



Encounter Adventure Risk Management System (v2)

Version No:	Summary of Changes:	Author/ Editor	Release Date	Approved By
1	First Version (In this new document we have compiled all our previous versions into one Risk Management System.	SP		
2	Updates to safeguarding policy (Highlighted in Yellow in this version)	SP	14/04/24	SP JP

Contributors

Name	Role
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Document Purpose

The aim of this document is to provide easy access to all adventure risk assessments and operating procedures.

Document Updates

- Periodically led by the Operations Manager.
- As and when required by an identified risk or near miss.

Document Availability

- All staff and external persons.

We employ the services of AcwaTerra Adventure Consultants to provide technical and expert advice.

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Risk Management

Instructor Competence

Overview

Encounter Adventure considers its staff to be the driving force in all operations. It is committed to employing the highest standard of instructor that demonstrates not just technical competence but also quality of instruction. To reinforce the safeguarding and wellbeing of young people this policy will enforce and implement a safer recruitment practice.

In following this policy and procedure document Encounter Adventure aims to succeed in the following.

1. Attract and recruit staff of the highest quality and standard.
2. Deter candidates who are considered unsuitable.
3. Identify those who are unsuitable to work with young people.

The company will act swiftly to follow its procedures in dealing with any individual with whom it employs and fail to comply with the company safeguarding and child protection policy and procedure.

Should any allegations be made toward a member of Encounter Adventure staff members then the allegation will be referred to the Designated Safeguarding Officer (in this case Stephen Parsons) within one day or sooner of the allegation being made.

It is a requirement by law as an employer for the company to refer any member of staff to the Disclosure and Barring Service should they.

1. Be under disciplinary investigation.
2. Have been dismissed or resigned due to misconduct towards a client.

Recruitment Process

Stage 1 (Initial Contact)

1. A full job specification will be provided.
2. Prospective candidates will be informed of the requirements for an Enhanced Disclosure and Barring Service Check prior to the application being considered. Prospective candidates will be asked if they have an existing check that is on the Update Service.
3. It will be a requirement for applicants to submit a CV.

Stage 2 (Interview)

4. Candidates will be requested to bring the following to an interview (all of which will be checked and copied for file).
 - a. Photographic ID & proof of address.
 - b. Original copies of qualifications relevant to role

5. Interviews will be undertaken by two people; this will normally be the Directors or a Senior Instructor.

Stage 3 (Post Interview)

6. Two references will be requested, one of which will be the candidates most recent employer.
7. New Staff will receive copies of company policy and procedure along with any risk assessments relevant to their role.

Employment

Employment can only start when all necessary checks have been completed. This includes.

1. Proof of Identity & Address
2. A Satisfactory DBS Check
3. Original Certificates & Qualifications
4. Proof of Eligibility to Live & Work in the United Kingdom

Induction

All new staff will complete an induction process and will work alongside the Managing director and any Senior staff until the time when the company is happy with the quality of delivery expected by Encounter Adventure. The following will be monitored –

1. