Normal Operating Procedures 2019.1

Last update: Friday, 15 February 2019

Updated by: Tony Baker

To be reviewed by: January 2019

To be reviewed by: Tony Baker

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1. Introduction

BF Adventure are proud to develop and provide activities that challenge and inspire growth in all users but with young people as its primary focus. We strongly believe that by creating environments that explore risk then learning is natural and fun and as such we have created a set of policies and procedures to manage the risks to what we believe to be an acceptable level. To remove the risks completely removes huge elements of the key learning so the control measures set in this policy are a balance we believe sits between absolute safety and rich, lifelong development.

Through consultation with our staff, service users and external professionals we have created a set of Normal Operating Procedures (NOP, this document) that govern how we operate our activities and also a more general set of policies and procedures (policy folder) that apply to all aspects of delivery.

Our staff are well trained and some are very experienced. To meet service user's needs, we at times operate activities that are not normal. We actively encourage staff to think creatively and put our services users at the heart of their delivery and in these situations bespoke risk assessments, lesson plans are agreed with the Centre Manager.

This document outlines the centre wide and activity specific requirements in the form of Risk Assessments, Normal Operating procedures (NOPS) and Session Plans and how we would normally expect to operate.

Updates

Outstanding Actions:

2. Activity Safety - Risk Management

2.1. Risks management:

1. All activities are risk assessed by an experienced Instructor
2. From the risk assessment a lesson plan and Normal Operating Procedure (NOP) is written and produced
3. A training, assessment and refresher schedule for each activity and ensures that all staff adhere to this though monitoring and training
4. Staff read and receive training where necessary the NOP specific to the area of training and agree to work to the written standard

2.2. Information flow

5. Information flow is encouraged every morning during the morning briefing; information such as new risks, environmental factors and specific hazards relevant to the expected groups can be shared
6. Termly meetings are mandatory for the whole organisation
7. The use of email to communicate safety notices and changes to procedures are used as required

2.3. Session quality

8. Staff are observed daily through “walking the floor”, this is a snap shot observation of a variety of sessions recorded in the delivery diary
9. On a more formal basis it is the aim of BF Adventure to observe a significant proportion of at least one session for every member of the delivery team per year. These will be logged in the personnel file
10. Performance and supervisions reviews occur throughout the year to monitor performance

3. General Risk assessments

These policies apply through operation at BF Adventure and make up the bulk of our health and safety routine.

In addition to these we operate specific activity Normal Operating Procedures and also Site specific Assessments when operating off site.

3. 1. Communication

Risk	Who it effects	How is this controlled?
Injuries worsening through poor communication between staff on site	Staff Guests	• Instructors on site have access to radios to enable communication to the BF office • Staff are encouraged to carry personal mobile phones which will be turned to silent during delivery • BFA has a Grab bag phone which may be used if necessary located in the Centre Manager's office.
Injuries worsening through poor communication when operating offsite	Staff guests	• Staff who operate offsite will carry a charged mobile phone and leave contact details with the Centre Manager / line manager / duty manager • During site assessments, care will be put into communication options and could include the use of VHF radios and mobile phones
		•

situation becoming worse as sensitive information communication relayed on a general frequency is heard by non-essential staff and participants or the channel is block due to general chatter delaying an emergency response	staff and guests	• Radios have allocated channels for communication:
		  ○ Channel 1 - general communication of non-sensitive content
		  ○ Channel 2 - incident, accident and emergency channel
		  ○ Channel 3 - general chatter channel for long communications

3. 2. EAP and absconding procedures - on and off site

Emergency action plans at BFA have been developed to deal with possible emergency scenarios and include the following:

- Lost/absconded clients
- Accidents
- Incidents (violence/self-harm/illegal substances)

Staff are familiarised with these procedures and sign to say they have read and understood them.

Emergency action is also a part of activity Instructor training at BFA where Instructors practice scenarios specific to each discipline.

The next page highlights the action to be taken by instructors in the event of minor and major emergences on and off site.

BFA Emergency Action Plan 2012

Minor Accident

- Cuts
- Grazes

Major Accident

Broken bones; Head Injuries; Anaphylaxis; Drowning; Major cuts; Back injuries ; Chemical spills; Death (please see action in the event of a fatality)

Action

Administer first Aid and continue with session

Action- On site

1. Assess situation
2. Ensure the safety of yourself and the group
3. Call for assistance on the radio (BF office) or by telephone (01326 340 912)
4. Request the conversation move to a secure channel - provide details of accident, location, people involved and anything else relevant
5. The office will call emergency services providing them the information listed above.
6. The office will collect the medical form from the groups information
7. office to organise a runner to meet emergency services at the entrance to the site and escort them directly to the casualty
8. Administer first aid until relieved
9. Inform Centre manager / Deputy /CEO

Action- Off site + unmanned office

1. Assess situation
2. Ensure the safety of yourself and the group
3. Dial 999 / call coast guard on VHF 16
4. (If no signal is available send group leader and group to call for help providing them with the following details)
5. Pass on the following information to the emergency services: injuries, numbers involved, exact location (grid reference), help required, first aid being provided, information from personal medical information and anything else relevant.
6. Administer first aid until relieved
7. Call office (01326 340 912) and inform Centre manager / Deputy / CEO /

LOG

Fill in the accident form located on the company drive and email to the centre manager

- **Accident**- for injuries sustained at BF Adventure on and off site
- **RIDDOR** - for injuries that required the casualty to seek further medical attention

Never discuss any accident with the press or third parties until cleared by the centre manager / CEO to do so

Contact Numbers

Centre manager-07833 096 875, 01209 842 523
CEO- 07851 152 324, 01872 571 680

Missing person procedures

Assess the situation

Age and Maturity and description
State of mind-are they out of character?
Likely whereabouts- has this occurred before?
History- why are they missing, has this happened before, have they breached bail?
Additional risks- are there specific factors that cause concern?
Location-Is their location a cause of concern?

High Risk procedures

People who at a high risk of injury from themselves, environment and / or the public

Examples of high risks are:

- Risk for self-harm
- Missing person is vulnerable
- Environmental conditions are poor / dangerous
- Missing person is in a poor state of mind
- Off site

Medium Risk procedures

People at low risk from the environment and themselves but possibly high risk from the public

Examples of medium risk:

- People acting / behaving safely in potentially hazardous environments
- People lost on site

Low Risk procedures

People out of line of sight and in a safe controllable situation when additional staff are called upon.

Examples of Low risk are:

- People on site
- People just out of line of sight
- People whose whereabouts are known and is communicable via radio to another member of staff
- People at no immediate risk

Initial Search

1. Ensure the safety of the group
2. Call for assistance on the radio or by phone (01326 340 912) from BF office, out of hours see numbers below
3. Start a 5 minutes search check toilets area, car park, office area

Action

4. Call the police 999- this will be done by office staff or out of hours staff (see numbers below)
5. Manager to contact parents / guardians / referrers

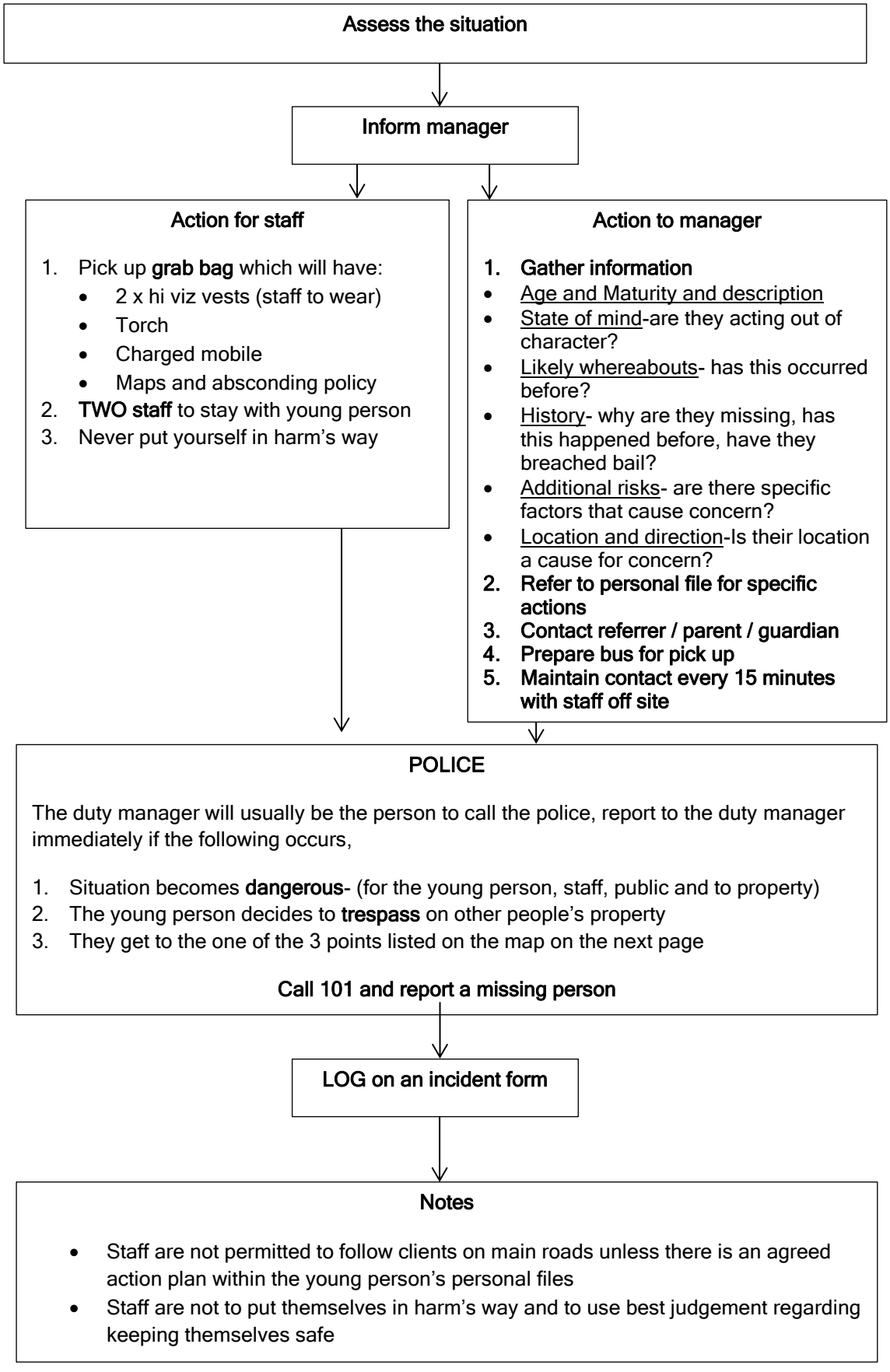
Action

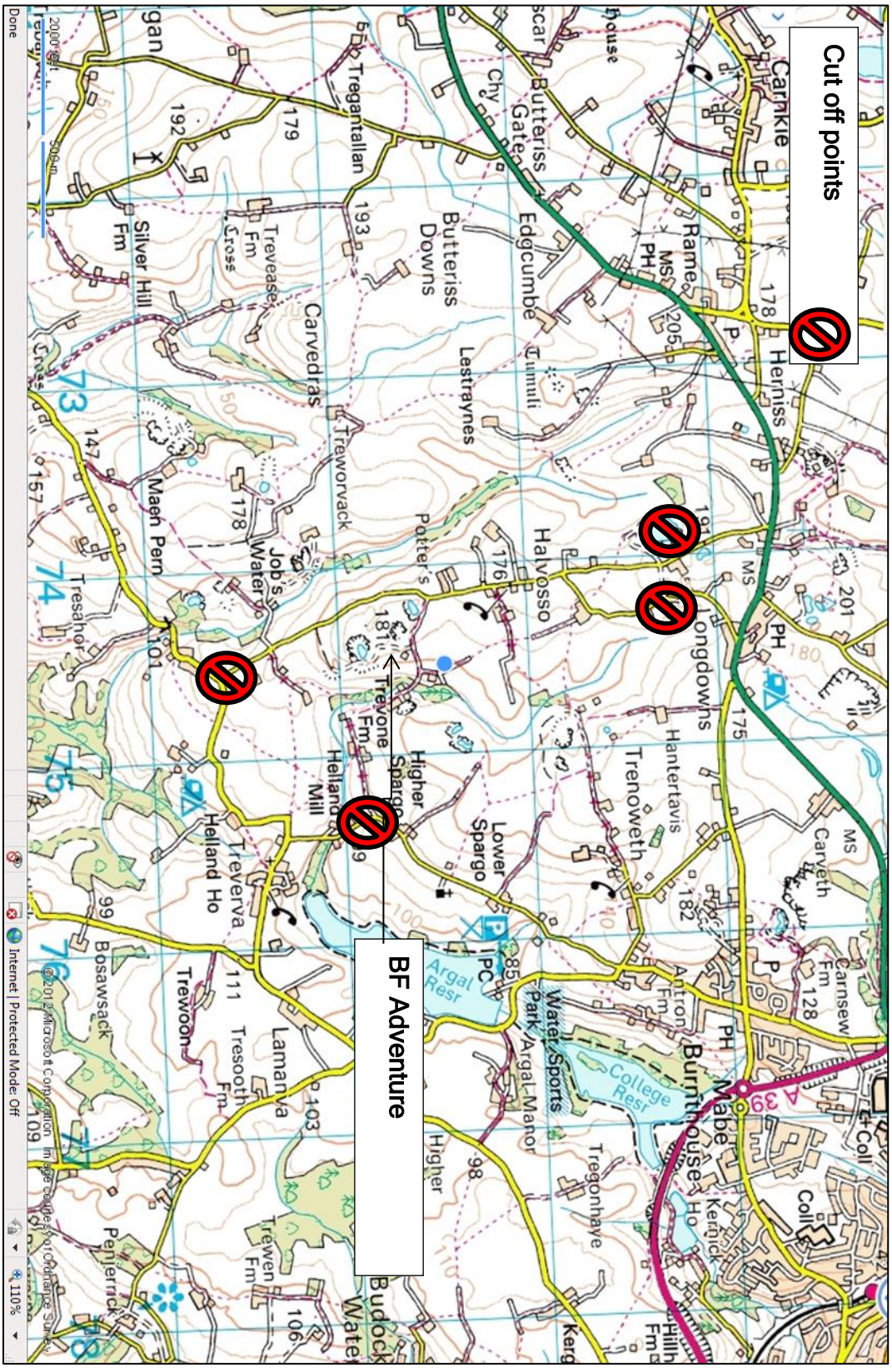
4. Following the 5-10 minute search a manager will coordinate all available staff for a site search for 30 minutes
5. A review at 30 minutes to decide if this warrants a change to HIGH RISK PROCEDURES, if not then search for a further 30 minutes
6. After 60 minutes missing change to HIGH RISK

Action

4. If found then arrange for supervision from additional staff
5. If not found move to MEDIUM RISK

Absconding procedures





Contact Numbers

Police general enquire line-101
Centre manager-07833 096 875, 01209 842 523
CEO- 07851 152 324, 01872 571 680

Managers Flow for Press and families in the event of an Emergency

In the event of a significant incident all staff are to:

1. Only discuss the details with line Managers
2. Avoid talking to people outside of BF Adventure in case what is said get misrepresented to the press
3. Pass on all enquiries from friends, relatives and professionals to the Duty manager
4. Make factual notes using BF Adventure incident and Accident forms

During investigation holding statement

Duty manager's response to all enquiries external to BF Adventure

"We are aware that an incident has occurred and we will be issuing a statement once investigations have been taken and all associated parties have been informed and consulted. We take all incidents seriously and pride ourselves of our high standards of safety of service and wish to maintain these standards though our investigations"

Official Press releases

These will be created by the CEO with support of the senior management team. In the absence of the CEO this responsibility falls to the chair of the Trustee's.

3. 3. Equipment

Risk	Who it effects	How is this controlled?
Equipment failing due to improper storage, maintenance, inspections and or use leading to injuries to users and participants	Staff, guests	• All equipment operated at BF Adventure (activities, office and maintenance) will be operated as described in specific risk assessments • Legislation governing the use of, inspection and or maintenance will be followed and logs kept accordingly • Only the people assessed as safe will be able to use the equipment unless express authorisation is granted by the Centre Manager
Activity equipment failing due to improper checks	Staff, guests	• Equipment is checked every half term and during the summer holidays by designated and competent staff • Logs are kept for future reference
Unauthorised use of equipment leading to injuries	Guests and the public	• All equipment will be stored and locked away at the end of the day • When equipment is not in use during the day reasonable measures should be made to make the activity inaccessible to unsupervised service users and members of the public • Any equipment likely to cause harm (chainsaws, archery equipment etc.) will be secured when not in use

3. 4. First Aid

Risk	Who it effects	How is this controlled?
Injuries worsening due to staff not knowing first aid	Staff Guests	• All the delivery team must have a current and valid first aid qualification • At least 50% of the office staff will hold a valid first aid qualification
Lack of adequate first aid supplies leading to injuries worsening	Staff, Guests	• All delivery staff to carry bum bag first aid kits • Large first aid kit to be located in the grab bag • First aid bum bags to be checked half termly to ensure they are adequately stocked up • Personal first aid kit are issued to staff who work frequently, these are constantly maintained by the staff being issued with them and checked in line with our standard first aid kit checks

3. 5. Inspections

The following inspections at BFA take place on an annual basis:

- Activity safety - Adventure Activities Licensing Service (2 yearly)
- Type C inspection for the zip wires

3. 6. Medication

Risk	Who it effects	How is this controlled?

People experiencing difficulty due to personal medication not being made available / pre-existing medical conditions causing injury	Staff Guests	• Guests are required to complete a medical form prior to sessions and are expected to carry medication • Staff are required to complete a personal information sheet and list medication on this • Activity and challenge are to be suitable for the participant
Administration of medication being inadequate due to lack of training leading to conditioning worsening	Guests and staff	• BF staff are not qualified to administer medication so users of the site need to take reasonable precautions while at BF Adventure • In certain circumstances authorised by a manager, staff can administer medication if a medication sheet has been completed
Unsecured medication being misused by service users leading to illness and injury	Guests	• All medication to be carried by service user or group leader • Staff are not normally expected to carry medication unless pre-arranged with the service user • Medication can be stored in reception in a secure cupboard but is done so at the services user's own risk
Misuse / administration of medication causing harm to service users	Guests	• All medication on site needs to have a BF medical form completed. Actions and advice must be followed and only people with the stipulated experience / training / permissions can administer medication.

Administrating paracetamol and ibuprofen to young people leading to over doses and illnesses	Guests	• In normal situations BF Adventure does not administer any medication unless a medication form has been completed. On single day adventures any taking of medication can be delayed until the young person return home.
		• On multi day experiences, young people taking medication such as paracetamol or ibuprofen can offer pain relief in some situation to enable a young person to continue on a programme. In these situations the following will apply:
		  ○ Written consent should be obtained beforehand by a parent / guardian
		  ○ Other options such as rest and drinking water should be tried before offering medication
		  ○ Consideration given as to source of the discomfort and the use of professional services such as 111, 999 and A&E may be more appropriate
		  ○ Only medication that can be obtained over the counter can be used and only paracetamol and ibuprofen
		  ○ All medication issued must only be to young people with written consent and a completed medical form highlighting any allergies
		  ○ Logs are to be kept using BF forms, these logs to include:
		  ▪ Date and time
		  ▪ Name of young person and staff issuing
		  ▪ Dosage given
		  ▪ Date of expiry
		  ▪ Signature of both parties

		▪ Guidance to staff including checks that the original packaging is intact and the medication is in date and a summary of the above procedures ▪

3. 7. Site safety and terrain

Risk	Who it effects	How is this controlled?
Sprains and twisted ankles due to poor footwear	Staff Guests	All guests are informed and all staff adhere to wear the following shoes on site: Acceptable shoes on site are: • Trainers • Boots • Wellington boots The following footwear is not acceptable and must not be worn by anyone staying on site: • Flip flops • Open toed sandals e.g. 'reefs' • 'Espadrilles' i.e. canvas shoes with rope soles • Crocks
Being hit by cars in the car park leading to impact injuries	Staff, guests, visitors	• One way system in place to control the flow of traffic • Speed signs placed on work shop on the entrance to the car park • Meeting space maintained on the grass area next to the car park toilets • When coaches and other large vehicles are expected on site adequate space is made for the vehicles to safely manoeuvre around • Groups are encouraged not to hang around in the car park unnecessarily
Slipping on decking leading to falling injuries	Staff, guests and visitors	• On-going replacement of all decking not treated with non-slip material and decking covered with chicken wire to no slip decking.
bumps in the lane leading to damage to vehicles	Staff, Guests and visitors	• Manual filling in of pot holes on an as and when basis to minimise the potential for damage
Unauthorised access by members of the public leading to theft, safeguarding incidents and customer discomfort	guests, staff	• Front gate is locked when staff are not on site, normally between 1700-0800 • Signs placed on all access points to the site make people aware that its private property • All visitors need to sign in at reception and require an ID badge • See residential risk assessment for security measure during residential stays

3. 8. Staff

Risk	Who it effects	How is this controlled?
Injuries to guests due to inadequate staff skills and capabilities	Staff Guests	• Staff running sessions will have training / inductions in line with the activity NOP • On recruitment staff will be selected based on their experience, attitude and references • Staff are monitored regularly to ensure NOP are bring followed • Supervisions, 6 month reviews and annual performance reviews provide a structured feedback for staff • Training is planned at regular intervals throughout the year
Guests and staff having a negative experience resulting in misadventure and physiological damage	Guests Staff	• BF adventure will operate a "Challenge by Choice" policy which puts users in control of their adventure. • Staff will receive basic training with this • Staff will be monitored and feedback provided
Instructors accidentally becoming injured during activities	Staff	• There will always be at least 2 staff on site so should an instructor become injured help can be raised by the instructor or the group.

3. 9. Technical advisors

A technical Advisor is someone with a recognised level of specific expertise, higher than is required for leading or supervising an activity at the level offered. BFA uses a number of these Advisors to qualify staff through an 'in-house' process of certification where there is a higher degree of risk, and to advise BFA on any developments in policy and procedure.

3. 10. Weather

Risk	Who it effects	How is this controlled?
Injuries worsening due to inappropriate clothes being worn	Staff Guests	• Groups sent out a suggested equipment list before arrival to BF adventure • A selection of coats and boots are available to borrow • Staff have access to uniform (coats, waterproof trousers) • Weather forecast obtained in the morning briefing and staff informed. Issues and activity concerns and or restrictions communicated in the morning briefing
High winds causing branches to fall leading to impact injuries	Staff, guests	• Wooded areas to be avoided in high winds (force 5-6) • Areas to be visually checked after high winds for obvious signs of damage and hanging branches.
Lightning strikes striking people leading to injuries and death	Staff, guests	• Observing a lightning strike activities are to cease for 20 minutes or until the "go ahead" had been authorised by a manager
Cold and snowy conditions leading to hypothermia	Staff and guests	• Conditions below freezing points are to be considered individually based on the following circumstances: ○ Age of group ○ Group background

		○ Activity in question ○ Subsequent impact on resources (frozen pipes, iced up roads, activity closures) ○ Equipment available ○ Learning outcomes
Hot weather leading to heat exhaustion and heat stroke	Staff and guests	• Water taps positioned around site • Shelters and group spaces available • Clients advised to wear sun tan lotion • Programme pitch and pace changed to match groups ability

4. Activity Specific NOP

The following procedures are run alongside the general risk assessment located in section 3 of this folder

The following section lists in detail all the activities BF Adventure operates, each section contains the following documentation:

4.1. Adventure Barn (General use)

Managed by	Tony Baker
Last review	18/12/18
Next Review	1/2/20

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. relevant to activity being delivered

BF 2. Ratios

2.1. 400 Max users

BF 3. Location

3.1. In campsite area

BF 4. Storage, inspections and maintenance

4.1. Barn inspected monthly by staff

BF 5. Equipment for session

BF 6. Briefing

6.1. Housekeeping covered in welcome brief to group or group leaders

BF 7. Main delivery

7.1. No games when the floor is slippery

7.2. Sports play at discression of instructors following an assessment of the risk of the activity with the group

7.3. Archery can take place with net in place and shooting from West to east. No other group permitted in the barn while archery is in progress

7.4. Do not enter the barn if you suspect your groups are inclined to ignore instructions and climb the internal struture

BF 8. EAP

BF 9. Adaptations for groups with disabilities

Risk assessment for Adventure Barn (general use)

Hazards

- General
- Internal structure
- Climbing wall
- Sports facilities
- Groups and events
-

Risk	Who it effects	How is this controlled?
General		
Slips trips and falls	All	• Activities played in the barn must be suitable, as a guide: ○ No contact sports like rugby ○ Sports games should be played as appropriate ○ Check the condition of the floor and change the plan if the floor is wet and or slippery ○
Structure	All	• INSPECTION interval TBC
Overcrowding leading to difficulties in evacuating	All	• Maximum users in the barn is 400
Internal structure		
Climbing the internal structure of the barn without a rope leading to falls from height onto concrete floor and significant injury and or death	all	• Access to supervised groups only • Doors shut with no entry signs • All groups should be considered as appropriate before being allowed access to the barn. The barn internal structure has potential access points for people to climb high (up to 9M) (internal framework, wooden structure, the climbing wall). Careful consideration to the groups, their background and displayed behaviour should be considered by their member of staff before being allowed access • Heavy canvas barriers to be set to make accessing he internal of the barn more difficult • Heavy canvas material set at the bottom of the climbing wall to make accessing more difficult Climbing ropes to be towed securely away when not in use (April 2019)
Climbing wall – see climbing NOP and RA		
Sports facilities		
Damage to facilities though ball and contact sports	Barn	• The barn is designed to be robust, lights are designed to take an impact and so is the shutter door
Facilities failing leading to injuries to users	Users	• Facilities to be checked half termly by staff and logged • Faulty equipment made unusable and actioned for repair
Running into the wall and supporting pillars	Users	• Game splay are appropriate for the group in the barn • No additional padding is used so all groups away of hazards though a briefing at the start of activity
Archery in the barn	All	• All Archery NOP followed

		• Signs to be placed on all doors warning of archery in progress • Nets must be used to prevent damage to barn wall • Shooting must be away from done away from entry points, rule of thumb is shoot from West to East side of the Barn • Only archery group can use the barn, no other groups permitted
Groups and events		
Evacuating in an emergency	All users	• Fire doors checked in line with fire risk assessment • 3 fire door in place + main shutter door • Maximum users set see general Risk Assessment • Visiting groups / group leaders made aware to fire evacuating during welcome brief and information cascade down to all users

4.2. Adventure Quarry NOP (Includes spiders web, shrinking islands, the wall, rope bridges, cargo net, plank crossing, raft crossing, gabions, duck island crossing and scramble net)

Managed by	Tony Baker
Last review	18/12/18
Next Review	1/2/20

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BFA Trained

1.2. Competent assistant- this is someone who has completed training but awaiting assessment

1.3. 2 year refresher

BF 2. Ratios

2.1. 1:12

2.2. 2:16 with one staff being a competent assistant, the other assessed. This is a group of up to 16 young people working together or as 2 groups in close proximity

2.3. Some activities would require additional staff (gabions, raft crossing) for certain groups

BF 3. Location

3.1. Adventure quarry

BF 4. Storage, inspections and maintenance

4.1. Most equipment is stored on location, some is stored in the container by the accessible zip wire

BF 5. EAP

5.1. On site activities

BF 6. Adaptations for groups with disabilities

Adventure Quarry Sample lesson plan

Typical session length	1.5 hours – 3 hours (although variable)
Aims and objectives	• To encourage team work • To develop cogitative and communication skills • To be fun and engaging • To be safe
Equipment Needed	• All equipment is set up except the spiders web • Blindfolds and other equipment can be used to add challenge to the activity
Set up notes	• Check the quarry before use • Set up the spiders web as needed • Visual check of apparatus before use
Introduction	• Introduce yourself and gain rapport with the group • Introduce challenge by choice • Safety rules, stay together, listen to instructions • Medical information
Main Delivery	• The main delivery is dependent on the group and their aims for the day. The adventure quarry can be used so each activity leads onto the next or activities can be used in isolation as a warm up or break out activity. • Each separate activity should have an element of safety briefing; this can be guest led or instructor led. In both situations all relevant areas of safety highlighted in the NOP and risk assessment must be covered and understood by the group and group leaders
Summary	• These can be done to fit the group's needs, reviews can take place at the end of the activity, at the end of the task or randomly throughout the session.
Pack down	• Pack away the spiders web and leave the activity area as you would expect to find it • Lock the adventure quarry bottom gate after use

Adventure Quarry Risk assessment

Hazards	General Risks –access, water, rock falls, ice Ice Spiders web Shrinking islands, plank crossing, gabions and duck island crossing Plank crossing Rope bridges Raft challenge Cargo net Wall scramble net and lower temple run

