



# Members Handbook

## Contents

Introduction	Page 2
Acceptance of Risk and Acknowledgment	Page 2
Risk Management	Page 3 - 4
Safety Rules	Page 5
Covid Guidance	Page 6
Ethos of Integration	Page 7
<b>Policies:</b>	
Safeguarding Policy	Page 8-9
Serious Incident and Accident Policy	Page 10
Code of Conduct Policy	Page 11
Equity Policy	Page 12
Privacy Policy	Page 13-15
Social Media Policy	Page 16
Loan of Equipment Policy	Page 17
Weta Sailing Policy	Page 18
Financial Management Safeguarding	Page 19
Safer Handling Policy (including Hoist Operation Guidance)	Page 20-22
Complaints Handling Policy	Page 23-25

Reviewed March 2017

Amended October 2017 Changed title to Children and Adults at Risk Protection Policy

Reviewed March 2018. Title changed to Members Handbook. New - Serious incident/accident policy, Behaviour policy, Ethos of Integration, Weta Sailing Policy

Reviewed July 2018. New - social media Policy

Reviewed December 2018. New – Loan of Equipment Policy

Reviewed February 2019

Reviewed March and July 2020-Covid

Reviewed March 2021

Reviewed March 2022

Reviewed March 2023

Reviewed March 2024

Mariners of Bewl = MoB

RYA Trained Senior Instructor = SI

Officer of the Day (Member who fulfils this duty role) = OOD

## **Introduction**

Sailing is no different to many other outdoor adventurous activities in that it involves taking some risks i.e., it is not risk free. MoB have produced this Members Handbook which outlines our operating procedures and includes the policies which state how we approach all aspects of safety.

We ask all members to read these so that everyone is aware of their responsibilities towards their own, and other member's safety. By knowing and understanding the content of the Handbook we can all promote safety awareness and do all that is reasonable to help reduce any risk to members and guests to an acceptable level.

If you think that anything significant is missing from the Handbook, please speak to the Chairperson or Secretary.

## **Acceptance of Risk & Acknowledgement**

Participating in sailing activities requires an acceptance of risk. You should understand and accept that there are inherent risks both when rigging, launching, sailing and recovering dinghies to those who participate in the activity.

The MoB Committee takes all reasonable steps to minimise the risks and ensure the safety of all members when sailing and using the hoist.

MoB follows a set of operating procedures which are designed to minimise risk, but members and their guests are advised that it is not possible to control all factors, especially those dependent on nature.

MoB do not accept any responsibility for personal injury to members or guests, or consequential loss or damage to their belongings or other matters over which MoB have no control, except where Personal Injury has arisen as a direct consequence of the negligence of MoB and of which MoB can be proved legally liable. If Members use their own power tools for maintenance, appropriate protective gear should be used.

In joining MoB as a member or when sailing with MoB as a guest you are acknowledging and accepting these risks.

Completion and return of the Annual Membership Form constitutes your acceptance to abide by this policy and to follow the procedures and rules outlined within the

handbook. This includes following the guidance as laid down in our “Safeguarding Policy”.

Copies of our current Risk Assessments can be found on our website. (These are for our own use only and are not to be used by third parties)

- Launching/Recovery of sailing craft
- Sailing
- Safety Boat
- Davit and Hoist – Moving and Erecting and Moving Personnel

## **Risk Management**

### **Equipment**

The Sailing coordinator, or other dedicated Committee members will be responsible for ensuring that the fleet of dinghies are kept in a good and safe working order.

Boat defects which are identified by any member/user must be reported to the OOD and recorded in the Sailing Logbook.

Any dinghies that are not seaworthy to be noted in the logbook and clearly marked - **OUT OF SERVICE**

The Sailing coordinator or Chairperson will be responsible for ensuring that the Hoist and slings are in-date regarding 6 monthly Loler checks.

The Hoist must only be operated by a trained Hoist Operator, in accordance with our Method Statement and weekly check signed in our Logbook.

The Safety Boat loaned to MoB by Bewl Water/Elite Leisure must be checked by our duty SI before any sailing activity commences.

These checks will include ensuring the boat has an undamaged kill cord in position, that the vessel has enough fuel and has a paddle on board.

All other essential safety boat equipment is provided by MoB and is part of our Safety Boat kit which is stored in MoB Headquarters.

The Safety Boat helm is responsible for ensuring that MoB’s Safety Boat kit is complete (see checklist in waterproof container) and is always on board the safety boat when dinghies are afloat.

Radios must be checked that they are in full working order and on the same frequency. A handset must be carried by the duty SI and the OOD. The SI is responsible for deciding who should carry the third handset. This is normally the competent helm of the Lugger.

