



Normal Operating Procedures 2020 v1

THIS INCLUDES RISK ASSESSMENTS, LESSON PLANS AND
GENERAL PROCEDURES

TONY BAKER

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Policy statement

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.

A handwritten signature in black ink, appearing to read 'Tony Baker', is written over a light blue rectangular background.

Tony Baker

Centre Manager

Updates

Version	Date	Update	Updated by
DRAFT.1	17/1/2020	Initial review completed sent to stake holders for review. Major updates since 2019: <ol style="list-style-type: none"> 1. New format to make it easier for staff to operate 2. Reduce content in the general section 3. New medication flow chart and procedures 4. New canoe quarry splashing in the shallows 5. New cooking with clients 6. New heavy horse visits 7. New low rope swing 8. Removal of residential risk assessment 9. Minor updates across all NOP 	TB
V1	23/1/20	PL and PC notes added	TB

Risk Management

Process of documenting risk management

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

Information flow

- 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
- The use of email to communicate safety notices and changes to procedures are used as required

Session quality

- Staff are observed daily through “walking the floor”, this is a snap shot observation of a variety of sessions recorded in the delivery diary
- 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

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- Performance and supervisions reviews

Normal Operating Procedures

Generic Risk Assessments

The following risk assessment are relevant across all activities and support the activity specific risk assessment and Normal Operating Procedures.

Risk Assessment	
Hazards	<ul style="list-style-type: none"> • Communication • EAP and Absconding procedures – On and Off site • Equipment • First Aid • Inspections • Medication • Site safety and Terrain • Staff • Technical Advisors • weather

Communication

Risk	Who it effects	How is this controlled?
Injuries worsening through poor communication between staff on site	Staff Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Staff who operate offsite will carry a charged mobile phone and leave contact details with the Centre 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	<ul style="list-style-type: none"> • Radios have allocated channels for communication: <ul style="list-style-type: none"> ○ Channel 1 – general communication of non-sensitive content ○ Channel 2 – incident, accident and emergency channel ○ Channel 3 – general chatter channel for long communications

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 emergencies on and off site.



Minor Accident	Major Accident	
<ul style="list-style-type: none"> Cuts Grazes 	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 <ol style="list-style-type: none"> 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 	Action- Off site + unmanned office <ol style="list-style-type: none"> 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
↓	↓	↓
LOG		
Fill in the accident form located on the company drive and email to the centre manager		
<ul style="list-style-type: none"> 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		

CEO- 07851 152 324, 01872 571 680

Normal Operating Procedures

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

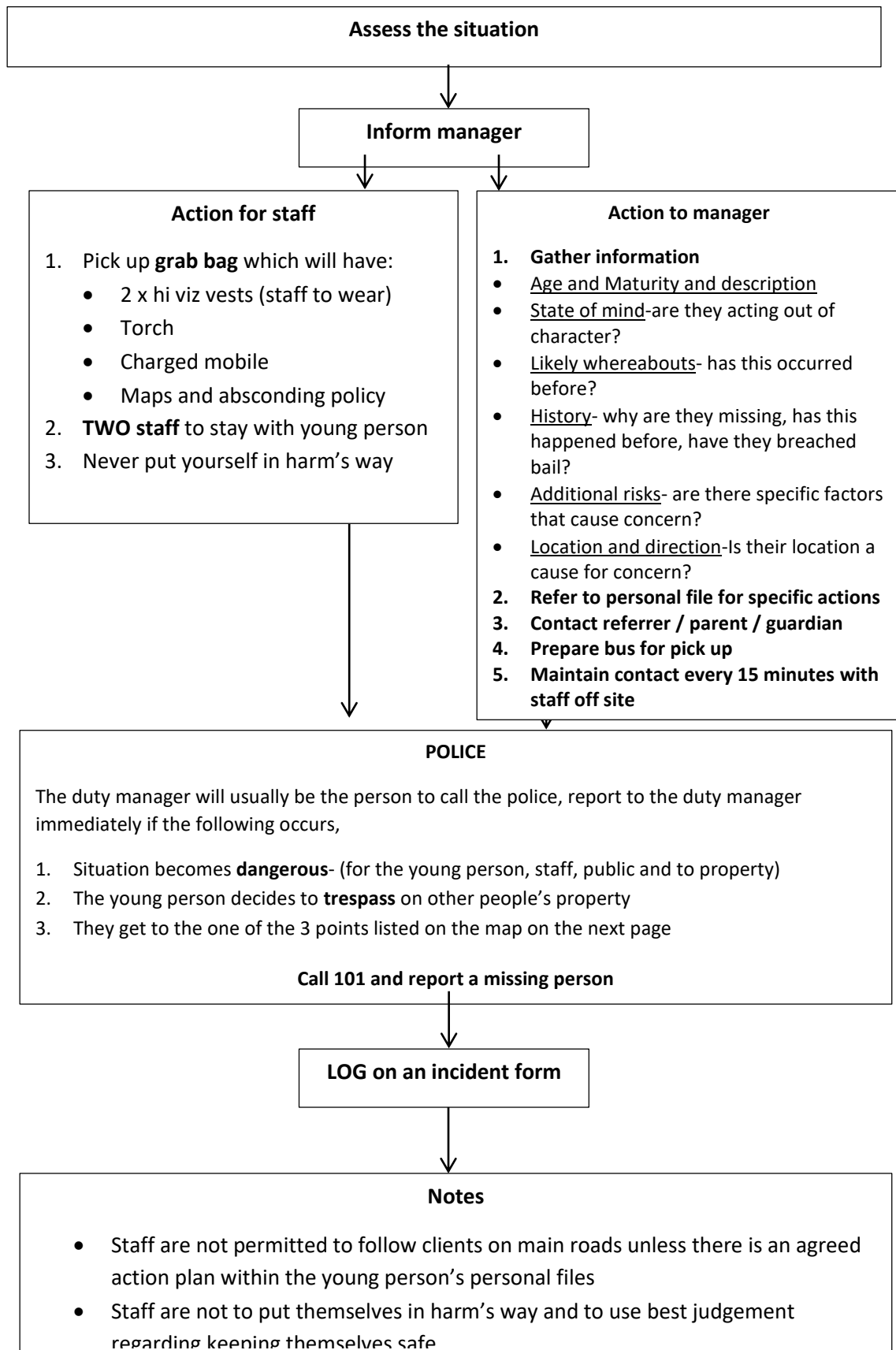
4. Following the 5-10 minute search a manager will coordinate all available staff for a site search for 30 minutes
5. A review at 30 minutes to decide if this warrants a change to HIGH RISK PROCEDURES, if not then search for a further 30 minutes
6. After 60 minutes missing change to HIGH RISK

Action

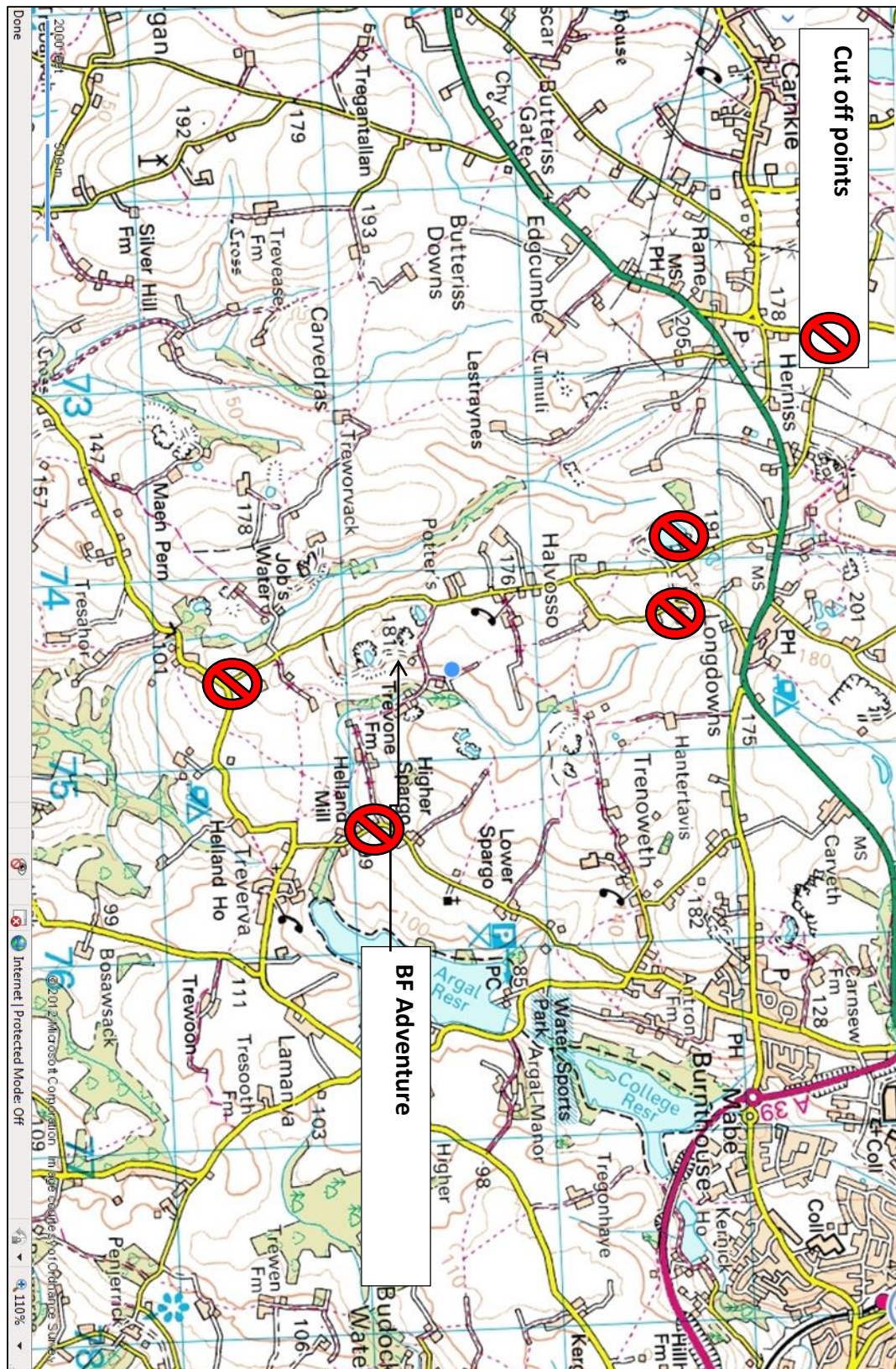
4. If found then arrange for supervision from additional staff
5. If not found move to MEDIUM RISK

Normal Operating Procedures

Absconding procedures



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Contact Numbers

Police general enquire line-101

Centre manager-07833 096 875, 01209 842 523

CEO- 07851 152 324, 01872 571 680

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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

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

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.

Critical Incident Plan (CIP)

Is this a Critical Incident? Does it:

- Involve multiple casualties?
- Involve, potentially serious life changing injuries?
- A fatality?
- An incident that could attract the media or play out negatively on social media
- A serious near miss like a major rock fall

Follow EAP procedures

Stabilise the situation as per NOP

- ☐ Casualty care
- ☐ Staff care
- ☐ Group care

Contact the DM

Use the radio, phone or if offsite the agreed method of communication

The DM will now coordinate the incident

Assess the situation

- ☐ 0-15 minutes
- ☐ Find out who, where, why, what and how
- ☐ Allocate staff to optimise immediate casualty care

Contact a member of the SMT

This should be done at earliest opportunity. Use this contact list to send a bulk text to notify all SMT and follow up by a phone call working from Top to bottom.

SMT contact List

1. Tony Baker (CM) 07833 096 875
2. Adrian Richards (CEO) 07466 381 448
3. El Warren (CBM) 07968 424 343

Stake Holders

- ☐ Insurance – contact within 1 hr
 - o 123456789
- ☐ Trustee – contact chair 2 hrs
 - o 1111111111
- ☐ Group lead – within 30 minutes
 - o 4444444444
- ☐ School Head – within 30 minutes
 - o 55454545
- ☐ Other group leads – ASAP post incident
 - o 4545455757
- ☐ Upcoming groups – ASAP post incident
 - o 454544545654
- ☐ AALS – ASAP post incident
 - o 455445645645645
- ☐ Technical Experts
 - o 11445566998877
- ☐ RIDDOR
 - o HSE website

Manage incident

See notes on the next page for more information

- ☐ Casualty (first aid, next of kin, medical forms)
- ☐ Staff (wellbeing, physical, redeployment, suspension, isolation, briefings, non working staff)
- ☐ Group (immediate, scheduled, adjacent)
- ☐ Stake Holders (see list Above)
- ☐ Emergency Services (preparations, rooms, refreshments etc)
- ☐ Media (social media, staff briefing, prepare statement, consider space for interview)
- ☐ Paperwork (reports, timings, witness statements, photos, time line)
- ☐ Equipment (isolate, take pictures)
- ☐ Site (make safe, make secure, consider confidentiality, public)

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Casualty Care

In all CIP, immediate care should be made towards the casualty and those in the group immediately effected.

- First Aid – consider having multiple FA staff on scene to assist, support, advise and take over on a case by case basis. Having multiple FAK on site can be useful in a major incident.
- Comfort – consider blankets, spare clothes, shelter to keep the casualty warm and comfortable
- Dignity- consider who is in the environment, clothes to preserve the dignity of the casualty
- Next of Kin - Work with group leaders (if appropriate) to contact the next of kin. Communicate within all involved that BF and the group lead will jointly coordinate this to prevent mis-communication. Only pass on facts, be sympathetic and act with casualty's best interest at heart
- Gather medical forms in preparation possible next steps
- After care – moving people to other places such as hospital or home should be done at BFA expense and without question or hesitation. This includes shuttling group leaders to hospital if required. This shows BFA are supportive, compassionate and working hard with the injures persons best interest.

Staff

Incidents can be very traumatic for staff involved. The emotional wellbeing of the staff is a high priority.

- Wellbeing – consider time off, redeployment and professional support I the event of a major incident. Individual and whole team briefs can capture learning and be of great support if done correctly
- Physical - Staff may be exhausted or injured; factoring staff to cover their session and making arrangements for them to seek professional support / care / advice should be given priority.
- Redeployment- Assigning light duties or moving effected staff to another session can relieve stress and improve the quality of the situation.
- Suspension – if the incident is related to “gross Misconduct” then immediate suspension can be set in place to remove the staff from the site. This could improve the situation by avoid accidental contact from staff with the affected parties.
- Isolation – staff may need a moment to collect their thought should the incident be traumatic. Time away from other maybe on their own or with a peer can be used to purchase time, collect thought or for them to relax a bit.
- Briefings – communication is going to be key. Pulling staff together for an early update of the facts, current and future actions will avoid miss communication and settle people nerves. Using the radio set to a “non public channel” can also be used to keep staff up to date but be aware, information communicated over this medium can easily be overheard by guests and clients so this should not be sensitive information. Please also refer to the stake holders and media notes.
- Media - Staff should also be briefed that the media may well turn up on site to ask questions or make calls and staff should be prepared for this and to refer ALL questions to the DM or the SMT managing the incident.

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- Non working staff – informing by email / text / calling staff on a day off or freelancers that an incident has occurred will help keep everyone in the loop and should be considered post event.

Groups

The ripple effect of a CI can have a negative impact across groups on site and groups visiting. These should be considered:

- Immediate group – friends and teachers that have witnessed the incident may feel very scared, let down, sad, angry, worries, stressed etc. care should be taken to attend to their needs. Good contact and factual information updates, inclusion in reports, made conformable, alternative / adjusted programmes and in some cases, transport home at BF's expense should be arranged. Support in contact head teachers and or parents should be offered in a sympathetic way and should be done following the stake holder and media notes.
- Other groups on site – the word may have spread that a CI has taken place and they may be worried about safety or their programme changing and the impact on their group. All group leads should be briefed on the situation and adjusted programmes created if appropriate. Some group may want to leave site and this too should be facilitated by BFA.

Stake holders

There are various bodies of people we need to keep informed, these are:

1. Insurance

Zurich will need to be notified of a major incident with the first hour as this can protect our information and internal investigations under privilege and we can start taking advice on ways to manage the incident.

- Contact number
- Policy number
- email

2. Trustees

The chair of the trustees should be contacted as a board there may be a specific method in which they want the incident to be handled and they can choose their level of involvement. This should be complete ASAP post incident

- Name
- Contact Number

3. Group leader of the effected group

These should be contacted ASAP after making sure the casualty is being seen to. Through this the aim is to control the situation so we get the best outcome in the quickest timeframe, this should include:

- Controlling information flow – other teachers, students making calls with limited information or posting on social media leading to the stationing worsening and the story

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getting out of hand. This could have implications such as the parents finding about false information or the press arriving as it triggers a google alert from a social media post.

