

## Everyone's Adventure Standard Operating Procedures

- This document details a framework to which Everyone's Adventure provides outdoor activity experiences.
- Everyone's Adventures mobile outdoor activity operating procedures is a living document and will be reviewed and updated when necessary.
- This document has been produced by industry experts in conjunction with national governing bodies guidance and government guidance.

This document outlines the following:

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**Staff requirements**

1. The relevant national governing body awards or in-house sign off by a qualified instructor (Daniel Pritchard).
2. Will have a current first aid certificate.
3. DBS checked.
4. They will be familiar with this mobile outdoor activity operations document and the relevant risk assessments.
5. All staff will be dressed in uniform and carry a means of communication (phone).

### **Space required for mobile land-based events:**

1. Everyone's Adventure prides themselves on being able to make most spaces work by adapting or changing the activity or providing an alternative location. (This will be discussed during the booking process)
2. The activities require an area which is flat, absent of any public footpaths through the activity area and clear of debris and litter.
3. Activity space requirements:
  - Archery - 70 meters by 70 meters
  - Bushcraft - 30 meters by 30 meters
  - Team Challenges – between 30 meters by 30 meters to 70 meters by 70 meters (dependent of group size)
  - Laser Tag - 70 meters by 70 meters +

### **Space required for Water-sport events:**

1. Everyone's Adventure uses one primary location which is Perch Pool Scout Campsite, located next to Tuckton Bridge in Christchurch. However, we will cover the minimum space requirements needed to provide a water sports session.
2. Everyone's Adventure prides themselves on being able to make most spaces work by adapting or changing the activity or providing an alternative location. (This will be discussed during the booking process)
  - Launching point – We will only provide a session at a location which has a clearly marked start and finish point, such as a slipway, pontoon, or beach. This must be inspected by Daniel Pritchard before the activity can be booked.
  - The sections of water – Slow moving rivers, Small enclosed bays, enclosed harbours where there is minimal possibility of being blown offshore, defined beaches with easy places to land throughout, no tide races, overfalls or surf.

#### British Canoeing Definition of Sheltered water:

Slow-moving rivers where the group could paddle upstream against the flow, (not involving the shooting of, or playing on, weirs or running rapids). Areas of open water (e.g. lakes and lochs) where the paddlers are no more than 200 metres offshore and the wind strength does not exceed Beaufort force 3, avoiding the group being swept/blown out of the safe working area. Slow moving estuaries (less than 0.5 Knots).

**Booking process:**

1. Sessions can be booked on one of Everyone's Adventures websites, via email, or over the phone.
2. Full payment is preferred but a deposit of 20% of the booking total can secure a booking with the remaining sum being paid a minimal of 31 days before the activity date.
3. Once the deposit payment has been received a booking confirmation, participation agreement, participant consent form and 'what to bring' list will be sent via email.
4. Each activity participation ratio is limited in line with the current NGB guidance.

Activity:	Number of Instructors:	Number of Participants:	NGB Ratio Links
Archery	1	12	<a href="https://www.archerygb.org/files/Archery-GB-Recommended-Coach-Archer-Ratios-23.09.20.pdf">https://www.archerygb.org/files/Archery-GB-Recommended-Coach-Archer-Ratios-23.09.20.pdf</a>
Bushcraft	1	12	N/A
Team Challenges	1	15	N/A
Laser Tag	1	24	N/A
Sit On Top Kayaks	1	8	<a href="https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-TERMS-OF-REFERENCE-V5-0-Jan-2107_170401_214151.pdf">https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-TERMS-OF-REFERENCE-V5-0-Jan-2107_170401_214151.pdf</a>
Paddleboards	1	8	<a href="https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-TERMS-OF-REFERENCE-V5-0-Jan-2107_170401_214151.pdf">https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-TERMS-OF-REFERENCE-V5-0-Jan-2107_170401_214151.pdf</a>
Canoes	1	6 Crafts	<a href="https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-TERMS-OF-REFERENCE-V5-0-Jan-2107_170401_214151.pdf">https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-TERMS-OF-REFERENCE-V5-0-Jan-2107_170401_214151.pdf</a>
Axe Throwing	1	8	N/A

5. Everyone's Adventure will send a 'what to bring' list as part of the booking confirmation which will recommend participants to wear appropriate outdoor clothes this includes closed toe shoes.
6. Participants must inform the instructor of any medical conditions which may affect their ability to take part in the activity, and all medication kept on their person or with their responsible adult.

