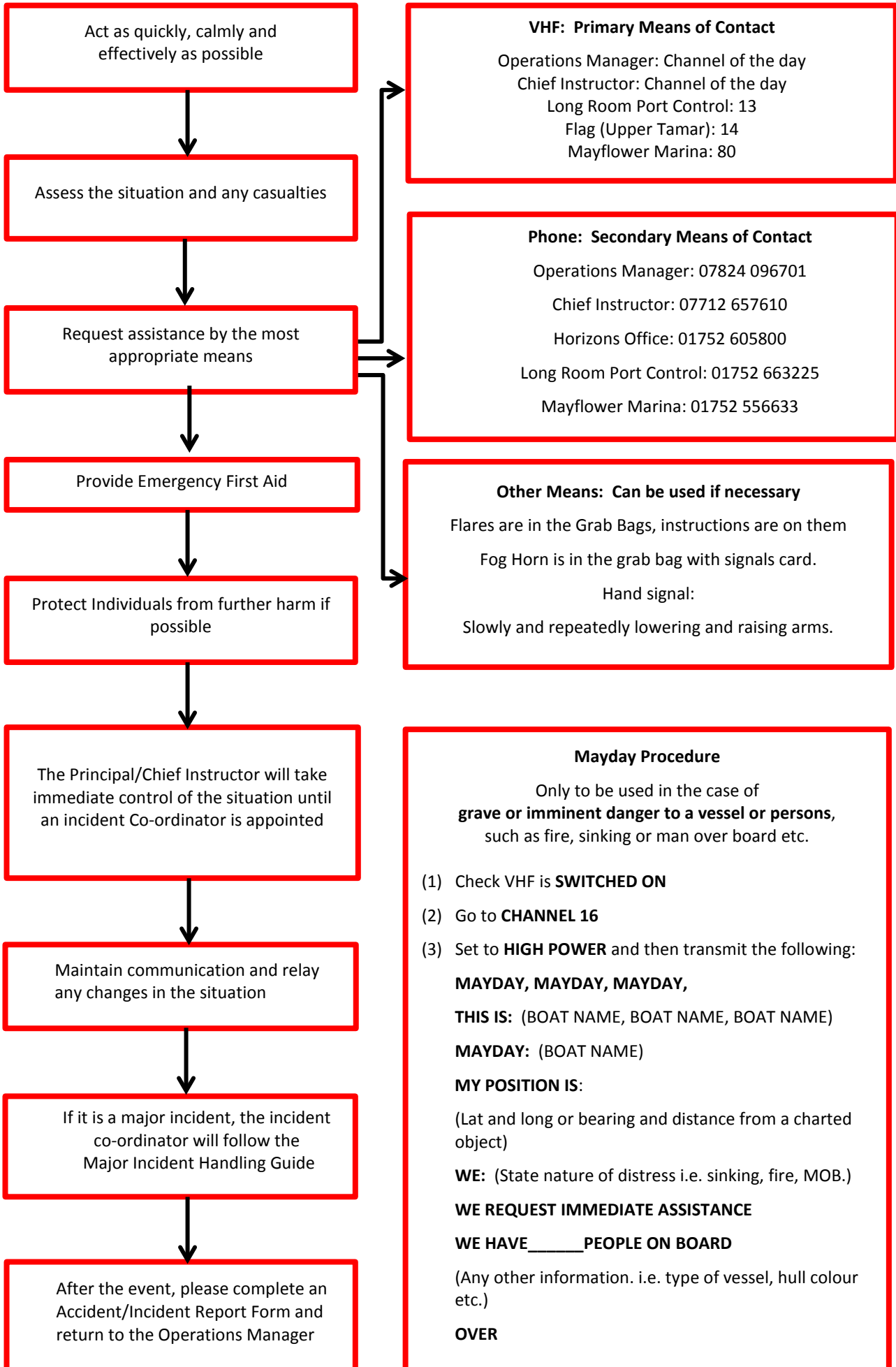
- Remember that during your session it is advisable to:
 - Maintain a good lookout at all times, observe the International Regulations for the Prevention of Collisions at Sea, operate at a safe speed
 - Do not operate the vessel in a reckless manner in order to provide a “thrill ride” experience
 - Ensure good seating position is maintained with good handholds
 - Communicate clearly your intentions, especially during planing manoeuvres
 - Obey local byelaws (e.g. 10 knot speed limit, keep clear of shipping movements)