- Reallocating resources, adjusting programmes – this can be discussed and actions set in place quickly
 - Reassurance that BFA are working hard to get to the best possible outcome – having them in the loop from the start will help with reassurance
 - Support with report writing reports – this will help get the all the facts required like DOB, addresses etc. onto the report and also keep the lead teacher in the loop
4. School Heads of the effected group
 - Contact the school head teacher directly shows we are compassionate and also offers a great opportunity for clarity. Calls should be sympathetic and follow notes on media contact and stake holders. This should be done as soon as the situation is under control as parents will need to be contacted and after care provision set in place.
 5. Visiting schools heads of other current groups or service level providers
 - Its important to nip in the bud any damaging information before future visitors hear about it. Being see as professional and proactive is key for future business. This should be done post incident following a drafted email proofed by the SMT.
 - Other state holders such as service providers and referrers for core should be contacted for the same reasons as above
 6. AALS
 - This is not a requirement but a curtesy email from will be useful for their records and show us as being proactive and professional
 7. Technical Expert
 - The TA for the activity should be contacted to advice them of an accident as they may require to make adjustments to training or see records to ensure any previous recommendations are being followed.

Emergency services

Police- they may choose to perform an investigation and attend site. Staff should be prepared to welcome the police and assist them. They may need to have interviews with various people involved with the incident including staff, participants and people not involved. Their job is to prepare information to present to the local authority should an investigation needs to take place.

Note: Our insurers if contacted early may instruct us not to hand over information to the police as its become protected by privilege once the insurance company have been instructed. It is illegal to withhold information from the police unless it is protected by privilege. Police could potentially take anything they want including hand written notes, equipment, data files, photos etc so exercise consideration to how you and other staff make notes in the first instance.

Fire and ambulance – easy access should be made and if available, staff allocated to escort them from the site entrance to the scene of the incident. Again, refreshments and making them feel welcome can go along way.

Media

The media such as press or social media can have devastating impact on the charity and business if handled poorly. Places that have had CI's in the past have proven than the Media presenting the incident to the public has cost organisations huge sums of money from loss of business and

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reputation. As well as negative impact from the casualty point of view as their and the families privacy can be hugely invaded and detrimental to them personally. The person managing the CI should follow the below guidelines when dealing with the media:

1. Manage communications
 - a. From initial incident remove all unnecessary people from the area to avoid photos being taken and posted
 - b. Brief all users not to post on social media or send texts until the incident is managed. With young people it may be worth asking for phones to be handed over if appropriate to do so
 - c. Brief all staff to direct all communications to the designated coordinator
 - d. Be aware of your environment when talking to the press. Consider the background, the general situation and the message you want to portray. Staff talking to the media should attempt to control the narrative
2. Compassionate
 - a. Remember people are going to be effected so a human heart felt response is more than appropriate and needed.
 - b. Liability can not be placed in UK law for and apology made in any mannor. Communications and press releases should include something like:
 - i. *"are thoughts go out to the <<injured persons name>> and their family and we hope that they make a full recovery."*
3. Considerate
 - a. Remember, the media will work hard to get details to build a workable story. We have a duty of care to the injured person and our groups and their families and should do everything in our power to promote a positive outcome. This includes safeguarding their privacy.
 - b. Keep names, incident details, locations, hospital, school name, ages etc. from any initial reports until the SMT have considered is response strategy. This should form a suggested response:
 - i. *"We are saddened that today at <<TIME>> an incident occurred at BF Adventure that unfortunately resulted in a visitor becoming injured and being forwarded for medical assistance.*

At this time, we are looking into the incident and performing an internal investigation. We have contacted the school <<or parent / other stake holder>> and parents of the injured party and will be focusing all our efforts on their needs and wellbeing. We will release more information once we have completed our investigation."
4. Factual
 - a. The smallest amount of misinformation can be interpreted and manifest itself having huge negative consequences. When communicating to the press avoid things like "we think...", "we believe..." and "it likely that..."
 - b. Its better to produce fewer information that is factual
 - c. Be precise with information. For example see red below:
 - i. *"currently we are still looking into the incident, what we know for certain is at <<TIME>> that an **injury occurred** as part of our **normal programme** resulting in our of our **scheduled visitors** needing to be forwarded to **professional medial support**. "*

5. Consistent

- a. Misinformation can escalate a bad situation and lead to confusion and stress with people like parents and head teachers. Being consistent is key to good incident management.
- b. Its important for clear leadership and where necessary be coordinated by the a member of the SMT as soon as possible.
- c. All information and communication should be though this designated lead. This can be either by interviews on TV or over the phone, by a press release or on social media. As a guide, this is a template message:

27/1/19 16.53 Press release

We are saddened to say that today at 1230, an accident occurred at BF Adventure resulting in one of our visitors receiving an injury and was taken to hospital for medical treatment.

Currently we are working with the visiting group and the injured person's family to get them the care and privacy they need to get the best possible recovery. We are looking into why the accident happened in the first place and we look forward to collaborating with the local authority to draw conclusions and take on board any learning we may be offered.

We pride ourselves on our excellent safety record and the care we place on all our visitors so will look into this matter as our highest priority to ensure something like this never happens again.

Our thoughts and feeling go out to the injured person and their family everyone at BF Adventure wish's them a speedy recovery.

I

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Equipment is checked every 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	<ul style="list-style-type: none"> 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

First Aid

Risk	Who it effects	How is this controlled?
Injuries worsening due to staff not knowing first aid	Staff Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

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

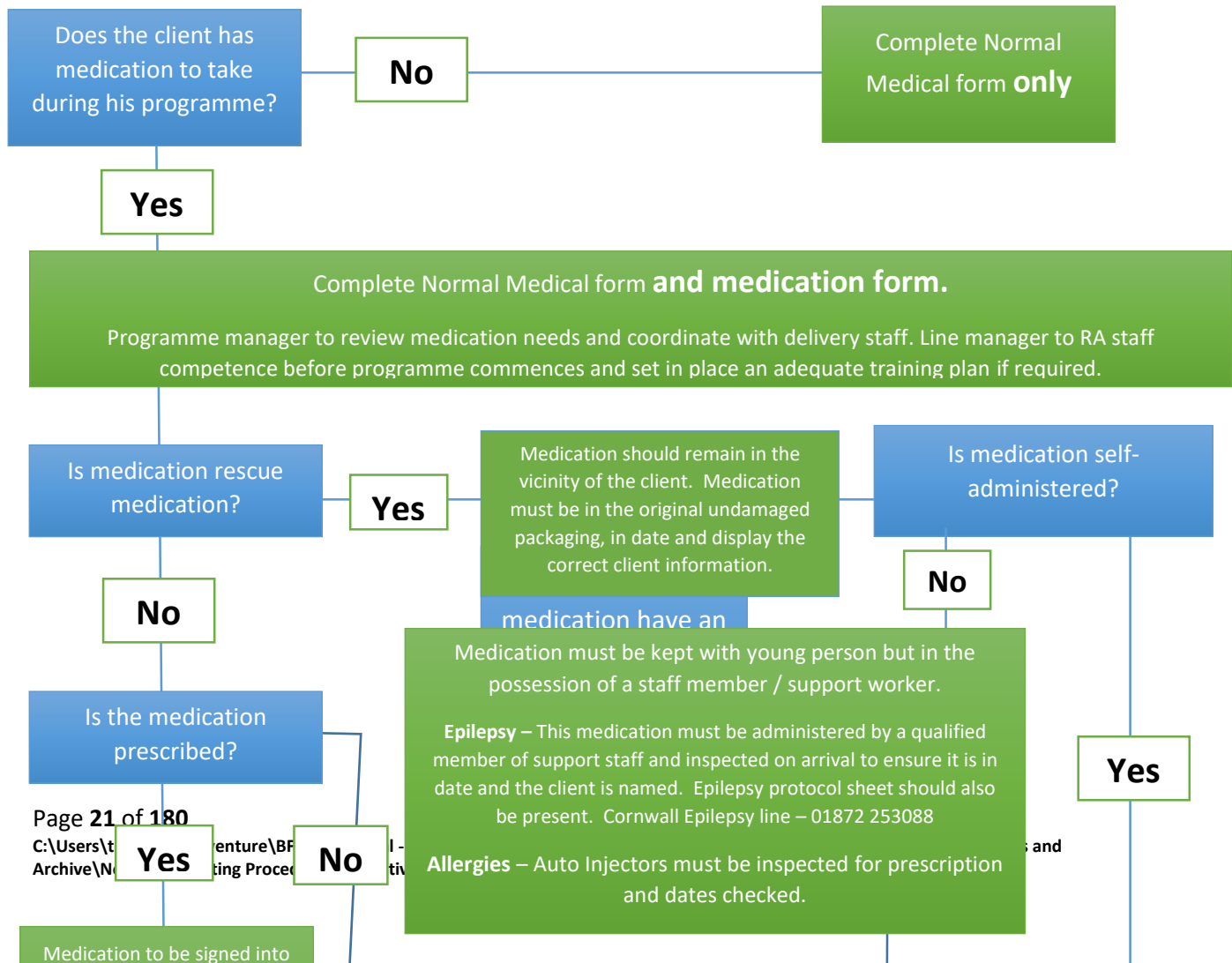
Medication

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
Administering paracetamol and ibuprofen to young people leading to over doses and illnesses	Guests	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Written consent should be obtained beforehand by a parent / guardian ○ Other options such as rest and drinking water should be tried before offering medication

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		<ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ▪ 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
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Medication flow chart



Site safety and terrain

Risk	Who it effects	How is this controlled?
Sprains and twisted ankles due to poor footwear	Staff Guests	<p>All guests are informed and all staff adhere to wear the following shoes on site: Acceptable shoes on site are:</p> <ul style="list-style-type: none"> • Trainers • Boots • Wellington boots <p>The following footwear is not acceptable and must not be worn by anyone staying on site:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Staff

Risk	Who it effects	How is this controlled?
Injuries to guests due to inadequate staff skills and capabilities	Staff Guests	<ul style="list-style-type: none"> 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 being 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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.

Weather

Risk	Who it effects	How is this controlled?
Injuries worsening due to inappropriate clothes being worn	Staff Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Observing a lightning strike activities are to cease for 20 minutes or until the "go ahead" had been authorised by a manager

Normal Operating Procedures

Cold and snowy conditions leading to hypothermia	Staff and guests	<ul style="list-style-type: none"> • Conditions below freezing points are to be considered individually based on the following circumstances: <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures – Activity Specific

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:

Normal Operating Procedures

- A quick list of must do behaviours that are present during a session

Session Plan

- This details the framework in which the risk assessment and NOP are produced from. All sessions should operate within the framework

Risk Assessment

- This details the process of how risk is managed on sessions

Adventure Barn

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> • NA
Capacity	<ul style="list-style-type: none"> • 400 max
Safety factors	<ul style="list-style-type: none"> • No climbing on the climbing wall or the side walls • No blocking fire doors
Operational Factors	<ul style="list-style-type: none"> • Climbing – see climbing NOP • Archery – See archery NOP <ul style="list-style-type: none"> ◦ Set up nets, signs, shoot away from main door, no other users allowed in the barn • Staff to brief and alter the activity if the floor is wet
Accessible Factors	<ul style="list-style-type: none"> • The barn is accessible
EAP	<ul style="list-style-type: none"> • See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> • Radio, FAK on side
Kit for Participants	<ul style="list-style-type: none"> • Sports equipment is available
Set up notes	<ul style="list-style-type: none"> • Visually check area and equipment before use

Risk Assessment

Hazards	<ul style="list-style-type: none"> • General • Internal Structure • Climbing Wall • Sports Facilities • Groups and Events 	
Risk	Who it effects	How is this controlled?
General		
Slips trips and falls	All	<ul style="list-style-type: none"> • Activities played in the barn must be suitable, as a guide: <ul style="list-style-type: none"> ◦ 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 ◦

Normal Operating Procedures

Water egress from poor weather leading to slips trips and falls	All	<ul style="list-style-type: none"> Staff aware this is a potential and to brief group accordingly If the activity cannot be made safe then the activity should be altered
		<ul style="list-style-type: none">
Structure	All	<ul style="list-style-type: none"> INSPECTION interval TBC
Overcrowding leading to difficulties in evacuating	All	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Climbing wall – see climbing NOP and RA		
Sports facilities		
Damage to facilities though ball and contact sports	Barn	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Fire doors checked in line with fire risk assessment 3 fire door in place + main shutter door Maximum users set see general Risk Assessment

Normal Operating Procedures

		<ul style="list-style-type: none">• Visiting groups / group leaders made aware to fire evacuating during welcome brief and information cascade down to all users

Adventure Quarry and problem solving

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Adventure Quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> Internal Training Competent assistant (adult with specific training) 3 year refresher
Ratios:	<ul style="list-style-type: none"> 1:12 – Assessed staff 2:16 – 1 x Assessed staff and 1 x competent assistant
Safety factors	<ul style="list-style-type: none"> Spiders web – face up, full team support from both sides, spotting as required for Head, neck and back Shrinking islands – spotters in place, “let go” command, support and team work when moving the heavy platforms, Wall – spotting, watch fingers, agree height of wall Gabion’s and lower temple run– no jumping, use planks as a draw bridge, do not use if there is 30 CM from the top of the first gabion to the water, care and briefing on the path by the start of the long bridge Ice – refer to RA for operating condition if water is iced up Rope bridges – walk on bridges, maximum of 3 people Raft crossing – 3 people max, sensible behaviour briefing, life ring accessible, no jumping
Operational Factors	<ul style="list-style-type: none"> Lock gate at the end of the day
Accessible Factors	<ul style="list-style-type: none"> Some activities will require additional staff such as gabion’s and raft crossing On raft crossing the chair must be suitable (see DM), see risk assessment
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Radio, FAK on side, life rings in position Warm cloths close for accidental fall into water PFD for gabions if covered Staff prepared to enter the water if needs be
Kit for Participants	<ul style="list-style-type: none"> Sturdy shoes and sensible clothes
Set up notes	<ul style="list-style-type: none"> Spiders web and activities according to plan need setting up before the group arrives Staff to visually check equipment before use and also the rock in the surrounding quarry

Normal Operating Procedures

Lesson Plan	
Aims and objectives	<ul style="list-style-type: none"> To encourage team work To develop cogitative and communication skills To be fun and engaging To be safe
Time	<ul style="list-style-type: none"> 1.5-4 hrs
Equipment needed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Check the quarry before use Set up the spiders web as needed Visual check of apparatus before use
Briefing	<ul style="list-style-type: none"> Introduce yourself and gain rapport with the group Introduce challenge by choice Safety rules, stay together, listen to instructions Medical information
Main delivery	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 away	<ul style="list-style-type: none"> 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
Other notes	<ul style="list-style-type: none">

Normal Operating Procedures

Risk Assessment	
Hazards	<ul style="list-style-type: none"> • Ice • Spiders web • Shrinking islands, plank crossing, gabions and duck island crossing • Plank crossing • Rope bridges • Raft challenge • Cargo net • Wall • Lower temple run • Problem solving activities

Risk	Who it effects	How is this controlled?
<ul style="list-style-type: none"> • General Risks 		
Poor management of groups leading to injuries	Participants	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 <u>and buoyancy aids must</u> 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: <ol style="list-style-type: none"> 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	Guests	<ul style="list-style-type: none"> • Staff prepared to enter the water to provide assistance

Normal Operating Procedures

not being able to stand up leading to drowning		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> All staff look at the quarry for signs of instability and feed back to the centre manager as and when Unstable areas are: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Equipment failing leading to crush or impact injuries	All	<ul style="list-style-type: none"> Staff to visually inspect equipment and apparatus before use All kit in suspected to be faulty should be reported to line managers and if possible isolated
General lack of awareness of environment leading to inappropriate behaviour and subsequent injuries	Guests	<ul style="list-style-type: none"> A "gate brief" to be given prior to entry to the adventure quarry making people aware that: <ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
		<ul style="list-style-type: none">
See saw		<ul style="list-style-type: none"> TBC
Tower of hanoi		<ul style="list-style-type: none"> TBC
Gutter run		<ul style="list-style-type: none"> TBC
Duck island equipment failing leading to impact injuries and drowning	Staff, guests	<ul style="list-style-type: none"> Equipment inspected beforehand by staff for security and stability Users limited to 4 per activity station or 2 per tyre

Normal Operating Procedures

		<ul style="list-style-type: none"> 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
		<ul style="list-style-type: none">

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	<ul style="list-style-type: none"> Signs stating load bearing capacity on each end of the bridge, this is a maximum of 3 people
Wear and tear leading to critical failure and the bridge collapsing	Staff Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 resulting in distress and possible drowning	Staff Guests	<ul style="list-style-type: none"> Estimated safe working capacity is 210 KG (3 x average male at 70KG) Sensible behaviour encouraged Staff to monitor activity
People on wheelchairs falling into the water	Staff Guests	<ul style="list-style-type: none"> <i>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:</i> 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: <ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<p>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:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Participants are shown 2 methods of manoeuvring over the net: • Crawling

Normal Operating Procedures

		<ul style="list-style-type: none"> Rolling sideways Staff on hand to provide assistance
Participants becoming stuck in the net and unable to get out leading to distress	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Lower temple run		
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	<ul style="list-style-type: none"> 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 stairs should be steady on their feet or additional support set in place to assist people
Problem Solving		
Cuts, grazes from faulty equipment	Users	<ul style="list-style-type: none"> Equipment check every term in our inventory checks
Minor injuries from misuse of equipment	users	<ul style="list-style-type: none"> Staff visually check equipment upon set up Activities can be deployed in any indoor / outdoor venue. Its location is assessed by the staff setting it up taking into account the group, the activity and the intended learning outcome.