Risk	Who it effects	How is this controlled?
• General Risks		
Poor management of groups leading to injuries	Participants	• Ratios set at 1:12 • Ratios can be extended 2:16 with one member of staff being assessed working along side another member of staff who is trained. Conditions for this are: ○ Both staff operate either together or in line of sight of each other ○ Supporting member of staff is comfortable with role and position asked of them
Unauthorized access leading to drowning, impact injuries, falls from height, crush injuries and more	Public	• The main gate, the top entrance and the accessible abseil is locked when not in use • On arrival to site guests are advised not to pass any gate unless accompanied by an instructor • Staff to be vigilant of unauthorised access
Falling into water and drowning	Staff Guests	• The depth of the quarry is less than 1 M (see gabions and raft risk assessment) • Life rings are positioned around the quarry to aid rescues • Instructors are prepared to enter the water should the need arise • When the gabions are all covered the water becomes too deep and buoyancy aids must be worn • When there is a 30cm gap between the water and the top of the first gabions the water is too low and cannot be used • The protocol for rescues is: 1. Coach- talk to them to stand up 2. Reach- gabion plank 3. Throw- use the life rings 4. Go- wade in
Non swimmers and people with disabilities not being able to stand up leading to drowning	Guests	• Staff prepared to enter the water to provide assistance • Any equipment utilised by the participant to aid them in their disability must not become a hazard should they enter the water
Falling into the water and hitting rocks leading to impact, back and or head injuries	Guests Staff	• The two water activities (raft crossing and gabions) are in water deep enough to avoid these types of injuries

Evacuation from the water	Guests Staff	• The easiest form of evacuation is by walking / floating / towing people across the water • A raft is available to move people around if necessary

Rock falls and stone being dislodged by climbers leading to crush and head injuries	Guests
	Staff
		• All staff look at the quarry for signs of instability and feed back to the centre manager as and when
		• Unstable areas are:
		  ○ The NW corner of the quarry- the path has been rerouted to avoid this area
		  ○ The viewing square, this has marking to monitor any movement
		• Participants on climbs are controlled and routes are well used to avoid loose stones
		• One area of potential instability by the viewing square has monitoring marks and is inspected regularly

When the lake is frozen. Participants falling through the ice and becoming trapped under the ice leading to distress and possible drowning	Staff Guests	• Falling into the water is unlikely and rarely happens but should the adventure quarry be frozen then it can only be used if the ice breaks when lightly pushed (so it is very thin) • Spare clothes, warm drinks and foil blankets should be available on location to warm people up should immersion in the water occur • Very young people will not be allowed to use the water if it is frozen, see the duty manager on the day for clarification on this decision

General lack of awareness of environment leading to inappropriate behaviour and subsequent injuries	Guests	• A “gate brief” to be given prior to entry to the adventure quarry making people aware that:
		  ○ Surfaces are uneven, Walk not run
		  ○ There is a real risk of getting muddy and or wet, make sure people have access to spare clothes
		  ○ Falls are possible, participants are encouraged to work together, listen to instructions and only to access parts of the quarry they have been asked to
		  ○ Surfaces will be slippery when wet, tread carefully and support each other

Spiders web		
Touching of sensitive areas during the lifting leading to allegations of abuse	Guests Staff	• Participants are encouraged to face up when being passed through the web • Staff to remain vigilant during the lifting
Hyper extension and injures from being dropped / lowered onto the web	Guests	• The spiders web is made from stretchy bungee and will stretch • Group coached / demonstrated on how to lift people • Team work encouraged
People being dropped leading to impact injuries	Guests	• The instructor to maintain group control • People only lifted when adequate support in place both sides • Participants briefed to focus attention onto back head and neck when lifting as a priority to keep safe • The head, neck and back will be encourage to pass through first so the “receivers” have easy access to these and can maintain a better grip

		• Instructor to help if necessary • Participants to only be passed through the holes and underneath i.e. not over the top
Shrinking islands , see saw, towers of Hanoi, gutter run, gabions, plank crossing and duck island		
		•
Participants falling onto other people resulting in crush injuries	Guests Staff	• All spotters have received training or have received guidance from the instructor on correct spotting technique i.e. good stance, hands up and ready
Multiple people falling off together resulting in crush injuries	Guests	• During the briefing people are instructed on the "let go" command and its importance • Challenge levels are set appropriately • Spotters used
		•
		•
gabions only- manual handling injuries while moving planks	Guests Staff	• Planks are as light as possible without compromising safety • People shown how to safely move the planks or people educated how to move them during the activity
Planks being overloaded and breaking leading to impact injuries	Guests	• 3 people to a plank maximum
See saw		• TBC
Tower of hanoi		• TBC
Gutter run		• TBC
Duck island equipment failing leading to impact injuries and drowning	Staff, guests	• Equipment inspected beforehand by staff for security and stability • Users limited to 4 per activity station or 2 per tyre • Water height is a maximum of 1 meter. Staff should be prepared to enter the water to assist people as necessary • PFD's can be used with specific service users based on individual risk assessment (i.e. people with epilepsy, very small children etc.) • No jumping between apparatus and support and team work encouraged
Water related hazards and control measures- refer to the start of the risk assessment		
Rope bridges		
Overloading the bridge resulting in critical failure and the bridge collapsing	Staff Guests	• Signs stating load bearing capacity on each end of the bridge, this is a maximum of 6 people
Wear and tear leading to critical failure and the bridge collapsing	Staff Guests	• Annual inspection from wire rope inspector / engineer
Slipping or tripping on the bridge leading to cuts and grazes as a result of the natural bridge movement	Staff Guests	• All users must only walk on the bridge, running is not permitted • Signs in place to reflect this
Raft crossing		
Raft being overloaded and tipping over	Staff Guests	• Estimated safe working capacity is 210 KG (3 x average male at 70KG) • Sensible behaviour encouraged

resulting in distress and possible drowning		• Staff to monitor activity

People on wheelchairs falling into the water	Staff
	Guests
		• *This is a higher risk activity with the benefit for the participant being a very rewarding, sensory stimulating and a fun challenge. The following needs to be considered:*
		• Is the chair suitable for the activity (good brakes, good for above water use, participant easily escapable from the chair)?
		• Is there enough support at either end and on the raft?
		• Is the raft stable enough- will the people on the raft understand the dynamics of its stability?
		• Is the participant able to communicate their level of comfort within the challenge?
		• Control measures:
		  ○ 2 people (including the participant) on the raft maximum
		  ○ The additional person (member of staff if confident) should be confident to operate the chair safely
		  ○ Only light chairs to be used i.e. no motors. BFA has a selection of low suitable chairs
		  ○ Weight should be low and movement slow and controlled
		  ○ Instructor to maintain excellent group control through challenge
		  ○ Permission from the duty manager / team leaders must be gained before the challenge takes place
		  ○ Adequate support at either end must be in place to facilitate a smooth transition on and off the raft
		  ○ The instructor and one other competent adult must be prepared to enter the water to provide assistance should the raft tip over
		  ○ Participants in chairs must not be tied into them and any seatbelts or other restraints are removed.

Jumping off the raft and landing short resulting in impact injuries and also knocking other raft users off in the process	Guests	• no jumping off the raft, only controlled dismounts and launches
Crush injuries from fingers and other limbs being caught between the raft and the bank	Staff, guests	• Staff to monitor and if necessary brief the participants engaged in raft activities
In the water see start of risk assessment		
Cargo net		
The cargo net collapsing due to overloading leading to crush and impact injuries	Staff and Guests	The anchor points are untested and the net has no operational limit associated to it so the below is the suggested maximum operational limit based on previous experience and observations: • Children- up to 8 young people + 1 instructor • Adults- 2 x adults + an Instructor • The net to be checked half termly and recorded in the safety checks

People falling onto the net resulting in injuries from hitting the knots and soft tissue injuries if limbs become trapped in the holes	Guests	• Participants told to sit on the side and carefully lower themselves onto the net • Support provided from the instructor as necessary • People are not forced to do the activity
People becoming trapped in the net while moving over it	Guests	• Participants are shown 2 methods of manoeuvring over the net: • Crawling • Rolling sideways • Staff on hand to provide assistance
Participants becoming stuck in the net and unable to get out leading to distress	Guests	• Staff to coach people out where possible • Additional support can be found by calling the BFA office using a radio • People are not forced to do the activity and people are made aware of the hazards before undertaking the activity
Loose items falling into the water	Guests Staff	• Participants are briefed to remove any loose items from their person or secure them away in closed pockets
Evacuations - people from the net being slow resulting in deterioration of emotional state and physical condition	Staff Guests	• Support can be gained from the BFA office should someone need evacuating from the cargo net • In the case of an unconscious casualty priority needs to be put towards his first aid (DR ABC). Once a stable air way is established then a number of staff should be involved in evacuating the casualty to the nearest platform • If the casualty is not in a position where they can / should be moved then the emergency services should be called to offer assistance
Scramble net and lower temple run		
Slipping, tripping and falling from the scramble net or roped down climb leading to injuries and falls from height	staff, guests	• The cargo net is secures using 6 x 10mm Petzl stainless steel hangers into good quality granite. The net is supported by a wire rope along the top. • The rope down climb is placed around a large boulder backed up by 2 x 10mm petzl hangers. The rope is very think so is strong and easy to hold • The scramble net and roped down climb is to be used 1 at a time, staff can support / spot people if necessary by climbing onto the net or spotting from the bottom. Staff need to consider their personal safety when do this. • People who find climbing the net difficult should be shown and supported • If people choose not to do this then the raft or walking around the outside of the quarry are alternative routes.
delays in evacuating people from the area above the scramble net due to terrain leading to delays in medical treatment	Staff, guests	• People accessing the area above the Scramble net should be comfortable with the scramble net and not forced into it • Support can be offered to enable people to climb but consideration needs to be provided about the participants ability to exit the area safely • Egress from the top is very tricky should someone become injured, call the DM for support and advice should this become necessary

		• If moving injured people does become an issue then call the emergency services and stabilise the casualty in position.
Falling from the path into the quarry, this is a fall from height of about 2 meters and could result in impact injuries and possibly drowning	Staff, guests	• Water here is very shallow, about 1 meter so staff can access this by wading into the water to support the casualty • The path is wide but uneven. Groups taken up above the scramble net should be steady on their feet or additional support set in place to assist people

4.3. Archery NOP

Managed by	Tony Baker
Last review	18/12/18
Next Review	1/2/20

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures is superseded by this activity specific document.

BF 1. Qualification

1.1. BF trained minimum, At least one person at BFA will be Archery GB qualified to oversee policies
1.2. Competent assistants- these are staff who have been trained but awaiting assessment
1.3. Update every 2 years

BF 2. Ratios

2.1. 2 archers per target with a suggested ratio of 1:8
2.2. The ratio can be extended for up to 12 people if there is an adult to assist and supervise the group waiting to shoot
2.3. 2:16 with a competent assistant

BF 3. Location

3.1. These are the permitted sites:
- Camp site gate
- Top field
- Lower field shooting into amphitheatre (reserve site and not set up)
- Marquee over the winter

3.2. Offsite- All offsite venues must be risk assessed prior to use and must meet the following conditions:
- 50M + clear overshoot that stems from the shooting line at 45 degrees that has no access to members of the public or other users
- Clear shooting area
- Clear safe areas
- Equipment areas
- Must be agreed with the Centre Manager

BF 4. Storage, inspections and maintenance

4.1. All equipment is stored at the Archery range
4.2. Arrows are located in the centre manager's office
4.3. Termly checks are carried out and stored in the Centre Manager's office

BF 5. EAP

BF 6. Adaptations for groups with disabilities

6.1. BFA has an adapted bow stand that can be used on sessions

Archery Sample lesson plan

Typical session length	1.5-2hrs
Aims and objectives	To ensure participants are as safe as necessary To enthuse participants though a very quick taster session of archery and basic coaching To provide an enjoyable session
Equipment Needed	Bows, arrows, arm guards, targets
Set up notes	Place targets on the bosses Place quivers into the ground Check that any other sessions running do not conflict with the session (zip wire etc.)
Introduction	Build rapport- introduce yourself, the session Aims and objectives for the session- agree with the group Safe zones-shooting, waiting, no go zone Stop command Previous experience Safety rules
Main Delivery	• This is a general overview of how the session should run. Games and coaching can vary massively depending on the group and their experience. • Explanation and demonstration: • Introduced all the equipment to the group • Demonstrate how the equipment works safely • Explain appropriately how to shoot effectively and safely • Coaching: • A combination of individual and group coaching should be applied here in order to reach a basic level of competence. • Guests should have initial coaching and on-going coaching on technique in order to gain as much skill as possible • Activity; a series of games and scoring can be used to make the session fun and enjoyable.
Summary	The session should be reviewed to draw out learning and where necessary, learning points and actions are taken into account for their next session
Pack down	Store the equipment as shown on your latest training

Archery Risk assessment

Hazards	Arrows Bows Shooting Overcrowding Over drawing Marquee collecting Arrows

Risk	Who it effects	How is this controlled?
Walking, tripping and falling into the arrow when collecting the arrows from the target leading to face and chest injuries	Staff Guests	• Always walking on the range • Good demonstration and explanation (maybe practice) on how to collect the arrows safely • Collecting arrows may not be appropriate for all group, instructors to assess this during delivery • Range maintained to avoid trip hazards • trained staff on sessions
People being hit by arrows from peers as they pull arrows out of the target	Staff Guests	• Only one person per side of the target may pull arrows out • Instructors teaching people how to pull out the arrows and also check to see if the area around them is safe and clear of other participants
Walking into arrows on the floor when collecting arrows leading to cuts to shins	Staff Guests	• Always walk on the path • Instructors to track the arrows that fall short and inform the group to be careful • Guests instructed to walk down the centre of the range or down the side of the range where there will be significantly less arrows • Trained staff on sessions
Arrows hitting people in the eyes while be carried	Staff Guests	• Participants shown how to safely carry arrows • Participants monitored by the instructor • Arrows are placed in the quivers when not being carried or shot • Trained staff on sessions
Over drawing injuries leading to injuries to people on the shooting line	Staff Guests	• All arrows are long arrows to reduce this risk • Staff trained to recognise over drawing
Bows breaking leading to injuries to the users	Staff Guests	• Bows checked half termly and when being strung up • Bows appropriately sized to participants • Trained staff to check bows
Bruising to inner arm while losing the arrow	Staff Guests	• Arm braces used when appropriate • Long sleeves recommended for all users • Staff trained in the appropriate use of equipment
Hair and loose items becoming caught in the bow string during loosing leading to poor shots and potential small injuries	Staff, Guests	• Long hair tied back and the bow string is free from obstructions (i.e. coats tassels, necklaces)
Being hit by arrows leading to severe injuries and death	Staff Guests Public	• Trained instructors on sessions teaching appropriate techniques to a minimum of BF Adventure archery training

		• BFA will have 1 x Archery GB instructor on site to oversee training and procedures • Guests monitored for safe behaviour • Session stopped and people excluded for poor behaviour • 50 M+ overshoot area or large embankment to reduce the risk of members of the public being shot • The area behind the range will be inaccessible to the public • Red flags used to warn others that archery is in progress • The zip wire and archery will not run at the same time • When arrows and bows are loaded then it is taught that the arrow will only point at the target • Guests will not enter the "no go" area unless instructed by the coach • The area behind the Archery range do not have any sessions that run there on a normal basis. Use
The coach being distracted as too many people are in and around the shooting area / line leading to a variety of injuries	Staff Guests Public	• Only people actively shooting will be allowed on the shooting line • People not shooting will be in the waiting area • Only 2 people per target can shoot (excluding people coaching them) • Suggest Ratio of 1:8 • 1:12 ratio can be applied with additional adult supervision
Overdrawing especially on the larger bows with junior arrows leading to shooting injuries on the hand holding the bow	Staff, guests	• Only long arrows are to be used on the larger bows, these are identified with red tags • Staff trained on over drawing, how to recognise and coach if necessary
slip trip and black thorn injuries from staff collecting arrows in overshoot area	Staff	• • The area behind the archery range to be maintained enough to allow for staff access

4.4. Body Boarding NOP

Managed by	Tony Baker
Last review	January 2018
Next Review	February 2019

This policy is in addition to the General NOP and Risk assessment, any conflict of procedures is superseded by this activity specific document.

BF 1. Qualification

1.1. body

BF 2. Ratios

2.1. 2 : 10 (one instructor must stay on the water's edge)

BF 3. Location

3.1. Any site assessed lifeguarded beach

3.2. The session must operate between the red and yellow flags

3.3. No session must run with red flags flying

3.4. Participants must be able to stand and must not go deeper than waist depth in the water.

BF 4. Storage, inspections and maintenance

4.1. All equipment is stored in the equipment store

4.2. Wetsuits and rash vests are to be soaked for five minutes in a mild disinfectant barrel (Milton 1:20), then in a fresh water barrel after the session.

4.3. Wetsuits should then be hung on plastic hangers inside out with the left arm outer most, the zip and Velcro should be fastened to prevent damage and to ensure they remain on the hanger.

4.4. Wetsuits once dry should be inspected for damage then returned to the rack in the correct size location.

4.5. Once dry, rash vests must be folded and returned to plastic storage box.

4.6. Body boards and leashes are to be washed down after every session and leashes are to be checked and Velcro de-furred.

4.7. Any damaged items must be reported immediately (ASR or CM) and taken out of circulation.

BF 5. EAP

5.1. The instructor will signal to all participants the return to shore signal and use three whistle blasts where necessary to gain their attention.

5.2. One instructor can then affect a rescue using a tube or body board whilst the other instructor supervises the rest of the group onshore.

5.3. If both instructors are occupied with the emergency then two participants can be used to call 999 from the emergency phone or fetch the dry bag.

5.4. The duty lifeguards will be able to assist BFA staff in matters which are beyond the capability of the instructor.

5.5. BFA staff are expected to deal with first aid incidents and emergencies within their capabilities.

5.6. Normal EAP applies in both situations.

BF 6. Adaptations for groups with disabilities

6.1. Lower the staffing ratios dependant on need.

6.2. Provide assistance pushing and pulling body board into surf.

6.3. Wear buoyancy aid where appropriate.

6.4. Select the best conditions to suit need.

Body boarding Sample lesson plan

Typical session length	1.5 hours
Aims and objectives	To learn how to body board safely To catch waves and have fun To learn about the surf environment
Equipment Needed	Wetsuit per person Body board per person Whistle Rescue tube Marker flag Dry bag First aid kit Charged mobile phone Survival bag Water bottle
Set up notes	Off-site form and weather/surf forecast www.magicseaweed.com http://magicseaweed.com/UK-Ireland-Live-Surf-Webcams/1/ www.metoffice.gov.uk Touch base with beach lifeguard Before departure; slip, slop, slap, staying together on beach, appropriate behaviour/language, check for medical conditions (asthma, inhaler carried etc.) Once at the beach the instructor must liaise with the lifeguard on duty at water's edge, briefly explain the session and check that the conditions are suitable. Instructors will follow any advice given.
Introduction **10 minutes** **10 minutes**	*Soft sand area;* group are asked about previous experience and swimming ability, then briefed on; flags, rips, waves and current conditions, weaver fish, lifeguards, emergency phone location, first aid kit, toilets, other beach users, buddy system, changing in public places. A wetsuit will be issued per person and sized by holding the suit up against the back of the client, consideration must be made to where the group gets changed (see site assessment)
Main Delivery **15 minutes** **30 minutes**	*Wet sand area*; Group made aware of where they can operate and how this can be identified; maintaining position in centre of red and yellow flagged area, staying at waist depth, wading out not paddling, Communication using whistle and hand signals, buddy system in water. Attaching leash correctly, positioning board to avoid injury Coaching on how to catch a broken wave; wading out and negotiating surf, wave selection (and etiquette), turning, pushing off the bottom, body position (trim), stopping, wiping out and resurfacing safely, Instructor to demonstrate wading out and catching a wave **Play** Participants are encouraged to operate close and get to grips with the skills required to catch broken waves straight in towards the beach. This is wrapped by a short review and further coaching on arm positioning and trimming left and right on a wave.

30 minutes **10 minutes**	**Progression** The session is tailored to meet the group's needs now they have had a go at basic skills. Catching better waves, trimming left and right etc. can be practiced, if conditions are small and suitable catching unbroken waves. *getting changed*
Summary	Did the group have fun and what did they learn?
Pack down	Clean and check all equipment, hang up wetsuits/rash vests

Body boarding Risk assessment

Hazards	Weather Dry sand area Wet sand area Water Waves Rips and currents Sea bed Other users Body boards Sewage

Risk	Who it effects	How is this controlled?
Sunburn, heat stroke, heat exhaustion,	Staff, Clients	• Sun cream, sunhat, sunglasses • Sit in shaded areas • Hydration.
Hypothermia.	Staff, Clients	• Appropriate wetsuits for sea temperatures • Operating activity in summer months • Warm clothes, warm drinks, survival bag.
Fog - reduced visibility, disorientation, losing clients,	Staff, Clients	• Leaving water if fog bank approaches. • Do not continue activity if foggy on arrival. • Do not continue activity if red flag is raised.
Lightning – electric shock, heart failure.	Staff, Clients	• If lightening is seen leave the water, • Follow the 20 minute rule.
Buried objects, glass, stones, needles, discarded fishing equipment, tide line debris	Staff, Clients	• Wear appropriate footwear in dry sand area • Avoid areas where these items are more likely to be found. • Instructor pick a clear line through tide line if heavy
Tripping, uneven terrain, stones and pebbles.	Staff, Clients	• Inform clients of any trip hazards etc. and advise them to watch their foot placement • Avoid particularly stony and uneven terrain.
Sewage, pollution - infection, illness	Staff, Clients	• Do not run activity after very heavy rain. • Use sight and smell to identify any incidences • Follow lifeguards advice. • Do not run activity if pollution suspected
Waves, drowning, injury	Staff, Clients	• Ratios set at 2:10 with observation from the sea and land to monitor group

		• Staff receive a 3 hour BF induction and basic assessment looking at working in conjunction with a tight remittance and the beach life guards • Stay in centre of red and yellow flagged area • Participants go no deeper than waist depth • Participants wade out and catch waves in. • Participants are shown all relevant signals to ensure they stay in safe area • Participants are asked about swimming ability/previous experience. • Participants are briefed on current conditions, wave etiquette, how to catch a wave safely, rips, currents, bottom contour • One instructor stays at water's edge to manage group using hand signals, voice commands and whistle. • All equipment is checked and its correct use is demonstrated • Leashes are checked for wear and tear and Velcro for furring.
Sea bed/bottom contour, injury, spinal injury.	Staff, Clients	• Select beach with a suitable bottom gradient for beginners, i.e. shallow gradient. • Avoid body boarding at steeply shelved beaches • Don't run sessions at high spring tides • Demonstrate correct way to stop and wipe-out on wave
Marine Life, weaver fish, jelly fish, stinging, injury, death	Staff, Clients	• Don't run activity if jelly fish swarm present • Check participants for allergies • Treat Weaver Fish sting with hot water immediately • Follow lifeguards advice
Other water users, collisions, injury	Staff, Clients public	• Brief participants on wave etiquette • Keep group together
Body board, injury to self or others.	Staff, Clients pubic	• Ensure soft boards are used • Brief participants on how to hold body board, how to stop and how to wipe out safely

4.5. BOMA Chair NOP

Managed by	Tony Baker
Last review	18/12/18
Next Review	1/2/20

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures is superseded by this activity specific document.

BF 1. Qualification

1.1. Internally Inducted by TL or centre manager

BF 2. Ratios

2.1. 1:1

BF 3. Location

3.1. Suitable terrain such as:

- Forest tracks
- Gentle slopes
- Gravel tracks
- Muddy terrain
- Small puddles
- Snow

3.2. Not suitable on:

- Steps
- Across slopes
- Steep terrain

BF 4. **Storage, inspections and maintenance**

4.1. Stored in accessible container

4.2. Inspections: Before and after every use

4.3. Batteries must be charged overnight before use

4.4. Damages reported to the centre manager or team leader

BF 5. **Setting up**

5.1. chair can be set isolated to only slow mode

5.2. Check the:

- Brakes
- Accelerator
- Tyres
- Condition of the frame work
- Seat
- Steering
- Wires (visual)
- Battery checks
- Operation test

BF 6. **Equipment for session**

6.1. BOMA Chair

BF 7. **Briefing**

7.1. Suitable terrain (see BF 3 above)

7.2. Only the named riders on the loan agreement may use the chair

BF 8. **Main delivery**

8.1. Work through the loan agreement form, show a responsible person the parts of the chair, demonstrate how to use it and allow time for the participant to practice

BF 9. EAP

9.1. Advise the users to use the contact numbers of the loan agreement form if there are problems with the chair

BOMA Chair Risk assessment

Hazards	Terrain Driver Chair

Risk	Who it effects	How is this controlled?
Uneven terrain causing the chairs to overturn leading to rider injuries	Participants	• Tour of chair, induction training provided by an in house trained member of staff • Before the chair can be used independently there needs to be a supervised practice period in SLOW mode. Areas of competence to be demonstrated are: • Steering • Accelerating • Braking • Parking • reverse • Suitable terrain is demonstrated - this includes: • Paths • Small slopes –tuition provided that slopes need to be approached at right angles to the slope • Bumpy terrain such as tree roots, small stones etc. • Terrain that is not suitable such as: • Roads • Across steep slopes • Deep puddles • Stairs
User Error leading to injuries to the user and other guests / members of the public	Guests Public	• Before the chair can be used independently there needs to be a supervised practice period in SLOW mode. Areas of competence to be demonstrated are: • Steering • Accelerating • Breaking • Parking • Reverse
Chair failing due to poor maintenance	Guests	• Maintenance will take place based on the checks before and after use and will be coordinated through the CM / TL

4.6. Bush Craft NOP

Managed by	Paul Lakeman
Last review	January 2019
Next Review	January 2020

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures is superseded by this activity specific document.

BF 1. Qualification

1.1. BFA Trained / signed off in the following areas:
- shelter
- fire
- cooking
- tools
- Woodland Craft (education and sensory awareness)

1.2. 2 year refresher looking at good practice

1.3. Competent assistant – these are trained staff awaiting assessment

BF 2. Ratios

2.1. 1:12 shelter

2.2. 1:8 fire

2.3. Arts and craft 1:30 with (adult supervision of 1:10)

2.4. 1:30 Cooking (adult supervision of 1:10 with the instructor monitoring the cook site)

2.5. 1:16 Bivvy (must be at least 2 adults)

2.6. 2:16 with a competent assistant working in close proximity

BF 3. Location

3.1. Any suitable site that will allow the group safe movement and operation. BF Adventure has 3 sites set aside for use which make up the main venues for bush craft.

3.2. Offsite venues can be used in line with the offsite procedures and permission from landowners / trust as described on the offsite forms

3.3. Any new site used will need to run past the centre manager before it is allowed to be used.

BF 4. Storage, inspections and maintenance

4.1. Knifes and ignition equipment are securely stored in the centre manager's office

4.2. Stoves and fuel are stored above the accessible shower and locked

4.3. All other equipment is stored in the equipment store and secured

BF 5. EAP

5.1. Procedures should be followed as laid out in the general section of the NOP

BF 6. Adaptations for groups with disabilities

6.1. The "Debris Shelter" is an accessible site

Bush Craft Sample lesson plan

Typical session length	1.5 hours, 3 and 6 hours
Aims and objectives	To encourage team work To develop an awareness and appreciation of the natural environment To be fun and engaging To be as safe as necessary
Equipment Needed	Various depending on content
Set up notes	Equipment should be pre-packed and probably pre-planned depending on the session
Introduction	Introduce yourself and gain rapport with the group Safe movement and behaviour To be aware of the environment and of others Medical information
Main Delivery	The main delivery will vary massively depending on the group and its size, number of instructors, the number of adults and also the content and aims of the session. Session will usually contain: Creating the right learning environment Briefing and demonstrations / tasks Monitoring, supervision and mentoring Reviewing and sharing of learning
Summary	Leaving the environment how we found it and relating the session back to life
Pack down	Leave the equipment and site as you found it or better and ready for the next session. When necessary report low stocks of equipment and resources to the staff responsible for bush craft ASR or to the Team Leader for replenishment.

Bush Craft Risk assessment

Staff
Activity location
Weather
Natural materials
Insects
Fire
Shelters
Tools
Cooking

Risk	Who it effects	How is this controlled?