Duty OOD to be familiar with and carry out all tasks on the Duty Tick List and to check the location of the First Aid Kit before sailing activities commence. This should be easily accessible to all during sailing sessions i.e., not locked inside MoB HQ.

## **Pre-session**

All members to read the MoB “Safety Rules” (see page 5). All guests must remain in the company of a member and before going afloat must complete and sign our Membership Form.

The duty SI will take note of the weather and assess sailing conditions, obtain members preferences and requirements, and note members sailing competence. Based on this information the SI will confirm the dinghies that can be used, the amount of sail to be carried and will define the sailing area.

The SI will be responsible for ensuring that any craft going afloat are correctly rigged.

## **Sailing sessions**

All members sailing must adhere to MoB’s “Safety Rules” (see page 5)

The rules include the requirement for any member or guest to wear a correctly fitted buoyancy aid or lifejacket before they step on a pontoon or on board any dinghy (only BA’s on the Lugger) or safety boat. Every member is responsible for ensuring this safety rule is followed.

## **Serious Incidents and Accidents**

In the event of an emergency taking place, the session Senior Instructor and Officer of the Day should immediately follow the procedures within our **Emergency Quick Reference Check List** (clearly displayed in HQ, in the SI’s kit box and within our Blue Procedures Folder). After the eventuality, the full version of **our Emergency Plan** should be referenced to ensure that all necessary steps have been completed, dependent upon the circumstances of the emergency.

A serious incident or accident includes:

- An accident resulting in the emergency services being called.
- The conduct or behaviour of a member or guest causing concern or harming or upsetting others.
- In the opinion of SI, OOD or Helm, an individual is placing themselves or others at risk of harm.

**If any member, prospective or guest is involved in any incident or accident this must be recorded in the incident book which is located in MoB HQ.**

All sections of the form must be completed including names of witnesses.

The Chairman or Club Secretary must be notified immediately.

## **Emergency assistance – please save these numbers on your mobile phone**

If additional help/ support is required at any time (includes summoning of emergency services), **Bewl Water staff must be contacted via the Emergency Radio.** Additional support can be obtained via The Waterfront Manager or Rangers.

### **Rangers Emergency phone 07767 375115**

Rangers Office phone 01892 890486

Bewl Office 01892 890000

If any of the Emergency Services are required phone 999 and inform Bewl Water staff immediately. They will assist by ensuring that on arrival at the site the emergency services are escorted straight to the casualty.

## **Safety Rules**

The following must be adhered to at all times, in order to follow best practice, operate safely and in accordance with the rules and requirements laid down by Bewl Water/Elite leisure (Landlords/Owners), and the Royal Yachting Association (National Governing Body.)

- A Senior Instructor and a MoB member (normally our OOD) to be on site and overseeing/managing all activities.
- The Hoist is only to be operated by a Trained Hoist Operator and the weekly checks signed in the Log Book.
- The MoB Logbook must be checked by the duty SI for any defect reports prior to any dinghies being declared available to sail.
- A safety boat is afloat and operational and manned by a qualified helm (min RYA Powerboat Level 2). The helm should have knowledge of any disabilities of those afloat.
- Radios must be carried by the SI and the OOD. A third radio is available and should be carried by whoever the SI advises.
- Elite Leisure Emergency Radio to be carried by the OOD.
- Members and guests must wear a properly fitted buoyancy aid or life jacket on the outside of any other clothing before stepping on a pontoon or going afloat in a dinghy or safety boat (only BA's to be worn on the Lugger)
- Members and guests must comply with instructions from the SI or safety boat helm.

- Members and guests must remain within the sailing area designated by the SI. If no area is stated, it is your responsibility, before going afloat, to ask the SI where you can sail. Sailing outside a designated area can jeopardise your own and others safety.
- Members and guests who may suffer from a medical condition, must either carry any relevant and important information about their condition in a format which makes it easily accessible to any professional or medical staff involved in dealing with a serious incident/accident, or to leave this confidential information in a sealed envelope with the OOD.
- Members and guests under 18 years old must be supervised by an adult parent/guardian who remains on site during each MoB sailing session. MoB members cannot act 'in loco parentis'.
- The number of people on board any dinghy used by MoB must not exceed the manufacturers recommendations. Prevailing conditions may dictate that numbers on board a dinghy need to be less than the stated maximum.
- In stronger wind conditions the SI may cancel sailing altogether or limit the type and number of dinghies and people afloat at any one time. This decision must not be challenged.
- Dinghies carrying new or novice members or guests must be helmed by a member who is known to be competent in handling that vessel in the given conditions.
- Safety boats must not be used to take members on joy rides.
- The MoB Logbook must be completed at the end of each session with any boat/hoist defects and repairs being logged and reported.