Normal Operating Procedures

Archery

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Top Field / Barn or any other site assess location that has been approved by the CM		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> In house trained or Archery GB qualification Competent assistants – people who have been trained not assessed Refresh every 2 years
Ratios:	<ul style="list-style-type: none"> 2 archery per target, max 1:12 or 2:16 with competent assistant
Safety factors	<ul style="list-style-type: none"> Flag in place Safety zones clearly set up and briefed Arrows and bows stored separately No walking directly at the targets Broken arrows and bows isolated Briefing in place – see lesson plan All arrows are oversized Staff to be aware of the overshoot area
Operational Factors	<ul style="list-style-type: none"> Safety briefing before shooting Equipment correctly fitted to participant Staff always in PMU and have lone of sight Arrow collection managed appropriately Staff to manage the range and shooting to promote a safe range <p>More detailed info in lesson plan</p>
Accessible Factors	<ul style="list-style-type: none"> Adapted kit such as triggers and stand in place
EAP	<ul style="list-style-type: none"> See EAP at the start of this document Radio black spots in the quarry for staff to be aware Only access point is the beach so evac as per training to this spot

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Radio, FAK on side
Kit for Participants	<ul style="list-style-type: none"> Bow, arrows and arm guard
Set up notes	<ul style="list-style-type: none"> Visually check all kit before use Set up flag Set up range- targets, bows strung, arrows collected

Normal Operating Procedures

Lesson Plan	
Aims and objectives	<ul style="list-style-type: none"> To ensure participants are as safe as necessary To enthuse participants through a very quick taster session of archery and basic coaching To provide an enjoyable session
Time	<ul style="list-style-type: none"> 1.5 hrs
Equipment needed	<ul style="list-style-type: none"> Bows, arrows, arm guards, targets Flags
Set up notes	<ul style="list-style-type: none"> 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.)
Briefing	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 away	<ul style="list-style-type: none"> Store the equipment as shown on your latest training
Other notes	<ul style="list-style-type: none"> No Balloons to be used to reduce environmental impact

Risk Assessment	
Hazards	<ul style="list-style-type: none"> Arrows Bows Shooting Overcrowding Over drawing Marquee collecting Arrows

Normal Operating Procedures

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 being carried	Staff Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Bows checked half termly and when being strung up Bows appropriately sized to participants Trained staff to check bows Bows checked before issues to participants
Bruising to inner arm while losing the arrow	Staff Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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 • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The area behind the archery range to be maintained enough to allow for staff access

Body Boarding

Location	Any risk assessed life guarded beach		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> • Surf instructor • BF in house training
Ratios:	<ul style="list-style-type: none"> • 2:10 or 1:1
Safety factors	<ul style="list-style-type: none"> • Environmental <ul style="list-style-type: none"> ○ Heat -hat, water, sun block, sun glasses etc ○ Cold – blankets, hats, gloves, warm drinks etc ○ Fog and lightening – stop session • Do not run session after heavy rain (pollution) • Use lifeguarded beaches between red/yellow flag • Weaver fish – hot water and see life guard • Jelly fish – do not run session
Operational Factors	<ul style="list-style-type: none"> • Offsite form to be completed • Station radio either on the instructor or on the side • Touch base and seek advise from life guards at start of session • Stay waist depth • Safety briefing – see lesson plan • Demonstration on how to catch and exit wave
Accessible Factors	<ul style="list-style-type: none"> • Seats, and moving aids are available for session use
EAP	<ul style="list-style-type: none"> • See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> • Charged phone with credit, FAK on side
Kit for Participants	<ul style="list-style-type: none"> • Footwear, clothes, towel, wetsuit • Body board
Set up notes	<ul style="list-style-type: none"> • Visually check body board and leash before leaving BFA

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> • To learn how to body board safely • To catch waves and have fun • To learn about the surf environment
Time	<ul style="list-style-type: none"> • 1.5 hrs
Equipment needed	Wetsuit per person Body board per person Whistle Rescue tube Marker flag Dry bag

Normal Operating Procedures

	<p>First aid kit Charged mobile phone Survival bag</p> <ul style="list-style-type: none"> • Water bottle
Set up notes	<ul style="list-style-type: none"> • 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.
Briefing	<p>Soft Sand Area</p> <ul style="list-style-type: none"> • 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	<p>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</p> <p>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.</p> <p>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.</p> <p>getting changed</p>
Summary	<ul style="list-style-type: none"> • Did the group have fun and what did they learn?
Pack away	<ul style="list-style-type: none"> • Clean and check all equipment, hang up wetsuits
Other notes	<ul style="list-style-type: none"> •

Normal Operating Procedures

Risk Assessment	
Hazards	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Sun cream, sunhat, sunglasses • Sit in shaded areas • Hydration.
Hypothermia.	Staff, Clients	<ul style="list-style-type: none"> • Appropriate wetsuits for sea temperatures • Operating activity in summer months • Warm clothes, warm drinks, survival bag.
Fog - reduced visibility, disorientation, losing clients,	Staff, Clients	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Brief participants on wave etiquette • Keep group together
Body board, injury to self or others.	Staff, Clients public	<ul style="list-style-type: none"> • Ensure soft boards are used • Brief participants on how to hold body board, how to stop and how to wipe out safely

Bush Craft

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe Quarry Any suitable site		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> In house training breaks down to these 4 areas: <ul style="list-style-type: none"> Fire Shelter Cooking Tools 2 year refresh
Ratios:	<ul style="list-style-type: none"> 1:12 - shelter 1:8 Fire 1:30 – arts and craft and cooking (needs adult support 1:10, this can be a teacher) 1:16 bivvy (must be at least 2 adults)
Safety factors	<ul style="list-style-type: none"> Allergies to be disclosed at the start of the session Ferns to be picked carefully, gloves can be used if necessary Dangerous plants such as fox glove to be identified and briefed as appropriate Staff to be aware of ticks and this information passed onto YP 3 tier risk assessment to take place before each session FIRE LIGHTENING <ul style="list-style-type: none"> Knee height, use fire square, clean site (no leaf litter etc), attended at all times, water and burn gel on hand, fire blanket, canopy check above fire Fully extinguish fire before leaving the site 3 people max at fire square, safe stance taught, no walking over fire Staff to monitor all fires SHELTER <ul style="list-style-type: none"> Knife to be used by competent people only Heavy logs should be carried as a team or dragged TOOLS <ul style="list-style-type: none"> Stored in safety box when not in use Tools only to be used by trained staff Guests must receive specific training Tool use should be from a stationary position, tool length safety zone to be enforced, safe tool stances to be taught Knives to be kept sharp YP to be directly monitored by staff during tool use Clean water close by for cleaning cuts COOKING <ul style="list-style-type: none"> Staff must hold valid L2 food and hygiene Food handling refer to L2 food and hygiene best practice Oven gloves to be available, burn kit available Hand washing regularly during activity

Normal Operating Procedures

Operational Factors	<ul style="list-style-type: none"> • Consideration to site based on group and activity to be considered • 3 tier risk assessment to place as per training
Accessible Factors	<ul style="list-style-type: none"> • Lower field site is accessible
EAP	<ul style="list-style-type: none"> • See EAP at the start of this document •

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> • Radio, FAK • Fire – water, burn gel, fire blanket • Cooking – hand wash facilities, oven glove, water • Tools – clean water • Rucksacks – used for moving equipment
Kit for Participants	<ul style="list-style-type: none"> • Good footwear, long trousers encouraged •
Set up notes	<ul style="list-style-type: none"> • Visually check craft and PFD's prior to issue

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> • 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
Time	<ul style="list-style-type: none"> • 1.5 hours, 3 and 6 hours
Equipment needed	<ul style="list-style-type: none"> • Various depending on content • Rucksacks used to move equipment to keep hands free as much as possible
Set up notes	<ul style="list-style-type: none"> • Equipment should be pre-packed and probably pre-planned depending on the session • 3 tier risk assessment to take place
Briefing	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Creating the right learning environment • Briefing and demonstrations / tasks • Monitoring, supervision and mentoring • Reviewing and sharing of learning
Summary	<ul style="list-style-type: none"> • Leaving the environment how we found it and relating the session back to life
Pack away	<p>Leave the equipment and site as you found it or better and ready for the next session.</p> <ul style="list-style-type: none"> • When necessary report low stocks of equipment and resources to the staff responsible for bush craft ASR or to the Team Leader for replenishment.
Other notes	<ul style="list-style-type: none"> •

Normal Operating Procedures

Risk Assessment	
Hazards	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	<ul style="list-style-type: none"> All staff to demonstrate competence in the following areas in order to run that specific skill <ul style="list-style-type: none"> Fire Tools Shelters (and bivvy) Cooking Arts and craft are taught during training but have no assessment All staff to receive refresher training on an 2 year basis
Slips, trips and falls	Staff and guests	<ul style="list-style-type: none"> 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 3 tier risk assessment to take place as per training Rucksacks provided for staff and young people to carry equipment to site. This improves line of sight and keeps hand free for balance In wet conditions, care site choice should be taken and this should form part of the 3 tier risk assessment. Briefing, team work and route choice should be taken place to provide a safe route to bush craft. Extra care taken in and around exposed roots as they are very slippery when wet.
High winds bring down live and dead wood onto site users	Staff and guests	<ul style="list-style-type: none"> 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 3 tier risk assessment to take place as per training
Cuts, scratches and stings from collecting	Staff and guests	<ul style="list-style-type: none"> Group should be briefed to take care when collecting natural materials

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leaf litter and natural materials		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Fire lighting 		
Fire getting out of control leading to burns	Staff and guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 3 tier risk assessment to take place as per training
Fire spreading leading to destruction of surrounding area	Staff and guests	<ul style="list-style-type: none"> 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

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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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Supervision and, if appropriate, instruction should be provided by instructors to ensure structure built does not cause harm 3 tier risk assessment to take place as per training
Cuts resulting from using the knife when used to cut sisal	Guests	<ul style="list-style-type: none"> Unless specifically taught (see knife risk assessment), only competent staff are allowed to use knives during sessions
Lifting and moving large logs leading to manual handling injuries	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Staff can use knives once they have demonstrated competence, this includes: <ul style="list-style-type: none"> Appropriate grip Safe use Correct stance Awareness Training Guests can use knives 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	<ul style="list-style-type: none"> 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

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		<ul style="list-style-type: none"> 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 be achieved by sitting on prepositioned stumps, creating zones by marking the floor or setting a checking behaviour 3 tier risk assessment to take place as per training
Lack of skill or control by guests leading to cuts	Guests	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 non-handled part of the hand to remove excess fluid and metal burrs
Cutting an artery leading to severe bleeding	Guests and staff	<ul style="list-style-type: none"> 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 leading to food poisoning	Staff and guests	<ul style="list-style-type: none"> Staff cooking with guests will have a level 2 food hygiene certificate 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

Normal Operating Procedures

Burns and scalds from handling hot pans	Staff and guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Staff and guests should receive training before use • Trangia to set up in a safe place(s) such as next to a linear 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. • Gloves should be worn when picking up / pouring from storm kettle
Poor hygiene leading to food poisoning	Staff and guests	<ul style="list-style-type: none"> • Hand washing solution will be used before people handle any food • All pots and pans are to be washed in environmentally clean soapy water

Paddle Sport

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe Quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> • BC qualifications • In house (see risk assessment) must include proficiency, a rescue and in house training
Ratios:	<ul style="list-style-type: none"> • 1:8 kayaks and canoes • 1:12 rafted canoes
Safety factors	<ul style="list-style-type: none"> • Yellow area to be avoided • Briefing before going on water to include: general talk about the area, setting boundaries, what to do if they capsize, recap on medical info, event in an emergency and communication • Issue and correct all PPE fitted correctly
Operational Factors	<ul style="list-style-type: none"> • Station radio either on the instructor or on the side • Consider the games being played and whether helmets should be worn • Be mindful of swimmers and people jumping, keep area around them clear • Keep beach as free as possible for other groups to launch
Accessible Factors	<ul style="list-style-type: none"> • Seats, and moving aids are available for session use
EAP	<ul style="list-style-type: none"> • See EAP at the start of this document • Radio black spots in the quarry for staff to be aware • Only access point is the beach so evac as per training to this spot

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> • Radio, FAK on side, means of towing / moving people, • Consideration to weather (spare clothes, wetsuits, blankets, warm drink, sun cream, hats, water etc)
Kit for Participants	<ul style="list-style-type: none"> • PFD, craft, paddle • Helmet only need to be used if the games or content increase the risk of a head injury
Set up notes	<ul style="list-style-type: none"> • Visually check craft and PFD's prior to issue

Normal Operating Procedures

Lesson Plan	
Aims and objectives	<ul style="list-style-type: none"> • 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
Time	<ul style="list-style-type: none"> • 120 minutes
Equipment needed	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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 <p>Swimming pool:</p> <ul style="list-style-type: none"> • 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. <p>When operating offsite the additional equipment must be carried:</p> <ul style="list-style-type: none"> • Towline • Throw line • Group Shelter • Spare clothes • Water / hot drinks • Whistle • Spare paddles • Mobile phone • Map •
Set up notes	<ul style="list-style-type: none"> • All equipment will be visually checked prior to use • For all off site activities, an offsite form must be completed and authorised by a BCU Level 3 coach • Unlock canoes / kayaks • Gather medical information

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	<ul style="list-style-type: none"> • Collect wetsuits if needed
Briefing	<p>Introduce yourself and start building rapport</p> <p>The instructor will brief the following:</p> <ul style="list-style-type: none"> • 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	<p>Kit up the group and fit into kayaks</p> <p>Discuss boundaries and safe operating areas</p> <p>Agree behaviour and procedures for capsizes and also in emergencies</p> <p>Set up games and coaching sessions appropriate to the group's aims, suitable games may include:</p> <ul style="list-style-type: none"> • Tag games • Ball games • Raft games • Races • Movement and rescue skills
Summary	<ul style="list-style-type: none"> • Typically reviewing here can include: <ul style="list-style-type: none"> ○ Personal skill acquisition ○ Personal challenge ○ Support and cooperation while paddling ○ Summary on water safety
Pack away	<ul style="list-style-type: none"> • Check the equipment and place back into storage as indicated • All damaged equipment taken out of service and reported to the Staff who has this ASR or to the Team Leaders
Other notes	<ul style="list-style-type: none"> •

Normal Operating Procedures

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	<ul style="list-style-type: none"> 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 Staff visually inspect all PFD before use PFD checked in line with safety check policy
Hypothermia from falling into the water	Staff Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	Staff Guests	<ul style="list-style-type: none"> Good fitting footwear must be worn (i.e. trainers)

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the bottom of the quarry		
Becoming trapped in the kayak during a capsize	Staff Guests	<ul style="list-style-type: none"> • 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 • Craft visually checked by staff before use • Craft check in line with safety check policy
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: <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • No running on the pontoon • Signs in place at the pontoon
Rafted canoes falling apart resulting in people falling into the water	Staff Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