Inexperienced staff using poor techniques leading to injuries of themselves and participants	Staff and guests	• All staff to demonstrate competence to the centre manager in the following areas;
		  ○ Fire
		  ○ Tools
		  ○ Shelters
		  ○ Arts and craft
		  ○ Cooking
		  ○ Bivvy
		• All staff to receive refresher training on an 2 year basis

Slips, trips and falls	Staff and guests	• Sites are to be keep as natural as possible to maintain a suitable environment • Guests to be instructed to tread carefully and wear correct footwear • Appropriate sites will be selected according to the weather and the group capabilities
High winds bring down live and dead wood onto site users	Staff and guests	• Sites are not to be used in winds exceeding force 5-6 • Staff to be mindful of dead wood hanging in trees and if necessary this should be reported to the centre manager
Cuts, scratches and stings from collecting leaf litter and natural materials	Staff and guests	• Group should be briefed to take care when collecting natural materials • Any allergies should be made aware to the instructor at the start of the session • Ferns should be picked carefully or ideally gloves should be used • Toxic or potentially poison weed, berry, flower, etc. to be identified and kept away from during session
Tick bites leading to limes disease	Staff and guests	• Guests are encouraged to wear long trousers when in the bush craft area • Advice given to people who are bitten by ticks • Instances of ticks have never been recorded at BF adventure so although we have the above control measures the overall risk is very low
• Fire lighting		
Fire getting out of control leading to burns	Staff and guests	• All fires built during bush craft sessions should have flames smaller no bigger than knee height • All fires are to be constructed in fire squares • Fire sites are to be clear of leaf debris

		• All fires are to be managed by competent instructors • Fires should not be left unattended • All fires should be extinguished safely before leaving the site • Water and burn gel available on all sessions • Fire blanket should be kept in the fire lighting equipment
Tripping and falling onto the fire leading to burns	Staff and guests	• Clear rules should be set appropriate to the group about behaviour around the fire • 3 people are allowed to attend to the fire square at any one time • The area around the fire should be keep tidy, organised and free from trip hazards • Suitable sites clear of natural obstacles should be selected • Groups are told to walk around the fire • Groups told about the safe and low stance
Fire spreading leading to destruction of surrounding area	Staff and guests	• Fire sites should be kept clear of leaf litter • Fires should be monitored by instructors at all times • Instructors to monitor the amount and length of firewood being used and style of fire being built, (Tepee, Pyramid, Long, etc.) • Fire square site should ideally be under a clearing in tree canopy or with canopy at least 4m, (12-13ft) above ground level • Ideally water station by each fire square if not 1:2
Group numbers and fire sites becoming too spread out leading to unsupervised fires getting out of control leading to burns and fires spreading	Staff and guests	• The maximum group size for bush craft is 12 participants to one instructor • For fire lighting the recommended ratio is 8 participants to one instructor • A maximum of 4 fire squares (including a main teaching fire site) can be supervised by one instructor • The recommended maximum ratio of participants to 1 fire square is 4 at any one • Instructors are to regularly visit all fire sites to ensure they are being maintained
• shelters		
Shelters collapsing onto guests resulting in injuries	Guests and staff	• Supervision and, if appropriate, instruction should be provided by instructors to ensure structure built does not cause harm
Cuts resulting from using the knife when used to cut sisal	Guests	• Unless specifically taught (see knife risk assessment), only competent staff are allowed to use knifes during sessions
Lifting and moving large logs leading to manual handling injuries	Guests	• Teamwork encouraged when moving large logs • Groups briefed on safe lifting techniques • Logs too heavy to carry should be dragged or used during the session
• Tools		
Unauthorised use leading to injuries to themselves or others	Guests and public	• Knives, strikers and ignition materials are stored in the centres manager's desk and locked • All other bush craft equipment is stored in the equipment store and locked using a coded padlock • Stoves and fuel securely stored

People using knife inappropriately leading to cuts	Staff and guests	• Staff can use knives once they have demonstrated competence, this includes:
		  ○ Appropriate grip
		  ○ Safe use
		  ○ Correct stance
		  ○ Awareness
		  ○ Training
		• Guests can use knifes once they have received training and have demonstrated competence. This should be carefully measured and be a well-structured process.
		• Only staff approved for teaching knife work can teach this at BF Adventure

Accidental slips with knives leading to cuts to other people and themselves	Staff and guests	• People using the knives should be stationery • All knives not being used must be sheathed immediately • All knives not being used or carried must be placed in a secure box or carried by the instructor • When using knives, they must be in a zone clear of other people (except the instructor when under instruction) at least a tool length away. This can achieved by sitting on prepositioned stumps, creating zones by marking the floor or setting a checking behaviour

Lack of skill or control by guests leading to cuts	guests	• Always used with blades away from body
		• Knives to be kept sharp
		• Staff to demonstrate competence and where necessary, receive training on how to use a sharpening block
		• A series of skill based challenges progressing in difficulty should be introduced which can be used, these can look like:
		  ○ Using a stick / potato peeler to represent the knife to practice technique
		  ○ Stripping bark of green sticks or feather sticks
		  ○ Whittling small sticks

Injuries from sharpening tools leading to cuts and bleeding	Staff and guests	• Ensure a tidy and flat work station with enough space for the task at hand • When sharpening ensure a well-ventilated space and only work the knife away from your body • Wear a glove on the no handled part of the hand to remove excess fluid and metal burrs
Cutting an artery leading to severe bleeding	Guests and staff	• All staff to be first aid trained and to carry well stocked first aid kits • Safe stances when using knives will be taught and actively encouraged. These actively cut away from the femoral artery • Guests using knives will be directly monitored by the instructor unless express permission is granted by the centre manager for guests to operate knives unsupervised • Ensure that there is some clean water nearby to aid cleaning the wound (toilet block or water tap by equipment store)
• cooking		
Cross contamination and ill cooked food	Staff and guests	• Staff cooking with guests will have a level 2 food hygiene certificate

leading to food poisoning		• Where possible, meat will not be used in cooking outside • When meat is to be used in cooking, effort should be made to prepare and cook the meat in a kitchen environment • Meat cooked outside should be prepared in conditions that meet the requirements laid out in the Level 2 food and hygiene certificate
Burns and scalds from handling hot pans	Staff and guests	• Oven gloves to be taken to the cook site • Burn kit and fire blanket available
Inappropriate use of Trangia and storm kettles leading to burns	Staff and guests	• Staff and guests should receive training before use • Trangia to set up in a safe place(s) such as next to a linier feature, in a well-marked area • The base should be stable • All lighting should be supervised by an instructor • Fuel should be stored at least 5 metres away from the Trangia when it is alight or being lit • The stove must NOT be refuelled until the burner unit has been completely extinguished. This is with the cap on for at least 5 minutes allowing enough time for it to cool down • When using the storm kettle, the cork must be removed when heating the water • Care should be taken when pouring out water out of the storm kettle. This should be done in an area away from people as the water can spill from the storm kettle.
Poor hygiene leading to food poisoning	Staff and guests	• Hand washing solution will be used before people handle any food • All pots and pans are to be washed in environmentally clean soapy water

4.7. Canoeing and Kayaking NOP (and rafted canoes)

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures is superseded by this activity specific document.

BF 1. Qualification

1.1. minimum qualifications for operating on site are:
- UKCC L1 coach being deployed by a BCU Level 3 coach
- UKCC Level 2 coach
- BC paddle sport instructor (2019) being deployed by a BCU level 3 coach

1.2. When operating off site a BCU level 2 coach / 4 star leader is the minimum qualification. For specific qualifications see the site assessment contained in the offsite folder

1.3. A BCU Level 1 coach may operate off site on the following locations provided they have attended a specific site specific induction by a BCU Level 3 (old scheme) coach and operate in the specific remittance illustrated in the offsite procedures:
- Truro river (Truro to Malpas)
- Swanpool Bay
- Maenporth Bay

1.4. BCU Level 3 coaches (old scheme) / BCU 4 and 5 star leaders, BCU MWE coaches can work to their remittance (sea, white water* and open water) providing:
- 1.4.1. A site specific risk assessment is completed and approved by the CM
- 1.4.2. Each trip offsite is approved by the CM

1.5. 2 year internal refresher with a Level 3 coach (old scheme)

1.6. Staff with a BCU 2 star and FSRT can be deemed a competent assistant and can assist with the delivery of a large group of up to 12 people, working with a BCU level 1 coach (minimum).

1.7. Swimming pool must have a BCU Level 1 coach in attendance

1.8. Swimming pools may have the requirements of a Pool Lifeguard to be in attendance, BFA will honour this policy

1.9. Canoeing qualifications are wide and varied and have many equivalents. Qualifications not mentioned above can be approved by the CM providing they meet the requirements set up on the Risk Assessment

**White water only for staff training*

BF 2. Ratios

2.1. Kayaking 1:8(2:112 with a competent assist)

2.2. canoes 1: 8 participants (2:12 with competent assistant)

2.3. Rafted canoes is 1:12- adult support may be necessary for younger groups

2.4. With high risk groups the use of competent assistants can be used

2.5. Swimming pool- 1:10 (people with a 2 star or above are not included within these ratios)
- The site specific pool maximum users must be observed

BF 3. Location

3.1. In house- canoe quarry, hidden quarry

3.2. Rivers, small sea trips and estuaries that have been site assessed by the centre manager

3.3. Swimming pool- any pool following a suitability inspection

BF 4. Storage, inspections and maintenance

4.1. Kit is stored at BF adventure:

- Equipment store- wetsuits, PFD and rescue equipment
- Canoe quarry store- everything else

4.2. Checks will be carried out on all equipment every half term and during the summer holidays and recorded

4.3. Buoyancy aids will be float tested annually and recorded

BF 5. EAP

5.1. See BF emergency action plan

5.2. Pool sessions- follow pool procedures

BF 6. Adaptations for groups with disabilities

Canoeing and kayaking (and rafted canoes) Sample lesson plan (on site)

Typical session length	120 minutes
Aims and objectives	Teach participants the basics of paddling Enthuse guests through a positive experience and allow an avenue for progression Ensure the session is as safe as necessary

Equipment Needed	• Kayaks / canoes, paddles, buoyancy aids, helmets (instructors decision),
	• First aid kit, radio, canoe shed key
	• Toys, balls etc.
	• All users of the lake will wear:
	  ○ Correctly fitted buoyancy aid
	  ○ Good fitting shoes
	  ○ Wetsuits are available to guests on cold days
	  ○ Helmets are available if the group and / or the session plan deem it necessary. This decision is the instructor's to make
	• BF adventure has a cover up policy which prohibits the sole use of bikinis and swimming trunks and promotes the use of T shirts and shorts for all users
	Swimming pool:
	• If BFA equipment is allowed to be used it must be washed with clean water before use
	• Helmets are to be worn at the discretion of the BCU Level 1 coach, the following guidelines apply:
	• Nature of session- playing ball games and raft games will require helmets, skill tuition and rolling do not necessarily need helmets
	• Pool shape and depth- deep pools do not need helmets, pools with shallow areas need helmets or boundaries need to be set
	• Participants-if the session is novice playing games and having fun which involves significant and possibly fast movement, then participants should not be swimming in the water. For coaching sessions, it is permissible for people to swim in the water around the kayaks provided the people paddling are experienced paddlers.
	When operating offsite the additional equipment must be carried:
	• Towline
	• Throw line
	• Group Shelter
	• Spare clothes
	• Water / hot drinks
	• Whistle

	• Spare paddles • Mobile phone • Map
Set up notes	All equipment will be visually checked prior to use For all off site activities, an offsite form must be completed and authoried by a BCU Level 3 coach Unlock canoes / kayaks Gather medical information Collect wetsuits if needed
Introduction	Introduce yourself and start building rapport The instructor will brief the following: • Area- identify the safe areas to operate in with the group • Boundaries- set clear boundaries for the start of the session with operating area but also attitude / behaviour • Capsize- ensure that the group are aware on what to do if they capsize • Doctor-medical information • Emergency- ensure the group are aware on what to do if there is an incident • Agree aims for the session • Check swimming ability
Main Delivery	Kit up the group and fit into kayaks Discuss boundaries and safe operating areas Agree behaviour and procedures for capsizes and also in emergencies Set up games and coaching sessions appropriate to the group's aims, suitable games may include: • Tag games • Ball games • Raft games • Races • Movement and rescue skills
Summary	Review what has been learnt and inform people that are interested how to gain further tuition
Pack down	Check the equipment and place back into storage as inducted All damaged equipment taken out of service and reported to the Staff who has this ASR or to the Team Leaders

Canoeing and kayaking (and rafted canoes) Risk assessment

Hazards	Water Weather Rocks Games Kayaks / canoes Other users Pontoon staff SEA, sea trips and estuary's Rivers up to grade 3 Foundation Safety and Rescue Training

Risk	Who it effects	How is this controlled?
Drowning	Guests Staff Public	• All users wear good fitting Buoyancy Aids fitted by a trained instructor • Briefing by a qualified instructor • Life ring positioned at lake side • Staff have rescue training BCU FSRT • Staff are refreshed every 3 years with rescue techniques internally by a Level 3 coach • Staff are first aid trained which covers CPR • Equipment is maintained in a safe state
Hypothermia from falling into the water	Staff Guests	• Users have available wetsuits which will be issued as necessary • Foil blankets available in first aid kits • Staff are first aid trained • Staff working on the lake have access to a radio and can call for assistance if needed • Weather forecast is obtained daily and logged in the delivery diary; any concerns regarding the weather is passed to staff in the morning briefing • OFFSITE- spare cloths and shelter carried
People receiving head injuries in shallow part of the quarry from a capsize	Staff Guests	• Shallow areas of the lake are taught to staff during the lake quarry induction • Shallow sections roped off
People falling onto the rocks and other boats while playing games resulting in injuries	Staff Guests	• Games played are suitable for the environment • Good briefings to groups playing games • Where necessary, helmets can be worn
Injuries to feet and ankles from uneven floor and objects on the bottom of the quarry	Staff Guests	• Good fitting footwear must be worn (i.e. trainers)
Becoming trapped in the kayak during a capsize	Staff Guests	• Training must be provided before using a spray deck. Instructors and guests to be confident in the user's ability to operate the spray deck from a capsize • Spray decks to be checked in line with the safety checks • Kayaks to be in line with safety checks to ensure there are no snagging potentials

		• Footwear have no snagging points that could hinder the user during a capsize
Overcrowding causing the instructor to lose line of sight with clients leading to injuries and poor intervention in the case of an accident	Staff and guests	Ratios are set to the following: • Kayaks: 1:8 (2:12 with a competent assistant, see centre manager) • Canoes 1:8 (2:12 with a competent assistant) • Rafted canoes 1:12 operating a maximum of 2 rafted canoes
Manual handling injuries from moving the kayaks / canoes	Staff Guests	• Instructors and assistants hold either the BCU coaching qualifications or the relevant personal performance award which covers how to move craft around safely • Clients are encouraged to work together • Instructors to promote good practice (straight back, lifting from the legs) where possible
Falling off the pontoon resulting in impact injuries and/ or drowning	Staff Guests	• No running on the pontoon • Signs in place at the pontoon
Rafted canoes falling apart resulting in people falling into the water	Staff Guests	• BFA has specific rafted canoe kits; these are to be used as the primary means for constructing rafts. • The use of these will be covered in the canoe quarry induction
Colliding with other users causing damage and injuries to all users	Staff and guests	• Staff to coordinate specific operating areas to avoid collisions • Activities managed at the time of booking to reduce the risk of overcrowding
Becoming lost off site leading to distress of the group	Staff and guests	• Maps carried on all sessions • Staff inducted to the area • Limitations on location size set out in site assessments • Level 3 coaches or equivalent can operate in a wider setting with approval from the CM, see sea and white water RA
Boats falling off the trailer leading to crush and head injuries	Staff and guests	• Training provided by a BCU level 3 during the off site induction • Team work encouraged and spotting • Step ladder can be used if it is footed • Only staff to tie high attachment points • All knots checked by the driver
Other users leading to collisions and bad relations	Public, staff, guests	• Good group control maintained • Observe all and any rights of way navigation and signposted instructions • Always be courteous to all users of the river • Maintain a respectful level of noise
SEA, sea trips and estuary's		
Tides, races, over falls and other sea conditions causing injury, harm, fatigue or distress to paddlers	All	• When operating in sea conditions, the coach / leader must only operate within their qualification remittance. For a BCU Level 3 coach (old scheme), this is: Moderate Tidal Water/Sea The definition involves; A stretch of coastline including small crossings up to 2 nautical miles offshore with available landings at every 1-2 miles / 1 hour and areas where it is not easy to land. Up to a maximum of 2 knots tide (but not involving tidal races or over falls), winds not above Beaufort force 4, launching and landing through surf (up to 1 metre trough to crest height). file:///C:/Users/Win%2010/Downloads/Environmental_definitions_deployment_guidance_June_18_V1-4%20(1).pdf • Remote site form must be submitted to the centre manager prior to activity and must be approved

		• Towlines, spare clothes and spare paddles must be carried to prepare for a turn in the weather • Maximum ratio of 1:6
Launching though surf leading to injuries	All	• As per the above terms and reference, the maximum wave height is 1 M to crest. • Careful consideration as to how to launch the group to take into account, sequences, setting clear boundaries, setting up actions in the event of a capsize and instructor location. • Helmets must be worn for all landings and launches through surf

Injuries at Sea including hypothermia and the loss of ability to paddle	All	• The following equipment must be carried:
		  ○ Spare clothes
		  ○ First aid kit
		  ○ Survival bag / group shelter
		  ○ Spare paddles
		  ○ VHF radio
		  ○ Tow line (sea kayak)
		  ○ Helmets (Instructor choice)

Staff unable to assist clients in difficulty or in distress due to inability	All	• Staff to be able to operate craft, these to include as a minimum:
		  ○ Canoe and kayak qualifications:
		  ▪ BC 2 star
		  ○ Canoe only
		  ▪ BC Explore in a canoe / BC canoe award
		  ○ Kayak only
		  ▪ BC explore in a kayak / BC Kayak award
		• Staff to be able to rescue by having a minimum BC FSRT
		• Staff to be able to coach games and facilitate simple learning in very sheltered water by having a minimum of a paddle sport instructor qualification
		• There is a raft of equivalent qualifications that can be approved by the CM on a case by case basis

		Rivers up to Grade 3

Specific river conditions leading to injuries including drowning, death and damage to limbs	All	• When operating in White Water conditions, the coach / leader must only operate within their qualification remittance.
		  ○ For a BCU Level 3 coach (old scheme), this is:
		
		Moderate White Water
		Grade 2 white water or equivalent weirs for canoe.
		Grade 2(3) for white-water spec kayaks.
		
		Grade 1 Easy - moving water with occasional small rapids. Few or no obstacles to negotiate.
		Grade 2 Moderate - small rapids featuring regular waves. Some manoeuvring required but easy to navigate.
		
		Grade 3 Difficult - most rapids will have irregular waves and hazards that need avoiding. More difficult manoeuvring will be required but routs are normally obvious. Scouting from shore is occasionally necessary to maintain line of sight.
		
		• BCU 4 and 5 star leaders
		  ○ 4 star leaders- can lead on grade 2 water
		  ○ 5 star leaders can lead on grade 4 water
		http://www.canoe-england.org.uk/media/pdf/BCU%20TERMS%20OF%20REFERENCE%20V4-0.pdf

		• Remote site form must be submitted to the centre manager prior to activity and must be approved • A means of towlines, spare clothes (if the groups personal equipment is not good enough) and spare paddles must be carried Maximum ratio of 1:6
Head injuries from capsizing, impacting rocks and general white water paddling	All	• Appropriate, well-fitting helmets must be worn at all times. • Instructors can allow breaks while on the river bank during lunch if necessary but an overall awareness must be acknowledged by the instructor to take into account terrain, other groups and unplanned rescues.
Equipment failing due to incorrect specification and or use	All	• Equipment used must be suitable for white water use measured against the expected conditions • Equipment for consideration should include: o Kayak- bulkhead foot rests, manoeuvrability, strength, design (volume and designed use), peddler suitability o Paddle- strength, weight o Buoyancy aid- well fitting, floatation o Helmet- strength and fit o Foot wear- grippy and well fitting
Injuries worsening due to poor or ill prepared rescues	All	• Staff must be appropriately qualified, see above • Rescue equipment should be appropriate to the conditions but must include: o Throw line(s) o Means of towing o Slings and Krab (possibly pulleys)
Foundation Safety and rescue Training (FSRT)		
Manual handling related injuries though learning to rescue kayaks and canoes	ALL	The training is designed to move people from being dependant on other while taking part in paddle sport to being independent. The process looks at education people to a variety of rescues that includes: • Moving and handling people • Moving and handling equipment included swamped canoes and kayaks with and without air bags Both of these can be heavy and awkward and have a higher than normal risk of injury, especially to people with pre-existing injuries. FSRT at BF Adventure will: • Make people aware of the risks before the course is set to take place • Encourage and demonstrate good manual handling practice • Educate learners to the risks throughout the course • Allow for reasonable adjustment where appropriate • Use kayaks and canoes with air bags for the majority of the training but will include some without air bags for the purpose of education • Encourage team work but also promote competence with self-rescue
Hypothermia though prolonged exposure to the water	All	Course in the winter should be planned appropriately taking into account the weather and the available personal equipment, this includes: • Informing learners prior to the event what equipment they need to bring • Lending out equipment • Modular sessions to limit exposure to cold water • Possible use of a swimming pool

Impact on heads to other boats during rescues	All	Helmets are not compulsory, factors to be considered before deciding to wear a helmet are: • Ability of the group – very inexperienced people may have a greater risk of head impacts • The type of learning – teaching towing is less risky than unconscious rescue so helmets can be used for a specific part of the session as opposed to the whole training • Weather – helmet may aid heat retention on cold days and also make it harder to hear people on windy days
		○

4.8. Catapult Building NOP

Managed by	Tony Baker
Last review	18/12/18
Next Review	1/2/19

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 7. Qualification

7.1. Induction and experience of 1 x session

7.2. N/A

BF 8. Ratios

8.1. 1:16 (suggested ratio is 1:12)

8.2. Competent assistants

- Staff must have watched a full session previously
- Staff with previous experience can be inducted by TL/CM

BF 9. Location

9.1. Any flat location with room to shoot (50 M approx.)

BF 10. Storage, inspections and maintenance

10.1. Ropes, poles, firing bungees and balls are located in the shed on the lower field

10.2. Equipment is checked every half term

BF 11. EAP

11.1. Mainly for offsite activities and only to highlight differences in on site procedures

BF 12. Adaptations for groups with disabilities

12.1. Longer fringing bungees so people in chairs can fire behind the target

Sample lesson plan for Catapult Building

Typical session length	1-1.5 hours
Aims and objectives	• Planning skills as a team • Creating a structure as a team, cooperating and collaboration • Fun with simple competition
Equipment Needed	• 4 x poles per group • 10 pieces of ropes • Firing bungees • Balls (min of 4 per team) • Guest kit
Set up notes	An area big enough to fire and build i.e. Lower field, grass area by Archery 1, Archery 2. The marquee can be uses with the plastic balls Set up a shooting line, arrange the equipment neatly and lay out scoring zones using rope
Introduction	Introduce the aims of the session and the safety rules. Build rapport and get the group in teams of around 4-8 people.
Main Delivery	**Briefing** • Lifting, 2 minimum to pole • Never drop the poles • Do not build under the pole, build it on the floor and raise it • Always stand behind the structure when someone is firing • Knots to be checked regularly by instructors • Structure must be free standing Demonstration Show the group how to lift the poles and also how to tie a simple square lashing Discuss building options, the usual designs are: A frame Triangle X Building Ask the group to design a free standing structure using the equipment provided that can host the firing bungee. Work with the teams to organise them into small team and help them tie the knots. The structure needs to be secure and freestanding so it's worth getting the knots tied well. The groups should be allowed time to be creative and explore their own designs. Staff should support and encourage and do everything possible to make their designs safe. Games and competitions can be introduced to add value and fun to the session. These could include: • Accuracy challenges • Distance challenge

	• Cricket • Shoot the “staff” (water bombs)
Summary	A discussion based on how they worked together and how they could make improvements for next time
Pack down	Care should be taken when dismantling the catapult and all equipment should be packed away in preparation for the next group

Risk assessment for Catapult Building

Hazards	• Poles • Projectiles • Firing mechanism

Risk	Who it effects	How is this controlled?
Polls falling onto people leading in impact and head injuries	Staff, participants	• Staff running the session must have observed a whole session before running this session • People must not build the catapult "under or inside" the structure. Building mostly takes place on the ground then the structure is lifted into position • The poles and a manageable size appropriate to the group • Structure must be free standing before firing commences • People are not allowed to stand on top of the structures • Staff will monitor a maximum of 16 people, normal ratios are 1:12 • Staff will be first aid trained
Manual handling injuries and impact injuries from lifting and manoeuvring the poles	Staff and participants	• During session, all users are encouraged to carry the pole in pairs • Setting up the session staff are permitted to move the poles on their own. Staff must carefully decide how to do this safely. It is recommended that moving poles is done one at a time.
People being hit by projectiles lading to impact injuries and eye injuries	Staff, participants and other users	• Water bombs, tennis ball and bean bags are the only things to be used, these are soft enough to minimise any injuries • In normal conditions, shooting at targets is best practice • Instructor can allow groups to catch the projectiles they deem the activity suitable • Only the equipment supplied for firing is to be used and this consists of simple elastic / bungee and team towels. This limits the potential force to a low and predictable level • People must not walk immediately in front of the catapult. A safe distance of around 10 meters is to be maintained • A clear shooting area is to be used such as the lower or top field that had good visibility and is manageable by staff
Being hit by the firing system (bungee and elastic) leading to bruises and eye injuries	Staff, Participants	• The structure needs to be free standing, this means that no one is in front of the system while it is being fired • People not shooting need to be behind the shooter unless they are catching • Staff to check all knots before firing and offer advice as appropriate • Staff to monitor all catapults structure and firing systems appropriate throughout the session

4.9. Climbing and abseiling NOP

Managed by	Tony Baker (read and approved by Phil Matthews MIA and technical expert)
Last review	8/2/2019
Next Review	8/2/2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BF climbing Award Scheme has 3 levels
- 1.1.1. BF level 1/ Competent assistant: able to tie in, fit harness and belay participants to assist with the running of sessions, this person will always be supervised by a level 3. This qualification is awarded to staff who have completed the full BFA climbing training or undertake a specific training course
- 1.1.2. Bottom rope instructor – able to set up and run bottom ropes independently
- 1.1.3. Top Rope instructors –able to set up and run tope ropes independently

1.2. Pre 2019 qualifications – these are being phased out but some staff who have qualification pre 2019 may still be current with the following qualifications:
- 1.2.1. BFA Level 2-Able to run top and bottom rope on all climbs listed in BF3.1 except prussic wall
- 1.2.2. BF Level 3- Able to set up and top and bottom roping on all climbs except the prussic wall and can top and bottom rope on the same climbs

1.3. BF Level 2 and 3 awards are externally assessed by an MIA

1.4. BF level 1 award may only be assessed by one of the approved climbing and abseil trainers

1.5. BF abseil award for abseiling, assessed by an MIA

1.6. SPA - for all climbs and abseil in remittance on and off site
- 1.6.1. When operating off site, a BFA level 3 instructor can assist an assessed SPA instructor with belaying and be responsible for a group of up to 8 people under the following conditions:
  - 1.6..1.1. The only operate a bottom top rope system as they have been trained to do so at BFA
  - 1.6..1.2. They can only assist in set up under supervision of an SPA assessed instructor. All persona safety, equipment placement and personal access must be supervised and checked to ensure a high standard of safety equivalent to the SPA standard is maintained.
  - 1.6..1.3. They cannot be left unattended with a group who are actively climbing

1.7. Annual updates essential

1.8. All staff climbing should be refreshed every 2 years

1.9. In April 2014, all staff operating at Granite Planet must be approved to do so by the Centre Manager. They must have their:

- Granite planet induction (run by an MIA) or have enough experience and demonstrate confidence to the Centre Manager

BF 2. Ratios

2.1. 1:8

2.2. 2:10 with a BFA level 1 climbing instructor (competent assistant)

- BF level 1 instructors can assist with the following areas under the supervision of a qualified climbing instructor:
  - 2.2.1. Fitting of harness

2.2.2. Tying in
2.2.3. Belaying and lowering

- The responsibility of the client safety is with the BF level 3 instructor, the assistant must work closely with the instructor and the instructor must be happy and overall aware of their responsibility.

BF 3. Location

3.1. On site

- East Crag
- Slabs
- Asgard
- Splinters chimney
- Colostomy
- Training wall
- Prussic wall- SPA assessed instructors running the abseil and Canoe qualified instructors at the bottom transporting participants back to the shore. From 2019, people will be assessed for abseiling on the prussic wall and will able to operate here and on the accessible abseil
- Accessible abseil (need additional training if abseiling people in wheel chairs or tandem)Granite Planet
- Adventure Barn

3.2.