## **Covid Guidance**

All Government Restrictions have now been lifted.

However, the Health and Safety of our members is our number one priority, it is our individual (making our own informed choices) and collective responsibility to keep ourselves and others safe.

We should all be mindful of other members and not attend if we are showing symptoms or have tested positive via a Lateral Flow Test.

We should individually help to minimise risk by taking an extra conservative approach when in close proximity with each other, as some of our members may be immunosuppressed, be vulnerable to infection or may have chosen not to/ or not be able to be immunised.

Good Practice would be to carry a Facemask at all times and to comply with other members requests if they ask us to wear a mask.

It is the Members decision as to whether they decide to take part in any of our activities and in doing so they assume an element of risk themselves, through the act of taking part.

## **Ethos of Integration**

As a member of Mariners of Bewl we hope that you will be supporting our ethos of integration where we recognise that all members are unique but equal, and that through our activities everybody, including yourself, will be contributing, participating, learning new skills, enjoying new and maybe challenging experiences and having fun.

As an organisation we do not have carers or volunteers and so we all just do as much as we are able in order to fulfil our aim of enjoying time afloat.

If you are new to supporting people with disabilities, you may find it helpful to bear in mind some of these tips

- Do not underestimate the intelligence or ability of the person you are talking to.
- Do not assume that all participants require assistance. Ask if they need a hand or wait to be asked.
- When assisting someone, ask them how best to do this. They are the best person to know how they need to be assisted.
- Always address the participant, not the personal assistant/parent/guardian they are with.
- Be aware of personal needs and preferred ways of communicating and working and respect their requirements.
- Try and work around an issue, rather than avoiding it, so that everyone can be included in activities
- Don't interrupt, correct, speak for the person or be tempted to finish sentences off for them.
- A wheelchair should be viewed as part of the user's body space. Keep an appropriate distance and never use the chair as something to lean on.
- It is perfectly acceptable to offer to help guide the wheelchair or negotiate obstacles such as doors. But only push someone's chair if they have said that it is OK for you to do so.
- Only assist with moving and handling tasks where you are clear on how to do it safely

# **Policies**

## **Safeguarding Policy**

This policy refers to a child as anyone under the age of 18 as defined by [the Children Act 1989](#) and an Adult at Risk as anyone aged 18 or over, who is in need of care or support, and who, because of those needs, is unable to always safeguard themselves as defined by [the Care Act 2014](#).

**Mariners of Bewl is committed to safeguarding all children, young people and adults at risk taking part in its activities from abuse and harm and ensuring their wellbeing. Mariners of Bewl recognises that the safety, welfare and needs of children, young people and adults at risk are paramount and that any person, irrespective of their age, disability, race, religion or belief, marital status, sex, gender identity, sexual orientation, or social status, has a right to protection from discrimination, victimisation, and abuse.**

Mariners of Bewl takes all reasonable steps to ensure that, through appropriate operating procedures, and training, it offers a safe and fun environment to everyone taking part in Mariners of Bewl activities.

Mariners of Bewl recognises that it has a legal duty of care to safeguard children, young people, and adults at risk.

Mariners of Bewl members' activities are NOT regulated and duties are evidenced through an Audited Rota, therefore no DBS checks are required.

*Regulated Activity can be defined as any duty role which sees the member regularly (on 4 or more occasions in any month) supervising children or adults at risk.*

Mariners of Bewl members under 18 years old must be supervised by an adult parent/guardian, who is to remain on site during each sailing session. Mariners of Bewl members cannot act 'in loco parentis'.

Mariners of Bewl is committed to minimising risk and supporting individuals to deliver a safe, positive, and fun boating experience for everyone by creating a welcoming environment, both on and off the water, where everyone can have fun and develop their skills and confidence. Mariners of Bewl will treat everyone with respect, celebrate their achievements, listen to their views and experiences, and provide opportunities for everyone to fulfil their potential and be their authentic selves.

Mariners of Bewl **will:**

- Provide a positive, safe, and enjoyable experience.
- Ensure that there is a Club Welfare Officer with the necessary skills and training who will take the lead in dealing with all safeguarding concerns with support from the RYA Safeguarding Team
- Ensure that the Club Welfare Officer name and contact details are known to all members and participants.

- Respond swiftly and appropriately to all complaints and concerns about poor practice or suspected abuse, referring to the RYA and external agencies as necessary.
- Ensure that all information regarding safeguarding referrals is stored securely and confidentially.
- Report any concerns raised involving members to the RYA Safeguarding Team
- Regularly review its safeguarding procedures and practices in the light of experience, to take account of legislative, social, or technological changes or where there is a change of management as required.
- Cooperate where necessary with multi-agency investigations and enquiries relating to serious case reviews involving children, young people, and adults at risk, if there is an association with the sport and or recreation.