Other users leading to collisions and bad relations	Public, staff, guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 through surf leading to injuries	All	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The following equipment must be carried: <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • Staff to be able to operate craft, these to include as a minimum: <ul style="list-style-type: none"> ○ Canoe and kayak qualifications: <ul style="list-style-type: none"> ▪ BC 2 star ○ Canoe only <ul style="list-style-type: none"> ▪ BC Explore in a canoe / BC canoe award ○ Kayak only <ul style="list-style-type: none"> ▪ BC explore in a kayak / BC Kayak award • Staff to be able to rescue by having a minimum BC FSRT

Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> When operating in White Water conditions, the coach / leader must only operate within their qualification remit. For a BCU Level 3 coach (old scheme), this is: <ul style="list-style-type: none"> Moderate White Water Grade 2 white water or equivalent weirs for canoe. Grade 2(3) for white-water spec kayaks. <p><i>Grade 1 Easy – moving water with occasional small rapids. Few or no obstacles to negotiate.</i></p> <p><i>Grade 2 Moderate – small rapids featuring regular waves. Some manoeuvring required but easy to navigate.</i></p> <p><i>Grade 3 Difficult – most rapids will have irregular waves and hazards that need avoiding. More difficult manoeuvring will be required but routes are normally obvious. Scouting from shore is occasionally necessary to maintain line of sight.</i></p> <ul style="list-style-type: none"> BCU 4 and 5 star leaders <ul style="list-style-type: none"> 4 star leaders- can lead on grade 2 water 5 star leaders can lead on grade 4 water <p>http://www.canoe-england.org.uk/media/pdf/BCU%20TERMS%20OF%20REFERENCE%20V4-0.pdf</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Equipment used must be suitable for white water use measured against the expected conditions Equipment for consideration should include: <ul style="list-style-type: none"> Kayak- bulkhead foot rests, manoeuvrability, strength, design (volume and designed use), paddler suitability Paddle- strength, weight Buoyancy aid- well fitting, floatation Helmet- strength and fit

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ Foot wear- grippy and well fitting
Injuries worsening due to poor or ill prepared rescues	All	<ul style="list-style-type: none"> • Staff must be appropriately qualified, see above • Rescue equipment should be appropriate to the conditions but must include: <ul style="list-style-type: none"> ○ Throw line(s) ○ Means of towing ○ Slings and Krab (possibly pulleys)
Foundation Safety and rescue Training (FSRT)		
Manual handling related injuries though learning to rescue kayaks and canoes	ALL	<p>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:</p> <ul style="list-style-type: none"> • Moving and handling people • Moving and handling equipment included swamped canoes and kayaks with and without air bags <p>Both of these can be heavy and awkward and have a higher than normal risk of injury, especially to people with pre-existing injuries.</p> <p>FSRT at BF Adventure will:</p> <ul style="list-style-type: none"> • 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	<p>Course in the winter should be planned appropriately taking into account the weather and the available personal equipment, this includes:</p> <ul style="list-style-type: none"> • 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	<p>Helmets are not compulsory, factors to be considered before deciding to wear a helmet are:</p> <ul style="list-style-type: none"> • 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
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Normal Operating Procedures

Catapult

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Lower filed, Barn, top field or in rafted canoes		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> NOP must be read and staff have observed at least 1 session
Ratios:	<ul style="list-style-type: none"> 1:16 (normally set at 1:12)
Safety factors	<ul style="list-style-type: none"> No one in, under, on top or immediately in front (when being fired) of the structure Structure must be free standing Poles moved in pairs or dragged Only tennis balls, water bombs bean bags etc to be used Targets to be used on field or catching is appropriate for the group
Operational Factors	<ul style="list-style-type: none"> Set up clear shooting areas Structure and knot checks to take place before firing by staff
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Radio, FAK
Kit for Participants	<ul style="list-style-type: none"> Min of 4 people, 6 ropes, 2 bungee, 1 x cloth and 5 x balls
Set up notes	<ul style="list-style-type: none"> Staff can carry poles by themselves

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> Planning skills as a team Creating a structure as a team, cooperating and collaboration Fun with simple competition
Time	<ul style="list-style-type: none"> 1-1.5 hours
Equipment needed	<ul style="list-style-type: none"> 4 x poles per group 10 pieces of ropes Firing bungees Balls (min of 4 per team) Guest kit
Set up notes	<ul style="list-style-type: none"> An area big enough to fire and build i.e. Lower field, grass area by Archery 1, Archery 2.

Normal Operating Procedures

	<ul style="list-style-type: none"> The marquee can be used with the plastic balls Set up a shooting line, arrange the equipment neatly and lay out scoring zones using rope
Briefing	<p>Introduce the aims of the session and the safety rules.</p> <ul style="list-style-type: none"> Build rapport and get the group in teams of around 4-8 people.
Main delivery	<p>Briefing</p> <ul style="list-style-type: none"> 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 <p>Demonstration Show the group how to lift the poles and also how to tie a simple square lashing</p> <p>Discuss building options, the usual designs are: A frame Triangle X</p> <p>Building Ask the group to design a free standing structure using the equipment provided that can host the firing bungee.</p> <p>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.</p> <p>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.</p> <p>Games and competitions can be introduced to add value and fun to the session. These could include:</p> <ul style="list-style-type: none"> Accuracy challenges Distance challenge Cricket Shoot the "staff" (water bombs)
Summary	<ul style="list-style-type: none"> A discussion based on how they worked together and how they could make improvements for next time
Pack away	<ul style="list-style-type: none"> Care should be taken when dismantling the catapult and all equipment should be packed away in preparation for the next group
Other notes	<ul style="list-style-type: none">

Risk Assessment

Normal Operating Procedures

Hazards	<ul style="list-style-type: none"> • Poles • Projectiles • Firing mechanism
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Risk	Who it effects	How is this controlled?
Polls falling onto people leading in impact and head injuries	Staff, participants	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • During session, all users are encouraged to carry the pole in pairs or drag them • 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 leading to impact injuries and eye injuries	Staff, participants and other users	<ul style="list-style-type: none"> • 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 tea 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

		<ul style="list-style-type: none">• 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
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Normal Operating Procedures

Canoe Quarry – Splashing in the shallows (NEW 2020)

Note: This session was set up originally during an exceptionally hot summer as a means to cool off people. This was seen as a benefit to the young people physical state but also their moral.

This is not a normal session and thus not programmable but can be used in exceptional circumstances.

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> Staff competent with throwline (FSRT)
Ratios:	<ul style="list-style-type: none"> 2:30
Safety factors	<ul style="list-style-type: none"> Max of 5 people on jetty No jumping off the jetty
Operational Factors	<ul style="list-style-type: none"> Spotters on jetty looking for people struggling Games suitable for the group
Accessible Factors	<ul style="list-style-type: none"> Off road wheel chair can be wheeled straight into the water
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio, throwline, life ring I position
Kit for Participants	<ul style="list-style-type: none"> Swimwear shoes
Set up notes	<ul style="list-style-type: none"> Throwline as boundary

Risk Assessment

Hazards	<ul style="list-style-type: none"> Water – Drowning Jetty Rocks Games
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Risk	Who it effects	How is this controlled?
Water- Drowning		

Normal Operating Procedures

Non swimmers going out of depth and drowning	All	<ul style="list-style-type: none"> Area roped off at chest height to prevent people going out of depth from the stack to the quarry wall Participants briefed not to pass this point Staff on the side with a throwline operated by a competent person (BC FSRT) At least 2 spotters to maximum of 30 people in the water first aid trained staff on hand
Over crowding leading to spotters not being able to supervise properly and drowning	Participants	<ul style="list-style-type: none"> a maximum ratio 1 spotter to 15 participants a maximum number of participants not to exceed 30 people regular head counts
Hypothermia from immersion in the water	Participants	<ul style="list-style-type: none"> Session only to take place in hot weather Participants briefed to get out when cold Session a maximum of 30 minutes in length Staff monitoring Participants told to bring down towels Participants are residential and have spares clothes and accommodation within a 2 minute walk
Jetty		
Getting caught under the jetty leading to distress and drowning	Participants	<ul style="list-style-type: none"> Spotter in place The risk is very low
Impacting the jetty through games leading to minor head injuries	Participants	<ul style="list-style-type: none"> Games played are appropriate for the group and the area
Slipping off the jetty	All	<ul style="list-style-type: none"> No running on the jetty Maximum of 5 people on the jetty + spotters and throw bag person
Rocks		
Stubbing toes on the rocks on the bottom of the quarry	All	<ul style="list-style-type: none"> Shoes must be worn at all times Participants briefed about rocks on the left side of the area
Falling and landing on rocks on the left side leading to impact and head injuries	All	<ul style="list-style-type: none"> People briefed on the location of rocks Games played are suitable The group will be monitored by spotters and people actively managed away from the rocks No standing on the larger rocks from anyone
Impacting the floor from jumping off the jetty leading to ankle and foot injuries	All	<ul style="list-style-type: none"> No jumping off the jetty

Climbing and Abseiling

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe Quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> In house training and assessment – see RA for more details SPA/RCI – can operate anywhere on site and off site at suitable risk assessed locations. See RA Other awards are acceptable, CM/TA need to approve these Accessible abseil – use of wheel chairs and tandem abseil have internal training Accessing by staff – internal training Internal qualifications need annual CPD (internal assessment) and re assess every 2 years (by TA)
Ratios:	<ul style="list-style-type: none"> 1:8 or 2:10 with a competent assistant – see RA
Safety factors	<p>General safety factors</p> <ul style="list-style-type: none"> Checks – visual kit checks when picked up from store, duality encouraged, pre climb FULL system checks, faulty kit isolate and reported to manager Helmets and harness provided for all unless is designated safe zones Staff must protect themselves when setting up to prevent a fall from height All set ups as per training manual Visual check of venue / apparatus Access path to be briefed, team work encouraged, people with mobility need to walk around though hub area and avoid path Briefing to take place – See LP <p>Climb specific safety factors</p> <ul style="list-style-type: none"> Staff monitor 2 ropes max Belay – suitable techniques used see training manual Staff to be in control of inactive rope by tailing or use of knots at ALL times during climb and lower Competent assist – must work adjacent to trained staff and only operate 1 rope, trained staff to supervise competent assist and are responsible for the safety of the whole party. <p>Abseil specific safety factors</p> <ul style="list-style-type: none"> Staff to monitor 1 rope Competent assist – must work adjacent to trained staff and only operate 1 rope, trained staff to supervise competent assist and are responsible for the safety of the whole party. Participants briefed on access path SPA/RCI are able to abseil with personal safety “test” in place before the use of the prussic wall – see RA <p>Accessing through abseiling</p> <ul style="list-style-type: none"> See RA
Operational Factors	<ul style="list-style-type: none"> Station radio either on the instructor or on the side Hair, jewellery, toggles, tassels etc to be tied back and rings removed (where possible)

Normal Operating Procedures

	<ul style="list-style-type: none"> Chest harnesses available for participants who require additional securing in their harness Set up in accordance with training manual Prussic wall abseil – canoe in place with staff at the bottom with suitable PFDs
Accessible Factors	<ul style="list-style-type: none"> Accessible abseil ramp in place
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Radio, FAK, rigging and belay equipment
Kit for Participants	<ul style="list-style-type: none"> Shoes, harness, helmet,
Set up notes	<ul style="list-style-type: none"> Visually check all equipment when taken from stores Faulty equipment to be isolated and reported to manager Full system check to take place if arriving at the activity that has been set up by someone else

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> 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
Time	<ul style="list-style-type: none"> 1.5 hrs
Equipment needed	<ul style="list-style-type: none"> appropriate sized harnesses and helmets per participant rigging equipment rope belay devices ground anchors (optional)
Set up notes	<ul style="list-style-type: none"> 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
Briefing	<ul style="list-style-type: none"> Introduce your self Challenge by choice Remove loose items, tie hair back and remove rings Listen to instructions Medical information Access paths
Main delivery	<p>Fitting of equipment</p> <ul style="list-style-type: none"> 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

Normal Operating Procedures

	Introduction and demonstration <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> A summary of the experience should follow to see if they met the aims of the session
Pack away	<ul style="list-style-type: none"> 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
Other notes	<ul style="list-style-type: none">

Risk Assessment	
Hazards	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> As part of staff training and assessment staff are expected to demonstrate competence when checking equipment Equipment visual check will be carried out upon taking the kit from the store before being issued to clients or set up 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
System failing though inadequate set up leading to falls from height	All	<ul style="list-style-type: none"> 2 x large boulder used in set up, equalised Set up is simple to set up Staff are trained and assessed in this

Quarry edge

Falling off the quarry ledge leading to impact injuries	Staff Guests	<ul style="list-style-type: none"> 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
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Normal Operating Procedures

		<p>system to ensure the safety of all associated users (with the exception of the training wall which has a bespoke and specifically trained system).</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

		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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

Lowering off

Lowering off too quickly resulting in impact injuries	Guests	<ul style="list-style-type: none"> 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
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2 rope systems

Participants falling as the instructors are unable to operate 2 ropes properly leading to fall from height	Guests	<ul style="list-style-type: none"> 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
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Smoking

Ash and burns from smoking damaging the equipment resulting in the PPE to be less effective and visually poor	Guests Staff	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> All staff trained internally Internal training will receive an update session every 2 years by the TA Staff are assessed to the following levels: <ul style="list-style-type: none"> Pre 2019 –BFA has 3 levels of competence: <ul style="list-style-type: none"> 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 –
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Normal Operating Procedures

		<ul style="list-style-type: none"> ▪ 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	<p>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:</p> <ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Slabs- top roping 		
Falling off the quarry edge resulting in falls from height	Staff Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

		<ul style="list-style-type: none"> Where there 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Instructors to have been trained and have passed a BFA abseil module
Participants losing control of the abseil and impacting the floor	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Long hair tied back The abseil rope is releasable meaning that 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> All descents to be slow and controlled Safety line in place so the instructors can assist and manage this

Normal Operating Procedures

Instructors abseiling without safety, losing control and falling from height	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 to operate on both BF Abseil sites
Slipping on the descent path and falling to the ledge resulting in impact injuries	Guests Staff	<ul style="list-style-type: none"> 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) All participant need a "test" before attempting prussic wall to assess ability. The access path in ADQ and or the temple run should be used for this
Participants descending into water at the end of the abseil resulting in possible drowning	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	Staff	<ul style="list-style-type: none"> All accessing never to be done in isolation Access harness to be used if possible

Normal Operating Procedures

techniques incorrectly leading to injuries and falls from height		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • Wall built by professional company • Technical drawing provided • Annual testing by High Time
Injuries though accessing the climbing	Staff	<ul style="list-style-type: none"> • If possible, use a footed ladder to route set (see maintenance RA for the use of ladder)

Normal Operating Procedures

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		<ul style="list-style-type: none"> When accessing the tower in isolation and using ropes: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Use of ladder and belay setting up a static releasable working line
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Climbing – Granite Planet

Location	Granite Planet, Penryn		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Climbing NOP, remote off site, generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> Site specific training or CWI or greater
Ratios:	<ul style="list-style-type: none"> 1:8
Safety factors	<ul style="list-style-type: none"> Ensure ground around bouldering is clear Ensure warm up is undertaken before bouldering
Operational Factors	<ul style="list-style-type: none"> Site form to be completed and procedures followed Awareness of other climbers Staff to operate rope in “Grabbing distance” Briefing of use of and lowering past features
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document Call office at earliest opportunity and inform DM

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Phone, FAK
Kit for Participants	<ul style="list-style-type: none"> Harness, helmet, belay device
Set up notes	<ul style="list-style-type: none"> Off site form

Lesson Plan

Aims and objectives	<p>To work with confidence at height</p> <p>Learning to belay and become independent as a climber</p> <p>To operate with a team exploring issues such as trust and communication</p> <ul style="list-style-type: none"> To have fun and become physically challenged
Time	<ul style="list-style-type: none"> 1.5-3 hours
Equipment needed	<p>Helmet, Harness</p> <p>Belay devices and 2 x Krab</p> <ul style="list-style-type: none"> Optional, climbing shoes and chalk bags
Set up notes	<ul style="list-style-type: none"> None but consider games for traverse room and boulder room
Briefing	<p>Briefing</p> <p>As per climbing and abseiling guidelines and the following</p> <ul style="list-style-type: none"> Climbing wall <ul style="list-style-type: none"> Not using the lead bolts Not to walk under other climbers To be aware and courteous to members of the public