- Offsite- see the specific off site forms for information on locations and additional controls

BF 4. Storage, inspections and maintenance

4.1. Half termly checks on all equipment and on site locations and fed back to the Team Leaders
4.2. Off site location checks on arrival for safety
4.3. All equipment stored in a warm and dry space according to manufactures recommendations

BF 5. Setting up

5.1. All climbs are set up in accordance with the set up guides located in the "climbing training and resource folder" located in the centre managers office
5.2. All set ups are done / checked by a BF level 3 + instructor
5.3. All climbs are checked by the instructor prior to use by the instructor for signs of tampering
5.4. All equipment is checked visually and also a function test is carried out on the set up
5.5. Harness and helmets will not be left out when there are no sessions taking place for periods longer than 1 hour
5.6. Consideration to groups' safety will be evident either by:
5.6.1. Appropriate area brief
5.6.2. Designated safe areas marked out clearly by the instructor
5.6.3. Kitting up will be done in a safe location
5.6.4. Helmets will be worn in designated areas in and around the active climbing area

BF 6. Equipment for session

6.1. All equipment will be kept in line with manufactures recommendations
6.2. All equipment will be checked Prior to use- visual and functional checks, no records kept for these checks
6.3. Half termly- checks recorded and fed back to the team leaders and centre manager
6.4. All equipment will have an individual sheet detailing its life and end of date use in line with the manufactures recommendations
6.5. All equipment is to be signed out at the climbing store. When the session is finished the equipment needs to be logged in and any comments such as big falls, wear and tear etc. should be logged.
6.6. No smoking is permitted in any BFA PPE

BF 7. Briefing

7.1. Smoking- no smoking
7.2. Jewellery – rings and necklaces removed before climbing and abseiling
7.3. Long hair- tied back or tucked out of the way and loose items made safe or removed
7.4. Equipment- please leave alone
7.5. Cliffs- brief guests what areas are safe
7.6. Behaviour- Inform guests of the appropriate behaviour they need to have when waiting for a climb
7.7. Helmets- when to and not to wear them
7.8. Previous injuries / medical information- invite guests to share relevant information before climbing
7.9. Challenge by choice

BF 8. Main delivery

8.1. Complete system check on arrival to the site (all anchors, ropes and set ups)
8.2. PPE check and function tests of all equipment (harness and buckles, helmets, belay devices, knots and anchors*) immediately before any participant leaves the ground / abseils from ground anchor (if used) to participant.
8.3. All participants taking part in the activity need to wear a well fitted harness and helmet as illustrated in the manufacturer's recommendations
8.4. BFA has a selection of chest harnesses and full body harnesses available to participants who require them. Training on how to use these is provided during training and assessment

** only accessible anchors to be tested i.e. if running a bottom rope then it would not be necessary to check the top anchor points but it would be practical to check the ground anchors. If operating the top rope then it is acceptable to visually check the top anchors on every climb.*

BF 9. Climbing

9.1. Participants taught how to belay in line with their involvement in the session.(i.e. traditional belaying, bell pull or if the instructor belays, how to attach to the rope)
9.2. Attaching people to the rope by either:
  9.2.1. Rethreaded figure of 8, with stopper
  9.2.2. Clipping in
9.3. Communication- a clear system of agreement for when it is safe to climb and come down
9.4. Belaying-
  9.4.1. Instructor belaying- good technique as trained and assessed in BFA training manual
  9.4.2. Participants belaying will always be backed up by an instructor or a competent participant who has been trained and can demonstrate good backing up
  9.4.3. Only DMM bugs or Petzl gri gri's will be used on sessions at BFA by level instructors and guests.
  9.4.4. Italian hitches can be used on top ropes by level top rope instructors
  9.4.5. SPA staff can use other devices they are competent in
  9.4.6. When participants belay with the bell pull system, they must use a Petzl gri gri.
  9.4.7. An instructor working at or for BFA can only operate 2 ropes as a maximum at any one time.
  9.4.8. When an instructor operates 2 ropes at the same time they must be on adjacent climbs and have back up knots around every 3 meters
  9.4.9. All lowering off will have the instructor in control of the rope. This can be done as the "back up" i.e. tailing the rope if the intention is to teach belaying and lowering off to participants
9.5. Coaching- simple techniques
9.6. When climbing off site at Granite Planet the above belaying principles apply

BF 10. Abseiling

10.1. Group made safe and placed in a good position to view the abseil. The use of safe areas and safety lines can be used if appropriate
10.2. Participants taught how to abseil and explained how to detach themselves at the bottom
10.3. Participants are made aware of the safe way back up to the rest of the group
10.4. The safety line is attached to the participant before the abseil area and attached using a karabiner
10.5. Once the PPE check and function test has taken place they can make their way to the start of the abseil and get attached to the abseil rope
10.6. The abseil must be releasable using an Italian hitch and backed up by two half hitches
10.7. Staff accessing the climbs for maintenance by abseiling must follow the following rules:

- Always work with or in sight of another instructor
- Always work on a releasable system
- Use belaying where appropriate
- Apply back up knots to prevent a fall due to descender failure
- Petzl access harness should be used

BF 11. EAP

11.1. Follow EAP procedure located earlier in this document

BF 12. Adaptations for groups with disabilities

12.1. Accessible abseil can be used for tandem abseils or for abseiling chairs down. These both require specific training

Climbing sample lesson Plan

Typical session length	1.5 hours
Aims and objectives	• To have a safe experience • to challenge themselves physically and mentally • to learn about climbing and how its risks are managed • to have a positive experience
Equipment Needed	• appropriate sized harnesses and helmets per participant • rigging equipment • rope • belay devices • ground anchors (optional)
Set up notes	• sign out equipment • Ensure that all set ups are neat and tidy with no unnecessary trip hazards. • Visually check and function test all equipment • Run rope through hands looking for lumps, frays and flat spots • Lay out harnesses for the group to use • Function test belay devices before first climb
Introduction	• Introduce your self • Challenge by choice • Remove loose items, tie hair back and remove rings • Listen to instructions • Medical information
Main Delivery	**Fitting of equipment** • This should be done appropriate to the group and enable them to repeat the process in the future. A system of

	checking should be in place to ensure that all equipment is correctly fitted and to reassure the participant **Introduction and demonstration** • This should visually prepare the group for the challenge, showing them what is expected allowing them to make informed decisions while climbing or whether this is an appropriate challenge for them **Climbing** • All care should be made to make the climbers feel at ease. While connecting to the system climbers are encouraged to set an aim / goal and work within their expectations of the experience. • Activities can be played and techniques taught relevant to the groups and the session aims and objectives
Summary	• A summary of the experience should follow to see if they met the aims of the session
Pack down	• Reset the harnesses and helmets and return to the correct place • Ropes coiled neatly and hung in store • Rigs placed back on hooks in the store • Log in the equipment and note any comments

Risk assessment for Climbing

Hazards	General climbing • Equipment • Falling from height • Quarry edge • Loose stones • Unstable rock • Access path in quarry by the slabs • Belaying • Participants • Lowering off • 2 rope systems • Smoking • staff Training wall Accessing Wheel chair abseiling Tandem abseiling Adventure barn

Risk	Who it effects	How is this controlled?
General climbing		
Equipment		
Equipment failing due to improper use leading to fall from height	Guests Staff	• Instructors to hold suitable qualifications that have competence to show that they have been trained and understand through an assessment of a technical expert (MIA) how all the equipment used for climbing is correctly fitted. • BFA use in house qualifications taught by SPA holders with experience of training staff • The syllabus has been approved by our external MIA assessor • All assessments for level 2 and above are by an MIA • Staff have an annual update to refresh skills • The use of any new equipment is properly taught to staff by appropriate staff
Equipment failing due to improper checks leading to falls from height	Guests Staff	• As part of staff training and assessment staff are expected to demonstrate competence when checking equipment • Checks will be done before every use visually • Detailed checks are to be done every half term in line with manufactures recommendations and use basic templates set by Petzl, these will be logged for future reference • Damaged equipment / equipment which staff are unsure about will be removed from use and if necessary retired or sent away for a second opinion
Falling from height		
Participants falling from height while taking part in the activity	Guests Staff	• All people operating on the activity will wear a safety harness connected to a safety rope / line managed by a competent instructor • Group sized managed to 1:8

		• Maximum of 2 ropes to be supervised that are adjacent to each other
Equipment not fit for purpose failing leading to falls from height	Guests Staff	• All equipment will be stored and kept in line with manufactures recommendations • All equipment will be used as illustrated by its manufactures and for its intended purpose
Quarry edge		
Falling off the quarry ledge leading to impact injuries	Staff Guests	• During set up staff are make themselves safe when operating at the edge by using safety lines. We define at the edge by anything within 1 meter to the edge • BFA has pre made sets of identical rigging systems that include equipment for staff safety, anchor points and belay equipment which is checked regularly, and taught to all staff by approved trainers in one single way on which it is to be used. All climbs are to be rigged using this system to ensure the safety of all associated users (with the exception of the training wall which has a bespoke and specifically trained system). • Guests are instructed on a safe place to wait / view which will be at least 2 M from the cliff edge. For some groups this can be marked off using rope • When guests approach the edge they need to be attached to a safety line to prevent a fall from height • Signs are placed on the entrance to the quarry to warn people about the risk of falling • Kitting up will take place well away from the edge
Loose stones		
People being hit by loose stones falling from the top of the quarry	Staff Guests Other users	• Helmets to be worn under the active climbing areas • Where necessary, safe “no helmet” areas will be briefed • Instructors will monitor the area for unauthorized access to the bottom of the site and if necessary stop the activity
Unstable rocks		
Large rock falls resulting in severe injury and death	Staff Guests Other users	• All known areas of instability are out of bounds and are sectioned off to all access • Any new areas of development are subject to extensive testing / external feedback
Access Path		
Slipping on the access path leading to cuts and bruises	Staff Guests Other users	• Staff always supervise groups in the quarry • Guests are made aware to walk on the path and not to run • BFA has a shoe policy eliminating the potential of injuries through in appropriate shoes such as flip flops, high heels etc.
Belaying		
Injuries through improper belaying leading to falls from height	Guests	• Staff are taught how to operate our belay devices (DMM bugs and Petzl Gri Gri) and are assessed by an MIA in line with manufactures recommendations • Staff are taught and are also assessed on how to use the devices with multiple ropes (a maximum

		of 2 climbers on separate safety and belay systems) • When guests belay, they will be taught (traditional or bell pull – Petzl Gri Gri only) how to use them and always have the rope backed up either by having it tailed by an instructor or through back up knots about every 3 M • Product manuals will be used during the training and will available in the training and resource folder for staff to make references to manufacturer's recommendations
Long hair and loose clothing becoming caught in belay device leading to distress from belayer and climber	Guests	• Long hair needs to be tied back • Scarves and other loose clothing needs to be removed or secured away • Staff to be trained on what to do if this occurs
Rings and watches becoming lodged into cracks on the wall or catching on the corner of holds leading to injuries such as de gloving and bruising	Staff Guests	• Where possible rings should be removed while climbing • If they cannot be removed then a clear briefing provided on what they need to use and not use and participants made aware of the potential hazards • Watches to be removed if they are metal. Plastic and fabric strapped watches are OK to use
Participants altering harnesses between climbs without the instructors knowledge leading to equipment failure and fall from height	Guests	• Immediately before every climb, the instructor will check the entire system from (excluding the set up at the top of the climb when operating the bottom rope) from climber to belayer (including ground anchor when used) to ensure the equipment is still fitting correctly • Guests are briefed not to alter the harness after briefing
Improper belaying by guests due to not understanding the briefing leading to falls from height	Guests	• If guests are to belay, during the briefing instructors will clearly demonstrate how to belay • Before every climb there will be a dry run on the ground where participants demonstrate competence by belaying the climber walking towards the wall • When guests belay they will always be tailed by another participant or be part of a bell pull system • Instructors will tail participants or place back up knots in the rope about every 3 M so in event of a poor lower off there is a system in place to arrest the fall before hitting the floor
Participants with no waist line / top heavy resulting in a poor fitting into the harness leading to falls from height	Guests	• BFA have a selection of chest harnesses and full body harnesses which staff are competent to use and have been trained and assessed in.
Belayers struggling to control the climb and lower off heavy people leading to injuries to the climbers and belayer	Guests Staff	• Where necessary the use of a ground anchor may be appropriate on bottom ropes • On top ropes, an adjustment of the belay position may need to be made to ensure that no injuries occur to the instructor • When lowering using a Petzl Gri Gri, an additional Krab may need to be used. This technique will be taught and assessed before staff use this

Lowering off		
Lowering off too quickly resulting in impact injuries	Guests	• All lower offs will be slow and controlled • All lower off by guests will be in the control of the instructor either by directly belaying them down to the floor or by tailing the belayer with the aim of controlling the lower if necessary
2 rope systems		
Participants falling as the instructors are unable to operate 2 ropes properly leading to fall from height	Guests	• Staff can only operate 2 ropes if they have been deemed competent through assessment • Good group management • Only to be used with suitable groups • Minimum group size of 6 people
Smoking		
Ash and burns from smoking damaging the equipment resulting in the PPE to be less effective and visually poor	Guests Staff	• No smoking is permitted on site or in any of the PPE
Remote and different environments off site leading to injuries and equipment failure and fall from height	Staff Guests	• All staff working off site must have the SPA assessed qualification • All sites must be risk assessed and working off site procedures must be followed • BFA level 3 assessed staff can assist in bottom top rope belaying • All set up and access to climbing must be supervised and checked by SPA at all time • BFA level 3 must only work in the presence of an SPA assessed instructor • BFA level 3 can work with up to 8 people (in addition to 8 people with the SPA assessed instructor)
staff		

Staff making mistakes leading to falls from height including impact injuries and or death	All	• All staff trained internally
		• Internal training will receive an update session every 2 years by the TA
		• Staff are assessed to the following levels:
		  ○ Pre 2019 -BFA has 3 levels of competence:
		  ▪ Level 1 – able to assist with belay, expanding the ratio to 1:10 but working next to BFA level 3
		  ▪ Level 2 – able to belay top and bottom rope unsupervised
		  ▪ Level 3 – as 2 but able to sign off set up
		  ▪ Abseil module – able to run and set up abseil
		  ○ 2019 onwards –
		  ▪ Competent assistant (CA) – this comes from meeting the minimum contact training time and feedback from trainers. CA can assist the ratios up to 2:16 under the supervision of a competent instructor but only managing 1 rope. All set ups need checking.

		▪ Bottom rope instructor and set up and run bottom ropes ▪ Top rope instructor can set up and run top ropes ▪ Abseil module – can set up and run abseil (staffed assessed post 2019 can run the prussic wall too) ▪ Prussic wall abseil- can set up and run abseil in all areas • Assessment of level 1 by trainers • Assessment of level 2,3 and abseil by TA • More info see the matrix in appendix TBC
Competent assistant making mistakes though lack of experience leading to falls from height and or death	Clients	The Competent Assistant (CA) is a progression award issues to staff and possibly young people who complete a full training course. The aim is to enable a pathway to gain experience in a realistic setting using the minimal skills. The following applies to competent assistants: • They will work under supervision of a qualified instructor • They will work adjacent to a qualified instructor i.e. in line of sight • They will be monitored by the qualified instructor who may also be operating 2 ropes
• Training wall- bottom roping		
Managing 2 ropes on the training wall- not being able to intervene quickly enough due to the belayers being on different levels leading to falls from height	guests	• Currently we operate one instructor per rope on the training wall
Trips and falls on the descent path to the training wall leading to cuts, bruises and broken bones	Guests Staff	• Good group control • Extra caution when wet • Equipment fitted at the top of the path so the participants can use their hands if necessary
Participants falling from the ledge on the belay area leading to impact injuries and improper belaying	Guests	• Clean and tidy belay areas • Non climbers and belayers asked to remain in the area around the hut
• Slabs- top roping		
Falling off the quarry edge resulting is falls from height	Staff Guests	• Safety lines to be worn by ALL when operating on the quarry edge. (Participants 3 M and staff 1 M) • Walking is essential (not running) • Set ups to be as free from trip hazards as possible
Stones being kicked off or thrown down hitting people on the bottom of the quarry resulting in impact injuries	Guests	• The group are told not to throw or kick stones over the quarry edge • Instructor to manage the group • Group are to wear helmets below the climbs
Difficulties in group management as the instructor is at the top and the group is at the bottom leading situations and injuries	Guests	• Where possible group leaders, volunteers and additional staff will be used to manage the group • Where this is not possible the instructor must have a radio and is available to call for backup from office staff

		• Where the is no additional assistance then the instructor must maintain line of sight of the group and has set in behaviours and boundaries during the briefing
Participants attaching to the rope incorrectly and the instructor not noticing as a result from belaying from the top of the quarry resulting in falls from height	Guests	• The use of competent assistants or inducted group leaders can be used • There is an obvious squeeze test before any climbing that shows to the instructors satisfaction that the system is correctly attached to the participant's harness
Participants adjusting their harness without the instructor being aware and not being able to fully check as they are at the top of the quarry resulting in falls from height	Guests	• The use of competent assistants will be used where possible • The harness check will take place at the top of the crag before they are due to ascend. • Participants are briefed to leave their harness alone • If there is any question as to whether the harness has been tampered with or altered in any way by the participant then they must return to the instructor for a re check
Falling off the top of the quarry after the climb as the safety line is taken off		• The safety line will remain on until they are at a safe distance from the quarry edge
Abseiling		
Instructors lowering people incorrectly leading to falls from height	Guests	• Instructors to have been trained and have passed a BFA abseil module
Participants losing control of the abseil and impacting the floor	Guests	• Safety rope (dynamic rope with an Italian hitch) used by the instructor to prevent a fall from height.
Participants getting hair caught in the figure of 8 resulting in distress and pain	Guests	• Long hair tied back • The abseil rope is releasable mean that the in the event of hair entanglement, the system can be undone, the hair released, the system retied and the abseil can continue as normal • Instructors trained in this procedure
The abseil rope running over the gate of the karabiner and unscrewing it resulting in falls from height	Guests	• Staff trained with this potential hazard during training and assessed on the correct method of attaching people to the rope is demonstrated repeatedly
Rope burns from descending too fast	Guests	• All descents to be slow and controlled • Safety line in place so the instructors can assist and manage this
Instructors abseiling without safety, losing control and falling from height	Guests	• Only SPA assessed instructors can abseil with personal safety systems suitable for purpose and recognised within the SPA syllabus
Prussic wall - as abseil risk assessment with the following additions		
Incorrect abseiling technique taught leading to falls from height	guests	• Staff with BFA abseil module and a site specific induction by an approved trainer can operate abseiling on the Prussic wall • In 2019, staff will only be assessed on the prussic wall, this will allow staff t operate on both BF Abseil sites

Slipping on the descent path and falling to the ledge resulting in impact injuries	Guests Staff	• A thick rope is in place to aid people to descend • The group briefed to take it slow and descend in a controlled manner • Unconfident people can be coached by the instructor or roped down (SPA assessed people only)
Participants descending into water at the end of the abseil resulting in possible drowning	Guests	• A canoe qualified instructor will meet participants at the bottom in a rafted canoe • PFD's will be fitted to participants before entering the canoes • The safety line to remain attached until the PFD is attached
Falling into the quarry / capsizing into the quarry while untying the abseil at the bottom and returning to the bank safely	Guests Staff	• See canoe risk assessment for control measures
Slipping on the top of the prussic wall when it's wet resulting in distress and cuts / grazes	Guests	• The session is changed / cancelled or sitting on the edge and turning over as an alternative approach is adopted
Participants and staff falling into the water from the top of the quarry resulting in impact injuries and drowning	Guests and staff	• All members of staff and participants on the lower platform will be attached to the stakes via a safety line
Prusiking up the wall and becoming stuck	Guests	• This is only run using MIA or instructors with higher qualifications, who will have the ability to carry out a rescue from above
Staff Accessing the climbing and abseiling sites using abseiling techniques incorrectly leading to injuries and falls from height	Staff	• All accessing never to be done in isolation • Access harness to be used if possible • Systems to be releasable so staff can be lowered to the ground in an emergency • Back up knot pre placed to prevent a fall from height due to faulty equipment or incorrect use of equipment • Staff encouraged to belay if appropriate • 2 x anchor points to be used • Staff are individually signed off by the centre manager
Accessible Abseiling		
Wheel chair falling apart due to incorrect attachment to the safety and abseil line	Guests	• The primary safety is attached to the participant and not the chair, this allows a margin of safety if the chair's structure collapses, then the participant does not result in a fall from height • Staff are trained and a clear picture is displayed on the correct technique used to run the abseil with a wheel chair
Incorrect attachment for tandem abseils leading to falls from height	Staff, guests	• Staff are trained on how to do this • A clear and simple technique and picture are displayed to remind trained staff on how to set up and operate this
Adventure Barn		

Impacting the floor due to rope stretch or incorrect belaying leading to ankle and other impact injuries		• Staff taught that belaying must be carefully monitors in the first 3 meters with the belay rope being kept tight to allow for rope stretch • Rubber matting to be installed
Topping out leading to distress when lowering or higher fall factors		• The anchor point hang below the top of the climbs meaning that the belay team should be able to prevent this • Participants briefed to stop climbing when they can touch the anchor chains
Belayers being pulled off position due to climbers being significantly heavier leading to impact injures and mistakes on belaying		• Ballast bags (new for 2019)will be used and ground anchors in a semi direct configuration
Unauthorised access to the climbing wall possibly resulting in falls from height with injuries including death		• Doors shut when in use • No entry signs in place • Doors locked when not in use
Anchor points and or the structure failing leading to falls from height and or death		• Wall built by professional company • Technical drawings • Annual testing

Injuries though accessing the climbing wall in the adventure barn (maintenance, route setting, tightening of grips etc.) leading to falls from height, injuries and discomfort from hanging in a fixed position and instructors stuck at height	Staff	• If possible, use a footed ladder to route set (see maintenance RA for the use of ladder)
		• When accessing the tower in isolation and using ropes:
		  ○ a releasable working line should be set up, this could be self-belaying on gri gri or ID
		  ○ A redundant system must be in place. This could be a separate bottom rope system with a 2nd instructor or a fixed line with a suitable fall arrest system
		  ○ Another 2 members of staff should if possible be present or be on hand to assist in an emergency. A suitable mean of raising help such as radio or mobile phone should be set up)
		• The access harness should be used for the comfort of the instructor and to avoid injuries from hanging in the harness for long periods. The redundant system should be set on the chest anchor point or the rear anchor point
		• 2 additional instructors should be around in the event of a rescue being needed. In the event of a rescue, once instructor should be belayed up and they should attach a separate bottom top rope system to the casualty. Their new belay system should then be loaded and weight baring and their stuck system released and the casualty lowered down in the new system
		• Staff to receive in house training to include:
		  ○ Use of ladder and belay
		  ○ setting up a static releasable working line

		•

4.10. Climbing, Granite Planet NOP

Managed by	Tony Baker
Last review	January 2018
Next Review	February 2019

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BF Adventure Bottom Rope climbing instructor with site specific induction to Granite Planet

1.2. Maintain BFA climbing status

BF 2. Ratios

2.1. As per climbing and abseiling guidelines

BF 3. Location

3.1. Granite Planet

Main delivery

3.2. As per climbing and abseiling guidelines

BF 4. EAP

4.1. As per climbing and abseiling guidelines

BF 5. Adaptations for groups with disabilities

Sample lesson plan for climbing, granite planet

Typical session length	1.5-3 hours
Aims and objectives	To work with confidence at height Learning to belay and become independent as a climber To operate with a team exploring issues such as trust and communication To have fun and become physically challenged
Equipment Needed	Helmet, Harness Belay devices and 2 x Krab Optional, climbing shoes and chalk bags
Set up notes	None but consider games for traverse room and boulder room
Introduction	Site rule, see local and published rules for the most up to date version. Reinforce the respect for other users
Main Delivery	**Briefing** As per climbing and abseiling guidelines and the following ○ Climbing wall ▪ Not using the lead bolts ▪ Not to walk under other climbers

	▪ To be aware and courteous to members of the public ▪ To be aware of features when climbing and lowering off ○ Bouldering room ▪ Observe local and published rules ▪ No outdoor shoes ▪ Maximum of 3 climbers in the room at once ○ Traverse room ▪ Good group control ▪ Consideration of spotters for certain groups • Warm up in the traversing room, simple games and challenges to keep this fun and allow time for stretching after this. • In groups of 3, demonstrate the belay system and how to climb. • Allow time to practice the procedure and supervise the group climbing offering coaching and support as and when required • As the session allow time for explaining how climbs are graded and allow the group to explore the wall and chose their own climbs. • The use of the boulder room can break up climbing and utilise a different set of muscle group and techniques to enhance their experience.
Summary	Review what they have learnt today and specifically the differences between BFA and Granite Planet
Pack down	Count the kit in and return it BF Adventure stores

Risk assessment for Climbing, Granite Planet

The majority of this risk assessment sit with the climbing and abseiling risk assessment, these risks and control measures are supplementary to those.

Hazards	• Other users • Traverse room • Boulder rooms • Features

Risk	Who it effects	How is this controlled?
Walking under someone else's climb during the lower off resulting in impact.	Other users and participants	• Participants briefed not to walk under people climbing • Group and climbing area managed by instructor to offer a safe working area
Disturbing other climbers though poor behaviour possibly resulting in injuries, falls from height and complaints	Other users and BFA	• Normally, BF Adventure uses the Granite Planet during week days when it is quite. • Groups briefed on behaviour and if necessary consequence set at the start of the session and the group removed if necessary.
Twisted ankles and wrist damage from falling off the wall in the traversing room	Clients	• The wall has a low ceiling meaning participants cannot climb too high • Good ground cover is in place • For young people or people at greater risk then the use of spotter can be used if appropriate.

Falling off the wall in the boulders room leading to impacts	Clients	• A maximum of 3 people to climb at any one time • Groups to be supervised at all times • Instructor briefing to participants not to walk under or behind participants climbing • Harnesses and outdoor shoes removed as per centre guidelines
Climbing into features and hitting heads or falling onto features resulting in small injuries	Climbers	• Briefing to climbers to be aware of features • Good belaying and no slack in the belay system • All lowering controlled/ backed up by the instructor • Helmets to be worn by all users
		•

4.11. First Aid Training and assessing Normal operating Procedures

Managed by	Tony Baker
Last review	February 2019
Next Review	February 20120

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. ITC registered training and assessor:

- Current First Aid at Work qualification
- Teaching qualification (PTTLS)
- Specific ITC training course

BF 2. Ratios

2.1. 1:16 for training and assessment

BF 3. Location

3.1. Indoor spaces large enough for the group being trained

3.2. Outdoor spaces on site taking into account:

- Day light
- Weather
- Terrain
- Other users

3.3. When using locations outside section 3 of this policy must be followed

3.4. Areas near quarry edges and water must not be used

BF 4. Storage, inspections and maintenance

4.1. Manikins

- Stored in the secure store
- Faces are thoroughly cleaned after every course
- Lungs changed after every course
- Faces wiped with antibacterial wipes when a different trainee uses it

4.2. Frequency of checks

- Manikins checked before and after every course

BF 5. Equipment for session

5.1. Staff kit

- Spare first aid supplies
- Flip chart
- Lap top
- projector

5.2. Guest kit

- I x manikin per 2 candidates
- Antibacterial wipes

BF 6. Briefing

6.1. Safety points that need to be covered

BF 7. Main delivery

7.1.