This policy will be reviewed by the Committee at least every three years, or sooner if there are relevant changes to legislation or management.

Mariners of Bewl recognises that **EVERYONE** has the right to be safeguarded and we must **ALL** take responsibility to ensure it.

# **Serious Incident and Accident Policy**

## **Policy Statement**

As with any outdoor and adventurous activities there is the possibility of members and/or guests being involved in incidents or accidents.

This policy does not address the 'every day' incident or accident e.g. a slip, a trip, a graze or small cut all of which may require some basic First Aid which can be administered by members or qualified First Aiders on site but does focus on what is normally referred to as a serious incident or accident.

In order to ensure that we reduce the risk of members and guests being involved in a serious incident or accident, all members and guests must read and follow the guidance outlined below.

## **Definition**

A serious incident or accident includes:

- An accident resulting in the emergency services being called.
- The conduct or behaviour of a member or guest causing concern or harming or upsetting others.
- In the opinion of SI, OOD or Helm, an individual is placing themselves or others at risk of harm.

## **Good Practice Guidance**

Prior to any activity taking place members, prospective or temporary members and guests will be made aware of MoBs aims (and limitations)

Adult carers will be advised that the activity of dinghy sailing is considered to be a hazardous\* activity and therefore going afloat in a dinghy cannot be guaranteed and will depend on weather conditions, and the experience and ability of others going afloat.

All prospective or temporary members and guests will complete a Temporary Membership form.

During the activity all members and guests will:

- wear a correctly fitted buoyancy aid or lifejacket
- be asked to follow any instruction given by the SI, OOD or helm of the boat that they are on.

In the event of an emergency taking place, the session Senior Instructor and Officer of the Day should immediately follow the procedures within our **Emergency Quick Reference Check List** (clearly displayed in HQ, in the SI's kit box and within our Blue Procedures Folder). After the eventuality, the full version of **our Emergency**

**Plan** should be referenced to ensure that all necessary steps have been completed, dependent upon the circumstances of the emergency.

If any member, prospective or temporary members or guest is involved in any incident or accident this must be recorded in the incident book which is located in MoB HQ. All sections of the form must be completed including names of witnesses.

The Chairman or Club Secretary must be notified immediately.

## **Code of Conduct Policy**

### **Policy Statement**

Challenging behaviour can be defined as behaviour of such intensity, frequency, or duration that the physical safety of the person concerned, or other people is at serious risk and is likely to lead to responses that are restrictive, aversive or result in exclusion.

Mariners of Bewl is committed to providing a culture which is safe, welcoming, and inclusive for everyone who wishes to take part in our activities.

It is for this reason we have established a code of conduct, which outlines the standards of behaviour that we expect from everyone participating in our activities and all members are to follow any advice or guidance given by the OOD or RYA Senior Instructor, which will reduce any risks to anybody involved in our activities. We recognise that what is unacceptable and challenging behaviour to one person is not necessarily unacceptable and challenging to another. However, any behaviour that causes concern, hurts, or upsets us must be addressed immediately with the aim of finding a way to support the person involved so that they can continue to participate in and enjoy the activity alongside other members.

### **Good Practice Guidance**

As a member of Mariners of Bewl we expect you to:

- Respect the rights, dignity and worth of every person and treat everyone with respect.
- Celebrate diversity in all its forms.
- Do not discriminate against anyone based on any protected characteristics.
- Always act with integrity
- Do not behave in any way which causes offense or harm to others.
- Report poor behaviour or conduct to The Officer of the Day, who will in turn follow the guidance within our Serious Incidents and Accidents Policy.
- Familiarise yourself with Mariners of Bewl policies and procedures within our Members Handbook.
- Do not use inappropriate language and always be mindful of banter and how words can also cause harm to others.

As a member of Mariners of Bewl you should expect:

- To be treated with respect by everyone

- An environment which is free from discrimination, harassment, and victimisation.
- Safe spaces and opportunities where you can report any concerns and know they will be investigated in accordance with Mariners of Bewl constitution, policies, and procedures.
- To feel safe and supported to undertake as many Club activities as you would like.
- To enjoy your sailing and boating however you wish to undertake it.

## **Equity Policy**

### **Policy Statement**

Mariners of Bewl respects the rights, dignity and worth of every person and will treat everyone equitably within the context of our activities regardless of religion or belief, gender reassignment, sexual orientation, sex, pregnancy & maternity, marriage & civil partnership, disability, race, and age.

Mariners of Bewl is committed to everyone having the right to enjoy their sport in an environment free from the threat of discrimination, victimisation, intimidation, harassment, and abuse. We will deal with any incidence of discriminatory behaviour seriously in accordance with our Code of Conduct Policy and will ensure that equity is incorporated across all aspects of our activity.