Normal Operating Procedures

	<ul style="list-style-type: none"> ▪ To be aware of features when climbing and lowering off ○ Bouldering room <ul style="list-style-type: none"> ▪ Observe local and published rules ▪ No outdoor shoes ▪ Maximum of 3 climbers in the room at once ○ Traverse room <ul style="list-style-type: none"> ▪ Good group control ▪ Consideration of spotters for certain groups
Main delivery	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Review what they have learnt today and specifically the differences between BFA and Granite Planet
Pack away	<ul style="list-style-type: none"> • Count the kit in and return it BF Adventure stores
Other notes	<ul style="list-style-type: none"> •

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Other users • Traverse room • Boulder rooms • Features • Staff
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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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Normal Operating Procedures

Falling off the wall in the boulders room leading to impacts	Clients	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
Staff unfamiliar with centre leading to site specific injuries	All	<ul style="list-style-type: none"> • Staff must have an induction by one of the BFA climbing trainers • Staff can operate ropes as long as they can easily, place back up knots, quickly grab the inactive rope and take over the system

Cooking – with clients

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Any BF Adventure kitchen		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, Safer Food Better Business- this policy explains in detail the standards the kitchen and food handling should be operated		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> L2 food safety certificate
Ratios:	<ul style="list-style-type: none"> 1:4
Safety factors	<ul style="list-style-type: none"> Hand washing – before, during and after use Clean down surfaces – during and post activity Menu plan and allergen information produced if shared / offered to other young people All food probed to ensure it's at the correct temperature
Operational Factors	<ul style="list-style-type: none"> Clearing up – wash, dry and put away all cutlery, crockery and equipment after use Check food labels before use – check date and ingredients to assess suitability Wipe down all surfaces post use Food storage – wrap and label all food. Ensure use by date is clear. Tea towels, aprons and hats washed at the end of the day
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio Fire blanket in place Burn gel in on location first aid kit
Kit for Participants	<ul style="list-style-type: none"> Apron, hat / hair net
Set up notes	<ul style="list-style-type: none"> Ensure kitchen is cleaned before use Put away clean aprons, hats and tea towels from tumble dryer

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> Healthy living and diet education and skills Safe and healthy to themselves and others
Time	
Equipment needed	<ul style="list-style-type: none"> PPE – aprons, hats Ingredients Menu plan with ingredient and allergen list

Normal Operating Procedures

Set up notes	<ul style="list-style-type: none"> Wipe the surfaces and check the kitchen has been cleaned before use with groups Empty the tumble dryer and prepare tea towels, aprons and hats Check food in fridge for out of date stock and dispose of as appropriate
Briefing	<ul style="list-style-type: none"> Basic hygiene – hand washing and PPE Check for recent or current illnesses, people who have recently or are currently ill cannot prepare food for themselves or others
Main delivery	<ul style="list-style-type: none"> Issue PPE (hats and Aprons) Hygiene – wash hands, keep area tidy, clean and wash up as you go and also at the end of the activity Equipment – check and ensure users know how to use it Medical – check for allergens with the anticipated consumers of the food. If sharing the food with other people than those who have cooked it ensure a complete list of ingredients is available to inform the consumers
Summary	<ul style="list-style-type: none">
Pack away	<ul style="list-style-type: none"> Clean down – all surfaces and equipment used Food –wrap and label and store appropriately
Other notes	<ul style="list-style-type: none">

Risk Assessment

Hazards	<ul style="list-style-type: none"> Kitchen (surfaces, walls, fixture and fittings etc.) Food Cooks Allergens Knives and cutlery Oven Animals Pests
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Risk	Who it effects	How is this controlled?
Kitchen		
Cross contamination from walls, handles etc. leading to illnesses spreading to other users	All users	<ul style="list-style-type: none"> Daily kitchen cleaning carried out to include handles and surfaces Normally this is completed by a cleaner but staff using the kitchen should check to ensure this completed before their activity commences. If it has not been done, staff should clean as per the schedule in the kitchen before use.
Food		
Illness through incorrect food handling	All users	<ul style="list-style-type: none"> Staff to be qualified with at least the L2 standard in food hygiene Good handwashing briefed and practiced throughout activity

Normal Operating Procedures

		<ul style="list-style-type: none"> All cutlery and equipment is cleaned after use, dried and put away Apron worn by cooks Hats / hair nets worn by cooks
Illnesses though incorrect food storage	All users	<ul style="list-style-type: none"> All items stored in accordance with the labelled storage instructions All food stored will be packaged and be labelled with the date it was cooked, use by date and allergens
Illnesses though incorrect cooking and hot holding	All users	<ul style="list-style-type: none"> Food that has been cooked will be probed as per L2 guidelines to ensure the food it cooked to the correct temperature HOT HOLDING TBC
Allergens within food causing anaphylactic reactions and possibly death	All users	<ul style="list-style-type: none"> Menu plan created with allergen information and handed to all users No peanuts in any of BFA kitchens
Cooks		
Inadequate supervision pathing the way for poor practices resulting in a manner of injuries and contaminated food	All users	<ul style="list-style-type: none"> Staff to supervise on a ratio of 1:4 max Young people constantly monitored
Poor hygiene leading to illnesses	All users	<ul style="list-style-type: none"> Handwashing before during and after cooking Hats to be worn Aprons, hats and tea towels put into wash at the end of the day
Illnesses such as colds etc. being passed onto to others	All users	<ul style="list-style-type: none"> People with colds or who have been sick in the previous 48 hours should refrain from cooking activities
Cuts, burns and electrocutions etc. being received though poor or unsupervised cooking	cooks	<ul style="list-style-type: none"> Young people should be supervised at all time Where cutting and chopping food items, staff should set in place a means of assessing ability and provide basic training as required All electrical equipment should be PAT tested When using appliances, young people should be supervised
Knives and cutlery		
Injuries to other though misuse or ,malicious use of sharp objects or sharp objects being used to self harm	cooks	<ul style="list-style-type: none"> All sharp objects to be secured away in a lockable location. Access to this should only be available by BFA staff or group leaders on a case by case basis
Oven		
Misuse of oven leading to heat related injuries and also explosions	cooks	<ul style="list-style-type: none"> Gas supply to be turned off at the end of the day or, if risk assessed appropriately, between cooking activities Staff supervision at all times

Normal Operating Procedures

		<ul style="list-style-type: none"> Annual gas safety check to take place
Animals		
Animals in the kitchen bring in mud and potential sources of infection	All users	<ul style="list-style-type: none"> No animals allowed in the cooking areas
Pests		
Pests such as mice leaving droppings and urine and leading to infections and contaminated food sources	All users	<ul style="list-style-type: none"> Daily clean checks take to monitor for signs of droppings Where there is evidence, BFA will set in place pest control measures Food to be cleared away and bins emptied regularly to remove possible food sources for pests Daily clean, scheduled deep cleaning and pre use cleaning to take place to ensure that surfaces are clean

First Aid Training

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Or any other suitable location		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, Policy handbook (various policies)		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> ITC recognised trainer
Ratios:	<ul style="list-style-type: none"> 1:16
Safety factors	<ul style="list-style-type: none"> New lung for manikins every course Manikin faces cleaned before every use
Operational Factors	<ul style="list-style-type: none">
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Antibac wipes
Kit for Participants	<ul style="list-style-type: none"> 1 x manikin between 4 people Outdoor clothes is operating outside
Set up notes	<ul style="list-style-type: none">

Risk Assessment

Hazards	<ul style="list-style-type: none"> Manikins Training Venue and location
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Risk	Who it effects	How is this controlled?
Infection from dirty lungs due to improper cleaning of manikins	Staff Clients	<ul style="list-style-type: none"> New lungs per course
Contagious diseases from sharing manikin face masks or due to improper cleaning	Staff Clients	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

Trainees exiting the course with poor techniques leading to injuries when administering first aid	Public	<ul style="list-style-type: none"> • 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
Lack of usable space leading to trip injuries	Users	<ul style="list-style-type: none"> • Risk asses site to ensure adequate usable space • Mats provided used for comfort when kneeling • When using outdoor spaces, weather and condition should be taken into account. Appropriate clothing requested prior to course to be provided.

Heavy Horse visits (New for 2020)

Location	Heavy Horse stables, Halvasso, Cornwall		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, No remote operating procedure		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> Staff to have pre visited the venue and the walk
Ratios:	<ul style="list-style-type: none"> 1:4
Safety factors	<ul style="list-style-type: none"> Group briefed see LP Manual handling – use lifting aids (i.e. wheel barrows) where instructed, only lift with your means for the shortest possible distance, BF staff to support the dynamic assessment of all lifts with YP Tables have restricted access for YP Owners must be present to assess the mood of horses when around YP Wash hands regularly
Operational Factors	<ul style="list-style-type: none"> Leading horses -1 horse per person, gates to be secured with bolts or rope Brushing of horses occurs outside and horses tied up Keep work areas tidy and put equipment away Dropping cleared immediately No running Open barn doors to promote air flow
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document The activity is about 600M off site so mobile phones should be taken so communication with the main site can be established This activity is non remote

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio, hi Vis jacket, gloves
Kit for Participants	<ul style="list-style-type: none"> Sturdy shoes to be worn, gloves
Set up notes	<ul style="list-style-type: none">

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> Educational visit to see how and to support the care of horses Connection to animals can have a therapy effect
Time	<ul style="list-style-type: none"> 2 hours +

Normal Operating Procedures

Equipment needed	<ul style="list-style-type: none"> • Hi vis vest
Set up notes	<ul style="list-style-type: none"> •
Briefing	<ul style="list-style-type: none"> • Briefing <ul style="list-style-type: none"> ○ Walk on road –single file, hi vis on person at the at the back, walk on right hand side unless it is safer on the other side for issues like improved visibility, staff to monitor traffic and instruct group onto verge as appropriate ○ Behaviour – group to agree a code of conduct ○ No running ○ Keep areas tidy
Main delivery	<ul style="list-style-type: none"> • On site staff will brief BF staff and YP about the appropriate safety rules at BF Adventure • Walk to the Stables on the road with the group in single file placing the rear person with the hi vis vest. If there are 2 staff ensure one member of staff is at the front and back of the group • Once at stables make contact with stable staff / owners • Establish the tasks for the day and seek additional safety information from stable staff / owners and relay to the group • Take part in stable activities following guides from NOP and RA • Work with YP to promote a clean and safe environment including cleaning up droppings, maintaining a tidy site including putting tools away • Encourage team work for manual tasks and promote dynamic thinking in regards to assessing tasks
Summary	<ul style="list-style-type: none"> •
Pack away	<ul style="list-style-type: none"> • Tidy area and put all equipment away
Other notes	<ul style="list-style-type: none"> •

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Roads • Lifting • Tool Use • Handling horses • General • Illness • Dust
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Risk	Who it effects	How is this controlled?
Roads		
Collision with vehicular traffic	All	<ul style="list-style-type: none"> • Prior inspection of the intended journey will be undertaken through staff induction – at least one visit per leader to identify potential hazards and choose safe walking route • Staff will be fully briefed with respect to supervisory responsibilities

Normal Operating Procedures

		<ul style="list-style-type: none"> • One member of the group to wear a high visibility jacket • The journey on foot only uses B roads and is less than 0.5 miles. • Leaders will warn group members of oncoming traffic and give instructions to the group to move onto the verge if appropriate • Young people given appropriate briefing regarding required behaviour i.e. – <ul style="list-style-type: none"> -to stay together as one group, on one side of the road only -to walk in a single file close to roadside • The group will normally walk on the side of the road facing oncoming traffic, but the group leader will choose the safest side according to road conditions, width of verge, and visibility of traffic). Particular care will be taken around corners, when oncoming traffic may not be visible. • Group size to be small to allow for easy management. This is set at 1:4 • Mobile phone to be carried to communicate with the main site in the event of an injury
Lifting		
Injuries from lifting & carrying hay, shavings, feed sacks, saddles, feed and water buckets.	All	<ul style="list-style-type: none"> • Ensure minimal distance and amount moved, • Correct instruction, training and supervision by skilled staff • Using appropriate handling aids and protective equipment • Clear instructions regarding how to lift and carry all equipment correctly, using work systems, which reduce the risk of back injury. • Provide trolleys, wheelbarrows, steps as required • Ensure sturdy shoes worn and consider protective gloves.
Tool Use		
Injuries from improper use of pitch forks and brooms when mucking out, bedding down, maintaining muck heap, sweeping yard	All	<ul style="list-style-type: none"> • Ensure minimal distance and amount moved, • correct instruction, training and supervision by skilled staff in use of the pitchfork and broom • Daily inspection of tools by staff prior to use to check they are fit for use.
Blisters from repeated use of tools	All	<ul style="list-style-type: none"> • Protective gloves to be offered and advised if repeated use of tools
Handling horses		

Normal Operating Procedures

Leading / Handling Horses Blistering or Friction burns to hands	All	<ul style="list-style-type: none"> By ensuring correct instruction, training and supervision, regarding methods of restraint and safe handling as well as positioning of handler , horse behaviour Protective equipment – consider gloves, wear sturdy footwear, Maximum of one horse per person, to be lead to/from field. This to be done by trained staff only Gates to be secured with bolts or rope.
Tread injuries to feet		<ul style="list-style-type: none"> Restricted access to stables for clients Briefing around awareness of horses feet and that they may not always see where you are so to remain vigilant and to move out of the way if they move Horses to be tied up outside of stables for activities such as brushing to prevent becoming pinned between horse and wall
Unpredictable behaviour from horse causing injury – bites, kicks, blows		<ul style="list-style-type: none"> Restricted access to stables for clients Horses used for activities with clients are used to the presence of children, loud noises, and crowds. They have a generally calm temperament. Owners to be present so horses mood can be monitored Horses to be tied up outside of stables
General movement around the property		
Slips, trips and falls	All	<ul style="list-style-type: none"> Keep all areas properly brushed and clean All equipment put away. Droppings cleared immediately in stables and yard. Wear correct PPE and foot wear at all times, no high heels or open toed shoes. No running on the yard. Carry tack correctly. Use wheelbarrows etc. for hay and shavings. Ensure fences and equipment put away after use. Instructors to dynamically risk assess the area based on weather and underfoot conditions
Possible illness		

Normal Operating Procedures

Eating or drinking after touching the horses and getting ill.	All	<ul style="list-style-type: none"> Briefing by staff on hygiene and hand washing procedures and location Hot water available in utility room along with soap and disinfectant.
Dust		
Dust from bedding/food getting into lungs	All	<ul style="list-style-type: none"> Clients to be briefed around the dangers of dust Where possible have stable doors open when bedding up to allow airflow.

