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The Leaside Trust

Normal Operating Procedures (NOP)

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Notes:

This NOP is based on the 'risk assessment' sheets located within the download section of our website, which have been written for the individual activities carried out at Leaside and off-site activities (Special Operating Procedures). Staff are aware that these risk assessments are updated regularly and the workforce is notified by email/staff meetings of the updates.

All staff should also note that the official policies and procedures for the following also contain information relating to NOP:

Equal Opportunities Policy and Diversity Statement

Safeguarding Policy and Procedures

Health & Safety Policy and Procedures

Financial Control Procedures

Centre Induction Pack

The Keyholder In Charge (KIC)

All KICs must have undertaken a centre induction. They must hold an enhanced DBS certificate if working with young people or vulnerable adults.

The member of staff designated to be the KIC will be written in the daily briefing sheet each day from Monday to Sunday. The KIC is either the Chief Executive or the most Senior Staff Member present.

- The KIC should arrive at least 15 minutes early for all sessions.
- They are responsible for all activities on the site.
- They should open all doors and fire exit routes.
- They are responsible for record keeping , registering all staff, groups, individuals and activities undertaken – signing in and out.
- They are responsible for overseeing the collection of any fees and subscriptions taken, issuing receipts and storing relevant items in the safe (see Financial Control Procedures).
- They are responsible for ensuring that all staff are aware of their roles for each session and agreeing timings and ratios.
- They are responsible for noting any damage to equipment, premises or site in the daily briefing sheet.
- All activity staff must ensure that safety briefings are giving prior to any session.
- They must ensure that all staff have communication means (mobile phones/radios)
- They are responsible for ensuring that 'locking up' procedures are carried out and equipment checked.

Preparation

- All staff should arrive at least 15 minutes early for all sessions to enable them to partake in the safety briefing meeting.
- For those members of staff unable to attend the first safety briefing, it is their responsibility to catch up by reading the daily briefing sheet or request an update from a senior member of staff.
- All areas of the centre to be used must be clean and safe from obvious hazards.

- No members or groups are allowed in the workshop unsupervised.
- All craft must be checked and prepared for use, including quick visual checks.
- All mountain bikes must be checked.
- All defective equipment must be removed from operational use, labelled, recorded and quarantined and must notify a senior member of staff of their action.
- Senior members of staff must ensure that defective equipment is fixed and returned to operational use in a timely manner.
- All equipment must be correctly stored (full racks for paddles, buoyancy aids, lifejackets, helmets and cagoules at both start and finish of sessions).
- All staff must change into appropriate protective clothing and be ready for activities.
- All staff must understand the KIC's instructions on activities, groups, timings and ratios.
- All senior staff are to carry first aid kits and session appropriate safety gear when on activities.
- All staff must understand centre rules and regulations before commencing activities.
- All staff are responsible for their group's conduct and must be aware of individual needs (medical, physical and psychological), as per register.

Equipment

Paddlesport

- Buoyancy aids or life jackets should be worn on or near the water by all paddlers.
- All paddlesport craft can only be used under the supervision of suitably qualified NGB staff or volunteers.
- Staff and volunteers must carry out visual safety checks on paddlesport craft (buoyancy, toggles/loops etc).
- Everyone must follow appropriate manual handling procedures when lifting and carrying craft.
- Craft used must be suitable to the participants' ability/needs.
- Cagoules, buoyancy aids and helmets must be stored on racking provided.
- Paddles must be checked and stored on racking provided.
- Swamped craft should be emptied using appropriate manual handling techniques with appropriate assistance if possible.
- Craft must be stored on the appropriate on racking provided

Biking

- Biking may only be led by qualified NGB staff.
- Staff must carry suitable communications equipment for the journey, if this is a mobile phone the number must be disclosed during the safety briefing meeting and ensure that they have staff contact numbers as required.

- Staff must carry out visual checks on all bikes for defects before commencement of session.
- Bikes must be stored in the racking provided, preferably by size.
- Biking helmets must be stored on the bike helmet rack.
- Bikes should be sized appropriately for participants.
- Helmets must be worn by all bikers undertaking the activity.
- All defective equipment must be removed from operational use, labelled, recorded and quarantined and must notify a senior member of staff of their action.

Narrow Boating

- Narrow Boat activities may only be led by qualified NGB staff.
- Trip route and timings must be disclosed during the safety briefing meeting and must be recorded in the daily briefing sheet.
- Staff must carry out pre/post departure checks and record them in the narrow boat log situated on the boat.
- Staff must carry suitable communications equipment for the journey, if this is a mobile phone the number must be disclosed during the safety briefing meeting and ensure that they have staff contact numbers as required.
- Buoyancy aids or life jackets should be worn and suitably fitted on the boat or near the water by young people under the age of 16.

All Activities

- Incidents, near misses or injuries must be reported to the KIC and entered onto the daily briefing sheet and recorded in the incident/accident book. The CEO/Board of Trustees will assess if incident needs to be reported to the relevant NGB. The KIC should also inform the Chief Executive who will inform the Board of any serious damage, incidents or injuries.
- Ratios of staff to participants must be strictly adhered to (see risk assessment sheets)
- All staff must brief their groups on hazards and appropriate action.
- All staff must ensure that all participants have appropriate safety clothing.
- All staff must be aware of individual ‘special’ needs as per register.
- All staff must maintain group control throughout the session provided.
- All staff must be clear about the expectations of each session
- All staff must take part in session debriefings.
- All staff are required that confidentiality and privacy procedures are followed and that any disclosures that may arise are followed up accordance to the Safeguarding Procedure.