BF 8. EAP

8.1. As section 3

BF 9. Adaptations for groups with disabilities

Risk assessment for First Aid training and assessing

Hazards	• Manikins • Training

Risk	Who it effects	How is this controlled?
Infection from dirty lungs due to improper cleaning of manikins	Staff Clients	• New lungs per course
Contagious diseases from sharing manikin face masks or due to improper cleaning	Staff Clients	• Faces on manikins cleans thoroughly after every use • Manikin faces are cleaned with antibacterial wipes when someone new uses it
Improper techniques being taught leading poor technique and subsequent injuries	Staff Clients	• Staff are trained to ITC standards • Internal and external verifications take place to ensure good practice • First Aid trainer must hold a current and valid first aid ticket
Trainees exiting the course with poor techniques leading to injuries when administering first aid	Public	• Staff standards are maintained through having a valid qualification • Internal and external verifications monitors standards of delivery • External accredited assessments provide assurances that standards are being met

4.12. Hiking NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. WGL / SPA is required for remote areas (see BF 3.)

- On well managed and planned expeditions, a WGL can remotely supervise other staff with groups. The freedom provided depends on the skills and experience of the staff in question and the decision will be made on a bespoke basis

1.2. In house training can be used on fixed routes in easy terrain (argal lake for example)

- The use of competent assistance can support the delivery of session base and be used for remove supervision if appropriate to the group

BF 2. Ratios

2.1. 1:12

2.2. On prescribed routes (routes that take place in easy terrain) an instructor can supervise 12 young people. This can be raised to 16 people if a competent adult is in attendance. This ratio works for direct or remote supervision

BF 3. Location

3.1. Coastal paths

3.2. Bodmin moor

3.3. Dartmoor

3.4. Other site assessed locations (In WGL / SPA remittance as appropriate)

BF 4. Storage, inspections and maintenance

4.1. boots, rucksacks and coats are located in the equipment store

4.2. Compasses are located with the orienteering equipment

4.3. Checks are carried regularly

BF 5. EAP

5.1. Normal EAP apply although staff may need to consider the following and outline these on the remote off site form:

- Evacuating casualties- as per their training
- Splitting or leaving the group to raise the alarm- careful consideration of the competence of the group, assistant leaders, equipment and weather should be thought about here

BF 6. Adaptations for groups with disabilities

Sample lesson plan for Hiking

Typical session length	3-6 hours
Aims and objectives	Independence Navigation skills fitness
Equipment Needed	Staff kit

	• Charged mobile phone • Map • Compass • Group shelter (can be left with the group) • Waterproofs • Spare clothing appropriate to the group and conditions • Hot drink (can be left with the group) • Touch • First aid kit • Emergency food • Whistle Guest kit • Waterproofs • Good shoes • Drink • Food • Spare clothes • Hats and gloves appropriate to the conditions • Maps for the group based on numbers and aims of the session • Compasses dependant on the ability of the group • Offsite form and medical info • Hygiene equipment and toilet roll
Set up notes	Offsite form Kit checks Weather forecast
Introduction	Safety rules and the aims for the walk The location of emergency equipment and the action in the event of an emergency appropriate to the level of supervision being provided
Main Delivery	**Briefing** • Stay together • Walk and be aware of terrain • Kit check • EAP **Main delivery** • Prior to the session the offsite form must be completed in fully and with details of the expected route • Navigation should be taught and exercises put in place to practice this • The group should always be supervised (remote, check point or direct); this will depend on the outcomes of the exercise and the competence and maturity of the group • Check ins with the BF Adventure office should be regular and prompt in accordance with the arrangements on the offsite form A combination of teaching, experimenting and exercises should be used to make the walk a rewarding as possible.
Summery	Check all equipment and the group to see what they learned and if they enjoyed it Check back in with office when back in the bus with ETA back at BF / accommodation
Pack down	

Risk assessment for Hiking

Hazards	• Weather • Navigation • Staff competence • Terrain • Communication (lack of)

Risk	Who it effects	How is this controlled?
Hot weather leading to heat exhaustion and heat stroke	Staff and guests	• Water to be carried by everyone, minimum suggestion 1 litre • Sunscreen to be worn and hats recommended in good conditions • group shelter to be carried • good route choice
Walkers becoming wet leading to hypothermia	Staff and guests	• Waterproof coats to be carried by all • Waterproof trousers are recommended • Waterproof boots are also recommended • appropriate clothes and layers recommended prior to walk and checked at the start of the walk
Cold weather leading to hypothermia	Staff and guests	• Walkers advised on appropriate clothing and this is checked prior to walking • Hats and gloves suggested if the conditions are expected to be cold • Hot drink carried by the group • Group shelter to be carried within the group • Spare clothes carries within the group

Walking in fog leading to participants becoming lost, becoming distressed and leading into situations where injuries may occur	Staff and guests	• Every group will have some level of supervision from a qualified instructor appropriate to the group and the programme they are on:
		  ○ Direct supervision- an instructor stays with the group the whole time
		  ○ Remote supervision- An instructor walks within eye shot of the group with the group following a pre described route
		  ○ Check point supervision-Instructor meet the group at various agreed checkpoints following a pre describe route
		• The use of competent assistants / instructors can be used to reduce the risks with remote supervision and check point supervision
		• A whistle is to be carried between the group and people are encouraged to carry a whistle personally

Walking in snow leading to hypothermia, increased slips trips and falls and getting lost	Staff and guests	• No session to take place if snow is forecast • Groups will be kitted out with appropriate clothes, waterproofs and footwear • All group will have supervision of some kind so intervention and escape can be established
Being blown over by strong wind leading to falls and falls from height	Staff and guests	• No walks are to take place in winds exceeding force 5
The navigation ability of the group being	Staff and guests	• Groups with direct supervision will be guided by the qualified instructor

insufficient leading to getting lost and injuries stemming getting lost		• Groups with some experience and or training may supervised remotely allowing for them to be caught or guided soon after they become lost. The expectation here is that the pre planning with the instructor beforehand take into account possible escape routes and strategies in the event of getting lost to include: o ETA o Escape routes o Communications o Check points o Out of bound zones
Staff inexperience leading to poor judgements and injuries and getting lost	Staff and guests	• Hiking can be split into 2 categories: o The minimum qualification for taking groups walking in remote areas is the WGL o For pre described routes (Argal Lake for example) a specific training course or extensive area knowledge would suffice as long as the route is simple and access to support is easy. • Competent assistants can assist as detailed above, these people can be staff or volunteers or very experienced young people. They become competent through accountable experience (i.e. log books), prior training or other walking awards and can assist by taking on lead roles • Responsibility for all walkers remains with the qualified instructor • In remote settings for direct and remote supervision 1:12 for qualified instructor • On prescribed routes is easy terrain and instructor can supervise 12 young people. This can be raised to 16 people if another adult is in attendance. This ratio works for direct or remote supervision. •
Falls from outcrops, tors, cliff edges etc. leading to falls from height and death	Staff and guests	• Steep ground as defined in the ML syllabus (ground where short rope techniques is likely) is to be avoided • Suitable paths are to be used when walking on the coastal paths
Remoteness of site leading to injuries worsening due to poor communication and access /egress	Staff and guests	• Offsite remote procedures followed • CM / Team leader authorisation needed before permission is granted • Escape routes planned and checked
Injuries to participants and other participants from scrambling and falling from scrambles	Staff and guests	• No scrambling is allowed unless staff hold the ML qualification- this is defined in local guide books as a graded scramble • Staff with SPA may decide to place safety on certain routes in line with their qualifications
Injuries worsening due to limited communication from poor or no phone signal	Staff and guests	• All staff to carry charged phones • All staff training and competent to navigate to safety and manage the group and where necessary evacuate casualties, see above • Route plans with ETA will be left with the BF Adventure office and contact with the emergency services will be made if the group do not check in at the expected time

		• First aid kits will be carried
		• Emergency kit to be carried within the groups should include:
		  ○ Shelter
		  ○ Spare clothes
		  ○ Food
		  ○ Drink (hot and cold)
		  ○ Means of contact
		  ○ whistle

4.13. Kite 2 harness and assisted climbing techniques NOP

This policy also acts as a standalone set of procedures for hire purposes

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2019

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Suggested Qualification

1.1. SPA or greater or Specific training from an expert or a very experienced person or
1.2. Supervised experience of the equipment in use
1.3. Training every 2 years with logged practice every 4 months

BF 2. Ratios

2.1. NA

BF 3. Location

3.1. ZIP wires, climbs and abseils

BF 4. Storage, inspections and maintenance

4.1. Climbing store
4.2. Safety check inspection prior to each use

BF 5. Setting up

5.1. As per training and client needs
5.2. As per manufactures guidelines

BF 6. Equipment for session

6.1. Various CE stamps can be used

BF 7. Briefing

7.1. With young people and carer looking at support needs and aims of sessions
7.2. Look at comfort and safety and outlay expectations of session
7.3. Parents, users and support workers involved in planning and supporting

BF 8. Main delivery

8.1. Fit equipment safety and with respect
8.2. Be aware of manual handling issues; work with parents and carers to ensure everyone is safe
8.3. Small operational test (small haul and suspension)

BF 9. EAP

9.1. A system should set up where the participant can be lowered down

BF 10. Adaptations for groups with disabilities

Risk assessment for kite 2 harness and assisted climbs

Hazards	Staff Dual descents Equipment Retrieval line Users and support workers Hire Manual handling

Risk	Who it effects	How is this controlled?
Staff		
Inadequately trained staff leading to falls from height or distress	Guests	• Staff using the equipment must have appropriate training and experience which is: • Suggested minimum qualification SPA (which suggests that they have been assessed competent in the use of buckles, adjusting, checking of equipment, systems of use, metal work, belaying, knot tying etc.) • Specific training by a competent / very experienced person • Experience of using the equipment under supervision • Full update training must be every 2 years
Staff skill fade due to long periods of not using the kite 2 harness leading to mistakes and falls from height	Guests	• Staff must log practice every 4 months • Practice must be authenticated by another trained member of staff • BF adventure will *aim* for 2 trained staff to be present for sessions involving the kite 2 harness.
Dual descents		
System failure due to overloading leading to falls from height	Guests	• Weight limit of both participants must not exceed 18 stone
Different system leading to confusion and incorrect set up and potentially falls from height	Guests and guests	• This configuration is an optional assessment • This is only to be used in exceptional circumstances and with centre manager approval
Staff		
Inadequately trained staff leading to falls from height or distress	Guests	• Staff using the equipment must have appropriate training and experience which is: • Suggested minimum qualification SPA (which suggests that they have been assessed competent in the use of buckles, adjusting, checking of equipment, systems of use, metal work, belaying, knot tying etc.) • Specific training by a competent / very experienced person • Experience of using the equipment under supervision • Full update training must be every 2 years
Staff skill fade due to long periods of not	Guests	• Staff must log practice every 4 months

using the kite 2 harness leading to mistakes and falls from height		• Practice must be authenticated by another trained member of staff
Equipment		
Equipment failing due to poor maintenance	Guests	• Equipment checked prior to every use and this is logged on safety check form • Storage area is clean, dark and dry in accordance with manufacturer's recommendations • All equipment is stored in line with manufactures recommendations
Equipment used incorrectly leading to critical equipment failure and falls from height	Guests	• See above (inadequately trained staff…) • On pick up of equipment a judgement is made by BFA staff in regards to hirer's confidence and ability • (Where necessary) the equipment forms an addition to the pre-established safety system. • A BF sit harness and or chest harness / full body harness will be used in conjunction with the kite II harness to act as a backup in case of equipment failure • If the addition of a sit harness in addition to the kite 2 harness compromises the safety of the participant or complicates the system then it is permissible not to use it following these conditions: o This decision is not made in isolation and a second and if possible more senior member of staff should be involved o There is a measurable benefit to the participant o The harness is fitted and tested with the person in the kite 2 harness for a period of time to ensure it is fitting perfectly
Helmets interfering with the fit of the harness and the comfort of the participant leading to distress	guests	• If the helmet is becoming a barrier and wearing it in conjunction with the kite 2 harness then it can be removed *Please note this is not to be done lightly and all effort should be made to include this into the zip*
Slipping off the fitting chair during the fitting of the kite 2 harness leading to distress and complication due to pre-existing medical conditions	Guests	• The chair must be fit for purpose this includes: o Non slip surface o Deep enough to accommodate the harness o Slightly reclined reduce the risk of falling forward o Additional people to act as additional support as required o The pulley system to be secured in place by the use of a safety line to prevent the harness being pulled forward
Operation of the lower off being difficult due to the gri gri being placed too high leading to distress and	Guests	• The gri-gri is taught to be as low as practically possible to during the set up

complication during lowering		
The kite 2 harness impacting the descent platform during take-off causing minor impact injuries to the lower spine	Guests	• The exit of the platform should be slow and controlled • The trolley is attached via rope to the vertical zip pole behind its relative take off point • Attaching to the kite 2 harness should happen as close as safely possible to the edge of the launch platform to minimise the drop in height limiting the possibility of impact
User and support workers		
The user's needs leading to misuse of the equipment leading to falls from height and distress	Guests	• The instructors to work with the users and associated parents / carers to ensure that the equipment is properly fitted and used • The instructor to have experience of working with a variety of different types of people and is experienced enough to adapt the equipment as per training • Staff only to operate as trained, adaptions should not happen without consent and approval from the centre manager
More users than safety lines leading to falls from the platform	All	The support of the users may dictate additional people on the platform to facilitate transferring, hoisting and operation. The trained staff member can decide not to issue safety lines or helmets to support staff if its beneficial to the support need of the user, these guidelines should be followed: • Rope barriers should be in place when people are on the platform • All users briefed on the hazard of falling from the platform • Staff should work to minimise the number of people on the platform as far as practical • During the "clear" stage, all non-essential should be cleared off the platform or at the back fence well away from any rope and participant movement • Any user needs to be near the participant during "take off" will need a correctly fitted harness, helmet and safety line
The users unique and in specific circumstances complex needs leading to injuries through normal use	Guests	• All users identified as possibly needing the use if the kite 2 harness will from April 2018 be asked to complete a more detailed medical form. This will be used by staff to formulate a plan in conjunction with the parents before hand • A specific acceptance of risk form for users with a disability will be available for review from April 2018 that will inform parents of the inherent risks • Users are invited for a pre site visit beforehand where possible free of charge to consider the use of the zip wire and its suitability.
Hire		
Inexperienced use from people hiring the equipment leading to	Guests	• The hirers of the equipment must accept full responsibility for the use of equipment and for any and all accidents and incidents by

falls from height, distress and damage to equipment. This will also lead to damaged reputation towards BFA in regards to its ability to operate safely and reasonability		agreeing to the hire agreement and terms and conditions of use. • The risk assessment and NOP of the equipment must be read and understood • A period of checking the equipment between the hirer and BFA must take place and both parties must be assured that: • The equipment is fit for purpose • The staff operating the equipment are competent
Retrieval line		
The user becoming tangled in the retrieval line during descent leading to rope burn, sudden jolts and entrapment including strangulation	Guests	• Retrieval line only used when required • Excellent rope management in place to ensure smooth deployment of rope • Rope to be secured to trolley to prevent sudden impacts directly on the person •
Staff injured including rope burn and being pulled from the platform	Staff	• Gloves to be worn by the staff to reduce the risk of rope burn • The rope should pass through a Krab attached to a staple on the zip pole 1 and 2. • Excellent rope management to include: ○ Ending the rope to ensure smooth deployment ○ NO coiling as this may create lops and twists which can snag ○ Rope and staff positioned separately so running rope is clear of staff ○ The platform should be tidy and as clear as practical of objects and people
Manual Handling		
Injuries from lifting the participant into the harness or in preparation for the activity	Staff, users	• 2 x trained BF staff is *preferable* during sessions involving the kite 2 harness • The decking should be clear of obstructions such as rope • Non slip decking is in place to reduce the chance of a slip • When fitting the harness a variety of techniques can be used. One of note is transferring the users to a simple unarmed chair and asking them to lean forward while the harness is slid under them (as per training) • Mechanical hoist can be used to lift a participant from a wheel chair and into the fitting chair. Operators of the life must have suitable training, it is acceptable for the users support workers to provide this • Manual lifts are a suitable means of lifting someone should mechanical options not be available or practical, in these situations staff need to consider the following: ○ Size and weight of the user. A minimum of 2 staff but 4 would be better

		○ Lifting system- a specific lifting sling or the blue BF carry chair should be used is appropriate. ○ The process should be discussed with the parent / carer before the transfer is undertaken ○ Clear communication is needed and agreed before hand ○ Moving / walking with the user is not necessary. Once lifted the wheel chair should be removed and the fitting chair place directly under the participant as quickly as practical. ○ Remember the user, carers and parents know far more about how the users wants to be transferred, their advice should be sought out

4.14. Low Ropes NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BFA Adventure quarry trained

1.2. An Adventure Quarry sign off will be sufficient to run the low ropes providing the instructor has experience on the low ropes course and has read and signed this NOP

1.3. 2 year refresher

1.4. Third party users may use the low ropes if they have had appropriate prior experience an induction by a BF Adventure member of staff and have read this NOP

1.5. Competent assistant – these are trained staff awaiting assessment

BF 2. Ratios

2.1. 1:12

2.2. 2:16 with competent assistant

2.3. Some sessions may require additional support in the form of staff members or volunteers, for extra group/risk management. (If a volunteer is utilised then highlight what is expected of them and ensure they understand.) Consider holding back participants from starting elements of the course until the group is together – to help with group management, if another staff member is unable to help

BF 3. Location

3.1. Purpose built low ropes course at BF Adventure

BF 4. Storage, inspections and maintenance

4.1. All equipment is stored on location in the lower green metal container. This contains the metal poles for the pole crossing, and a number of pans for the water carrying challenge.

4.2. Checks should be carried out before session to ensure the area is safe to use. Inspection and maintenance should be in accordance with the termly ASR checks with issues addressed as required.

BF 5. EAP

5.1. See on site activities

BF 6. Adaptations for groups with disabilities

6.1. Consider how many metal poles are on offer for the pole crossing.

6.2. Consider direct intervention – the right amount will need to be constantly assessed to offer the right amount of challenge for participant achievement.

Low Ropes Sample lesson plan

Typical Session Length	1.5 hours (adaptable as needed)
Aims and Objectives	• To encourage team work • To develop cognitive and communication skills • To be fun and engaging • To be safe
Equipment Needed	• All equipment is already set up, except the pole crossing and the tyres and plank • Pans for the water challenge (as needed) • Blindfolds (as needed)
Set-up Notes	• Check the low ropes before use • Visual check of apparatus before use • The elements of the low ropes that require setting up are the pole crossing (the metal poles should be readily available) the tyre and planks (planks should be checked to ensure they are still usable, and the station set up accordingly) and the rope swing (depending on group ability the platforms can be moved varying distances to add or lower the challenge as needed.)
Introduction	• Introduce yourself and other staff as necessary • Introduce 'Challenge by Choice' • Safety rules, stay in area, listen to instructions, any other instructions relevant to session, refer to risk assessment and training, movement on wires, movement as a group, spotting, • Medical information

Main Delivery	• Instructors to place themselves in a position of maximum usefulness – i.e. dynamically look at the risks and place themselves where they can best be managed.
	• Utilise other staff/ volunteers in accordance with the above. Prioritise elements with a higher element of risk (consider height factor)
	• Guests can be used to aid the safety of the session through appropriate dynamic training by the instructor (spotting, direct encouragement through the use of offering a hand for balance, etc.)
	• Dependant on the groups and their aims for the day. The low ropes course can be used so each element flows continually, or can be used in isolation. Each element offers its own challenges and so can be used to build confidence in participant's abilities and skills. Each element can be repeated as much or as little as needed for the desired outcome.
	• Each element should have a small, dedicated safety brief. This can be instructor led or guest led, however all relevant areas of safety highlighted in the NOP and risk assessment must be covered, and understood by all participants and observers.
	• Use of games and extra challenges
	  ○ Water carrying challenge;
	  ○ Standard challenge

Summary	This can be done to fit the group's needs. Reviews can take place throughout the session – and consider reviews during elements that groups appear to be struggling on. A session review can take place at the end of the session
Pack down	• All equipment used to be returned to the correct storage area.

Low Ropes Risk Assessment

Hazards	General, including postman's walk Pole crossing Foot wires Trust V Postman's walk Vertical cargo net Multivine Rope swing Counterbalance

Risk	Who it effects	How is this controlled?
General , including postman's walk		

Injuries from poor instruction based on staff lack of knowledge leading to falls and impact injuries	All users	• Staff will have received the following training:
		  ○ Internal training session with observation
		  ○ Adventure Quarry sign off with an induction to the low ropes course including reading the NOP
		  ○ Previous experience of working on a low ropes course which is approved by the Centre manager with an induction including reading the NOP

Equipment / apparatus failing leading to falls, impacting injuries and or crush injuries	All users	• Equipment built by BF staff with experience of building / maintaining low rope activities • Low ropes checked regularly and finding recorded • The course is inspected annually by High Time and recommendations implemented
Falling from apparatus awkwardly leading to twisted ankles, neck and back injuries	Guests	• Good briefing and suitable behaviour i.e. Step down instead of falling down • Soft ground cover to be in place • Apparatus set at suitable height • Consideration of spotters depending on group and abilities • Users briefed to always have hold of a person, a pole or someone holding to a pole • Lunging for secure points discouraged

Overcrowding on apparatus leading to structural failure or participants falling from lack of space	Guests	• maximum users size (see later in risk assessment) must be adhered to at all times
		• Group management advised, this could be but not limited to:
		  ○ The group to stay within a 3 pole gap
		  ○ 1 person move at a time
		  ○ Groups to spot every move
		Maximum of 4 people per wire and 8 people per platform

Inappropriate use of equipment leading to impact injuries	Guests	• instructor briefings to include no jumping / launching to elements, • if necessary, participants are shown how to use the apparatus • clear briefings or agreements between the groups and the instructor detailing correct methods of operation • monitoring by staff and reinforcement of rules

Poor positioning and or awareness of the instructor resulting in them not being able to intervene resulting in falls	Guests	• Instructors to maintain line of sight and a position of maximum usefulness • Instructors to remain ready to interact i.e. no hands in pockets or on the phone etc.
Watches, necklaces and bracelets being grabbed by other participants resulting in breakages and minor injuries	Guests	• Where appropriate, jewellery should be removed prior to taking part on the low ropes
Rope burns from slipping while holding ropes	Guests	• Appropriate briefing • Appropriate challenges set • Support provided for struggling participants
Pole crossing		
Falling from height by placing poles in the high level holes leading to impact injuries	Guests	• Soft ground covering • Participants encourages to use lower holes and remain below the instructor waist height
Slipping and impacting the static vertical wooden poles with their bodies resulting in impact injuries	Guests	• Participants encouraged to use 3 points of contact • Participants are advised to support each other • Participants advise not to “over stretch” to avoid soft tissue injuries • 2 people per peg maximum
Foot wires		
Slipping from the wires resulting in impact injuries	Guests	• Participants advised to walk on the wires with toe to heal or using the arches • Participants advised to take their time • Appropriate shoes (as per footwear policy)are to be worn • 5 people max per wire • Participants on foot wires advised to face towards the middle of the course
Trust V		
People falling onto the wires, leading to impact injuries and grazes from the wire	Guests	• The activity must be done by 2 people at the same time • People must stay on a single wire and not walk on both at the same time • Fingers must not be interlocked, an appropriate grip is palm to palm
Vertical cargo net		
Falling from height resulting in impact injuries	Guests	• Participants are not to have their feet above head height of the instructor • Advice provided to have their hand on the rope at their head height and to have 3 points of contact if necessary • Advice provided to have their body and weight close to the net • 6 people maximum on the net at any one time
Rope burns from slipping with the net	Guests	• See above
Multivine, tension traverses (as general +)		
pendulum swing resulting people and or apparatus causing injuries	Guests	• Activity designed to minimise injuries • People advised to face inwards meaning that a potential fall will be away from (out from) the apparatus

		• Spotting required by staff and or other users
Rope swing		
Participants unable to hold body weight and sliding down the rope resulting in rope and friction burns	Guests	• Knot placed in the rope to aid them holding their weight • Spotting and assistance can be provided where appropriate
Impacting group members who are on the platform and knocking them to the floor while swinging across	Guests	• Challenge appropriate to the group • Group behaviour monitored and managed • Instructor to spot if necessary
Overloading the rope	Guests	• One per on the rope at any one time
Fall from height from participants climbing the rope	Guests	• Clear challenge set that does not include climbing the rope • Instructor supervision • Clear briefing
Counter balance		
Plank slipping / falling / failing resulting in a fall from height (1 M)	Guests	• Ensure that the plank is flat and uses the whole width of the platform • The plank should be weighted with all available group members providing this does not become dangerous or over crowded • People walking the plank should do so slowly and cautiously so an awareness of the tipping point established • Staff to spot the person walking the plank

4.15. Nature Trail, Circular Walk, orienteering (at BFA) NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. None required but all users must have access to this NOP and have read this prior to use

1.2. First aid qualification is recommended

BF 2. Ratios

2.1. Recommended 1:30 maximum on all sections

2.2. This activity can be done without supervision

BF 3. Location

3.1. BFA nature trail, orienteering course and circular walk

BF 4. Storage, inspections and maintenance

BF 5. EAP

5.1. BF Adventure staff- follow EAP

5.2. Visitors-Follow guidance in the packs

BF 6. Adaptations for groups with disabilities

6.1. The green route is wheel chair friendly and take in the sensory trail

6.2. This activity may not be suitable for the majority of people with disabilities, see guidance from the centre manager

Sample lesson plan for nature trail, circular walk and orienteering

Typical session length	Green route (abled bodied group) 30 minutes Green route (disabled group) up to 1 hour Green and orange route – 1 hour Green, orange and red route 1.5 hours
Aims and objectives	Explore the quarries and nature at BFA Learning about BF Adventure's habitats and wild life To be interactive and fun
Equipment Needed	• Packs at least 1 to 3 participant • First aid kit • Charge phone / radio • Pens, pencils, crayons • Wellies if walking the red section for the nature trail or the circular walk
Set up notes	Ensure at least 1 pack per 3 people

Introduction	• Stay together
	• Action in the event of an emergency (see packs)
	• Action for:
	  ○ Horses-quiet and move slowly and wide
	  ○ The lane- single file and no stopping
	• How the pack, map and nature trail works

Main Delivery	Start in the outdoor classroom and follow the route around site making your way to the numbers posts and signs
Summary	Review learning
Pack down	

Risk assessment for Nature Trail, Circular walk and orienteering

Hazards

- Quarries
- Water
- Other users
- Getting lost
- Remoteness (in an emergency)
- Bogs
- Off site and public right of ways
- The lane
- Land owners

Risk	Who it effects	How is this controlled?
		Quarries
Falling over a quarry edge leading to significant injuries and or death	Users	• All way points are away from cliff edges except for the water quarry sign which is placed 2 meters away from an obvious cliff edge • All gates are leading to quarries are closed and the most risky areas are padlocked and have signs placed
		Water
Falling into water quarries leading to	Users	• All routes are on well-defined paths • All bodies of water have life rings located • Deep water signs are placed where appropriate

drowning and hypothermia		Contact numbers provided for main office on groups packs for "in the event of an emergency"
Other users		
Participants wandering into other activities such as archery, zip wire, climbing sessions and becoming injured or injuring others	Users, other users	• Other activities have in their NOPS for addressing others users (such as archery over shoot area) • The main walk ways naturally lead people into safe areas • Gates and not accessible areas have gates and in more risky areas these gates are locked.
Getting lost		

People becoming lost, distressed and wandering into more dangerous situations	Users	• The routes are on well-defined paths
		• Maps are provided
		• Groups who have less navigation ability or are not emotional mature enough to be unsupervised should be supervised by an adult
		• Contact number for BF Adventure is on nature trail maps
		• Recommended supervision:
		  ○ 1:30 as a maximum ratio. This is suggested for groups of young people
		  ○ 1:10 is a suggested ratio for groups of young people
		  ○ NO supervision is an option for groups who are self-reliant and emotionally mature
		• Action in the event of getting lost:
		  ○ Stay together
		  ○ Back track steps
		  ○ Call BF Adventure office on the numbers in your pack

Remoteness in an emergency		
Injuries becoming worse due to being away from the main site or because visiting groups are not first aid trained	Users and visitors	• BF Adventure recommends that all visiting groups have a first aid qualified person with every group • BF Adventure recommends that every visiting group has a charged mobile phone with every group • All walks have good access although in an emergency, access can be difficult • On packs there is an action plan for what to do in an emergency including contact numbers for the BF Adventure office •
Bogs		
On the circular walk and the post in the hidden quarry there are bogs that can get deep (1 M) in wet conditions. These could lead to distress, minor injuries and hypothermia	Users	• Good shoes to be worn, wellies and spare clothes if doing the red route section of the nature trail is highly recommended
Off site and public rights of way		
The red section of the nature leads onto a public bridle way. Other users such as horse riders and cyclists may use this track and can	Users	• Groups to be briefed and made aware of the other users • Supervision is recommended for younger or less experienced groups • Good group control and a courteous attitude to other users should be briefed

lead to impact and crush injuries.		• With horses, the groups are briefed to be quite and move slowly past the animal and its rider.
The lane		
There is about 100 meters where the lane is to be used. This has access to vehicles to the local farm infrequently that result in crush injuries or death.	Users	• Good group control • Group not to hand around on the road and make a steady progress to the bridle way or to the centre.
Land owners		
Wandering off footpath onto other people's property leading to distress and upset land owners	users	• 85% of the walk happens on BF Adventure property • When off site, the paths are clear and a map is provided
Adventure Quarry Perimeter Path		
Rock falls leading to impact injuries and or death on the splinter to bridge path	All users	• The new bottom path is well clear of any potential / theoretical rock falls • The top path is a well-established path that has a fixed rope hand rail in the boulder pile. The route has been and is well used and has not shown any sign of movement in a long time. This contributes to is low to medium category rating • Staff and leaders to keep an eye out for loose rocks and all movement / suspected movement is to be reported immediately to the DM and CM.
Rock falls in the grand piano area leading to impact injuries and death	All users	• This area of potential danger is clear as the new path in 2015 has rerouted around the area by creating the new bridge crossing by duck island
Falling from the down climb leading to impact injuries and potential breaks	All users	• The rope pass through 2 independent petzl hanger anchors drilled into the rock by experience people (tony Baker (CM) and Andrew Hunt (maintenance manager) using techniques familiar to them. Each anchor point holds a 18-25kN of force depending on the angel of force which in every case is towards the higher end of the scale • People are informed that the walk is physically demanding before they partake. Signs are in place. • Option to avoid the scramble net and down climb is available by use of the raft crossing • Rope in place to assist in down climbing • Spotting can and is recommended for everyone coming down the down climb • The down climb is 1 M high • No jumping from the down climb
twisted or broken ankles from walking over the granite boulders	all users	• Groups ability assessed as appropriate by staff • Where necessary staff can plan in additional support or help for people with balance or coordination needs • Groups briefed only to walk. Running is not permitted • In wet conditions the rocks are slippery. Staff need to consider the group's ability

Falling from the path into the water or onto the path leading to impact injuries	All Users	• People briefed to walk • People briefed to work together • The area between the cargo net and Burma bridge platform is wide enough to provide a safe passage providing participants had a good level of balance. • People without a good level of balance need one to one support from a competent individual

4.16. Off site (non remote) NOP to include non-adventurous activities (see below BF 3)

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. None- Staff must be BFA level 2 unless running an offsite walk such as Argal walk which has separate operating procedures.