Normal Operating Procedures

Hiking

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, remote off site procedures		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> WGL / ML is required for remote areas <ul style="list-style-type: none"> 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 In house training can be used on fixed routes in easy terrain (argal lake for example) The use of competent assistances can support the delivery of session base and be used for remote supervision if appropriate to the group
Ratios:	<ul style="list-style-type: none"> 1:8 – direct supervision 2:16 – can be used with a competent assistant – see RA
Safety factors	<ul style="list-style-type: none"> Remote off site procedures followed Heat – precaution for heat including water, sun block hats etc Cold – precaution including spare clothes, survival bag, hats, warm drink Staff operate with training Good footwear
Operational Factors	<ul style="list-style-type: none"> Good group control Establish code of conduct including country code Weather forecast obtained and route reassessed as necessary
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document Refer to remote off site form

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Phone, FAK Map, compass, torch, survival bag, whistle Spare food, spare clothes suitable for the conditions and forecast
Kit for Participants	<ul style="list-style-type: none"> Good footwear Rucksacks as appropriate Food and water Environmental kit (hats, gloves, coats, spare clothes etc)
Set up notes	<ul style="list-style-type: none"> Remote off site procedures followed Kit check

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> Independence Navigation skills
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Normal Operating Procedures

	<ul style="list-style-type: none"> • fitness
Time	<ul style="list-style-type: none"> • 3-6 hours
Equipment needed	<ul style="list-style-type: none"> • 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 <p>Guest kit</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Offsite form • Kit checks • Weather forecast
Briefing	<p>Safety rules and the aims for the walk</p> <ul style="list-style-type: none"> • The location of emergency equipment and the action in the event of an emergency appropriate to the level of supervision being provided • Country code • Agree behaviours as a group
Main delivery	<p>Briefing</p> <ul style="list-style-type: none"> • Stay together • Walk and be aware of terrain • Kit check • EAP <p>Main delivery</p> <ul style="list-style-type: none"> • 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

Normal Operating Procedures

	<ul style="list-style-type: none"> A combination of teaching, experimenting and exercises should be used to make the walk a rewarding as possible
Summary	Check all equipment and the group to see what they learned and if they enjoyed it <ul style="list-style-type: none"> Check back in with office when back in the bus with ETA back at BF / accommodation
Pack away	<ul style="list-style-type: none"> Check and clean all kit as appropriate
Other notes	<ul style="list-style-type: none">

Risk Assessment

Hazards	<ul style="list-style-type: none"> Weather Navigation Staff competence Terrain Communication (lack of)
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Risk	Who it effects	How is this controlled?
Hot weather leading to heat exhaustion and heat stroke	Staff and guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Every group will have some level of supervision from a qualified instructor appropriate to the group and the programme they are on: <ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> The use of competent assistants / instructors can be used to reduce the risks with remote supervision and check point supervision. A competent assistant is an adult who can support in an emergency with group control and behaviour. These can include but are not limited too group leads, BFA staff. 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> No walks are to take place in winds exceeding force 5
The navigation ability of the group being insufficient leading to getting lost and injuries stemming getting lost	Staff and guests	<ul style="list-style-type: none"> Groups with direct supervision will be guided by the qualified instructor 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: <ul style="list-style-type: none"> ETA Escape routes Communications Check points Out of bound zones
Staff inexperience leading to poor judgements and injuries and getting lost	Staff and guests	<ul style="list-style-type: none"> Hiking can be split into 2 categories: <ul style="list-style-type: none"> The minimum qualification for taking groups walking in remote areas is the WGL 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

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Shelter ○ Spare clothes ○ Food ○ Drink (hot and cold) ○ Means of contact ○ whistle

Kite 2 Harness

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, relevant operating procedure for which the kite 2 harness is being used		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> in house training, refreshed every 6 months or prior to being used
Ratios:	<ul style="list-style-type: none"> NA
Safety factors	<ul style="list-style-type: none"> Dual descents – max weight 18 stone and by SPA and experienced staff only Additional sit harness to be added as per activity NOP Helmet can be removed if there is a “risk benefit” to the participant. This should be authorised by the CM or DM in their absence
Operational Factors	<ul style="list-style-type: none"> Slow and careful consideration during use Zip – use of trailing rope can be used to control descent and also retrieve Parents / carers / support workers should be involved in planning and operation as much as practically possible Pre site visits recommended
Accessible Factors	<ul style="list-style-type: none"> Use of green chair / Celine hoist to be used as per training Manual handling – awareness and the use of hoists / team lift / lifting sling to take place following a dynamic risk assessment and in line with training
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> As per Activity NOP Attention to staff and support safety should be considered Gloves if the retrieval system is being used as well as a 50 m dynamic rope
Kit for Participants	<ul style="list-style-type: none"> Kite 2 harness
Set up notes	<ul style="list-style-type: none"> The kit should be checked before use

Risk Assessment

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

Risk	Who it effects	How is this controlled?
Staff		
Inadequately trained staff leading to falls from height or distress	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Staff must log practice every 6 months or refresh before use Practice must be authenticated by another trained member of staff BF adventure will <i>aim</i> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Staff must log practice every 6 months Practice must be authenticated by another trained member of staff

Normal Operating Procedures

Equipment		
Equipment failing due to poor maintenance	Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 2 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: <ul style="list-style-type: none"> ○ This decision is not made in isolation and a second and if possible more senior member of staff should be involved ○ There is a measurable benefit to the participant ○ 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	<ul style="list-style-type: none"> • If the helmet is becoming a barrier and wearing it in conjunction with the kite 2 harness then it can be removed <p><i>Please note this is not to be done lightly and all effort should be made to include this into the zip.</i></p> <p><i>Authorisation from the CM or DM in their absence should be obtained</i></p>
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	<ul style="list-style-type: none"> • The chair must be fit for purpose this includes: <ul style="list-style-type: none"> ○ Non slip surface ○ Deep enough to accommodate the harness ○ Slightly reclined reduce the risk of falling forward ○ Additional people to act as additional support as required

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ 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 complication during lowering	Guests	<ul style="list-style-type: none"> • The gri-gri is taught to be as low as practically possible to during the set up
The kite 2 harness impacting the descent platform during take-off causing minor impact injuries to the lower spine	Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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, adaptations should not happen without consent and approval from the centre manager
More users than safety lines leading to falls from the platform	All	<p>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:</p> <ul style="list-style-type: none"> • 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

Normal Operating Procedures

The users unique and in specific circumstances complex needs leading to injuries through normal use	Guests	<ul style="list-style-type: none"> All users identified as possibly needing the use of 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 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	Guests	<ul style="list-style-type: none"> The hirers of the equipment must accept full responsibility for the use of equipment and for any and all accidents and incidents by 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. Excellent rope management to include: <ul style="list-style-type: none"> 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

Normal Operating Procedures

Manual Handling		
Injuries from lifting the participant into the harness or in preparation for the activity	Staff, users	<ul style="list-style-type: none"> • 2 x trained BF staff is <i>preferable</i> 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: <ul style="list-style-type: none"> ○ 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

Normal Operating Procedures

Low Ropes

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Site specific low ropes course		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> BFA Adventure quarry trained 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 2 year refresher 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
Ratios:	<ul style="list-style-type: none"> 1:12 2:16 with a competent assistant Additional support / spotters may be required for some sessions
Safety factors	<ul style="list-style-type: none"> Participants must be spotted on all activities but not the platforms Jewellery such as large ear-rings and bracelets to be removed Pole crossing -Max of 2 people per peg Foot wires – use arches of foot, good shoes to be worn, 5 people max per wire, face the middle of the apparatus Trust V – 2 people a time, do not interlock fingers Cargo net – feet below their head height, 3 point of contact, max of 6 people on the net Multi vine and tension traverse– face inwards, spotter of the “swing side” of participant on tension traverse Rope swing – one person per swing
Operational Factors	<ul style="list-style-type: none"> Participants must be briefed to have hold of a person, pole or rope at all times Group to stay with 3 pole span Staff to use CLAP principle throughout
Accessible Factors	<ul style="list-style-type: none"> Consider how many metal poles are on offer for the pole crossing. Consider direct intervention – the right amount will need to be constantly assessed to offer the right amount of challenge for participant achievement
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio
Kit for Participants	<ul style="list-style-type: none"> Poles from store
Set up notes	<ul style="list-style-type: none"> Visually check apparatus and ground cover before use Other apparatus such as buckets can be used and should be assessed by staff for its suitability

Normal Operating Procedures

Lesson Plan	
Aims and objectives	<ul style="list-style-type: none"> To encourage team work To develop cognitive and communication skills To be fun and engaging To be safe
Time	<ul style="list-style-type: none"> 1.5 hours (adaptable as needed)
Equipment needed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.)
Briefing	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Water carrying challenge; Standard challenge
Summary	<ul style="list-style-type: none"> 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 away	<ul style="list-style-type: none"> All equipment used to be returned to the correct storage area.
Other notes	<ul style="list-style-type: none">

Normal Operating Procedures

Risk Assessment

Hazards	General, including postman's walk Pole crossing Foot wires Trust V Postman's walk Vertical cargo net Multivine Rope swing • Counterbalance
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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	<ul style="list-style-type: none"> Staff will have received the following training: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> The group to stay within a 3 pole gap 1 person move at a time Groups to spot every move <p>Maximum of 4 people per wire and 8 people per platform</p>

Normal Operating Procedures

Inappropriate use of equipment leading to impact injuries	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Where appropriate, jewellery should be removed prior to taking part on the low ropes
Rope burns from slipping while holding ropes	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Participants advised to walk on the wires with toe to heel 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> Fingers must not be interlocked, an appropriate grip is palm to palm
Vertical cargo net		
Falling from height resulting in impact injuries	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> See above
Multivine, tension traverses (as general +)		
pendulum swing resulting people and or apparatus causing injuries	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Challenge appropriate to the group Group behaviour monitored and managed Instructor to spot if necessary
Overloading the rope	Guests	<ul style="list-style-type: none"> One per on the rope at any one time
Fall from height from participants climbing the rope	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Nature Trail, Circular walk and Orienteering

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> None required First Aid qualification recommended
Ratios:	<ul style="list-style-type: none"> 1:30, although lower ratios should be considered for less mature groups The activity can be done with or without direct supervision
Safety factors	<ul style="list-style-type: none"> Group briefing is key, especially for remotely supervised groups. See LP Stick to defined paths Careful group control on the lane should be briefed or supervised Lower temple run should have close supervision due to the steep bank by the outdoor classroom
Operational Factors	<ul style="list-style-type: none"> Supervision level should be appropriate for the group Mean of communication staff should be discussed and understanding checked Some of the circular walk occurs on public footpaths. This should be factor in and risk assessed. One pack per group of 3-5 should be provided
Accessible Factors	<ul style="list-style-type: none">
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Means of contact with group (phone, whistle, radio etc)
Kit for Participants	<ul style="list-style-type: none"> Good shoes / wellies (if walking the red section of the nature trail), maps,
Set up notes	<ul style="list-style-type: none"> For people new to this, walking the route first is advisable

Lesson Plan

Aims and objectives	Explore the quarries and nature at BFA Learning about BF Adventure's habitats and wild life <ul style="list-style-type: none"> To be interactive and fun
Time	Green route (abled bodied group) 30 minutes Green route (disabled group) up to 1 hour Green and orange route – 1 hour <ul style="list-style-type: none"> Green, orange and red route 1.5 hours
Equipment needed	<ul style="list-style-type: none"> 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

Normal Operating Procedures

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Set up notes	• Ensure at least 1 pack per 3 people
Briefing	<ul style="list-style-type: none"> • Stay together • Action in the event of an emergency (see packs) • Action for: <ul style="list-style-type: none"> ○ 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 away	• Collect maps and recycle
Other notes	•

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Quarries • Water • Other users • Getting lost • Remoteness (in an emergency) • Bogs • Off site and public right of ways • The lane • Land owners • Visiting groups leads (self managing)
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Risk	Who it effects	How is this controlled?
Quarries		
Falling over a quarry edge leading to significant injuries and or death	Users	<ul style="list-style-type: none"> • 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 drowning and hypothermia	Users	<ul style="list-style-type: none"> • All routes are on well-defined paths • All bodies of water have life rings located • Deep water signs are placed where appropriate <p>Contact numbers provided for main office on groups packs for "in the event of an emergency"</p>
Other users		
Participants wandering into other activities	Users, other users	<ul style="list-style-type: none"> • Other activities have in their NOPS for addressing others users (such as archery over shoot area)

Normal Operating Procedures

such as archery, zip wire, climbing sessions and becoming injured or injuring others		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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		

Normal Operating Procedures

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 lead to impact and crush injuries.	Users	<ul style="list-style-type: none"> 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 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
twisted or broken ankles from walking over the granite boulders	all users	<ul style="list-style-type: none"> 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	All Users	<ul style="list-style-type: none"> People briefed to walk People briefed to work together

Normal Operating Procedures

the path leading to impact injuries		<ul style="list-style-type: none"> 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
Visiting group leads (self managing)		
Getting lost though inability to navigate leading to distress and possible injuries	Group	<ul style="list-style-type: none"> BFA recommends visiting groups walk the route first with staff Groups are

Offsite – Non remote activities

Location	Various locations with good communication and minimal risk		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> None- Staff must be BFA level 2 unless running an offsite walk such as Aargal walk which has separate operating procedures
Ratios:	<ul style="list-style-type: none"> 1:8 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 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
Safety factors	<ul style="list-style-type: none"> Appropriate briefing – See LP Offsite log in the diary completed Beaches – knee height in water, good group control, throwline if on no life guarded beaches, follow local signage Rock pools – good footwear, be aware of slipper rock, asses tide to avoid getting cut off and washed off by waves, Crabbing – forecast and tide info obtained, throwline taken, briefing on how to handle crabs Indoor and outdoor parks and play areas – adhere to local information, suitable footwear, wear appropriate PPE (i.e. helmets for skate parks), consider appropriate warm up, equipment to be used as intended, Museums, tourist attractions, restaurants and walking in and around towns – staff to be aware of allergies with food prior to eating out “non remote” walks – must have reliable communication (radio / phone), no more than 20 mins from vehicle
Operational Factors	<ul style="list-style-type: none"> This NOP allows staff to operate off site running any of the activities listed below following all NOPS The following activities are included in this NOP and risk assessment: <ul style="list-style-type: none"> Beach’s- games, building sand castles, exploring, paddling to knee depth on suitable beaches (see site assessment) Rock pools- exploring, Crabbing Bowling Use of indoor and outdoor parks / play areas Museums, tourist attractions, restaurants and walking in and around towns Walking in suitable locations with good communication (less than 20 minutes from transport with easy walking or be in visual contact with the transport) Swimming at Swimming Pools – observe local rules and BFA cover up policy

Normal Operating Procedures

Accessible Factors	<ul style="list-style-type: none"> This is specific to the site visited
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, phone, throw line if going near water
Kit for Participants	<ul style="list-style-type: none"> Good footwear
Set up notes	<ul style="list-style-type: none"> Staff must complete the offsite form in the diary Staff must inform the duty manager or team leader of their intention / proposed activity Staff must report back in with the duty manager when back on site

Risk Assessment

Hazards	<p>Working away from BF Adventure site</p> <p>Weather</p> <p>Interaction with the public</p> <p>Beaches</p> <p>Rock pools</p> <p>Crabbing</p> <p>Sports facilities</p> <p>Non adventurous activities</p> <p>Walking in "non remote" locations</p> <ul style="list-style-type: none"> Swimming Pools
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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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> Staff have line of sight at all times of group
Rock pools		
Slipping and falling leading to cuts and scrapes	Staff Guests	<ul style="list-style-type: none"> Group briefed to walk and take care Good secure footwear to be worn by all
Falling into rock pools and drowning	Staff Guests	<ul style="list-style-type: none"> Good group control Instructor is first aid trained with CPR skills included in their training
Damaging wildlife through exploring activities	Environment	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Good group briefing Good group control Caution on slippery rock, staff to assess groups ability to operate safely in the given environment Throw bags to be carried by the instructor Tide forecast obtained to obtain HW and LW times and swell height.
Injuries to crabs and guests through improper handling	Guests Environment	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Local information followed
Injuries due to poor equipment and clothing	Guests Staff	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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		

Normal Operating Procedures

Allergic reactions while eating food	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> BFA’s cover up policy is not applicable during because of the advice and rules set by the swimming pools

Offsite – Remote Venues

Location	Suitable site assessed locations		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, specific NOP i.e. hiking, climbing, paddle sport etc.		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> See Venue specific site assessment
Ratios:	<ul style="list-style-type: none"> See Venue specific site assessment
Safety factors	<ul style="list-style-type: none"> See Venue specific site assessment
Operational Factors	<ul style="list-style-type: none"> Complete Remote Offsite Assessment (ROA) from templates, hand in to DM, gain authorisation, file in diary On arrival back to site report to DM and sign ROA See Venue specific site assessment
Accessible Factors	<ul style="list-style-type: none"> See Venue specific site assessment
EAP	<ul style="list-style-type: none"> See EAP at the start of this document In the event of a late group: <ul style="list-style-type: none"> Duty manager to contact instructor at ETA on remote off site form This should be attempted for 15 minutes If no contact, then the manager will arrange for a team of staff (min 2) to take the grab bag and investigate Should there be no contact with the group for over 1 hour then the police should be called on 101 and informed

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Phone, FAK See Venue specific site assessment
Kit for Participants	<ul style="list-style-type: none"> See Venue specific site assessment
Set up notes	<ul style="list-style-type: none"> Print and complete ROA

Risk Assessment

Hazards	<ul style="list-style-type: none"> Unable to contact office Site specific hazards
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Risk	Who it effects	How is this controlled?
Unable to contact the office or medical services should an accident arises	Staff, guests	<ul style="list-style-type: none"> Where possible, a well charged means of communication should be carried Every mobile number of the group must be placed on the offsite form

Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Quarrysteering

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> BF Quarrysteering Instructor – able to lead a group of 8 (or up to 16 with a Quarrysteering assistant / quarry swim instructor) BF Quarrysteering competent Assistant – Able to support the delivery of a group of 8-16 alongside a BF Quarrysteering instructor 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 Update every 2 years Extensive and recent Coasteering experience can be sufficient with BFA induction with TL / CM.
Ratios:	<ul style="list-style-type: none"> 1:8 (maximum group size of 16 people) 2:16, this can include an BF Quarrysteering assistant Maximum single group size of 16 people
Safety factors	<ul style="list-style-type: none"> Group briefing – see LP Visual check of rocks and quarry falls looking for signs of instability Shallow water jumps in all areas except the 3 platforms on the back wall Warm up in shallows, assess swim ability Shallow water jumps practiced and competence gathered before moving to deep water entry jumps If water drops below the bottom yellow marker see advice from CM/DM PPE fitted and checked before going onto water Medical conditions checked – back injuries, epilepsy, asthma and heart conditions are of particular importance to be aware of.
Operational Factors	<ul style="list-style-type: none"> CLAP applied throughout activity Rafted canoes and kayaks can be used during the activity. NOP specific to the craft need following and impact areas need to kept clear at all times and well managed.
Accessible Factors	<ul style="list-style-type: none"> Floating objects can be use to add swimming Rafted canoes can be used as a mobile base of operations Swim line can be set up using the waist mounted throw line to add people getting round the quarry
EAP	<ul style="list-style-type: none"> See EAP at the start of this document Group briefed on how to contact help should the instructor become injured