### **Setting up – Mobile land events**

1. Everyone's Adventure staff will arrive 30 minutes – 1 hour before the session start time.
2. On arrival staff will check/sign in with the relevant person (receptionist, landowner, or manager) and will ask to be directed to the activity area.
3. The activity area will be visually safety checked by staff.
4. Activity area will be marked out with signage.
5. Activity equipment will be set up and safety checked by the instructor.
6. A gazebo will be set up (if on a grass area and weather permits) this will be the meeting area/briefing area.
7. The main activity first aid kit will be kept at the meeting/briefing area.
9. The equipment will be transported by a van or a trailer. If a trailer has been used it will be towed to the activity area and unhitched. The vehicle will then be parked in a suitable place.
10. Each activity station will have a first aid kit provided. There will be a larger "main first aid kit" kept under the meeting area gazebo.

### **Pack down – Mobile land events**

1. Pack down can begin after the participants have left the activity area.
2. The activity will be packed away starting with any sharp equipment.
3. All large equipment should be moved using the correct manual handling practises.
4. The trailer should be hitched to a vehicle before loading to prevent it from tipping.
5. Straps should be used to fasten equipment.
6. The area will be checked for equipment.

7. Final checks on the trailer and vehicle will take place to ensure its road safe.
8. The instructor member will inform the necessary person that they are leaving.

### **Setting up – Laser Tag Moors Valley**

1. Everyone's Adventure staff will arrive 1 hour before the session start time.
2. On arrival staff will check/sign and collect a radio from the Forestry England office.
3. The activity area will be visually safety checked by staff.
4. Activity area will be marked out with signage.
5. Activity equipment will be set up and safety checked by the instructor.
6. A gazebo will be set up as a briefing area.
7. The main activity first aid kit will be kept at the briefing area.
8. The group will be met by the instructor at our meeting point sign located to the left of Forestry England's offices.

### **Setting up – Everyone's Water sports Hire Hub.**

1. Everyone's Adventure staff will arrive 1 hour before the first hire time slot.
2. On arrival staff will de-alarm and open the hire hut and toilets.
3. The activity area (slipway and field) will be visually safety checked by staff.
4. Check the weather conditions and tide times for the day.
5. Activity equipment will be set up and safety checked by the instructor.
6. A gazebo will be set up as a reception tent.

7. Place a throw line and support craft, paddle, and BA next to the slipway.
8. The main activity first aid kit will be kept at reception.
9. Layout: Hire forms, Boundary maps, and Key information sheet on the table.
10. Unlock the front gate.

### **Signing in – Laser Tag Moors Valley and Everyone’s Watersports**

1. Participants are advised to fill out the participant consent forms online prior to arrival and bring them to the activity to save time. These can be found on our booking platform: <https://fareharbor.com/>
2. Participants under the age of 18 must be signed in by a responsible adult.
3. Participants under the age of 16 must be accompanied by a responsible adult for the duration of the activity.
4. Participants will be advised to use the toilet facilities prior to their activity start time.
5. The group will meet their instructor at either the reception desk (Everyone’s Watersports) or by the meeting point sign (Laser Tag Moors Valley) 10 minutes before their session start time.
6. Upon arrival the instructor will check the participants completed medical forms and verbally confirm the details or will get the participants to complete a paper form. The instructor will verbally confirm that all participants will follow our participant agreement.

## **Session structure**

1. The number of participants for each session are limited in line with the current NGB guidance.
2. Activities will be provided to the standard set by the relevant NGB.
3. The group will receive an activity and location specific safety brief and activity instructions, this includes activity area boundaries.
4. The instructor will provide support throughout the activity when providing a mobile land event, laser tag moors valley session, or guided watersports session.
5. The instructor will always be present, and activity will always be supervised, but the providing instructor may choose which level of supervision the participants and activity require.

The levels of supervision are as follow:

- Level 1 - Direct supervision, being able to physically intervene. (Example- Archery - When a participant is shooting their first arrow)
  - Level 2- Indirect supervision, in visual sight on the participants but requires multiple steps to intervene. (Example- Archery - When a participant has successfully completed shooting multiple practice arrows)
  - Level 3- Remote supervision, being present but cannot see all participants. (Example- Laser Tag – Once a game has started)
6. At the end of the session instructors will finish with a review where appropriate.

### **The public – Mobile Land Event and Laser Tag**

1. The activity area will be clearly marked out with signs placed every 10-20 metres. These signs will inform the public to avoid entering the area due to an activity taking place.
2. On the boundary signs there will be a phone number for people to contact the instructor delivering the activity.
3. If a member of the public enters the activity area while it is in use, the session will be stopped, the member of public will be directed out of the activity via the easiest route.