BF 2. Ratios

2.1. 1:8

2.2. When operating offsite we strive to operate with 2 adults present although at times this is not always possible. See the safe guarding policy for advice in these circumstances

2.3. Additional adults can assist to allow more guests to operate off site, these include volunteers, trainee instructors (Apprentices and level 1), teachers / youth workers / groups leaders, any other BFA staff

BF 3. Location

3.1. This NOP allows staff to operate off site running any of the activities listed in section 3.3 following all NOPS

3.2. The following activities are included in this NOP and risk assessment:

- 3.2.1. Beach's- games, building sand castles, exploring, paddling to knee depth on suitable beaches (see site assessment)
- 3.2.2. Rock pools- exploring,
- 3.2.3. Crabbing
- 3.2.4. Bowling
- 3.2.5. Use of indoor and outdoor parks / play areas
- 3.2.6. Museums, tourist attractions, restaurants and walking in and around towns
- 3.2.7. Walking in suitable locations with good communication (less than 20 minutes from transport with easy walking or be in visual contact with the transport)
- 3.2.8. Swimming at Swimming Pools

BF 4. Storage, inspections and maintenance

4.1. NA

BF 5. Setting up

5.1. Staff must complete the offsite form in the diary

5.2. Staff must inform the duty manager or team leader of their intention / proposed activity

5.3. Must have appropriate Equipment (see risk assessment)

5.4. Staff must report back in with the duty manager when back on site

5.5. Suitable means of communication (charged mobile phone / VHF Radio)

BF 6. Equipment for session

6.1. Normal first aid kit (BFA bum bags)

6.2. Throw line (if operating on non-lifeguarded beaches)

BF 7. Briefing

7.1. Stay together

7.2. Medical information (before leaving site)

7.3. Appropriate behaviour / language suitable to the environment

7.4. Paddling in life guarded beaches only up to knees

BF 8. Main delivery

8.1. NA

BF 9. EAP

9.1. Follow EAP

BF 10. Adaptations for groups with disabilities

Offsite (non remote) Risk assessment

Hazards	Working away from BF Adventure site Weather Interaction with the public Beaches Rock pools Crabbing Sports facilities Non adventurous activities Walking in “non remote” locations Swimming Pools

Risk	Who it effects	How is this controlled?
Poor weather having a detrimental effect on the group leading to heat related heat related or cold related injuries and conditions	Staff Guests	• Staff to prepare the day based on the weather conditions • Hot day- plenty of water and sun cream • Cold day- spare hats, gloves and access to warm drinks • Wet day- spare waterproofs
Staff not experienced enough to recognise and identify hazards dynamically putting the group at risk	Staff Guests Public	• BFA uses level 2 and above instructors who have 2+ seasons of experience on offsite activities as the lead instructor • • Venues on NON REMOTE locations have low risk activities and in some cases other supporting structures (i.e. lifeguards)
Limited access to BFA staff and resources leading to a poorer first aid provision and staff support should groups become difficult	Staff Guests	• Groups are appropriately staffed • Volunteers used as necessary • Staff complete offsite log in the diary • Staff seek permission from Duty manager / team leader before going off site. • Duty manager / team leader makes the decision as to whether the proposed off site activity is suitable before giving permission •
Inappropriate interaction with groups and the public leading to BFA losing its good reputation and the public have a bad experience	Public Guests BFA	• groups taken to appropriate sites • groups briefed • behaviour managed • groups removed from the site due to poor behaviour
The group needing assistance and not being able to contact site leading to situations worsening	Staff Guests	• During site choice, a suitable system of communication will be established. Should a location not have a simple system of communications (no mobile signal and no nearby phone boxes) then it will be classified as remote

		and the off-site (remote) NOP will apply(see NOP for remote off site risk assessments) • If the group are not back by the ETA on their sheet then the duty manager will use the contact on the off-site form • Following a 30 minute period unable to contact the group and the group not being back on site then a member of staff will go and look for the group. • Following an hour with no contact and the group not being on site then the EAP will be followed
Venue specific hazard not being covered in this risk assessment leading to injuries	Guests, staff, public	• All sites used must agreed with the DM as suitable before leaving the site and meet the criteria in this risk assessment
Beaches		
Being cut off by the tide leading to drowning and hypothermia	Staff Guests	• Guests only to enter the water up to knees on life guarded beaches between flags unless express approval from a DM is gained prior to leaving site • Local signage will be sought and actioned • Groups and instructors to stick to the beach and rock pools that are easily accessible i.e. no climbing, Coasteering or scrambling
Sand getting into eyes	Staff Guests	• Clean water to be carried in first aid kits • Kicking and throwing of sand is considered poor behaviour and will be discouraged
Participants becoming trapped / buried by sand in large holes	Staff Guests	• Large holes to be monitored and discouraged • No tunnels between adjacent holes to be built
Being swept out to sea while paddling leading to drowning	Staff, guests	• Staff to brief and ensure that participants never go deeper than their knees into the sea • Beach site assessed as not suitable for paddling are not to be used for paddling • Throw line taken to non-lifeguarded beaches
Rock pools		
Slipping and falling leading to cuts and scrapes	Staff Guests	• Group briefed to walk and take care • Good secure footwear to be worn by all
Falling into rock pools and drowning	Staff Guests	• Good group control • Instructor is first aid trained with CPR skills included in their training
Damaging wildlife through exploring activities	Environment	• Staff to brief and monitor group and how to handle / interact with the wildlife found in rock pools
Crabbing		
Falling into the water and drowning	Guests	• Good group briefing • Good group control • Throw bags to be carried by the instructor
Injuries to crabs and guests through improper handling	Guests Environment	• Staff aware of how to handle crabs • Staff to brief proper techniques • Staff to monitor the group
Indoor and outdoor sports- purpose built and managed facilities		
Injuries due to lack of local information	Guests Public Staff	• Local information followed
Injuries due to poor equipment and clothing	Guests Staff	• Secure footwear to be worn • PPE used if appropriate

		• Skate parks-helmet, knee and elbow pads
Failure to listen to marshals / site specific staff leading to injuries to people and the possibility of other groups not using the facilities in the future	BFA Public Staff Guests	• Staff to support the marshals / site specific staff's decisions unless there is a good cause to believe there is discrimination • The groups to be removed from the site if appropriate
Injuries to soft tissue due to poor warm up	Staff Guests	• The group will be warmed up appropriately for the activity in question
Apparatus failing due to poor maintenance leading to falls or impact injuries	Guests	• BFA staff will visually inspect the apparatus before and will monitor the equipment during use to ensure it is safe to use using their best judgement • Equipment will be used as instructed / illustrated or as intended as per its build (i.e. if there is only one seat then it is intended to be used for one person
No activities- museums, walking around towns, tourist attractions, restaurants		
Allergic reactions while eating food	Guests	• Staff to be aware of food allergies at the time of booking and any food consumed should be appropriate • Epi pens to be carried if users have this stated on their medical information
Walking in defined "non remote" areas of nature i.e. woodlands, quarries, nature trails		
Becoming lost leading to injuries worsening and fatigue	Staff Guests	• Areas defined as "non remote" will be within 20 minutes easy walking to the access vehicle. This will be on well-defined paths such as nature trails. • Communication should be considered good i.e. good phone signal or an easy means of contacting assistance from public phones or rangers / wardens etc.
Swimming in Swimming Pools		
Breach of cover up policy	Guests	• BFA's cover up policy is not applicable during because of the advice and rules set by the swimming pools

4.17. Off site (remote) NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. See site assessment

BF 2. Ratios

2.1. See site assessment

BF 3. Location

3.1. Refer to site assessment

BF 4. Storage, inspections and maintenance

4.1. NA

BF 5. Setting up

5.1. Remote off site from to be completed in detail and handed to the duty manager /team leader

5.2. This must be approved by a manager, the form signed before the instructor leaves site

BF 6. Equipment for session

6.1. Appropriate spare clothes

6.2. Group shelter (if deemed necessary in site assessment)

6.3. Any other equipment assessed in the site assessment

BF 7. Briefing

7.1. Safety points that need to be covered as detailed in site assessment

BF 8. Main delivery

8.1. Group medical information and where necessary medication must be taken and accessible during the off site activity

8.2. The group must sign back in with the manager upon return to the site

8.3. Late arrivals must communicate their new ETA as soon as possible

BF 9. EAP

9.1. Normal EAP applies

9.2. In the event of a late group:

9.2.1. Duty manager to contact instructor at ETA on remote off site form

9.2.2. This should be attempted for 15 minutes

9.2.3. If no contact, then the manager will arrange for a team of staff (min 2) to take the grab bag and investigate

9.2.4. Should there be no contact with the group for over 1 hour then the police should be called on 101 and informed

BF 10. Adaptations for groups with disabilities

Off site (remote) risk assessment

Hazards	Unable to contact office Site specific hazards

Risk	Who it effects	How is this controlled?
Unable to contact the office or medical services should an accident arises	Staff, guests	• Where possible, a well charged means of communication should be carried • Every mobile number of the group must be placed on the offsite form • Office staff informed of location, proposed activity and ETA back onto site • Procedures set in 9.2 for the safe recovery of late groups
Staff becoming injured leading to lack of leadership and injuries worsening	Staff, guests	• Site assessments detail risk involved in remote session and minimum staffing requirements • Where possible, 2 adults will be on sessions • A copy of the off-site procedures will be carried within the group which will contain a map of the area which can be used to seek further assistance
Remoteness of site leading to slow response of emergency services and tricky egress from site leading to injuries worsening	Staff, guests	• All site risk assessed • Risk assessments will suggest appropriate qualification if not already risk assessed • Office will be informed of ETA and will have approved an offsite remote form and action ETA and calls
Hazards not highlighted in this NOP causing injuries or leading in injuries worsening	Staff, Guests	• Every site used in a remote setting will have a specific risk assessment contained within the site specific off site form. • Staff must complete this before and gain a manager's signature before leaving site so are aware of the hazards

4.18. Problem Solving NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. Adventure Quarry Training

1.2. Competent assistant – these are trained staff awaiting assessment

BF 2. Ratios

2.1. 1:12

2.2. 2:16 operating with a competent assistant in close proximity

BF 3. Location

3.1. Any safe and suitable location, indoor and outdoors

BF 4. Storage, inspections and maintenance

4.1. All equipment is stored in the problem solving store

4.2. Defective equipment should be removed and reported to the responsible person

BF 5. Equipment for session

5.1. Various improvised and purpose made equipment

BF 6. Briefing

6.1. Ensure users are briefed in the safe operation of equipment

BF 7. Main delivery

7.1.

BF 8. EAP

8.1. See EAP in section 3 of this document

BF 9. Adaptations for groups with disabilities

Risk assessment and lesson plan for Problem Solving see Low Ropes

4.19. Quarrysteering and Quarry swimming

Managed by	Tony Baker
Last review	February 2018
Next Review	February 2019

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BF Quarrysteering Instructor – able to lead a group of 8 (or up to 16 with a Quarrysteering assistant / quarry swim instructor)

1.2. BF Quarrysteering competent Assistant – Able to support the delivery of a group of 8-16 alongside a BF Quarrysteering instructor

1.3. Quarry swimming – able to run a session including jumps classed as shallow water entry as per the ratios below. This award is issued for staff not wishing to use the deep water entry jumps

1.4. Update every 2 years

1.5. Extensive and recent Coasteering experience can be sufficient with BFA induction with TL / CM.

BF 2. Ratios

2.1. 1:8 (maximum group size of 16 people)

2.2. 2:16, this can include an BF quarrysteering assistant

BF 3. Location

3.1. BF Adventure only

BF 4. Storage, inspections and maintenance

4.1. Equipment is stored at BFA

4.2. BFA Equipment will be checked half termly

BF 5. Main delivery

5.1. See Quarry steering training manual

BF 6. Adaptations for groups with disabilities

6.1. Floating objects can be use to add swimming

6.2. Rafted canoes can be used as a mobile base of operations

6.3. Swim line can be set up using the waist mounted throw line to add people getting round the quarry

Coasteering sample lesson plan

Typical session length	3 hrs.
Aims and objectives	• The have an aquatic adventure • To face and address risk in a managed and controlled environment • To be fun and rewarding • To challenge people • To operate in small groups to best rewards
Equipment Needed	• Wetsuits • PFD's • Shoes • Helmets • SOT • First aid kit • Radio • Throw line • Survival bag • Whistle • Allen key • Damaged equipment to be isolated • Shorts for staff and clients
Set up notes	• Check rescue equipment • Check instructor and rescue kit • Charged radio • Waterproof bag packed with emergency kit • landing zones- obstructions • Check all client kit, move from drying room if necessary • Check medical info if available Visual checks of the following areas on arrival during a sessions to take place: • All platforms • All rock features • Grips on the grey rainbow • Platforms and bolts

Introduction
30 minutes
	This part is essential and is aimed at making participants become well informed and comfortable with their equipment and the session.
	• Acceptance of risk. All participants should have at this point read and signed or have had this done on their behalf by their parents / legal guardians. This is the best opportunity to talk to people to explain that:
	  ○ This involves movement over rock, climbing up rock, swimming and jumping into water
	  ○ The risks are real but managed
	  ○ The session is progression, the aim to teach and practice safe strategies and develop competence
	  ○ At all time you have choices and will never be asked to do things you are uncomfortable with.
	• Medical information. Talk to the group and check against the medical form.
	• Session overview and what will be explained and when

	• Kitting up and toilet time ○ Watches , jewellery and rings removed •

Main Delivery
2.5 hours
	Part 2- Warming up, assessing ability and confidence building
	This part of the session should last around 30 minutes
	1. Check equipment fitting well on every person
	2. Explain cold water shock
	  a. Breathlessness
	  b. Keep calm
	  c. Breath slow
	  d. You will warm up
	3. Support the person behind you and work as a team
	4. How to hold hand (wrist to wrist)
	5. Signals
	  a. Come to me
	  b. Directional
	  c. Whistle blasts
	  i. 1 whistle blast- look at the instructor
	  ii. 2 whistle blast- stop what going on, safely get into the water and group up
	  iii. 3- as 2 but swim back to the beach
	6. Action in instructor injury
	  a. Radio of office, location of radio and best place for signal
	7. Games and warm up around the stack
	  a. Washing machine
	  b. Jumping off jetty, shallow water entry
	  c. Traversing jetty
	  d. Games (tag, stuck in, races etc.)
	8. Assess competence of group, check ability and adjust plans accordingly
	
	Part 3- training and practice sessions (1 hour)
	
	1. Safe falling (stack)
	2. Shallow water entry (the ledge)
	3. Introduction to deep jumps (scramble ledges)
	4. Deep water Traverse (goal post area)
	5. Technical jumps and oak tree plunge
	
	Part 4- Prussic wall jumps (1 hour)
	1. Briefing from the jackdaw boulders
	  a. Landing zones
	  b. Entry to the walls
	  c. Ledge safety
	  d. Progression from ledge 1 to 2 to 3
	  e. Safe exit
	2. Demonstrations and jumping

Summary and pack down	**Part 5- packing away** • Debrief on the session • Wash and hang all suits

Quarrysteering Risk assessment

Hazards	Cliffs Slips and trips Rock falls Terrain Jumping Water Group Other users Weather Communication Rescues Swimming Instructors Ledges Climbing grips

Risk	Who it effects	How is this controlled?
Cliffs		
Falling off cliffs resulting in falls from height, significant injury, spinal injury and death	Guests Staff	• Good group briefing to include safety around quarry • Route does not at any time go near the top of a quarry • Good group management •
Slips and trips		
Slipping and tripping on tricky terrain including the access path resulting in cuts, grazes and falls from height	Guests Staff	• Good briefing • Old trainers or secure shoes with good grips to be worn by everyone • Support offered by instructors • Teamwork encouraged • No climbing to happen where there is a high risk of impact as a result from a fall • Instructor and where appropriate group support and or spotting to be encouraged to increase safety • Group numbers managed to a sensible level (max of 16 participants) • Enough staff to supervise participants 1:8
Terrain		
Rock falls resulting in impact injuries	Guests Staff	• Areas of instability avoided if possible, there are no known areas we are aware of at present • Helmets to be worn at all times
Participants hitting their head during the activity	Guests Staff	• Helmets to be worn and correctly fitted • Activities appropriate to the group
Injuries sustained because the instructor does not know the site	Guests Staff	• All staff have site specific training / induction depending on previous experience • Lesson plans taught / read and understood by staff
Contributing significantly to local erosion through over use and damaging the environment	Environment	• BFA will aim to have as little impact on the environment as possible by: • Limiting group to 16 people in size • Operating sustainably and responsibly • Encouraging this behaviour with all groups

		• Any developments occur in areas where activity is normal • Not over developing the site allowing ample space for local wildlife to flourish • All work is done with consideration to previous historic use and astatically low impact using natural coloured materials • all fitting screw into internal threaded sockets meaning that if the activity is changed or removed then the impact of the wall is low and the materials left behind are all flush with the wall and visually very low impact • no harmful chemicals such as concrete will be used in the water that may pollute quarry
Cuts and scrapes from the terrain	Guests Staff	• Guests to wear wetsuits • Guests made aware of this at the start of the activity • Shoes must be worn which have good soles
jumping		
Injuries from jumping and hitting submerged obstacles resulting in impact and potentially spinal injuries	Staff Guests	• Low impact jumps to be identified • Instructors to introduce the correct jumping protocol and practice this is a controlled environment • Warm up and training area is used on every group to establish good jumping technique • Sufficient depth of the water and rock hazards calculated before jumping is allowed • Good communication between staff and group to ensure jumping is well managed • Staff training

Injuries from jumping into water poorly resulting in bruising, discomfort and unconsciousness	Staff
	Guests
		• Jumping protocol taught and practiced before jumping off anything high
		• The session is progression to allow for practice and competence to be established
		• A wide selection of jumps are offered allowing participants a choice of heights
		• Challenge by choice allows an opt out for every part of the activity
		• Jump taught are:
		  ○ Shallow jumps- arms out knees bent
		  ○ Deep jumps- arms crossed, feed first knees bent
		• Other “fun jumps” can be taught but can only happen in deep water locations, refer to training for suitable spots

Jumping / slipping / falling onto other and or waiting participants leading to head / spinal and impact injuries	Staff Guests	• All participants to wear helmets • Impact zones at all time to be managed and to be kept clear • Practice session at the start to reinforce this • On large jumps, a clear system on when to access the access climbs is established. One is allow to enter the impact zone unless the person in front of them in safely on one of the platforms.
Water		
Hypothermia from immersion of the water	Staff Guests	• Full wetsuits to be worn

		• Foil blankets in first aid kits as well as survival bags • Mobile phones and or radio on session and left at the entry point for the canoe quarry • Group briefed on location for phone and or radio for in the event of an emergency they can be enabled to make an emergency call
Cold water Shock	Staff, Guests	• This is explained in the training area before entering the water, participants are to remain in the shallow training area until they are happy to progress with route in regards to being suitable warm and comfortable
Waves knocking people off their feet resulting in impact injuries	Staff Guests	• The activity only takes place in our quarry, this is not an issue

Drowning	Staff
	Guests
		• Wetsuits have inherent buoyancy
		• The training area establishes actual swimming ability though activities. Instructors will work with participants who are struggling swimmers to develop strategies which may include:
		  ○ Towing
		  ○ Use of a sit on top (BCU staff only)
		  ○ limitations on what parts of the water they can access
		  ○ alteration of the session plan
		  ○ waist mounted throw line to set up swim lines
		• Well fitted buoyancy aid to be worn by all
		• Staff trained in sea rescues and people management
		• Activity level appropriate to the group
		• Swimming ability obtained by group members
		• See instructor assessment below

group		
Risky or dangerous behaviour leading to injuries sustained by unplanned activities	Staff Guests	• Safety rules put in place and monitored and the session may be cancelled at any time due to behaviour that will put people at risk or detract from other users' experience
The group are unaware of the risks and hazards and find themselves in situations they are not comfortable with, them feeling like they are being forced to take part in activities they are not comfortable, leading to injuries, emotional harm and the need to cut the session short due to group evacuation	Staff Guests	• Participants made aware of the risks and hazards at the start of the activity • Access at all times is easy, the quarry is 100 M long • All activities are optional • Emergency SOT / rafted canoe is available to quick egress
The group being left vulnerable if the instructor needs to leave the focus of the group (rescue, assist with another group etc.) leading to group	Guests Staff	• The environment is very controllable dues it size, nature of water (still quarry) and ease of access • Group sizes a maximum of 16 with a ratio1:8 provide a manageable group in an emergency situation • A group of up to 16 people will have:

neglect and injuries sustained from this		○ At least 1 x Quarrysteering instructor. This instructor has completed the 2 day training and assessment course ○ A maximum of 1 x assistant Quarrysteering instructor- an assistant quarrysteering instructor has complete the one day training course but not assessment • Radio communication can be made to another instructor on site • BFA operates that at all times there is a second instructor available
The group's health causing issues en route such as asthma, existing injuries etc. leading to evacuation to become necessary	Guests Staff	• Group's medical information obtained prior to activity starting on the Coasteering register / registration and medical form • People with the following conditions are advised part of the increased risks and the session is adapted as appropriate: ○ Broken bones ○ Sprains ○ Back problems ○ People requiring medication must hand this to the instructor who will carry it for the duration of the session
Other users		
Overcrowding leading to group members becoming lost / disorientated and put in additional risk though lack of supervision	Guests	• Group size limited to 16 people • Maximum number of people quarrysteering is 40 at any one time
Impacting other users and their equipment such as kayaks and canoes leading to impact injuries	Staff, Guests	• All groups are managed by an instructor • Quarry steering group sizes limited to 16 people • All other groups will have staff supervision appropriate to the NOP. Staff will managed groups to safe locations • Group not to engage in jumping or climbing if another group is in or could drift into the impact zone • Groups to wear helmets
Weather		
Poor conditions resulting on over heating or cold related injuries / illnesses	Staff Guests	• Swimming in the quarry will cool people down if they get too hot • Drinking of water on hot days encouraged before the activity commences • Water proof sun tan lotion recommended before the start of the activity • Wetsuits worn to provide warmth • Foil blanket provided in the event people get too cold • Buoyancy aids aid heat retention • Radio carried to call for assistance if necessary • EAP in place and emergency SOT available for quick egress
communication		
Impact injuries and poor behaviour not communicated quickly	Guests	• Whistles to be carried, the following signals will be briefed: ○ 1 whistle blast- look at the instructor

enough leading to unsafe practice and injuries		○ 2 whistle blast- stop what going on, safely get into the water and group up ○ 3- as 2 but swim back to the beach • Groups briefed on 3 strike rule for poor behaviour if the briefing is required and appropriate. ○ The first poor behaviour is a verbal warning ○ The second is a time out ○ The third is an exclusion from the rest of the session
Poor communication to other staff who can assist and the emergency services leading to injuries worsening and to possibly death	Staff guests	• Radios carries by all staff • There is a communication black spot in the canoe quarry, in the event staff cannot make contact the following can be set into action: ○ If appropriate, leave the casualty to get signal at the canoe quarry changing rooms ○ Send a group member to make contact via the radio / mobile phone ○ Send group member to run to the office (200 meters away) to summon assistance ○ Call the emergency services directly •
Poor communication between group and staff due to ambient noise from the wind leading to poor group management and injuries that may occur	Staff, guests	• Signals described at the start, these are: ○ Group movements ○ Come to me • Whistle to be carried, see above for signals
Poor weather resulting in poor visibility limiting the instructors ability to "read ahead", keep line of sight on the group and also hinder any rescue	Guests Staff	• Session called off in poor visibility, this is where you cannot see the back of the quarry
Rescues		
Spinal injuries not properly managed leading to conditions worsening and lifelong disability	Guests Staff	• BFA leads internally trained in spinal management during training internally, this includes: ○ Mean of moving them to the beach with the use of towlines and staff securing the head and head ○ Quick communication to office / emergency services ○ Basic casualty management • A means of communication is readily available to call for assistance • Staff competence maintained though session delivery and 2 year refresher • BFA staff training for all new staff, see manual • BFA induction for all previous qualified or experienced staff. This is on a case by case bases and the decision of the centre manager
In the event of an accident the condition worsening through the	Guests	• Lead instructors trained in: ○ Group management ○ Water rescue skills (FSRT min)

instructor's inability to rescue		○ Spinal management (see above)
Exhaustion leading to distress, hypothermia or injuries worsening due to slow egress	Guests	• Staff have tests and training in simple towing using buoyancy aids. This is assed during the 2nd day of the training where staff need to swim to the back wall and tow and unconscious person back to the beach in under 10 minutes • Rafted canoes can be used by the instructor as a base of operations where appropriate. This can be used for weak swimmers, very young people or on very cold days. All NOPS from canoeing need to be fooled including having the corrects qualifications. • Informal swim tests / observations at start of session allow participants to make informed choices and allow staff to assess clients • Medical declaration on quarry steering acceptance of risk issued to all groups and completed and signed by adults / parents / guardians that highlight the risks
Swimming		
The client's inability to swim leading to exhaustion and possibly drowning	Participants	• The minimum suggested ability for a participant is to be able to swim 50 M in a buoyancy aid • Staff trained to assist swimmers if they struggle • Participants to always wear buoyancy aids and wet suits to aid with buoyancy • Training area used on every session to assess swimming ability • Staff carry throw lines so swim lines can be created for weak, struggling and or no swimmers
Poor instructor ability leading to injuries from neglect or incompetence	Guests and staff	• Staff leading the session will have competence in the following areas: ○ Water- swim test on assessment ○ Rescue-SLSGB / BCU FSRT ○ BFA quarry steer assessed
Instructors		
Inexperienced staff leading to poor judgements and injuries	Guests	• All staff must have completed 6 hours of training • All staff must pass the assessment (see training manual), this includes: ○ Observed led session ○ Rescue competence in a scenario ○ theory paper ○ swim test ○ first session observed • All staff must assist on at least 3 sessions prior to assessment
Time between sessions being vast leading to loss of skill / experience and resulting in injuries	Guests, staff	• Staff must complete refresher training every 2 years (min of 3 hours)
Lack of skills, confidence or fitness leading to lack of ability	Staff guests	• Staff will be assessed and must: ○ Be water confident and swim the length of the quarry without issues

to provide adequate safety cover		○ Staff must be confident getting to and be jumping from all jumps in the quarry ○ Staff must be able to tow an average sized male from the back wall to the beach
In appropriate exposure to others in the group from wearing a wetsuit	All	• Staff will wear board shorts during sessions • Guests will ask asked to wear board shorts and this will be added to the groups kit list before arrival. Although not essential that groups wear shorts BF Adventure will recommend it.
Ledges		
Ledges failing leading to impacts in the water onto other participants resulting in significant injuries and death	Staff, guests. Other users	• Full specification and building specs are located in the quarrysteering file in the main office • Ledges are installed by competent staff with experience of drilling and construction • Ledges use a minimum of 4 x M16 resin anchors, all guidelines are followed • Platforms are over engineered as each anchor point is rated far beyond expected use • A maximum of 228 KG (2 x 18 stone) per platform • The area under the platform will be made very clear • Platforms ascend in an upward diagonal direction and participants approach the platform from the side of the lowest and in the water exit away from the platforms meaning that at no times is anyone under the platforms • 2 people maximum to a platform so in the event of a failure, the number of people falling is minimal • Platform designed is approved by High Time as suitable. Anchor points testing to follow.
Staff being pulled from the platform while a client is jumping	Staff	• Deep water technique is taught with people holding their buoyancy aids straps with arm folded across their chest • Staff to position hands in such a way to enable them to deflect panic grabs from the jumper • Jumps are progressive allowing participants time to practice and become accustomed to the height • Participants encouraged to jump within their challenge zone
Falling between the ledges resulting in head and elbow injury	All	• The ledges are placed close together so access between them is easy • Helmets to be worn in case of accidental slip or fall • A ladder is placed between platform 2 and 3 •
Climbing grips		
Grips spinning resulting in falls from height into the water	Staff, guests	• Grips checked each regularly by staff and tightened

		• Participants managed so only 1 climber is every on a particular set of grips • Platforms are positioned away from ledges meaning all falls end up in the water • Maximum un roped climbing height is 5 meters which is far less likely to result in significant injuries • Climbing grips placed to make a very easy route with very little challenge • Helmets worn to protect the head from impacts • Buoyancy aids offer some impact protection
Unauthorised access resulting in fall from height	Public	• Canoes are locked away at the end of each day as these can be used as a means of reaching the first grip • Signs placed warning of unauthorised use

4.20. Raft Building NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BF trained, FSRT and 2 star (or suitable rescue qualification, see CM)
1.2. 2 year update
1.3. Staff with BCU 2 star and FSRT can assist the delivery of a group up to 16 people alongside a raft build trained instructor

BF 2. Ratios

2.1. 1:8
2.2. When 3 staff are working on raft building the ratio changes to 1:12 and zoning cover applies

BF 3. Location

3.1. Canoe Quarry
3.2. Storage, inspections and maintenance
3.3. All equipment is stored at the lake quarry containers except the wetsuits which are stored in the climbing store
3.4. All equipment is checked and logged on a monthly basis

BF 4. Setting up

4.1. All equipment is left ready to be used
4.2. Instructor to set up safety boat prior to the launch of the raft

BF 5. Equipment for session

5.1. Knife to be carried and a means of towing the raft available
5.2. Buoyancy aids to be worn by all participants
5.3. Helmets to be worn by all participants
5.4. One open canoe paddle per participant
5.5. A selection of wetsuits are available if needed

BF 6. Briefing

6.1. Manual handling (how to safely move the raft)
6.2. Capsize procedure
6.3. Laces and other loose items secure to avoid entrapment
6.4. Specific raft brief
6.5. Stop command

BF 7. Main delivery

7.1. Ensure the rafts are of safe design (see training syllabus)
7.2. Raft to be checked by the instructor prior to launch to ensure its safety (visual and lift test)
7.3. Safety cover must be from an open canoe
7.4. Continual check of raft's integrity must be carried out

BF 8. EAP

8.1. See raft training notes
8.2. Adaptations for groups with disabilities

Raft Building Sample lesson plan

Typical session length	1.5 hours
Aims and objectives	• For groups to design and build their own raft exploring risk and consequences both positive and negative • For the group to have a safe session • For the group to have an enjoyable session
Equipment Needed	• Buoyancy aids, helmets, paddles (wetsuits) • Barrels, rope, poles / crates • Canoe (safety), means of towing and knife
Set up notes	• Instructor to ensure the canoe is ready to launch before the raft is launched
Introduction	• Aims of the session • Rules and constraints
Main Delivery	• 5 minutes- design • 35 minutes- building- demonstration (if required) • 10 minutes – kitting up, checking and briefing • 30 minutes- on the water (games and challenges) • 15 minutes- pack the raft away • 5 minutes- review
Summary	• Consolidate learning
Pack down	• Put the equipment back as shown on the training in preparation for the next sessions