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio (can be left on the side), whistle, allen key Waist mounted throw line In cold conditions, blankets, shelters, clothes and warm drink to be taken to site
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Normal Operating Procedures

Kit for Participants	<ul style="list-style-type: none"> Shoes / wetsuit boots to be worn Wetsuits, PFD, helmet
Set up notes	<ul style="list-style-type: none"> Visually inspect equipment before issue

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> 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
Time	<ul style="list-style-type: none"> 3 hrs.
Equipment needed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 <p>Visual checks of the following areas on arrival during a sessions to take place:</p> <ul style="list-style-type: none"> All platforms All rock features Grips on the grey rainbow Platforms and bolts
Briefing	<p>This part is essential and is aimed at making participants become well informed and comfortable with their equipment and the session.</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

Normal Operating Procedures

	<ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ Watches , jewellery and rings removed •
Main delivery	<p>Part 2- Warming up, assessing ability and confidence building</p> <p>This part of the session should last around 30 minutes</p> <ol style="list-style-type: none"> 1. Check equipment fitting well on every person 2. Explain cold water shock <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> a. Come to me b. Directional c. Whistle blasts <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> a. Radio of office, location of radio and best place for signal 7. Games and warm up around the stack <ol style="list-style-type: none"> 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 <p>Part 3- training and practice sessions (1 hour)</p> <ol style="list-style-type: none"> 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 <p>Part 4- Prussic wall jumps (1 hour)</p> <ol style="list-style-type: none"> 1. Briefing from the jackdaw boulders <ol style="list-style-type: none"> a. Landing zones b. Entry to the walls c. Ledge safety d. Progression from ledge 1 to 2 to 3 e. Safe exit

Normal Operating Procedures

Summary	<ul style="list-style-type: none"> • Demonstrations and jumping • Debrief on the session, learning points can include: <ul style="list-style-type: none"> ○ Personal challenge ○ Team work ○ Support structures ○ Empathy ○ Challenge and comfort zones
Pack away	<ul style="list-style-type: none"> • Wash and hang all suits
Other notes	<ul style="list-style-type: none"> •

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Cliffs • Slips and trips • Rock falls • Terrain • Jumping • Water • Group • Other users • Weather • Communication • Rescues • Swimming • Instructors • Ledges • Climbing grips
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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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Helmets to be worn and correctly fitted Activities appropriate to the group
Injuries sustained because the instructor does not know the site	Guests Staff	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> BFA will aim to have as little impact on the environment as possible by: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> Yellow indicators on the stack illustrate the depth of the quarry. When water drops below the bottom marker, the session needs adjusting to meet the groups needs. This should be coordinated by the CM/DM
Injuries from jumping into water poorly resulting in bruising, discomfort and unconsciousness	Staff Guests	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The activity only takes place in our quarry, this is not an issue
Drowning	Staff Guests	<ul style="list-style-type: none"> 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:

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ 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 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	<ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> ● 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 neglect and injuries sustained from this	Guests Staff	<ul style="list-style-type: none"> ● The environment is very controllable due to its size, nature of water (still quarry) and ease of access ● Group sizes a maximum of 16 with a ratio 1:8 provide a manageable group in an emergency situation ● A group of up to 16 people will have: <ul style="list-style-type: none"> ○ 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 completed 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

Normal Operating Procedures

The group's health causing issues en route such as asthma, existing injuries etc. leading to evacuation to become necessary	Guests Staff	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 enough leading to unsafe practice and injuries	Guests	<ul style="list-style-type: none"> Whistles to be carried, the following signals will be briefed: <ul style="list-style-type: none"> 1 whistle blast- look at the instructor 2 whistle blast- stop what going on, safely get into the water and group up 3- as 2 but swim back to the beach

Normal Operating Procedures

		<ul style="list-style-type: none"> Groups briefed on 3 strike rule for poor behaviour if the briefing is required and appropriate. <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Signals described at the start, these are: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Session called off in poor visibility, this is where you cannot see the back of the quarry If there is a developmental benefit to operating in foggy conditions such as to heighten the experience to a "competent group" then approval from the DM should be obtained following a risk benefit discussion.
Rescues		
Spinal injuries not properly managed leading to conditions worsening and lifelong disability	Guests Staff	<ul style="list-style-type: none"> BFA leads internally trained in spinal management during training internally, this includes: <ul style="list-style-type: none"> 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

Normal Operating Procedures

		<ul style="list-style-type: none"> 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 instructor's inability to rescue	Guests	<ul style="list-style-type: none"> Lead instructors trained in: <ul style="list-style-type: none"> Group management Water rescue skills (FSRT min) Spinal management (see above)
Exhaustion leading to distress, hypothermia or injuries worsening due to slow egress	Guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Staff leading the session will have competence in the following areas: <ul style="list-style-type: none"> Water- swim test on assessment Rescue-SLSGB / BCU FSRT BFA quarry steer assessed
Instructors		
Inexperienced staff leading to poor judgements and injuries	Guests	<ul style="list-style-type: none"> All staff must have completed 6 hours of training All staff must pass the assessment (see training manual), this includes:

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> ● Staff must complete refresher training every 2 years (min of 3 hours)
Lack of skills, confidence or fitness leading to lack of ability to provide adequate safety cover	Staff guests	<ul style="list-style-type: none"> ● Staff will be assessed and must: <ul style="list-style-type: none"> ○ Be water confident and swim the length of the quarry without issues ○ 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	<ul style="list-style-type: none"> ● Staff will wear board shorts during sessions ● Guests will be 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	<ul style="list-style-type: none"> ● Full specification and building specs are located in the quarry steering 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

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Raft Building

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe Quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> BC FSRT + BC canoe proficiency + In house training Other qualifications can be approved but needs sign off from the CM
Ratios:	<ul style="list-style-type: none"> 1:8 2:16 with a competent assistant (BC FSRT + canoe proficiency)
Safety factors	<ul style="list-style-type: none"> Wetsuits between November to April Helmets to be worn and PFD while on the water
Operational Factors	<ul style="list-style-type: none"> Staff to assist to ensure all builds are safe on the water Rafts to be constantly checked by staff when on the water and session altered to promote a safe session Safe lifting of raft – group and groups leads to support
Accessible Factors	<ul style="list-style-type: none"> Rafted canoes and extra barrels can be used to make more accessible
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> Knife, means of towing / moving raft, safety boat (canoe) Radio, FAK Blankets and spare clothes in cold weather
Kit for Participants	<ul style="list-style-type: none"> PFD, Helmet, shoes Wetsuits as necessary
Set up notes	<ul style="list-style-type: none"> Pick up safety kit and raft building rope from equipment store

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> 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
Time	<ul style="list-style-type: none"> 1.5-2.5 hours
Equipment needed	<ul style="list-style-type: none"> Buoyancy aids, helmets, paddles (wetsuits) Barrels, rope, poles / crates Canoe (safety), means of towing and knife
Set up notes	<ul style="list-style-type: none"> Instructor to ensure the canoe is ready to launch before the raft is launched
Briefing	<ul style="list-style-type: none"> Aims of the session Rules and constraints
Main delivery	<ul style="list-style-type: none"> 5 minutes- design 35 minutes- building- demonstration (if required)

Normal Operating Procedures

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Consolidate learning
Pack away	<ul style="list-style-type: none"> • Put the equipment back as shown on the training in preparation for the next sessions
Other notes	<ul style="list-style-type: none"> •

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Water • Raft • Games • Sharp objects on the quarry bed 	
Risk	Who it effects	How is this controlled?
Drowning	Staff Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	Staff guests	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

worsening due to delayed intervention		
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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Shoes must be worn by all users

Snorkelling

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> Min qualification- BF Adventure snorkelling training (3 hours + logged experience of 10 recent sessions) BSAC qualifications are suitable and instructors should only operate within their remittance 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 2 year update with logged experience
Ratios:	<ul style="list-style-type: none"> 1:6 (must be competent swimmers) 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) Non swimmers must not leave their depth
Safety factors	<ul style="list-style-type: none"> Briefing – see LP No jumping off jetty's / platforms used for Quarrysteering
Operational Factors	<ul style="list-style-type: none"> Demonstration on how to use equipment
Accessible Factors	<ul style="list-style-type: none"> Shallow water and 1:1 tows can be used to explore suitable part of the canoe quarry
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio
Kit for Participants	<ul style="list-style-type: none"> Wetsuits and shoes Snorkel and mask
Set up notes	<ul style="list-style-type: none">

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> Exciting and educational introduction to snorkelling
Time	<ul style="list-style-type: none"> 2 hours
Equipment needed	Masks, snorkels, fins and wetsuits <ul style="list-style-type: none"> PFD for non-swimmers
Set up notes	<ul style="list-style-type: none"> Check water temperature and visibility
Briefing	<ul style="list-style-type: none"> See BF 5 and 6 above

Normal Operating Procedures

Main delivery	<p>Briefing and warm up on the side</p> <ul style="list-style-type: none"> • 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 <p>The shallow water to be used for 15-30 minutes to assess swimming ability by playing games</p> <ul style="list-style-type: none"> • Explorations around the quarry depending on the ability of the group
Summary	<ul style="list-style-type: none"> • Equipment care and cleaning
Pack away	<ul style="list-style-type: none"> • Check equipment is packed away appropriately
Other notes	<ul style="list-style-type: none"> •

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Water - Drowning (poor swimming ability, exhaustion), temperature • Other users • Snorkel- Inhaling water from the snorkel • Terrain • staff
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Risk	Who it effects	How is this controlled?
drowning due to poor swimming ability and or exhaustion	Staff and guests	<ul style="list-style-type: none"> • Instructors competent at swimming (200M) in a wetsuit and without a PFD • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

Impacts from other users leading to bumps and bruises	Staff and guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Equipment checked prior to use • Group briefing on appropriate care of equipment
Ineffective rescues leading to injuries worsening and possibly drowning	Staff and guests	<ul style="list-style-type: none"> • All staff must have as a minimum the following experience and training to be assessed to run snorkelling: <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 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

Swimming on Beaches

Location	Any lifeguarded beach between red and yellow flags		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, offsite – non remote		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> Approval from the centre manager / Duty manager based on the following guidelines: <ul style="list-style-type: none"> Understanding of the NOP Good swimming ability (100 M confidently)
Ratios:	<ul style="list-style-type: none"> 1:1 or 2:16
Safety factors	<ul style="list-style-type: none"> Participants to stay at waist depth Briefing – see LP Staff to avoid session if the surf is dumping heavy on the beach BF staff to observe cover up policy Weaver fish stings / jelly fish stings – seek life guard support
Operational Factors	<ul style="list-style-type: none"> Weather, tide and surf forecast obtained and considered when planning a trip Local signage must be followed Staff to touch base with lifeguards – follow instructions When operating 2:16, one instructor to remain on beach observing group and one in the water to maintain control
Accessible Factors	<ul style="list-style-type: none"> Higher ratio of staff may be needed to support in this instance
EAP	<ul style="list-style-type: none"> See EAP at the start of this document When performing and rescue / assist : Coach – wade - Swim

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio Shelter, gabs, blankets, hot drinks, spare clothes etc. when cold Sun block, hats, water etc. when hot
Kit for Participants	<ul style="list-style-type: none"> October – June, wetsuits are compulsory. Other time of year optional Footwear recommended but not essential
Set up notes	<ul style="list-style-type: none">

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> Fun and safe session
Time	<ul style="list-style-type: none"> 1-2 hours
Equipment needed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Offsite form needs completing Speak to the lifeguard

Normal Operating Procedures

Briefing	<ul style="list-style-type: none"> • 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	<p>Briefing</p> <ul style="list-style-type: none"> • 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 <p>Main delivery</p> <ul style="list-style-type: none"> • 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 away	•
Other notes	•

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Drowning • Tides • Waves • Rips • Water temperature • Weather • Other users • Wildlife • Rescues
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Risk	Who it effects	How is this controlled?
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Normal Operating Procedures

People drowning through inability to swim	Staff, service users	<ul style="list-style-type: none"> Participants must not swim beyond waist depth Briefing to include: <ul style="list-style-type: none"> Boundaries Swimming abilities Signals 2 instructors (one can be a competent assistant such as a group leader or a volunteer) must be active in most sessions (see notes on 1:1 supervision below) in the following positions: <ul style="list-style-type: none"> 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 1:1 session supervision is sufficient 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

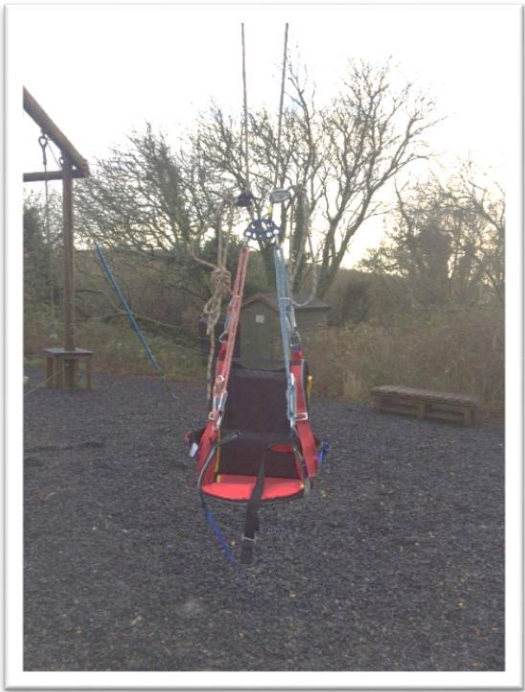
Normal Operating Procedures

		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> ○ Coach ○ Wade ○ Swim

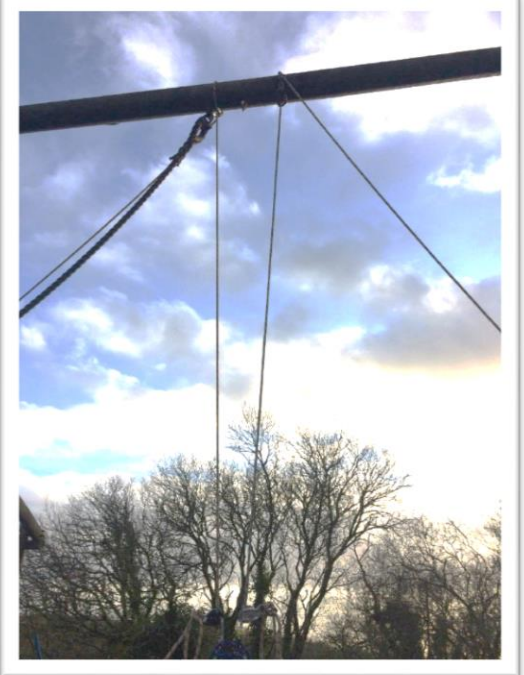
Low rope Swing (New for 2020)

Risk benefit- this activity is for predominantly disabled users and allows them to safely swing around using the kite II harness as an extra activity.

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Low ropes		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, kite 2 harness, transferring and moving people		

Risk	Who it effects	How is this controlled?
Equipment		
Equipment failing due to improper use leading to a fall.	<p>Guests</p> <p>Staff</p>	<ul style="list-style-type: none"> •Instructors to hold suitable qualifications that show they have been trained and understand how all the equipment used for the swing is correctly assembled •BFA use in house qualifications taught by SPA holders with experience of training staff •Staff have an annual update to refresh skills •The use of any new equipment is properly taught to staff by appropriate staff <ul style="list-style-type: none"> • Set up as per this picture: 

Normal Operating Procedures

		
Equipment not fit for purpose failing leading to falls	Guests Staff	<ul style="list-style-type: none"> • 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
Structure failure leading to falls from height	Guests	<ul style="list-style-type: none"> • The structure is inspected annually externally • Visual check of structure before use • The structure is stayed using wire rope • Only 1 person can use this at a time, maximum weight of 100kg • Swings to be maintained in a controlled format and fairly low as the activity is intended for a bit of additional fun for a disabled person
Falls		
Falling from swing	Guests Staff	<ul style="list-style-type: none"> • The swing is never higher than 1.5m off the ground. • Ropes are attached centrally on a rated beam. • Climbing static ropes are used which are tested regularly through ASRs. • Young people to be strapped into the Kit II harness. • Set up to be completed from the floor using the system illustrated above. This system does not require a ladder or staff to leave the floor for set up or the take down.
Collisions		
Colliding with uprights	Guests Staff	<ul style="list-style-type: none"> • The swing to be rigged in the centre of the cross beam to minimise the chance of hitting the poles. • Swinging to be controlled and slowed if the client is getting to close to the poles.