### **Good Practice Guidance**

Mariners of Bewl will ensure that anyone accessing our Club will be:

- Able to participate to the full extent of their own ambitions and abilities.
- Assured of an environment in which their rights, dignity and individual worth are respected.
- Assured of participating in an environment in which individual differences and the contributions of all participants are recognised and valued.

All members of Mariners of Bewl have a shared responsibility to challenge any discriminatory language or behaviour and promote a fair and equitable environment for all.

Any member or aspiring member who considers that he or she is suffering from unequal treatment on any grounds should in the first instance report this to the Chairperson.

# Privacy Policy

## Policy Statement

This policy explains when and why we collect personal information about our members and instructors, how we use it and how we keep it secure and your rights in relation to it.

We may collect, use, and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.

We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website for any amendments (but amendments will not be made retrospectively).

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

### What information we collect and why.

Type of information	Purposes	Legal basis of processing
Member's name, address, telephone numbers, e-mail address(es).	Managing the Member's membership of the Club. Managing the OOD and S.I duty roster.  Communicating with members and potential members e.g., promotional material, fundraising news and requests and the occasional Member Newsletters.	Performing the Club's contract with the Member. For the purposes of our legitimate interests in operating the Club.  We will seek the Member's consent on their membership application form and each membership renewal form.  The Member may withdraw their consent at any time by contacting us by e-mail or letter to tell us that they no longer wish their details to appear in the Membership list
Emergency contact details	Contacting next of kin in the event of emergency	Protecting the Member's vital interests and those of their dependants
Date of birth / age related information	Managing membership categories which are age-related.	Performing the Club's contract with the Member
Gender	Provision of adequate facilities for members.	For the purposes of our legitimate interests in making sure that we can provide sufficient and suitable facilities (including changing rooms and toilets) for each gender.

Medical conditions and or disability	<p>To provide safety boat crew with essential information that they may need to assist members and guests if they need rescuing from capsized craft.</p> <p>Reporting information to the RYA (only number based, no names provided)</p>	<p>For the purposes of our legitimate interests in making sure that we can provide sufficient and suitable safety cover and meet our obligations under Health and Safety law.</p> <p>For the purposes of the legitimate interests of the RYA to maintain diversity data required by Sports Councils.</p>
Photos and videos of members and their boats	For adding interest to internal Club communications e.g. Newsletters and for putting on the Club's website and social media pages and using in press releases.	Consent. We will seek the Member's consent as part of their membership application and each membership renewal. Members will be advised (see Members Handbook) that they may withdraw their consent at any time by contacting us by e-mail or letter.
Instructor's name, address, email addresses, phone numbers and relevant qualifications and/or experience	Managing instruction at the club.	For the purposes of our legitimate interests in ensuring that we can contact those offering instruction and provide details of instructors to members.
Bank account details of the member or other person making payment to the Club	Managing the Member's and their dependants' membership of the Club, the provision of services and events.	Performing the Club's contract with the Member

**How we protect your personal data:**

We will not transfer your personal data to any third party without your consent. We have implemented generally accepted standards of technology and operational security to protect personal data from loss, misuse, or unauthorised alteration or destruction.

Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

If at any stage in the future, we set up a facility to make on-line payments e.g. membership fees we will use a recognised online secure payment system.

We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

**Who else has access to the information you provide us?**

We will never sell your personal data. We will not share your personal data with any third parties except where required to do so by law.

**How long do we keep your information?**

We will hold your personal data on our systems for as long as you are a member of the Club and for as long afterwards as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data except that we will retain your personal data in an archived form to be able to comply with future legal obligations e.g. defence of legal claims.

We securely destroy all financial information once we have used it and no longer need it.

**Your data protection rights:**

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact our chairperson if you wish to make a request.

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to our chairperson.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

For more details, please address any questions, comments and requests regarding our data processing practices to our chairperson or Secretary via [secretary@mariners-of-bewl.org.uk](mailto:secretary@mariners-of-bewl.org.uk)

# **Social Media Policy**

## **Introduction**

This Social Media Policy sets out clear standards and explains what action will be taken if boundaries are crossed. However, it also reflects our view that we do not wish to stifle creativity or prevent on-line conversations that relates to the various aspects of our organisation and recognises the value we place on our members and supporters.

Adhering to a robust social media policy should protect members from engaging in inappropriate conduct on-line and help the Committee feel comfortable that the organisation is not at risk of unsuitable behaviour.