After the session:

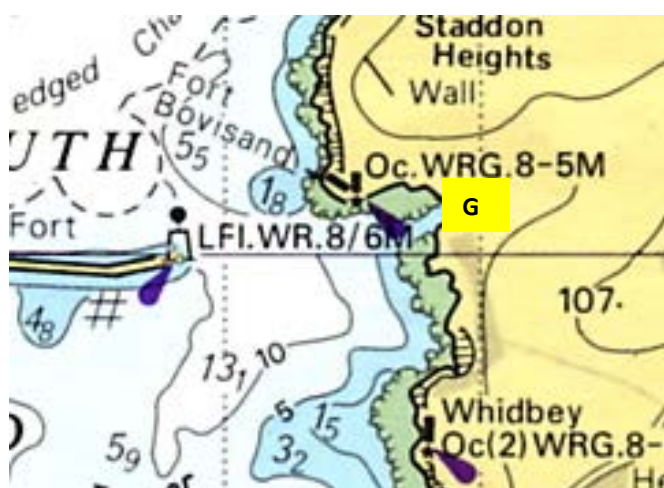
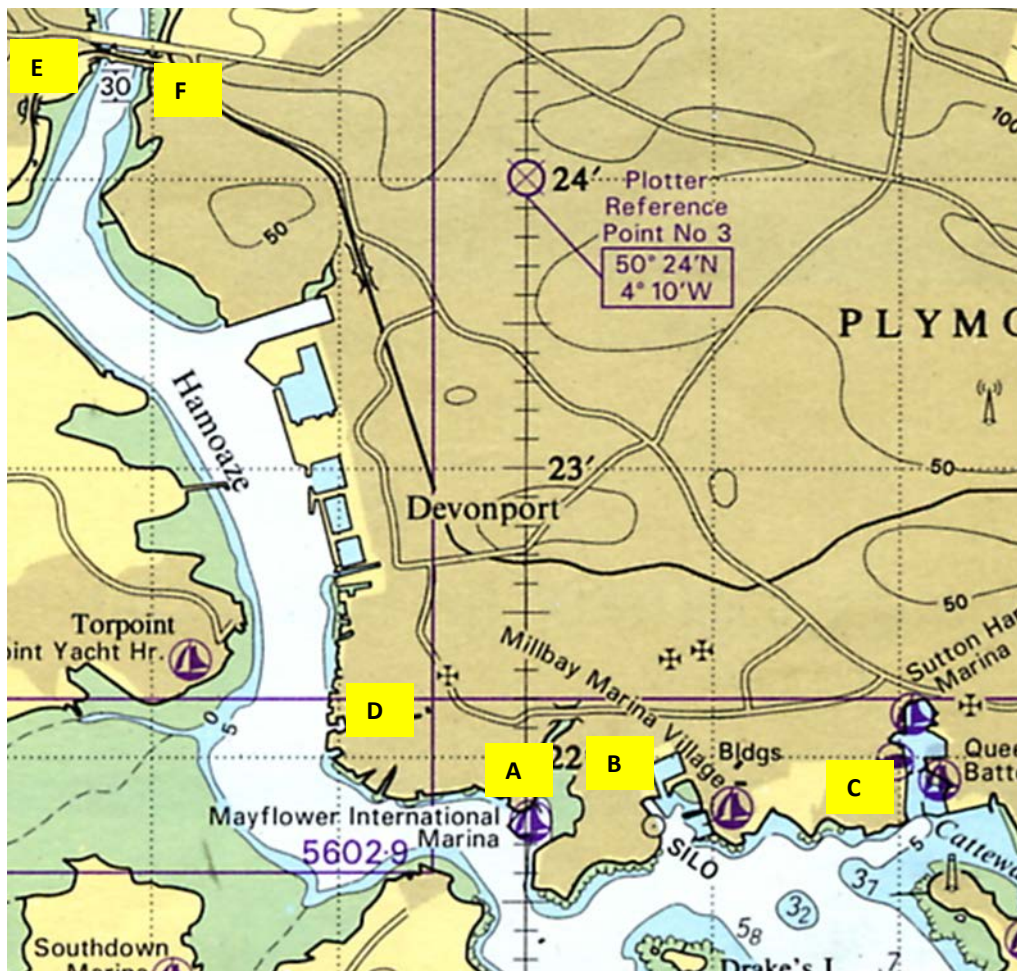
- Debrief your group positively and make your students aware of further progression
- Make sure the boat is packed away properly and that all equipment is returned and stowed
- Check the boat and personal equipment for damage, write faults in the log and notify a member of staff
- If you had any issues during your session please discuss it with a member of staff
- Collect feedback if needed