### **The public – Everyone's Watersports**

1. During the participants safety and activity brief the instructor will cover what side of the river to paddle on and what to do when a participant meets another river users such as fishermen, motorboat users, and other paddlers.
2. We advise our paddlers to give way to and maintain a safety distance from all other river users.
3. During a guided watersport session we ask all paddlers to stay within eyesight of their instructor and to stop at the specified check points along the route.
4. If member is struggling with controlling their craft the instructor will offer support through verbal instructions or physical intervention (towing).
5. We will utilise sheltered and quiet sections of the water.

### **Lone working**

1. Smaller bookings will be run by 1 member of staff, this instructor will have a DBS check, current first aid certificate and a safeguarding certificate.
2. All money and records which contain sensitive information will be locked within a vehicle or kept on the instructor's person.
3. Participants under the age of 16 must be accompanied by a responsible adult for the duration of the session.
4. One-to-one participants under the age of 18 must be accompanied by a responsible adult for the duration of the session.
5. Participants under 18 years old must be signed in by someone 18+ years old.
6. Public group bookings need a minimum of 6 participants booked on the session to go ahead, this means for safeguarding reasons the instructor is not left alone with a participant.
7. By signing in, the participants are agreeing to the Everyone's Adventure participation agreement which means participants will follow the instructions given by the instructor.
8. There will be a predetermined point of contact, most likely Daniel Pritchard. This point of contact will be notified when the providing instructor arrives on site and when they depart the site. This can be via a phone call or text message.

**First aid and emergency services.**

1. The delivering instructor will have a current first aid certificate and a first aid kit will be kept at the meeting area and/or activity stations.
2. In the event of a participant sustaining an injury the instructor will issue first aid as shown in their course.
3. An online first aid report will be filled out to capture details about the participants injury and first aid given.
4. A follow up courtesy call will be made the next day to check on the participant.
5. If emergency services are required the instructor will stop the activity, ensure the rest of the group are safe, call the emergency services, support the casualty, administer first aid, fill out a first aid report, inform Daniel Pritchard (Health and Safety officer).
6. RIDDOR form will be completed if required.
7. Details will be kept for minimum of 3 years before being destroyed.

See emergency action plan for all details including contact flow sheet.

### **Maintaining and checking equipment:**

1. All Person Protective Equipment and activity equipment is checked on a monthly schedule.
2. Equipment have been categorised in 3 standards:
  - **Good condition**, this means the item is has no reported defects.
  - **Monitor**, this means the item has 1 or more defects which need to be regularly check but the items is still fit for purpose.
  - **Out of service**, this means the items needs repairing or replacing.
3. The standards are made up of different inspections for each piece of equipment. All checks have been collected from the manufacture's guidance.
4. As off 2023 this is now recorded on a google form and can be accessed through the staff portal on our website:  
<https://www.everyonesadventure.co.uk/staffportal>

**Peer feedback and Observations:**

1. As off 2023 this is now recorded on a google form and can be accessed through the staff portal on our website: <https://www.everyonesadventure.co.uk/staffportal> or direct link: <https://forms.gle/6o8tZK3yy3R4ChwV6>
2. We aim to observe a staff / freelance instructors once every 3 months.
3. The observation will make sure the instructor is providing the following:
  - A safe session which is inline with Everyone's Adventures risk assessments and standard operating procedures.
  - Is fun, engaging, and challenging for all participants.
  - Meeting the desired learning outcomes.

### **General Data Protection Regulation:**

1. Full details on how Everyone's Adventure collects, and stores participants information can be found in our privacy policy on our website. <https://www.everyonesadventure.co.uk/privacypolicy>
2. Most of the time participants would have given their contact details and medical details during the booking process. Instructors can access these through the Fareharbor platform. [www.fareharbor.com](http://www.fareharbor.com)
3. If participant have completed a paper sign in / medical form. A photo of this form needs to be sent via email to [info@everyonesadventure.co.uk](mailto:info@everyonesadventure.co.uk). The form then needs to be stored out of sight in within a locked vehicle or building.
4. At the end of the day all paper sign in / medical forms need to be handed to Daniel Pritchard.

<b>Date:</b>	<b>Action:</b>	<b>By Whom:</b>	<b>Amendments:</b>
19/09/2020	Created	Daniel Pritchard	N/A
04/02/2021	Reviewed	Daniel Pritchard	Added laser tag specific actions.
11/03/2021	Reviewed	Daniel Pritchard	Added watersport specific actions. (For Hire)
08/01/23	Reviewed	Daniel Pritchard	Amended watersport section for guided sessions. Added peer observations and feedback policy.