## **Our Accounts**

Mariners of Bewl has a Twitter account @MarinersOfBewl

Mariners of Bewl has an Instagram account Mariners\_of\_Bewl

Mariners of Bewl has a Facebook Page @MarinersBewl and a Facebook Group– ‘MoB’ which is a Private/Closed account and only seen by Members and ‘friends’ of MoB who have been accepted by the account Administrator. Some of these people are supporters of MoB or contribute to MoB in different ways.

The Facebook Group is administered by two members of MoBs Committee. If an Administrator is unsure about accepting or declining a post the second Administrator and/or the Chairman will be consulted. The decision of the Administrators will be final.

Further social media accounts can be added if approved by the Mariners of Bewl Committee.

## **Aims/Purpose**

The aim and purpose of the ‘Public’ accounts are to provide the public with information about Mariners of Bewl and to provide them with some current Mariners of Bewl news. These accounts may also be used for marketing and fundraising purposes. The home pages of these accounts will make it clear that comments posted on-line may not reflect Mariners of Bewl policies.

The aim and purpose of the Private/Closed account is to provide a platform whereby members of the Committee can post important information, and members can post items that relate directly to our main activity of sailing and boating.

This account can also be used to provide members with updates about future MoB activities, MoB news and generally act as our regular newsletter or blog.

Content of all accounts will primarily be sailing related but may also include links to activities that members undertake in relation to MoB e.g., fundraising activities.

## **Monitoring and Guidance**

All postings are monitored. However, In-order to reduce the need for administrators to make decisions the following guidelines outline the types of posting that will be declined or approved:

- Posts relating to other sailing groups or organisations e.g. RYA or other sailing clubs and organisations will be approved.
- Any postings that are unsuitable or detrimental to Mariners of Bewl will be declined and deleted immediately.

- Any posting of pictures of children or young adults will be declined unless express permission has been given by a parent/guardian.
- Self-promotion, personal information and/or personal details, spam and irrelevant links will not be approved.
- 

Members are not authorised to make postings on the Public page as representatives of Mariners of Bewl unless permission has been given by the Chairman. The views expressed are yours alone and do not necessarily represent the views of the organisation.

All members are to be reminded to exercise good judgment and to consider how others will view and perceive the content of their post before hitting the 'Post' button. Something that is humorous to one person could easily offend others.

Postings from people who frequently post unsuitable comments will be blocked.

Be kind and courteous. We're all in this together to create a welcoming environment. Let's treat everyone with respect.

## **Loan of Equipment Policy**

Fully paid-up members of MoB are entitled to use any equipment owned by MoB during the normal Saturday sailing sessions.

Use of any equipment\* outside of these times is not permitted unless permission to use/loan/borrow any item has been sought in advance and approval, in writing, by the Chairman or Vice Chairman has been issued.

Approval in writing will normally take the form of an e mail from the Chairman or Vice Chairman and sent to the person requesting to use/loan/borrow any of MoBs equipment. This approval will include a date when the equipment is due to be returned. The Bosun and Secretary should be copied into the 'approval' e mail.

Any member who is granted permission to loan/borrow any equipment outside of MoBs normal sailing sessions will be held responsible for replacing (like for like) within a month of the planned return date any item that is damaged or lost. By using the loaned/borrowed item outside of the normal sailing session or taking an item off site, the person who loans the item is accepting these terms. This is non-negotiable.

---

\* The list of equipment includes buoyancy aids, lifejackets, clothing, tools, spare parts, rope, paddles, dinghy parts, transfer boards, support harness, furniture, BBQ, jockey wheels, trailer wheels

## **Weta Sailing Policy**

Sailing the Weta single handed using a centre seat has been deemed by Weta Marine, the designers and boat builders, as being unsafe.

Weta owners and users have been informed by Weta Marine that they “do not support single handed centreline racing in a Weta”. This decision is based upon the fact that the trimaran inverts quickly if capsized, and dinghies involved in racing cannot expect to receive outside assistance from a safety boat within 30 seconds.

Mariners of Bewl acknowledges Weta Marine decision but we cannot differentiate between the safety issues when the boat is being raced or being sailed as a recreational activity and therefore our policy applies to any time when a member of Mariners of Bewl wishes to sail the Weta.

Our policy is based upon the fact that we are a dinghy sailing organisation with competent (trained and experienced) and qualified RYA Senior Instructors overseeing and managing the safety of all members when afloat.

The content of this policy is in addition to our sailing rules and regulations as stated in the MoB Members Handbook.

- The Weta can only be sailed when a qualified RYA Senior Instructor has undertaken a risk assessment which takes into consideration the weather conditions, the level of experience and sailing ability of the helm (and crew), the number of people wishing to sail on the boat and the level of safety boat cover which will be available when the Weta is afloat.
- Sailing single handed. If the wind is above F3/15 mph the centreline seat must not be used.
- The RYA Senior Instructor must ensure that the competent helm and any crew understand what could happen when a Weta capsizes and check that they know how to respond. The crew must also know how to assist the helm with the recovery of the boat.