17. Appendix 4: Emergency Action Plans

Horizons on Water Emergency Action Plan



Emergency Response Pick Up Locations



	Description	Address	Latitude and Longitude
A	Mayflower Marina	Richmond Walk, PL1 4LS	50°21'.80N 004°10'.00W
B	Kingpoint Marina	Brunel Way, PL1 3EF	50°21'.56N 004°09'.20W
C	Barbican Landing Stage	Commercial Wharf, PL1 2NX	50°21'.56N 004°80'.30W
D	Cornwall Beach	Cornwall Beach	50°21'.94N 004°10'.93W
E	Saltash Sailing Club	Brunel Way, PL1 3EF	50°24'.36N 004°12'.43W
F	Tamar River Sailing Club	Commercial Wharf, PL1 2NX	50°24'.24N 004°12'.50W
G	Bovisand Beach	PL9 0AD	50°20'.15N 004°07'.18W
H	Yealm Harbour Office	Yealm Road, PL8 1BN	50°18'.85N 004°04'.10W

Fire Drills**In the event of a fire on board a vessel**

- Raise the alarm
- If possible clear the area of people
- Put out a Mayday Call on the VHF if necessary (See Emergency Action Plan Cards in each boat for details)
 - (enter the water if necessary to get away from the fire, ONCE YOU KNOW HELP IS ON THE WAY)
- Only attempt to fight the fire if it is safe to do so
 - Hawk 20 / RIBS
 - Fire blower and fire extinguisher in the dry bags
 - Friendship
 - Automatic fire extinguishers in the engine compartment
 - Foam extinguishers in stern lockers
 - Dry powder in the wheel house
 - Fire blanket in the saloon on the shelf

Mayflower Marina Fire Drill

- Raise the Alarm
- Contact the Marina Office
- Clear the area of any people, particularly those downwind
- Only attempt to fight the fire if it is safe to do so
- Leave the area in an orderly manner. If this is not possible because you are trapped on the pontoons, assemble away from the fire, upwind if possible, and marina staff will collect persons with the work boat
- Gather at the assembly point(s)

Accident / Incident / Near miss

- Must be reported as soon as practically possible to
 - Project Manager
 - Chief Instructor
- A report form should be filled in and signed by the person reporting it and the person involved (or a parent / guardian if under 16)
- Reports will be reviewed regularly
 - If a report highlights a specific item that needs addressing, appropriate steps will be taken
 - This may include a review of the Risk Benefit Analysis
 - Could lead to a change in policy / procedure

First Aid

- A list of first aiders is displayed on the wall in The Hut under the first aid kit
- First aid kits are located in the following places
 - The Hut: Inside the door on your right as you go in. up high
 - Friendship: Cat C kit under the starboard forward bunk, normal first aid kit on a shelf in the cabin
 - Hawk 20 / RIB basic first aid kit located in dry bag
- Record the use of items on the report form so the kit can be replenished

Defibrillator Locations

- Mayflower Marina: first floor just outside the doorway to the marina office reception
- Saltash Sailing Club: on the wall at the entrance to the changing rooms

18. Appendix 5: Complaints Procedure

If instructors, volunteers, students or group leaders have any issues during a session then please report them to the Chief Instructor or Operations Manager at an appropriate time.

Any issues will be dealt with appropriately, and if necessary reported to the Trustees for further action.

If there is a Safeguarding issue then they can be reported to the Welfare officer (Simon Mace), or the Welfare Co-ordinator (Robert Cooper). Please refer to the [Safeguarding Policy](#) for more information.

Groups will also be issued with feedback forms at the end of their sessions, which gives people the chance to detail any issues anonymously.

If the issue should involve a member of Horizons staff, it can be reported to the one of the following Trustees:

Rory Anderson (Health and Safety)

Robert Cooper (Welfare Co-ordinator)