Raft Building Risk assessment

Hazards	Water Raft Games Sharp objects on the quarry bed

Risk	Who it effects	How is this controlled?
Drowning	Staff Guests	• Buoyancy aids to be worn by all water users • Staff all have first aid training • Staff have BCU FSRT as a rescue qualification (or equivalent as agreed by CM) • Guests will be asked and information recorded on a medical form as to their swimming ability for the staff reference. • Staff with BCU 2 star and FSRT can assist a BFA raft build trained member of staff with a group with the ratio of 2:16
Hypothermia caused by participants immersion in the water	Staff Guests	• Session during November- April must wear wetsuits and have permission from the CM • Session during April – November do not need wetsuits but are available if needed • Foil blankets are located in first aid kits • Communication to the office via the radio to call for assistance should someone become hypothermic
Raft falling apart and participants becoming trapped between poles, barrels and rope leading to crush injuries	Staff Guests	• Staff receive in house training looking at safe designs and the correction and recognition of poor designs • Staff have a rescue qualification (BCU FSRT or equivalent as agreed by CM) • Staff are taught specific methods and techniques during their internal training and have practiced them • Knife to be carried by instructor on the water
Staff becoming stuck in the raft during a rescue leading to injuries to the member of staff and guests' injuries worsening due to delayed intervention	Staff guests	• Staff are taught on their training only to enter the raft as a last resort when rescuing • Knife carried by instructors • Designs being created are as entrapment free as necessary
Participants hitting their heads on the raft due to the potential unstable nature of the raft / poor design / it falling apart / during games and challenges, leading to head injuries	Guests	• Rafts are to be checked by instructors prior to launch to ensure they have a safe design as per their training • Rafts to be continually checked to make sure they are safe on the water • Helmets to be worn by all people on the rafts • Staff trained in first aid
The raft falling onto people's toes during the building and dismantling stage leading to crush injuries	Guests	• The instructor to supervise the group and coach where necessary to avoid the raft being dropped • The raft can be propped up off the floor by tyres to aid tying

		• Where necessary the raft should avoid being flipped over. If this is done the instructor assumes control of the group and manages this • Shoes / old trainers must be worn at all time during a raft building session
Injuries to back through moving the raft when it is tied together	Staff Guests	• Everyone within the group is encouraged to move the raft together as a team coordinated by the instructor • People are briefed to lift from the knees and not the back
The raft capsizing due to inappropriate activity or poor group behaviour	Guests	• The integrity and design of the raft along with the type of group should determine appropriate games and challenges. It is the job of the staff to ensure that all games are appropriate and do not result in a raft capsize during a session. This will be discussed during the in house training
Poor group behaviour / control leading to injuries and misadventure	Guests	• The group are monitored and clear behaviours set to encourage a safe session • Where groups are not listening or where behaviour is unacceptable then action will be taken to stop the session
Cuts to feet from sharp objects and rocks on the quarry bed	Guests Staff	• Shoes must be worn by all users

4.21. Snorkelling NOP

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. Min qualification- BF Adventure snorkelling training (3 hours + logged experience of 10 recent sessions)
1.2. BSAC qualifications are suitable and instructors should only operate within their remittance
1.3. BF Adventure Body boarding and / or BF Adventure quarry swimming qualification / BFA quarry steering with a one hour training for snorkelling by a BSAC qualified instructor
1.4. 2 year update with logged experience

BF 2. Ratios

2.1. 1:6 (must be competent swimmers)
2.2. Competent assistants moves the ratios to 2:8 (competent being defined as a good swimmer, a current instructor and holding a water based rescue qualification)
2.3. Non swimmers must not leave their depth

BF 3. Location

3.1. On site in the Canoe Quarry only

BF 4. Storage, inspections and maintenance

4.1. Equipment will be stored in the problem solving store
4.2. Half termly checks for all equipment will be carried out and stored in the safety checks file

BF 5. EAP

5.1. Ensure the safety of yourself and the group
5.2. Ensure help is requested- send for help, or get help yourself
5.3. Treat casualty once help is confirmed

BF 6. Adaptations for groups with disabilities

6.1. Shallow water and 1:1 tows can be used to explore suitable part of the canoe quarry

Sample lesson plan for Snorkelling

Typical session length	2 hours
Aims and objectives	Exciting and educational introduction to snorkelling
Equipment Needed	Masks, snorkels, fins and wetsuits PFD for non-swimmers
Set up notes	Check water temperature and visibility
Introduction	See BF 5 and 6 above
Main Delivery	Briefing and warm up on the side • Safety points that need to be covered • Swimming ability to be obtained • Safe area of operation • Medication requirements • Signals and communication • EAP (see below) • Terrain in the shallow water • Group briefing not to rough play The shallow water to be used for 15-30 minutes to assess swimming ability by playing games Explorations around the quarry depending on the ability of the group
Summary	Equipment care and cleaning
Pack down	Check equipment is packed away appropriately

Risk assessment for Snorkelling

Hazards

- Water - Drowning (poor swimming ability, exhaustion), temperature
- Other users
- Snorkel- Inhaling water from the snorkel
- Terrain
- staff

Risk	Who it effects	How is this controlled?
drowning due to poor swimming ability and or exhaustion	Staff and guests	• Instructors competent at swimming (200M) • Instructors complete training and can demonstrate competence at appropriate rescues (towing someone back from the end of the quarry) • Session structure designed to encourage progression and to be educational, allowing the instructor to pitch the session appropriately • Instructors assessing client's abilities in shallow water exercises before entering deep water • First Aid qualified instructors • Swimming ability noted on medical forms, checked with the group during the briefing of the session and checked against actual ability in the shallow water
Hypothermia from cold water and air temperatures	Staff and guests	• Wetsuits to be used on all sessions • Constant monitoring of groups looking for the early signs of hypothermia • Changing room, spare clothes and warm showers available to assist with warming people up
Impacts from other users leading to bumps and bruises	Staff and guests	• Good group briefing regarding areas of safe operation • Good and constant group management to avoid other users • Agreed areas of operation with other water users
Inhalation of water from using the snorkel	Staff and guests	• Good group briefing on how to use the snorkel and how to clear it out • Group to demonstrate this in shallow water before entering into deep water
Equipment failing leading to distress	Staff and guests	• Equipment checked prior to use • Group briefing on appropriate care of equipment

Ineffective rescues leading to injuries worsening and possibly drowning	Staff and guests	• All staff must have as a minimum the following experience and training to be assessed to run snorkelling:
		  ○ Relevant and adequate rescue experience (moving someone in to the beach from the back of the quarry)
		  ○ 10 + logged snorkel sessions in the last 2 years
		  ○ Specific training in the use of equipment internal and or external i.e. BSAC)

Impacts on the terrain from jumping in and surface diving leading to bumps, cuts and bruises	Staff and guests	• No jumping off the jetty (sliding off it is fine) • Footwear to be worn • Groups to be briefed to be careful when surface diving • Group briefed on not to rough play in the shallow water

4.22. Swimming on beaches NOP

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. Approval from the centre manager / Duty manager based on the following guidelines:

1.1.1. Understanding of the NOP

1.1.2. Good swimming ability (100 M confidently)

1.2. Quarrysteering instructor / quarry swimming instructor can run once the swimming on beaches NOP has been signed

BF 2. Ratios

2.1. 2:16 (always a minimum of 2 staff)

2.1.1. Once approved to run session based on holding a suitable qualification, see above (one must be in the water)

2.1.2. One can be a competent assistant (must be based on the beach) such as a teacher, volunteer or a member of staff from BF Adventure

2.2. Male and female staff should be considered depending on the groups needs

BF 3. Location

3.1. Beach site assessed for swimming, these must:

3.1.1. Be life guarded beaches

3.1.2. Be safe in terms of prevailing rips and tides should not present a significant hazard to the group, information should be recorded on the site assessment

BF 4. Storage, inspections and maintenance

BF 5. EAP

5.1. Signal to land staff to get help

5.2. Make the group safe- send to kit area

5.3. Perform rescue if capable- coach, wade, swim

BF 6. Adaptations for groups with disabilities

6.1. Increase staffing ratios

6.2. Introduce swim aids

Sample lesson plan for Swimming on Beaches

Typical session length	1-2 hours
Aims and objectives	Fun and safe session
Equipment Needed	• Wetsuits if operating from October to June or if it's a cold day. June-September at the decision of the instructor based on the prevailing conditions • Shorts, t-shirt or rash vest according to BFA cover up policy.
Set up notes	Offsite form needs completing Speak to the lifeguard
Introduction	• Areas of interest such as changing areas, toilets, kit area, areas of operation, lifeguards, phone etc. • Boundaries for swimming (left, right, waist depth) • Signals (movement, exit the water and emergency) • Medical and swimming ability • What to do in an emergency
Main Delivery	**Briefing** • Areas of interest such as changing areas, toilets, kit area, areas of operation, lifeguards, phone etc. • Boundaries for swimming (left, right, waist depth) • Signals (hand, whistle, movement, exit the water and emergency) • Medical and swimming ability • What to do in an emergency • Establish changing and kit area • Games can be played in the water Main delivery • Assessment of swimming area and a decision on location to be made to avoid busy areas • Life guard informed of your intentions and recommendations listened to and actioned • Session to take place between red and yellow flags • Must be 2 staff present • One on beach to monitor groups position, raise the life guard in an emergency and to observe the group on and off the water • One in the water monitoring depth and participants for signs of fatigue • Briefing to take place before getting on the water • Suitable games to be played
Summary	
Pack down	

Risk assessment for Swimming on beaches

Hazards

- Drowning
- Tides
- Waves
- Rips
- Water temperature
- Weather
- Other users
- Wildlife
- Rescues

Risk	Who it effects	How is this controlled?

People drowning through inability to swim	Staff, service users	• Participants must not swim beyond waist depth
		• Briefing to include:
		  ○ Boundaries
		  ○ Swimming abilities
		  ○ Signals
		• 2 instructors (one can be a competent assistant such as a group leader or a volunteer) must be active on session in the following positions:
		  ○ In the water placed in the most effective position to contain and assist the group according to current local conditions (i.e. cross shore drift, prevailing wind, tidal movement)
		  ○ On the beach at the water's edge monitoring the group
		• Swimming ability assessed by asking them during the brief, the medical forms and also by assessing participants in shallow water. Participants should be monitored throughout the session for signs of fatigue.
		• Staff to be competent swimmers and be able to coach and assist people back into their depth
		• Non swimmers wading, closely monitored
		• Swimming only to take place on life guarded beaches
		• Life guards informed of group size and intentions
		• Sessions only to take place between red and yellow flags on life guarded beaches

Tides creating difficult underwater water terrain (steep shelves) leading to sudden changes in depth	Staff and service users	• local signage to be followed • Life guarded beaches only to be used • The times of high and low water should be ascertained and measured against the site assessment prior to any beach visit. • Sessions to take place on establishes safe locations on beaches that are lifeguarded between the red and yellow flags
Waves knocking people off their feet leading to exhaustion and drowning	Staff and service users	• Staff to observe lifeguards advice • Staff to ensure clients do not go beyond waist depth • Staff to avoid using beaches where heavy shore break/dump is present

Rips leading people into deep water and out to sea leading to drowning	Staff service users	• local signs to be followed • Advice provided by lifeguards to be observed • Staff (or competent assistant) on beach to monitor group position and feedback to the staff in the water to maintain a safe position • All swimmers to remain at waist depth, this will be monitored by the staff member in the water • Only life guarded beaches are to be use and swimming to take place between the red and yellow flags
Water temperature being too cold leading to hypothermia	All users	• Staff to assess water temperature and make a decision as to wear wetsuits or not • October to June- wet suits compulsory • June to September- shorts and t shirts can be worn on hot and sunny days • Group to be monitored and removed from the water when they start to display signs of being cold (shivering, pale face, slow reactions, tiredness etc.)
Cold, wet and / or windy weather leading to hypothermia	All users	• Wetsuits can be worn when the weather is cold, wet and or windy to maintain a warm body temperature • Changing spaces should be considered after swimming • Survival bags/blankets kept with emergency kit • A flask of hot drinks taken when possible
Hot days leading to heat exhaustion and sun burns	All users	• Water should be taken to the beach • T shirts should be worn • Sun cream and hats applied
Impacts from other users leading to injuries	All users	• On arrival assess the users in the waters and use an appropriate venue to minimise the risks of impact • Stay in the swim zones between the red and yellow flags • Keep control of the group • Change locations if required but keeping between the red and yellow flags
Weaver fish and jelly fish stings leading to discomfort and possible anaphylaxis	All users	• Foot wear such as wetsuit boots are recommended but not essential • Action for weaver fish stings – take to lifeguard station to bathe foot in hot water for up to 20 mins. • Action for jelly fish stings – take to lifeguard station if severe. For minor stings splash with sea water, cool affected area and remove any visible stinging barbs. DO NOT USE FRESHWATER

Staff and group being put into danger from rescuing participants(staff inability to perform a safe rescue and the group being neglected leading to additional casualties)	All users	• Beach based instructor signalled in the event of an emergency and will ask for lifeguard assistance
		• The group are to be made safe and sent to the kit area
		• Staff only to perform a rescue if capable, protocol is:
		  ○ Coach
		  ○ Wade
		  ○ Swim

4.23. Temple Run (upper section)

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. All staff / groups running this must have read the NOP

BF 2. Ratios

2.1. 1:16

2.2. Additional staff will be required for the “temple” with hard to manage groups or groups with physical disabilities

2.3. The use of competent assistant’s here can be used to

BF 3. Location

3.1. ADQ gate to campsite via the temple

BF 4. Storage, inspections and maintenance

4.1. The temple run should be checked by staff as they use it, if the activity looks different or dangerous in any way then it should not be used

4.2. Faults and issues reported to the Centre Manager immediately

4.3. An annual cutting of the bracken should be carried out if appropriate

BF 5. EAP

5.1. Read risk assessment for EAP

BF 6. Adaptations for groups with disabilities

Sample lesson plan for Temple Run

Typical session length	30 minutes to 90 minutes
Aims and objectives	An adventurous walk with elements of mud, scrambling and scenic views. Groups are required to work together offering support, cooperating with one another. Cognitive skills such as problem solving can be included with additional equipment
Equipment Needed	None the session could include poles, barrels and ropes to add challenge
Set up notes	None
Introduction	brief should include: 1. No running 2. Appropriate clothes (trousers, good footwear, old clothes) 3. Helping each other 4. Sticking to the path 5. Expected terrain 6. Behaviour on the temple
Main Delivery	• Start at the ADQ gate, brief here before you start the walk • Depending on how the session is designed to be run to can allow people to explore the path, you can lead the walk, allocate a leader role etc. • It is advised that the group stop before the temple foe a briefing on how it can be climbed safely • Exit at the campsite
Summary	as appropriate
Pack down	check back in all kit

Risk assessment for Temple Run

Hazards

- Black throne and brambles
- Cliff edges
- The “temple”
- Archery
- Remoteness
- Equipment and activity

Risk	Who it effects	How is this controlled?
cuts and grazes from blackthorn and bramble leading to possible infections	staff and guests	• Long trousers should be worn, long sleeved tops are also recommended. Old clothes are advised • The path is maintained to a state where the majority of the hazards are removed but its natural state is also maintained. Blackthorn is removed as far as possible • First aid kits to be carried, cuts to be cleaned and covers as soon as practical
Falling from cliff edges leading to fall from height (10M) resulting in significant injury and or death	Staff and guests	• All section of the route that come close to the cliff edge have been rerouted away from the edge • Group size limited to 1:16 to allow for supervision
Rock falls during the walking resulting in falls from height (10 M) resulting in significant injuries and or death	Staff and guests	• The NW corner of the quarry has obvious unstable rocks, the path has been rerouted to avoid this section. • Groups are supervised on a ratio of 1:16
Falling on the scramble up, while on top and also descending from the temple resulting in impact injuries	Staff and guests	• Group size limited to 1:16 • Not to be used in winds above force 5 • People on the temple should be no more than 8 at a time • Optional walk around established to avoid windy and rainy days as appropriate with the group • Ground encouraged to work together • Instructor to be in the PMU • Walking and 3 point of contact encouraged when moving up, while on top and descending the temple • Careful consideration on suitability of the group is required. Groups that are hard to control or less able may struggle and additional support or lower group numbers need to be considered • Good footwear needs to be worn and all footwear needs to be secure
Rocks moving resulting in fall from height, impact and crush injuries	staff and guests	• The temple is a very well established pile of rocks from historic quarry works. Although their security is uncertain, though use and observations by staff we consider them safe. • All staff using the temple need be aware of any instability and movement and report immediately to the Centre manager • The established 2 routes are the only 2 routes to be used
Poor access for emergency services and for evacuation of	Staff and guests	• Staff running the temple run will be carrying a radio and or mobile phone and can contact assistance from the DM in an emergency

injured people leading to injuries worsening		• People should not be pressured to do anything beyond their ability
		• The walk has 2 exit points (ADQ gate and the campsite). If BF staff are not able to evacuate people without causing further harm then the emergency services should be called.
		  ○ Any accidents beyond the temple should be evacuated towards the campsite, this terrain is manageable
		  ○ Accidents before the temple should be evacuated back towards the start of the ADQ. This will require more staff as the path is steep and muddy.

the use of additional equipment such as planks and barrels for team building purposes resulting in slips, trips and falls	Guests	• Careful consideration to what equipment is used • Moving equipment over the temple will need careful managing, support and or spotting should be in place • Multiple people carrying equipment should be briefed and monitored and manual handling consideration briefed

4.24. Water Slide NOP

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. Previous experience on sliding down the water slide, where there is no experience an induction by an experienced member of staff needs to take place

1.2. Staff must have read and signed the NOP

1.3. Third party users must read the waterslide guidance sheet or NOP

BF 2. Ratios

2.1. 1:50

BF 3. Location

3.1. Lower field using the small slope next to the steps below the garden

BF 4. Storage, inspections and maintenance

4.1. The slide must be stored away in the problem solving container dry and on the middle shelf

4.2. This activity requires no regular checks but is checked during set up and take down for defects

4.3. Once the slide is set up it must:

- Be padded on the initial impact zone from take off
- Pegs used to secure the slide must be staked in level or below the ground
- Tested by staff cautiously i.e. small slow rides building up to full speed descents
- The exit must be checked to ensure that there are no brambles on the exit

BF 5. EAP

5.1. Normal EAP applies

BF 6. Adaptations for groups with disabilities

6.1. Participants can slide down in a seated position or on their back or on a camping mat if this is deemed safer or more appropriate

6.2. Staff are allowed to slide down with the participant in a controlled manner if this makes the experience safer or more appropriate

Sample lesson plan for the Water Slide

Typical session length	Varied 30 mins – 120 minutes
Aims and objectives	fun
Equipment Needed	3 x sections of specific rubber matting Aprons Hose pipe Specific water fountain Pegs and mallet
Set up notes	Testing as above must take place
Introduction	A formal briefing and demonstration must take place so the group can see the best method of descent
Main Delivery	Briefing • Safety points that need to be covered • Apron must be worn • Shoes must be worn • Old clothes must be worn • Descents must be head first on their stomach • Hands must be in the air • Feet must be up • One person to launch at a time, when instructed • No standing on the slide Following briefing groups are allowed to launch at will. Instructors will control the launching to one at a time but the frequency of this can be largely determined by the group. Staff are to monitor the number of participants on the slide and to keep and maintain a safe environment.
Summary	
Pack down	Equipment should be packed away on the middle shelf in the problem solving container dry and ready for next use

Risk assessment for the Water Slide

Hazards	• Launching • Pegs • Grass and brambles • Other users

Risk	Who it effects	How is this controlled?
Impact injuries from launching	All	• The "impact" zone at the launch spot is to be padded out with mattresses or roll mats • Explanation and demonstrations to be provided by the instructor
Cuts and bruises from sliding over pegs	All	• Only the minimum amount of pegs are used • All pegs uses are to be mallet into the ground level or just below the surface to reduce the potential of injury • Old clothes and aprons worn to reduce the chance of cuts and grazes
Cuts and scratches from impacting brambles on the exit of the slide	All	• Area to be maintained by maintenance manager and staff are responsible to check the area to ensure it is safe enough for use • Old clothes and apron worn to minimise any cuts if participants slide into brambles

Sliding off the side of the slide leading to cuts and scratches from brambles and prickly plants	All	• Area to be maintained by maintenance manager and staff are responsible to check the area to ensure it is safe enough for use
		• Specific launch site and impact site ensure correct trajectory which will minimise premature exit from the slide
		• Staff to have previous experience of using the slide to help make this decision
		  ○ Where this is lacking an induction by competent member of staff should take place
		  ○ For 3rd party users, they must read the information sheet or the NOP
		• Old clothes and apron worn to minimise any cuts if participants off the side of the slide
		• Shoes must be worn

Participants getting knocked over by other participants leading to minor impact injuries	All	• One participant launching at a time • No walking on the slide • Staff monitoring group behaviour and numbers on the slide

4.25. Weaselling NOP

Managed by	Tony Baker
Last review	February 2019
Next Review	February2020

This activity is the exploration of small squeezes (tunnels), caves with elements of scrambling using the gaps between well established and stable boulders

This policy is in addition to the General NOP and Risk assessment; any conflict of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BFA level 2 + member of staff

BF 2. Ratios

2.1. 1:8

BF 3. Location

3.1. Carn Brea rocks

3.2. Or risk assessed locations approved by the CM

BF 4. Storage, inspections and maintenance

4.1. Sites should be visually inspected before use to ensure there are no foreign objects such as glass that could cause harm or discomfort

4.2. Rocks should be checked for secure placements (check that are non-moving). If the instructor is not absolutely sure that the rocks are secure then another location should be used

BF 5. EAP

5.1. As per off site guidelines

BF 6. Adaptations for groups with disabilities

Weaselling sample lesson plan

Typical session length	1.5 hours
Aims and objectives	• To physically explore the boulders in an exciting manner • To support peers • To push personal boundaries
Equipment Needed	• Helmets- 1 per participant • Protective clothes (optional)
Set up notes	• Instructors should inspect all caves, tunnels and squeezes before allowing participates to enter them
Introduction	• Stay together • Listen to instructions • Walk around the site • Look out for each other • Take things slow
Main Delivery	• Explore the various rock formations and lead groups through various caves, tunnels and squeezes. • This is best done with a group brief and them allowing them to have a go one at a time • Ensure the group are in line of sight and all accounted for • Ensure that people are adequately spotted • Squeezes should be attempted one at a time
Summary	• Recap on learning and highlights of session
Pack down	• Count in helmets and place back in the store

Weaselling risk assessment

Hazards	Rocks Glass and foreign objects Getting stuck (emotionally and physically)

Risk	Who it effects	How is this controlled?
Impacting the rocks with you head while weaselling resulting in head injuries	Guest and staff	• Helmets to be worn at all times
Falling from rocks while moving around resulting in falls from height and impact injuries	Guest and staff	• Suitable locations used that limit the exposure to the edges of rocks • Group to be aware of hazards • Appropriate group management used to limit the number of the group exposed to the rock edge • Spotting used as and when appropriate
Rock movement resulting in crush injuries and entrapment	Guest and staff	• Suitable locations will only use well established rock formations which has shown no sign of movement for a significant amount of time • Reasonable effort should be made to try and move the rock to assess its stability before entering it • Should there be any movement or suspicions about it stability then another venue must be used
Cuts and infections cause by objects or rubbish left in the rock formations	Guest and staff	• All sites, caves, tunnels and squeezes should be checked prior to use • If there is signs of glass then another site should be used • Groups are not to leave any rubbish behind and staff should encourage the group to leave the site tidier than they found it
Getting physically stuck resulting in additional help being needed	Guest and staff	• Participants should be informed about the hole, cave, tunnel or squeeze they are about to enter • Options should be laid out for the participant to opt out • The instructor should demonstrate first to show safe methods and to allow participants to make an informed choice • Should someone become stuck then the emergence service should be called once all practical measure have been exhausted

4.26. Zip Wire (accessible) NOP

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. Internal zip wire training and assessment for the top of the platform
1.2. Internal training for the bottom of the zip wire
1.3. 2 year refresher training

BF 2. Ratios

2.1. 2:16 (suggested ratio 2:8)
2.2. For groups with a higher risk additional staff members may be required

BF 3. Location

3.1. Assessable zip wire

BF 4. Storage, inspections and maintenance

4.1. Daily visual checks of all kit and apparatus
4.2. Detailed and logged half termly checks on all apparatus
4.3. Annual type C inspection (usually May) of zip wire
4.4. Accessing must only be completed by competent instructors, these are:
- Staff who have ERCA training including accessing and rescues
- Staff who have been trained to assist in the specific inspection and associated rescue for the BFA accessible zip wire

BF 5. EAP

5.1. Refer to general EAP located in the general section of this file
5.2. Should someone become trapped at height the CI / SI must be contacted for a Arial rescue / assist

BF 6. Adaptations for groups with disabilities

Zip wire (Accessible) Sample lesson plan

Typical session length	1.5 hrs.
Aims and objectives	• To ensure participants are as safe as necessary • Provide an enjoyable experience • Provide education relating to risk (perception, management and benefit)
Equipment Needed	• Zip wire sets from store (trolley, safety rope, daisy chain, 3 x Krab, gri-gri, pulley and 2 x snap gates) • 1 x harness and helmet per participant • Fully body and chest harnesses as necessary • Retrieval line and pulley

Set up notes	• The session does not operate in winds exceeding 30mph from the north
	• Staff to ensure their safety by attaching to a safety line when setting up near the edge of the platform
	• Set up all equipment as illustrated in training manual
	• Check weather and refer to NOP for operational limits
	• Visual check of the following before activity:
	  ○ General area
	  ○ Wires
	  ○ Attachment points
	  ○ Anchor points
	  ○ PPE
	  ○ Zip kit (and by running the rope through the hands)
	• Function tests for zip kit
	• Set up retrieval system
	•

Introduction	• **Rapport**
	  ○ Introduce yourself and the activity, gather medical history and previous experience and gauge the group's emotional states.
	• **Safety**
	  ○ check for appropriate shoes
	  ○ make sure items are removed or secured in appropriate pockets
	  ○ Ensure long hair is tied back / out of the way
	  ○ Only come onto the platform when invited (3 guests MAX), work experience, trainees and volunteers are welcome on the platform with a briefing and a safety line

Main Delivery	**Briefing**
	• Long hair- tied back
	• Shoes- secured to feet
	• Loose items in pockets- removed or zipped up
	• Waiting area
	• When to come into activity area- listen and leave the PPE alone
	• Previous injuries
	• Demonstrate the system and lower off procedures. Brief participants to listen to instructors at the bottom and wait to be lowered down
	
	1. follow the procedures for descent in the training manual
	2. for Second descents extra challenges can be added which may include:
	  a. target practice- dropping bean bags / balls into targets
	  b. playing catch- passing a ball / bean bag to participates on the path or on the opposite wire during decent
	  c. cannon ball – getting the most speed by making a tiny ball

	d. stepping off backwards e. eyes closed
Summery	• Review the session
Pack down	• Pack the kit into bags, checking it for damage • Lock the gate to the platform • Take the kit back to the store • Sign the kit back in • Report any damages / concerns to senior staff

Zip Wire (accessible) Risk assessment

Hazards	Launching platform Equipment Staff Level crossing gate Release and lowering system Zip wire Long hair / jewellery Shoes and loose items Weather

Risk	Who it effects	How is this controlled?
Fall form platform resulting in impact injuries	Staff Guest Public	• Gates in place to limit access • Signs erected to inform of dangers • Safety kit stored and locked away • Procedures of operation in place (see session plan) using safety lines to ensure client safety- staff are trained and assessed with these procedures • Safety lines in place and set up by trained instructors that eliminate the risk of a fall • All staff are trained and assessed by competent and experienced instructors (ERCA) in line with the training and assessment manual • All groups are supervised by qualified instructors at all times at a maximum staffing ratio of 2 : 12 (1 of these instructors will be managing the bottom of the zip wire)
Slipping on the platform leading to cuts, bumps	Staff and guests	• Good briefing to walk only • Instructor to manage position of safety lines

Equipment failure due to improper fitting, lack of conformity or misuse resulting in impact injuries and falls from height	Staff
	Guests
		• All equipment conforms to standards laid out by ERCA
		• All instructors trained and assessed on how to operate equipment
		• The zip wire will be included on the daily “walk the floor” checks to monitor operation standards
		• All equipment is “visually” checked before use by the qualified Instructor(s), this includes:
		  ○ Checking zip set up
		  ○ Visually checking the zip line and poles
		  ○ Visual check of all anchors
		• All equipment is checked on a half termly basis and logged
		• All equipment stored, managed and checked in line with manufactures recommendations
		• There is a clear system in place for equipment that has:
		  ○ Operational concerns (removed and reported to senior staff)
		  ○ Been retired

Poorly fitting equipment leading to impact injuries and falls from height	Guests	• All equipment fitted in line with manufactures guidelines • During normal operation a sit harness will be used as the primary safety • Large or smaller framed people have access to a fully body harness or chest harness

Structural failure of equipment due to overloading the apparatus	Guests	• The weight limit is 130KG (20.5 stone) • We aim to operate with a maximum limit of 18 stone for operational purposes • Our sign and documents state 16 stone to allow a margin of error or misdirection from service users

Staff making mistakes leading to injuries and falls from height	Staff
	Guests
		• All staff internally trained by designated individuals as illustrated by the technical expert, these currently include:
		  ○ CM- Tony Baker
		  ○ TL- Paul
		• All instructors are to be assessed externally before being allowed to operate independently on the zip wire
		• Staff will receive "refresher training" every 2 years
		• Specific mention of staff operating the zip wire will be made during the "walk the floor" observations
		• Staff will not run the same action on the zip wire (i.e. sending people down or lowering people to the ground) for more than a 3 hour period in order to provide variety to their work period

Impact at the level crossing gate during the zip wire descent	Guests	• Level crossing gate to be fully closed • Duality check in place where the top and bottom instructor agree a safe descent by shouting clear and have a clear signal (thumbs up)
Guests releasing the system incorrectly resulting in the client getting stuck at height or impact injuries and falls from height	Guests	• The system used to lower people off is a simple system • The system used to lower off has a "back up" system (daisy chain sling) to eliminate a fall from height due to incorrect operation of the lower off • A clear explanation on how to use the release system will be done and a check for understanding will take place before descent • Participants told that the bottom instructor will control the lower off and to await instructions • Bottom instructor must be trained and be in the position of Maximum usefulness with line of sight over all participants being lowered off. • Staff lowering people down must remain in full control of every lower off • Staff trained on how to lower people should a participant become stuck • One member of staff (CM / SI) will be trained on how to assist / rescue people from a wire should the need arise using the movable stair case
Structural failure of the zip wire leading to multiple impact and / or crush injuries	Staff Guests Public	• The activity was constructed by a reputational company • On construction the activity had a type A inspection upon completion (certificate pending) • The zip wire in inspected annually by a type C inspector • All recommendations will be taken on board and auctioned in good time
Participants grabbing the wire during the descent leading to cuts and burns	Staff, guests	• Thorough briefing prior to descent • Most participants are out of reach of the wire
Long hair and jewellery becoming trapped in the	Staff Guests	• All hair, tassels and loose items to be tied back during descent

equipment during the descent / lower off resulting in people becoming stuck at height		• Loose jewellery to be removed to secured in such as manor not to become a hazard before descent • One member of staff to be on site and comfortable to carry out a rescue / assist at height should the situation demand it
Footwear and loose items in pockets falling off during descent and impacting people	Staff Guests Public	• Shoes need to be secured to feet (no flip flops or loose footwear) • All lose items in pockets need to placed into a zipped pocket or removed prior to descent • The area under the zip wire should be restricted during participant's descent
Impacting the end poles as the participants' zip is accelerated from winds coming from behind them (N winds)	Guests	• Sessions do not take place in winds from the N exceeding 30 mph (based on the met office forecast)
Injuries when operating in lightening	Staff Guests	• All sessions will be stopped in the event of thunder or lightening and will not resume for a 20 minute period
Non assessed people operating the zip wire for others under the supervision of a qualified zip wire instructor making mistakes leading to mistakes	Guests	• All procedures listed still apply • The responsibility of client safety lays with the top instructor • The top instructor must be present at all times and able to intervene at all times

4.27. Transferring, moving and supporting disabled people

Managed by	Tony Baker
Last review	February 2019
Next Review	February 2020

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 1. Qualification

1.1. BF Adventure in-house training

1.2. Approval from BF Adventure centre manager based on APL

1.3. No update necessary unless major procedure change or new equipment is purchased

BF 2. Ratios

2.1. As per session ratios

BF 3. Location

3.1. BF Adventure

BF 4. Storage, inspections and maintenance

4.1. Accessible equipment container

4.2. Before and after each use

4.3. Mango hoist to have annual LOLER Inspection (under review)

BF 5. Equipment for session

5.1. As per training

BF 6. Briefing

6.1. NA

BF 7. Main delivery

7.1. People

- Respect values, opinions, experience of users and associated carers and parents
- Reassure that the participants and parents / carers are in control of their experience
- Recognise parents, carers and participants emotional and comfort levels, challenge by choice still applies

7.2. Leadership

- CLAP

7.3. Equipment

- Pre use inspection
- Staff only to use equipment they have had training and are comfortable to use
- All equipment only used as trained unless permission has been granted by Centre Manager
- Checking, visual and functional
- Monitoring during activity
- Testing and adjusting
- Post session checks and reporting
- Yale hand must not be used to primary load baring, see risk assessment

BF 8. EAP

8.1. Mainly for offsite activities and only to highlight differences in on site procedures

BF 9. Adaptations for groups with disabilities

Risk assessment for Transferring, moving and supporting disabled people

Hazards	• People, the moving of • Camp lifting chair • Yale handy hoist • Mango hoist • Hydraulic hoist • A-Armadillo

Risk	Who it effects	How is this controlled?