This policy was introduced in April 2018.

## **Financial Management Safeguarding Policy**

On the 2<sup>nd</sup> November 2020 the Government issued a new guidance document entitled “Managing Charity Finances”.

The opening paragraph states “As a trustee you must take steps to make sure that your charity’s money is safe, properly used and accounted for. Every trustee has to do this. Even if your charity has an expert to manage its finances, you are still responsible for overseeing your charity’s money.”

As stated in the MoB Constitution, the day to day management of the charity, including its finances, are devolved to the Chairperson, Treasurer and Committee (See Constitution 6.1).

However, the current procedures do not provide the Charity with a robust system that fulfils the Trustees legal obligations, nor do they provide any appropriate support and protection for the Chairperson, Treasurer and Committee members.

In order to reduce any financial or legal risks to MoB, it’s Trustees, the Chairperson, Treasurer and members of the Committee, the Trustees now wish for the following policy to be implemented as from 3rd February 2021.

### **1. Expenditure**

The Committee must obtain approval\* from at least one Trustee prior to making payments of £500.00 or more from MoB accounts; at a Committee meeting, via e mail or post. (*\*Excludes annual fees/expenses for Insurance and Membership Fees paid to our Landlord*).

The approval by a Trustee must be provided in writing and copied to all other Trustees, the Chairperson and Treasurer.

### **2. Payment of Donations**

MoB can make donations of money or equipment to another registered charity providing this meets MoBs charitable purposes.

The Committee must obtain approval from at least one Trustee prior to making a donation of money or asset with a value of £500.00 or more; at a Committee meeting, via e mail or post.

The approval by a Trustee must be provided in writing and copied to all other Trustees, the Chairperson and Treasurer.

**3. Sale of assets** (equipment or property) owned by Mariners of Bewl (*Please note that in the case of MoB being dissolved this policy will be superseded by Item 10 of our Constitution*)

The Committee must obtain approval from at least one Trustee to sell or dispose of any asset with a value of £500.00 or more; at a Committee meeting, via e mail or post.

Transfer of Ownership to be evidenced by completion and retention of a Bill of Sale.

The approval by a Trustee must be provided in writing and copied to all other Trustees, the Chairperson and Treasurer.

#### **4. Receiving donations.**

MoB can accept donations of money, equipment and property.

Before accepting a donation, the Chairperson and/or Treasurer should ensure that any cash donations over £500.00 or larger items/equipment with a value in excess of £500.00 are coming from reputable and/or known sources.

Transfer of ownership of equipment or property to be acknowledged in writing and records to be maintained.

## **Safer Handling Policy**

**(Including Hoist Operation Guidance)**

### **Policy Statement**

This policy has been prepared to meet our duty of care obligations and with the aim of reducing the risk, to as low as reasonably practicable, from manual handling incidents and drawn up in line with Manual Handling Operations Regulations 2002. The policy covers the areas of our operation where the activity involves the moving and lifting of people and equipment. This includes the use of our Reid T Davit and Oxford Voyager Hoist, and also when moving any equipment such as dinghies when on land.

MoB will ensure that any necessary arrangements are in place to facilitate the contents of the policy.

MoB aims to promote the independence and dignity of members/sailors. Whenever possible, the member/guest should be encouraged to actively participate in the task and maintain their own mobility.

### **Definitions**

The following definitions apply to this policy document:

Manual handling refers to the transportation or supporting of a load by hand or bodily force. This includes lifting, lowering, pushing, pulling, carrying, and moving.

A load is any inanimate object such as equipment, or a person e.g., sailor who needs to be supported or moved.

An injury is any harm to the body because of carrying out a manual handling task.

Equipment refers to any equipment or device used in the manual handling of an object or sailor including assistive devices and mechanical aids.

### **MoB Responsibilities**

MoB Trustees and the Committee have a duty of care to ensure that:

Members avoid hazardous manual handling operations so far as is reasonably practicable; assess and record (risk assessment) any hazardous manual handling operations that cannot be avoided; and reduce the risk of injury so far as is reasonably practicable.

(Assessment of manual handling operations will consider factors which include the requirements of the task, the physical effort required, the characteristics of the load and the characteristics of the working environment.)

Any equipment is used correctly and maintained.

Information and guidance on moving dinghies/boats on land is given to all members.

All legal requirements relating to using a hoist for lifting personnel are fulfilled. These include six monthly LOLER checks on both the hoist and slings, and that any Hoist Operator will have attended a hoist training course led by a qualified/competent person.

All trained members attend in-house refresher training every two years.

Our Hoist Operation Method Statement is issued to all Hoist Operators.