Normal Operating Procedures

		<ul style="list-style-type: none"> A mattress to be tied to the pole just in case of collision.
Colliding with young people	Guests Staff	<ul style="list-style-type: none"> Staff to coordinate specific operating areas to avoid collisions.
Abrasions from rope		
		<ul style="list-style-type: none"> All ropes to be kept away from client and tied up above the harness. If using the tail end to swing the client the ropes must be free swinging and not wrapped around anything e.g. wrists.

Temple Run (Upper Section)

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Adventure Quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> All staff / groups running this must have read the NOP
Ratios:	<ul style="list-style-type: none"> 1:16 Additional staff will be required for the “temple” with hard to manage groups or groups with physical disabilities The use of competent assistant’s here can be used to
Safety factors	<ul style="list-style-type: none"> Briefing – See LP 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 Faults and issues reported to the Centre Manager immediately Not to be attempted in winds over force 25 MPH When wet this activity will be very slippery. Staff to risk assess carefully before using it with a group in these conditions
Operational Factors	<ul style="list-style-type: none"> 8 max on temple at any one time Staff to in PMU using CLAP
Accessible Factors	<ul style="list-style-type: none"> Additional staff support is needed, this may not be suitable for most people and is not accessible to people in wheel chairs
EAP	<ul style="list-style-type: none"> See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio
Kit for Participants	<ul style="list-style-type: none"> Shoes Long trousers (advised), long sleeves (advised)
Set up notes	<ul style="list-style-type: none"> Visually check rocks for signs of movement, report to CM/DM Additional kit like poles, barrels can be used as a team building element for the activity

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> 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
Time	<ul style="list-style-type: none"> 30 minutes to 90 minutes
Equipment needed	<ul style="list-style-type: none"> None the session could include poles, barrels and ropes to add challenge

Normal Operating Procedures

Set up notes	<ul style="list-style-type: none"> None
Briefing	brief should include: <ol style="list-style-type: none"> 1. No running 2. Appropriate clothes (trousers, good footwear, old clothes) 3. Helping each other 4. Sticking to the path 5. Expected terrain <ul style="list-style-type: none"> Behaviour on the temple
Main delivery	<ul style="list-style-type: none"> 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 for a briefing on how it can be climbed safely Exit at the campsite
Summary	<ul style="list-style-type: none"> as appropriate
Pack away	<ul style="list-style-type: none"> check back in all kit
Other notes	<ul style="list-style-type: none"> The course can also be run in reverse and also have 2 groups traveling in different directions

Risk Assessment

Hazards	<ul style="list-style-type: none"> Black throne and brambles Cliff edges The "temple" Archery Remoteness Equipment and activity Wet conditions
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Risk	Who it effects	How is this controlled?
cuts and grazes from blackthorn and bramble leading to possible infections	staff and guests	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Falling on the scramble up, while on top and also descending from the temple resulting in impact injuries	Staff and guests	<ul style="list-style-type: none"> Group size limited to 1:16 Not to be used in winds above force 25 MPH People on the temple should be no more than 8 at a time

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 injured people leading to injuries worsening	Staff and guests	<ul style="list-style-type: none"> • Staff running the temple run will be carrying a radio and or mobile phone and can contact assistance from the DM in an emergency • 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. <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 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
Slipping in wet conditions leading to falls from height and major impact injuries / death	All	<ul style="list-style-type: none"> • Staff to assess the conditions against the capability of their group before use • If not 100% of decision staff should consult DM/CM before undertaking the task

Normal Operating Procedures

		<ul style="list-style-type: none">• Consider how the group is managed, adoptions such as the following can be used:<ul style="list-style-type: none">○ Smaller group numbers○ More staff○ More competent assistants○ Ropes and harnesses (SPA/ML only)
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Water Slide

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Lower field		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> • 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 • Staff must have read and signed the NOP • Third party users must read the waterslide guidance sheet or NOP •
Ratios:	<ul style="list-style-type: none"> • 1:50
Safety factors	<ul style="list-style-type: none"> • Once the slide is set up it must: <ul style="list-style-type: none"> ○ 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 • Briefing – see LP
Operational Factors	<ul style="list-style-type: none"> • This activity requires no regular checks but is checked during set up and take down for defects • Aprons to be used by all • In hot summers the activity may need to be stopped if water on site is running low • Head fort descents on tummies • One person at a time
Accessible Factors	<ul style="list-style-type: none"> • 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 • Staff are allowed to slide down with the participant in a controlled manner if this makes the experience safer or more appropriate
EAP	<ul style="list-style-type: none"> • See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> • FAK, Radio
Kit for Participants	<ul style="list-style-type: none"> • Shoes, apron
Set up notes	<ul style="list-style-type: none"> • The slide must be stored away in the winter • Visually check the slide, pegs and materials for cracks or splits • Check the mattress is in place at the top

Normal Operating Procedures

Lesson Plan	
Aims and objectives	<ul style="list-style-type: none"> • fun
Time	<ul style="list-style-type: none"> • Varied 30 mins – 120 minutes
Equipment needed	<ul style="list-style-type: none"> • Testing as above must take place
Set up notes	<ul style="list-style-type: none"> • Attach hose to the tap in the garden • Visually check the slide before use, checking pegs and for tears
Briefing	<p>Briefing</p> <ul style="list-style-type: none"> • 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 <p>Following briefing groups are allowed to launch at will.</p> <ul style="list-style-type: none"> • 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.
Main delivery	<ul style="list-style-type: none"> •
Summary	<ul style="list-style-type: none"> • Equipment should be packed away on the middle shelf in the problem solving container dry and ready for next use
Pack away	<ul style="list-style-type: none"> •
Other notes	<ul style="list-style-type: none"> •

Risk Assessment	
Hazards	<ul style="list-style-type: none"> • Launching • Pegs • Grass and brambles • Other users

Risk	Who it effects	How is this controlled?
Impact injuries from launching	All	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • One participant launching at a time • No walking on the slide • Staff monitoring group behaviour and numbers on the slide

Normal Operating Procedures

Weaselling

Location	Carn Brea monument		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, Offsite – non remote activities		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> BFA Level 2 staff. Staff must have seen / been inducted before first use
Ratios:	<ul style="list-style-type: none"> 1:8
Safety factors	<ul style="list-style-type: none"> Staff must inspect features first: <ul style="list-style-type: none"> Visual – looking for rock movement, broken glass and other rubbish etc. Physical – staff must give the feature a hard push to assess movement no climbing or boulder with this activity briefing – See LP staff to make group “edge aware” though briefing and monitoring
Operational Factors	<ul style="list-style-type: none"> staff to operate CLAP
Accessible Factors	<ul style="list-style-type: none"> additional staff to support and appropriate venues selected
EAP	<ul style="list-style-type: none"> See EAP at the start of this document If participants get “stuck” staff should coach then support them out. If all practical measures fail then the emergency services should be called and DM informed

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> FAK, Radio
Kit for Participants	<ul style="list-style-type: none"> Helmet Overalls / clothes suitable for getting dirty and that will cover legs and arms
Set up notes	<ul style="list-style-type: none">

Lesson Plan

Aims and objectives	<ul style="list-style-type: none"> To physically explore the boulders in an exciting manner To support peers To push personal boundaries
Time	<ul style="list-style-type: none"> 1.5 hours
Equipment needed	<ul style="list-style-type: none"> Helmets- 1 per participant Protective clothes (optional)
Set up notes	<ul style="list-style-type: none"> Instructors should inspect all caves, tunnels and squeezes before allowing participants to enter them
Briefing	<ul style="list-style-type: none"> Stay together Listen to instructions Walk around the site

Normal Operating Procedures

	<ul style="list-style-type: none"> Look out for each other Take things slow
Main delivery	<ul style="list-style-type: none"> Explore the various rock formations and lead groups through various caves, tunnels and squeezes. This is best done with a group brief and then 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	<ul style="list-style-type: none"> Recap on learning and highlights of session
Pack away	<ul style="list-style-type: none"> Count in helmets and place back in the store
Other notes	<ul style="list-style-type: none">

Risk Assessment

Hazards	Rocks Glass and foreign objects <ul style="list-style-type: none"> Getting stuck (emotionally and physically)
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Risk	Who it effects	How is this controlled?
Impacting the rocks with you head while weaselling resulting in head injuries	Guest and staff	<ul style="list-style-type: none"> Helmets to be worn at all times
Falling from rocks while moving around resulting in falls from height and impact injuries	Guest and staff	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Normal Operating Procedures

Getting physically stuck resulting in additional help being needed	Guest and staff	<ul style="list-style-type: none">• 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
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Normal Operating Procedures

Lesson Plan	
Aims and objectives	<ul style="list-style-type: none"> To ensure participants are as safe as necessary Provide an enjoyable experience Provide education relating to risk (perception, management and benefit)
Time	<ul style="list-style-type: none"> 1.5 hrs.
Equipment needed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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
Briefing	<ul style="list-style-type: none"> Rapport <ul style="list-style-type: none"> Introduce yourself and the activity, gather medical history and previous experience and gauge the group's emotional states. Safety <ul style="list-style-type: none"> 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	<p>Briefing</p> <ul style="list-style-type: none"> 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 <ol style="list-style-type: none"> follow the procedures for descent in the training manual for Second descents extra challenges can be added which may include: <ol style="list-style-type: none"> target practice- dropping bean bags / balls into targets playing catch- passing a ball / bean bag to participates on the path or on the opposite wire during decent cannon ball – getting the most speed by making a tiny ball

Normal Operating Procedures

	<ul style="list-style-type: none"> d. stepping off backwards • eyes closed
Summary	<ul style="list-style-type: none"> • Review the session
Pack away	<ul style="list-style-type: none"> • 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
Other notes	<ul style="list-style-type: none"> •

Zip wire

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX		
	Accessible zip wire		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP, kite 2 harness		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	<ul style="list-style-type: none"> • Internal zip wire training and assessment for the top of the platform • Internal training for the bottom of the zip wire • 2 year refresher training •
Ratios:	<ul style="list-style-type: none"> • 2:16 (suggested 2:8)
Safety factors	<ul style="list-style-type: none"> • Briefing – see LP • Participants to have safety lines on when on platform • Staff to wear safety line when managing clients or if intending on zipping • Safety line attached and adjusted as per training • Full system check prior to launch, duality checks if appropriate • Clear command used between bottom staff
Operational Factors	<ul style="list-style-type: none"> • PPE fitted and checked before passing through gate onto platform • Participants to have the system demonstrated at the start • Participants asked to demonstrate competence with lowering before descent • Bungee rope release before launch
Accessible Factors	<ul style="list-style-type: none"> • The following techniques can be used following further training <ul style="list-style-type: none"> ○ Kite 2 harness can be used ○ The bottom can be a start point ○ Controlled descent using dynamic rope and retrieval at the top can be set up
EAP	<ul style="list-style-type: none"> • See EAP at the start of this document

Equipment and Venue

Safety equipment	<ul style="list-style-type: none"> • FAK, Radio, rescue bag (April 2020)
Kit for Participants	<ul style="list-style-type: none"> • Sit harness and helmet • Chest harness or full body if required
Set up notes	<ul style="list-style-type: none"> • Pre use visual checks on apparatus includes, poles, wires and anchors • Visual PPE checks before issuing out PPE or setting up equipment

- Visual and function test on set up

Risk Assessment

Hazards	<ul style="list-style-type: none"> • Launching platform • Equipment • Staff • Level crossing gate • Release and lowering system • Zip wire • Long hair / jewellery • Shoes and loose items • Weather • Rescues / assists
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Risk	Who it effects	How is this controlled?
Fall from platform resulting in impact injuries	Staff Guest Public	<ul style="list-style-type: none"> • 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. Participants to be issued these at the gate. Staff to put on safety lines when managing zippers and if they are setting themselves up for a zip. • 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	<ul style="list-style-type: none"> • Good briefing to walk only • Instructor to manage position of safety lines • Non slip decking used
Equipment failure due to improper fitting, lack of conformity or misuse resulting in impact injuries and falls from height	Staff Guests	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Checking zip set up

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ Operational concerns (removed and reported to senior staff) ○ Been retired
Poorly fitting equipment leading to impact injuries and falls from height	Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • All staff internally trained by designated individuals as illustrated by the technical expert, • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Normal Operating Procedures

		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The activity was constructed by a reputational company • On construction the activity had a type A inspection upon completion (certificate pending) • The zip wire is 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	<ul style="list-style-type: none"> • Thorough briefing prior to descent • Most participants are out of reach of the wire
Long hair and jewellery becoming trapped in the equipment during the descent / lower off resulting in people becoming stuck at height	Staff Guests	<ul style="list-style-type: none"> • All hair, tassels and loose items to be tied back during descent • Loose jewellery to be removed to secured in such as manor not to become a hazard before descent • All staff trained how to operate an "Assist" so enable hair to become entangled from the system from the floor. See training manual • Staff assessed to run the top will from April 2020 be able to perform a rescue at height which includes a: <ul style="list-style-type: none"> ○ Controlled descent ○ Hoist into the rescue system ○ A controlled lower
Footwear and loose items in pockets falling off during descent and impacting people	Staff Guests Public	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	Guests	<ul style="list-style-type: none"> • All procedures listed still apply • The responsibility of client safety lays with the top instructor

Normal Operating Procedures

supervision of a qualified zip wire instructor making mistakes leading to mistakes		<ul style="list-style-type: none"> The top instructor must be present at all times and able to intervene at all times
Trolley inversion at start resulting in a stuck participant	Guests	<ul style="list-style-type: none"> No jumping on launch The safety line should be loaded when participants reach the edge of the launching platform In the event of an inversion either: <ul style="list-style-type: none"> Reaching out with a short length of rope and pull them to the platform Perform a rescue as above in the "Long hair and jewellery becoming trapped in the equipment" For both situations, inspect the trolley and remove if necessary

Transferring, moving and supporting disabled people

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience	•
Training and Qualifications	•
Ratios:	•
Safety factors	•
Operational Factors	•
Accessible Factors	•
EAP	• See EAP at the start of this document

Equipment and resources

Safety	• EAK, Radio
Equipment	•
Know for	•
Participants	•
Set up notes	•

Lesson Plan

Aims and objectives	•
Time	•
Equipment needed	•
Set up notes	•
Briefing	•
Main delivery	•
Summary	•
Pack away	•
Other notes	•

Risk Assessment

Hazards	<ul style="list-style-type: none"> • People, the moving of • Camp lifting chair • Yale handy hoist • Mango hoist
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Normal Operating Procedures

- 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ○ 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.

Normal Operating Procedures

		<ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<p>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:</p>

Normal Operating Procedures

		<ul style="list-style-type: none"> 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 gears leading to distress	All users	<ul style="list-style-type: none"> All hair to be tied back 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 EVERYONES thoughts and opinions are actively sought to ascertain the appropriate lift.
Equipment failure from poor maintenance leading to fall from	All users	<ul style="list-style-type: none"> Equipment checked visually prior to use, monitored during use and on pack away Function test carried out prior to every use

Normal Operating Procedures

height and impact injuries		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Template

Location	BF Adventure, Goodygrane Activity centre, Halvasso, TR10 9BX Canoe quarry		
Assessed by:	Tony Baker	Date	28/2/20
Reassessed by	In 12 months from the above date		
Supporting policies	Generic NOP		

Normal Operating Procedures summarised from Risk assessment

Experience Training and Qualifications	•
Ratios:	•
Safety factors	•
Operational Factors	•
Accessible Factors	•
EAP	• See EAP at the start of this document

Equipment and Venue

Safety equipment	• FAK, Radio
Kit for Participants	•
Set up notes	•

Lesson Plan

Aims and objectives	•
Time	•
Equipment needed	•
Set up notes	•
Briefing	•
Main delivery	•
Summary	•
Pack away	•
Other notes	•

Risk Assessment

Hazards	
	<ul style="list-style-type: none">