Injuries to staff (back and soft tissue injuries) and users (impact injuries from being dropped) during moving / transferring disabled people into and out of equipment (such as canoes)	Staff and disabled people	• All staff moving people to be trained or working under the leadership of a trained person
		• A well thought out plan of action is to be carried out that includes the following:
		  ○ Input from the person being move if appropriate
		  ○ Input from professionals and or relatives of the person being moved
		  ○ A clear and well thought out plan of action to be communicated and agreed before anything commences taking into account:
		  ▪ The needs, medical conditions, weight, benefit of activity vs stress a transfer may cause, environment, available staff and resources, emotional states, proficiency of staff, movers physical conditions, weather, terrain, medical apparatus attached to the person
		  ○ If available and appropriate, mechanical aids should be considered and used if possible
		  ○ Excellent communication between all parties during the lift
		  ○ Where appropriate practice lifts should be conducted to ensure everyone is clear and comfortable before commitment is made to the actual lift.
		• During the lift, a clear and stable platform and stance should be established by staff. Secure shoes, wide stance and a clear area free from trip hazards should be maintained through the exercise
		• Excellent manual handling techniques should be adopted which include:
		  ○ Lifting using the major muscle groups in your legs
		  ○ Backs to remain straight
		  ○ Working in groups of 2 lifters or more
		  ○ Lifting is only as long as necessary, the plan should consider the minimal amount of lifting required and work to this.
		  ○ Staff should be physically able to lift, i.e. are physically fit and able, are warmed up and ready for the activity

		• BF Adventure has the following equipment available for lifting, these should be considered as the primary methods for lifting:
		  ○ Camp lifting chair (blue chair with handles)
		  ○ Mango hoist- equal adventure
		  ○ Hydraulic hoist (can be hired from CC)
		  ○ Yale handy hoist

Injuries occurring to disabled people through lack of knowledge about their conditions during a move.	Disabled people	• All moves carried out alongside with a parent / health care professional who knows and fully understands the disabled persons needs • No lift will be carried out until everyone agrees a plan of action • The needs for such a competent person will be made aware to all groups at the time of booking to avoid disappointed • Site visits encouraged prior to events to assess the needs required for a lift
Camp lifting chair		
Injuries to staff and lifters backs and soft tissue during a lift	Staff and lifters	• The chair is to be operated by 4 people as per training • Excellent coordination by a delegated lead instructor • The lift area is a free from trip hazards as possible • The lift is only as long as necessary and as short as practical • If possible, the lifters are stationary and the platforms that the person is being transferred from and too is the thing that move • The chairs conditions is checked before its use for signs of wear, tear and neglect • The person being lifted should not hold onto people lifting them, if necessary a 5th person should be used to assist and manage them • Maximum weight limit for lift of 12 stone
Injuries to the person being lifted due to poor equipment	Disabled person	• Equipment stored dry in accessible container • Equipment check prior to use • Wear and tear reported to team leader / manager
Yale handy hoist		
The hoist not being used for its intended purpose and subsequently failing leading to a failed hoist system and a small fall from height	Disabled person	The Yale hand hoist is designed for lifting objects and not people and as such, does not carry approval or have the required testing for moving or lifting people. That said its operational limit is significantly higher than required to move or lift people and its ease of operation, size and practicality in certain situations has significant benefits. When used the following guidelines must be followed: • It is not intended as a safe system in and of itself and must be used in conjunction with another system (ropes system, blue chair etc.) • The operation weight limit for this is 12 stone • Staff using the hoist must have had training in its use prior to using it with • A visual check of the apparatus must be carried out looking for rust, cracks and deformities • A function test must be carried out to ensure its operating correctly
Losing items or hair getting caught in the	All users	• All hair to be tied back

gears leading to distress		• Tassels and loose items of clothing tucked in, made safe or removed before its use
Mango hoist- equal adventure and Hydraulic hoist (CC)		
Manual handling injuries from moving the apparatus into position	Operators	• A minimum of 2 people to move the hoist • Ensure the path is clear and free from trip hazards • Good communication • For move over a short distance (around 100 M) a vehicle should be considered to move the equipment
Incorrect fitting of the sling leading to falls from height and distress to people being lifted	All users	• Slings fitted as per manufactures instructions • People only to fit slings if they have been shown how to • Most people requiring lifting will usually have their own slings, in these cases these should be used • If anyone is to be lifted, consultation and guidance should be sought by a parent or carer about how to properly fit the harness based on their experience and knowledge • Before any lift, a full check and practice should be carried out
Incorrect instillation of hoist leading to collapse and falls from height and impact injuries	All users	• Instillation according to manual • MANGO-Only people who have use the hoist previously can set up the system • A visual check of all points, pins and apparatus should be carries out after instillation • Function tests of its entire operation should be carried out in advance of any lifts
People being dropped during hoist leading to falls from height	Equipment user	• Function test carried out before any lift • Test lift carried out and adjustments made as necessary • Excellent team work led by a designated individual will take place. Checking of EVEYONES thoughts and opinions are actively sought to ascertain the appropriate lift. •
Equipment failure from poor maintenance leading to fall from height and impact injuries	All users	• Equipment checked visually prior to use, monitored during use and on pack away • Function test carried out prior to every use • LOLER testing annually (hydraulic hoist this is carried out from Cornwall Council as hirers)
A-Armadillo		
Injuries to user stemming from existing medical conditions	User	• Equipment used as per training • Parents or medical professionals consulted as to optimum fit for user • Lumber and side support must be considered before allowing people to go onto the water • Additional physical support can be gained by physically able person sat / kneeling behind user

4.28. Template Activity Name NOP

Managed by	
Last review	
Next Review	

This policy is in addition to the General NOP and Risk assessment; any conflicts of procedures are superseded by this activity specific document.

BF 10. Qualification

10.1. Min qual

10.2. Update / current

BF 11. Ratios

11.1. Instructor : participant

11.2. High risk group adjustment

11.3. Competent assistants

BF 12. Location

12.1.

BF 13. Storage, inspections and maintenance

13.1. Location

13.2. Frequency of checks

13.3. Setting up

13.4. Staff safety

BF 14. Equipment for session

14.1. Staff kit

14.2. Guest kit

BF 15. Briefing

15.1. Safety points that need to be covered

BF 16. Main delivery

16.1.

BF 17. EAP

17.1. Mainly for offsite activities and only to highlight differences in on site procedures

BF 18. Adaptations for groups with disabilities

Sample lesson plan for ACTIVITY

Typical session length	
Aims and objectives	
Equipment Needed	
Set up notes	
Introduction	
Main Delivery	
Summary	
Pack down	

Risk assessment for ACTIVITY

Hazards | •

Risk	Who it effects	How is this controlled?

5. Off Site Assessments

When operating offsite the risk is managed differently to when operating on site.

1. Each Remote site will be Risk assessed- this will include a map, EAP, environmental factors, access, communication and specialist equipment.
2. Where possible, the on site assessment for the proposed activity (general / specific) will be the guiding document when operating / delivering activities. Where the site alters the risks (such as kayaking on a river will require a higher level of BCU coach) then the attendants on the site assessment supersede the original risk assessment and become the Normal operating Procedure.
3. All off site venues must be approved by the Centre Manager prior to use

   See company drive for all current offsite venues.

6. Risk assessments for residential Visits

Managed by	Tony Baker
Last review	January 2019
Next Review	February 2020
Hazards	• Camp site Toilet and shower blocks • Tents • Camping rooms 1 and 2 • Marquee • Campsite kitchen • Hub kitchen • Security • Car parking • Smoking • Electrical safety • Fire safety • Water management • Safeguarding • Emergencies (absconding, missing persons) • Access (day and night) • Gas management • Weather • First aid • Classrooms • Public Camping • Waste and rubbish

Risk	Who it effects	How is this controlled?
Campsite toilet and shower blocks		
Hygiene issues due to lack of cleaning leading to unpleasant area and the possibility of infections	All users	• Toilets cleaned daily when is use • Wash basins cleaned daily when in use • Showers cleaned daily when in use

Not enough showers per participants to enable users adequate access during their visit	Campers	• Showers are based on 1 shower to 15 campers
		• BF operates 8 showers
		  ○ Community Kitchen shower block x 4
		  ○ Upper camp site showers x 4
		• which allows up to 120 people to camp at BF adventure at any one time
		• Additional showers can be hired in for larger events on the same ratio
		• For people only staying one night, then there is no need to provide a showering facility

Not enough toilets per participant to enable adequate access during their visit	Campers	• Toilets are based on 1 toilet / urinal per 10 campers
		• BF operates the following toilets (14 in total = 140 people):
		  ○ 4 x toilets at community kitchen site facility
		  ○ 1 x accessible toilet, community kitchen block
		  ○ 2 x female toilets in the car park
		  ○ 1 x male toilet in the car park
		  ○ 2 x urinals in the car park
		  ○ 1 x accessible toilet in the car park

		○ 3 toilets in the upper campsite • Additional toilets can be hired for larger camping events
Poor personal hygiene after visiting the toilet leading to cross infections to other users	All users	• Hand washing basins with hot and cold water are located on the outside of the main toilet block • Hand washing facilities are located at the top site toilet blocks • Soap is provided • Paper towels or electric dryers are provided to dry hands
Lack of facilities for medical waste and personal hygiene products leading to un sanitary environment	All users	• Regular collections are arranged through an external contractor • Bins are provided and managed by external contractor • Bins are located in in mixed toilets, female specify toilets and accessible toilets
Lack of adequate toilet and showering facilities to enable people with disabilities to have a hygienic experience	People with disabilities	• The camp site and car park have accessible toileting facilities which include: ○ Suitable sized door ○ Adaptions to the toilet to allow for easier access ○ Large space for manoeuvring with a wheel chair ○ Wheel chair access • Campsite toilet has a shower with seat to allow for easier showering experience • The campsite toilet has a very large space to accommodate a hoist and a changing table (both need prior booking and hiring from external supplier)
Contaminated drinking water causing illness	All users	• All taps suitable for drinking water are clearly marked and vice versa • See water management risk assessment • Water tanks checked regularly and cleaned annually
Poor lighting leading to trip injuries	All users	• Lights positioned at key points to enable safe navigation at night time • All campers asked to bring along a torch to residential visits as part of their kit list and be personally responsible for their movement
Mixed gender use of facilities resulting in inappropriate sexual behaviour / bullying	Campers	• All toilet and shower facilities (except boy urinals) are individual units with locks to provide privacy
Safeguarding issues such as self-harm and poor behaviour and accidents becoming worse because staff cannot access a locked toilet / shower facility	All users	• All locks can be open from the outside by using a screw driver / coin to provide emergency access • Identified high risk users should have individual risk assessment prior to coming away and the consideration of appropriate supervised toilet / shower use may be considered. This is the responsibility of the visiting group leader and not BF Adventure.
Access to the plant room and to cleaning chemicals, electrical machinery and heating appliances leading to	All users	• Access is via coded padlock which only staff and leaders have access too • Chemicals kept in plant room are specific to cleaning and pose minimum risk • Plant room managed by trained individuals

electrocution, misuse of chemicals and damage to equipment.		
Tents		
Overcrowding leading to uncomfortable experiences and minor injuries	Campers	• Scout tents- these are 16 man tents, we will operate between 8-10 people depending on the group and the length of their stay. • Bell tents- these tents are sold as 5 person tents and can be up to 8 people depending on the group and the length of their stay • 2 and 3 man tents- as per description • Vango tents are for 4-5 people maximum
Tents catching alight leading to burns and potentially death	Campers	• No smoking is allowed on site thus reducing the chance of ignition • All tents have exits places as per manufactures guidelines • Tents not over crowed as per this risk assessment • No cooking is allowed in tents (expeditions would be an exception to this and a specific risk assessment will need to be produced to manage the risks here) • Fire Point positioned by campsite toilet tap • Groups leaders are aware of action in the event of a fire • BF staff member sleeps on site during all residential experiences to assist in an emergency • Space between tents should be encourage where possible to prevent fire spreading from one tent to another
Poor pitching leading to damage to tents and a poor night's sleep	Campers	• Tents pitched by or supervised by BF staff • Main pitches are well established and build on purpose built stands

Mixed gender sleeping leading to inappropriate sexual contact	Campers	• BF policy is that there is to be no mixed gender sleeping permitted in tents
		• Tents should be pitched to provide leaders a good visual on campers
		• Additional tents can be provided to allow for realistic sleeping separations within every group size and make up
		• Risk assessment should be completed by the visiting group if there is this proposes a significant risk. These actions can include:
		  ○ Campsite operations (boys one end and girls the other with leaders in the middle)
		  ○ Waking night. This can be purchased for an additional fee where BF staff will monitor the group over night or can be set in place by the visiting group

Evacuation in a fire being poor and resulting in injuries or death	Campers	• All camp site have good Vechicle access in the event of an emergency
		• Campers self-managing:
		  ○ BFA will provide adequate space for tents to be pitched to allow for sufficient access in an emergency
		  ○ General Action in the case of a fire signs in place at fire points

		○ BFA Fire risk assessment in place and assessed annually govern evacuation routes and meeting point ○ Campers are responsible for fire safety within their camping experience ○ Site rule including rules around fires issued to all campers • Camping organised by BFA: ○ BFA will provide adequate space for tents to be pitched to allow for sufficient access in an emergency ○ General Action in the case of a fire signs in place at fire points ○ BFA Fire risk assessment in place and assessed annually govern evacuation routes and meeting point ○ Groups briefed on evacuation procedures ○ Rules around fire explained to groups ○ Group leaders are responsible for activities outside of planned activity provision ○ No cooking or smoking allowed in BFA tents ○ Participants encouraged to keep exits clear to aid evacuation ○ On call staff on site over night to assist in evacuation and role calls in the event of a fire
Grass being killed by pitched the tents too long	Environment	• Every effort should be made to move the tents on a weekly basis if appropriate to allow grass time to recover
Camping cabins		
Overcrowding leading to discomfort and poor evacuation in an emergency	Campers	• Access between bunk beds is a minimum of 1 M to allow for access • Storage under bunk beds for personal equipment to allow for access • Hooks for coats and spaces for boots are located in the entrance corridor to keep space in the sleeping areas clearer • The large room has a capacity of 8 people (4 x bunk beds) • The small has a capacity of 4 people (2 x bunk beds) • Other areas (marquee and or campsite kitchen) are made part of the residential experience to enable socialisation outside of the camping rooms
Bunk beds moving or falling leading to crush injuries	Campers	• All beds are secured to the floor
Impacting heads on lights when using the top bunks	Campers	• Lights used are low profile lights which are suitable and will not break if impacted (i.e. not neon strip lights)
People falling from top bunk resulting in minor injuries	Campers	• Barriers in places and ladders situated to assist with this • Visitors made aware and invited on a site visit and to make a risk assessment as to whether users are suitable to be using the top bunk
Lack of privacy resulting in safeguarding issues	Campers	• All windows have blinds to prevent people looking in from the outside

		• Camping rooms doors are situated and working to aid privacy • All rooms are single gender rooms
Evacuation in a fire being poor and resulting in injuries or death	Campers	• Fire sensors located in each room and entrance hallway • Fire alarm points in every room and hall way • Evacuation plan in every room • Rooms are single door entrance and exit, group to be made aware of this on arrival • Rooms to be kept tidy and access is maintained throughout residential • Evacuation plan explained to visiting staff on arrival, see fire management risk assessment in this policy • BF has a non-smoking policy which will reduce the sources of ignition • Electrical items are tested annually • Fire systems are checked prior to every residential and annually by an external company
Adventure Barn		
Overcrowding leading to injuries in an evacuation	All users	• The maximum capacity is 400 people based on fire regulations
Injuries from falling	All users	• appropriate use of the barn for games, sports and wet weather activities
Structural integrity failing leading to crush injuries and possible death	All users	• Marquee monitored and maintained by maintenance. Repairs are made where possible and external contractors employed for areas beyond BFA control • Panels replaced on a rolling scheme annually • In strong winds, the use of the marquee may be stopped as a preventative measure
Climbing the internal frame working and falling leading to impact injuries and or death	Users	• No climbing the internal structure is permitted • All group are to be supervised by instructors or group leaders • Doors closed when in use to prevent unauthorised access
Campsite kitchens		
Catering and cooking standards are set out in the safer food better business file located in the office. All cooking by BFA will be using these policies and procedures		
Poor self-managed cooking leading to damage to BF property, food poisoning, injuries, fires etc.	All users	• BF will provide safe and hygienic facilities on visiting groups arrival in line with our safer food better business procedures • Group will risk assess and manage catering and management of the kitchen during their stay to include food hygiene standards, cleanliness and operations (such as safe use of knifes) • Groups made aware of responsibility in at the time of booking
Fire safety	All users	• See fire risk assessments
Overcrowding leading to injuries in an evacuation	All users	• The maximum building capacity is 70 people • 2 exits are provided for emergency access
Misuse of the fire places leading to burns, C02 poisoning, and fire spreading into the main room and death.	All users	• Sign displaying how to use the fire place is clearly displayed

		• BF recommends that there is always a responsible adult present which the fire is lit and being managed • Fire management tools such as gloves are provided • 2 windows must be open if the fire is lit and the extractor fan in the kitchen is on to prevent C02 being drawn back into the main room
Hub kitchen		
Catering and cooking standards are set out in the safer food better business file located in the office. All cooking by BFA will be using these policies and procedures		
Poor self-managed cooking leading to damage to BF property, food poisoning, injuries, fires etc.	All users	• See campsite kitchen
Fire safety	All users	• See fire risk assessments
Fire and explosions and subsequent injuries including burns, poisoning and death from poor management of the gas to the cookers.	All users	• Gas to be turned off by the taps and isolation valves at the end of every day • All cooking must be under supervision from a responsible adult • Gas bottles maintained by maintenance. • Gas bottles secures by padlock or in the store by the workshop
Security		

Unauthorised access to site from members of the public	All users	• All entrances are clearly labelled as no unauthorised entry or all users must report to reception to make visitors aware of their rights and responsibilities
		• All access points that are not the main way onto site (excluding the private track from blue bell woods which has a no entry sign) are locked gates
		• All visitors must report to reception and sign in and then sign out
		• The main gate is closed and locked at night time. Visiting groups provided a code that will allow them access to the site.
		• On call member of staff provided for all residential with the exception of specific adult groups as agreed by the CM.
		• On call staff will:
		  ○ Introduce themselves to group before 1700
		  ○ Inform group leads how to make contact
		  ○ be contactable on the grab bag mobile from 1700-0900
		  ○ be on site between 2000 and 0900
		  ○ hand over with the DM before and after their shift
		  ○ be on hand to deal with emergencies, unauthorised visitors for residential groups
		  ○ walk the site a least once during their shift
		  ○ lock all external gates at 2000 and check the gates before midnight

Site users and visitors access dangerous areas of the site or areas that are out of	Visitors	• All areas that are out of bounds are behind locked gates • All dangerous areas will have clear signage

bounds resulting in disruption to work patterns, injuries or death.		• Groups briefed on arrival on safe locations and dangerous locations • On residential, a BF member of staff will be present to assist in an emergency
		•
Car parking and coaches		
Injuries to people walking / operating in car parks from people parking their cars	All users	• Signs placed on car park entrance telling people the speed limit (10 MPH) • One way system in place for main car park to control the flow of traffic • BF buses and vehicles who are being used frequently have a designated space and also require a banks person when reversing (see vehicle policy) • Campsite kitchen has limited parking and is for camping groups only • Additional car parking can be located above the campsite • Groups managed when walking through car parks and time minimised in the car park where possible
Staff and volunteers being hit by cars when directing them which is common during large events	Staff and Volunteers	• Hi viz vests to be worn • Torches at night time to provide more visibility
Overcrowding in main car park leading to damage to cars and limited space to manoeuvre safely	All users	• When space is becoming limited the first call is to direct staff cars to the over flow parking above the campsite. • If space is still tight then the area above the campsite and the top field can be used for staff / visitor cars • Buses and coaches who are planned to drop off or pick up should have the double gates opened and also parking spaces reserved for them by the zip wire to allow for easy access and turning.
Damage to coaches and property coming onto, moving round site and leaving the site	Coach drivers and members of the public	• Access to BF is through narrow lanes, certain buses will be too large to fit down the lanes to BF. BF recommends that the visiting companies inspect the lane prior to departure to ensure safe transport. BF has good relationships with local coach companies who know the lanes well and have suitable coaches, we recommended these companies are used. Please call the office for more information. • Where necessary, BF staff will be used to control the traffic on the lane to allow for easy access to and from the site for coaches • The double gates will both need to be opened to allow for coach access • Parking spaces by the zip wire will be marked out and also space for manoeuvring by the work shop prior to arrival
Smoking		
See smoking policy in policy hand book		
Electrical safety		
Faulty equipment leading to electrocution and or death	All users	• All electrical items are PAT tested annually

		• All broken or damaged equipment is taken out of use and moved to maintenance. A note is placed in the maintenance book
Fire safety		
See fire safety policy in the fire safety and risk assessment folder		
Water management		
Contamination to drinking water leading to illness	All users	• Drink water taps clearly labelled and vice versa • Water from bore hole is filtered and passed through UV filters • Systems checked annually by an external company and suggestions are promptly actioned • Water storage tanks cleaned annually • Taps with hoses are protected against drawback of water from the hose into the system by specific one way valves Annual testing by Cornwall council
Infection and illnesses from water in our quarries though normal activities	All users	• All quarry water is tested annually by external laboratories and the quarries are only used if the water quality is acceptable based on their results and recommendations. • All historic results have confirmed that the water quality is very good and there is minimum risk of infection
Safeguarding		
See child and vulnerable adult protection policy		
Emergencies (absconding, missing persons)		
See section 3 in the NOP (this folder)		
Gas management		
See COSHH information		
First aid		
Groups becoming injured outside of BF normal operating hours resulting in injuries worsening	Campers	• Groups are to provide their own first aid equipment and first aiders appropriate to their stay at BFA • BF staff are present during normal residential visits between 2200 and 0800 who are able to assist in an emergency
Classrooms		
Overcrowding leading to trip injuries and problems in an evacuation	all users	• Rooms capacity not to be exceeded, see fire RA • Rooms to be managed by staff and kept tidy
To Campers		
Fire/Burns	Public	• Guidance pack advises NO cooking/fires within tents/accommodation • Guidance pack advises open fires restricted to 'Fire Pit' areas only, Fire Pit areas clearly marked and a minimum safe distance from flammable materials and tents (10m) • Clear Guidance within Campers Kitchens regarding safe use of gas cookers, Campsite warden to check gas off during evening lockdown procedures
Slips/Trips/Falls	Public	• Ensure trip hazards removed from camping areas • Advise campers to wear appropriate footwear and to bring a torch

		• Ensure Quarry activity areas and access paths are gated/secure with clear signage advising against access • Ensure new arrivals are briefed on dangers and a staff presence is available to monitor activities to ensure minimal risk of campers 'exploring' beyond boundaries • Ensure all paths are clearly marked with danger areas highlighted
Food Poisoning	Public	• Ensure catering facilities are cleaned daily with Fridge/Freezer temperatures monitored • Place appropriate food hygiene signage in cooking areas
Theft	Public & BF Site	• Public – Advise campers to keep valuables locked away • BF – ensure all equipment and vulnerable areas are locked when not in use
Inappropriate use of site facilities & activity areas	Public	• Ensure all equipment and vulnerable areas are locked when not in use. • Ensure camper briefing pack sets clear boundaries, ensure appropriate signage is in place
Injury and/or equipment damage from clients behaving inappropriately	Public & Staff	• Campers area to be separated from main activity site, campers advised not to leave this area within times potentially vulnerable clients onsite, clients not to enter camping area unless accompanied by instructors • In the event of absconding a staff member to check camping area and to remain on station until missing person located
To Other Service Users		
Safeguarding; Exposure of vulnerable clients to members of the public (not DBS checked)	Clients	• Camper bookings to be managed online (no 'turn up' bookings accepted) to ensure camper personal details are obtained, visitors must be checked in with campsite warden. ID's checked of party lead upon arrival. • Campers to enter site via separate and locked gate entrance, gate to be locked/secured at 10PM • Campers area to be separated from main activity site, campers advised not to leave this area within times potentially vulnerable clients onsite, clients not to enter camping area unless accompanied by instructors • In the event of absconding a staff member to check camping area and to remain on station until missing person located • Live in staff/campsite manager to be available and to monitor and manage any concerns • Campers seen onsite and outside of camping area to be advised (politely) to remain within designated areas • Note – campers may be allowed wider access to the site outside of normal delivery periods

		• Camping limited to Holiday and Weekend periods to minimise risk of exposure to Core term time clients
Exposure to Alcohol in camping area	Clients, Staff, Public	• Campers area to be separated from main activity site, clients not to enter camping area unless accompanied by instructors • In the event of absconding a staff member to check camping area and to remain on station until missing person located • Camp site to be checked by campsite manager and campers advised to lock away any alcohol if seen in public display
Exposure to 'sharps' in camping area	Clients, Staff, Public	• Campers area to be separated from main activity site, clients not to enter camping area unless accompanied by instructors • In the event of absconding a staff member to check camping area and to remain on station until missing person located • Camp site to be checked by campsite manager and campers advised to lock away any sharps if seen on public display
Waste and recycling		•
Rubbish on site leading to rodents / animals and unhygienic conditions	All	• central point locating around the site at different time of the year for waste collection • Collection of waste from a commercial company at least weekly. Additional bins ordered as appropriate • all site users encourage to recycle as much as possible • campers to be mindful of food situated in tents

Appendix

Appendix 1 Climbing and Abseil qualification matrix