A record of training for each Hoist Operator is kept and available to the Health and Safety Executive should there be an incident.

Records are maintained of any accident, incident, "near miss" or ill health related to manual handling operations in accordance with the Serious Incident and Accident Reporting Policy.

Manual handling risk assessments are monitored and review annually, or at any time when there are any significant changes to the way we operate or equipment is used.

### **MoB Members with Delegated Responsibilities**

The Officer of the Day must:

Be aware of manual handling operations, and to remind members to avoid the need to undertake any manual handling operations that involve a risk of injury, so far as is reasonably practicable.

Assess any hazardous manual handling operations that cannot be avoided to reduce the risk of injury.

Record any incident, 'near miss' or ill health related to manual handling operations in accordance with the Serious Incident and Accident Reporting Policy.

Advise the Chair of any accident, incident or 'near miss'.

The Hoist Operator must:

Be aware that the hoist is to be used and must manage the whole operation ensuring that anybody involved is adhering to the guidance outlined in MoBs Method Statement.

Record any incident, "near miss" or ill health related to manual handling operations in accordance with the Serious Incident and Accident Reporting Policy.

Ensure they attend an in-house refresher training at least every two year

## **Members' Responsibilities**

Members must:

Take reasonable care of their own health and safety and that of others who may be affected by their activities when involved in manual handling operations.

Co-operate with others in the undertaking of assessments of hazardous manual handling tasks.

Observe safe systems of work and use safety equipment, reporting any defects in manual handling equipment to the OOD or Senior Instructor or Chair.

Report any incident, "near miss" or ill health related to manual handling operations in accordance with the Serious Incident and Accident Policy.

## **Guidance for Hoist Operation**

The Hoist Log and Session Sheet must be completed and signed by the Hoist Operator before any equipment is used.

The "lift" will be led by a person (the Hoist Operator) who will have attended a training course that has been led by a qualified competent person. At least one other person will be in attendance to assist the Hoist Operator with the whole lifting process.

User Guides for all equipment to be stored and available in MoB HQ.

Members and/or guests are responsible for supplying their own Personal Lifting Plan. The plan should include the type and size of sling to be used, along with details of which loop attachments to use.

If a member/guest is not usually lifted by a hoist outside of MoB, then a Personal Lifting Plan will be created for the use of MoB slings.

If a member/guest uses a hoist outside of MoB, they should supply and use their own slings. Owners of the sling should ensure they are suitable for use outside of the home environment and be certified as checked and in date.

If a carer is present, and familiar with hoisting, they will be encouraged to supervise and where possible assist with the lift.

The hoist is to be operated in accordance with the **Method Statement** and in line with our **Risk Assessments**:

**Davit and Hoist Moving Personnel**

**Davit and Hoist Moving and Erecting**

# **COMPLAINTS HANDLING POLICY**

## **COMPLAINTS HANDLING POLICY**

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.

### **INFORMAL COMPLAINTS**

Anyone who has a concern should initially raise this with a member of Committee at the time, as this enables us to respond and deal with an issue quickly.

The Committee member must inform the Chair and/or the nominated lead Trustee immediately.

We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to their satisfaction. If unable to, make a note of:

- The complainant's name and contact details, unless they are unwilling to provide these.
- The nature of their concern and anything that they wished to be done about it.
- The circumstances surrounding the complaint, including when, where any action that was taken and the details of others who were present/involved.

Advise the complainant that their concern will be passed to the Chair and/or nominated lead Trustee.

### **FORMAL COMPLAINTS**

Where an individual wishes to make a formal complaint, they should be provided with the email address of the nominated lead trustee for complaints.

Correspondence should be marked private and confidential. They should be provided with a copy of this policy by post or email.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include:

- Name, address, telephone number and email.
  - Please let us know your preferred contact method.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is they felt to be unsatisfactory.

- What they believe should be done to address the concern.

Receipt will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the trustee will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, they may appeal the decision, by writing to The Board of Trustees, the contact details of whom will be included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

## **WIDER ACTION**

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the Charity Commission, H&SW Executive, other regulator, or the Police.

Consideration will also be given to whether any changes should be made to policies and procedures, to see if anything might reasonably be done to prevent a similar issue arising in future.

## **ANONYMOUS COMPLAINTS**

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our Charity, even incidentally, has a right to complain and we will hold anyone accountable, but equally individuals have a right to be protected from unsubstantiated and potentially malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details. This will also allow us to advise them of the outcome.

## **POTENTIAL COMPENSATION CLAIMS**

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

## **CONFIDENTIALITY**

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

## **AVAILABILITY**

This policy is to be made publicly available and given to anyone who advises that they wish to submit a complaint.

**ENDS March 2026**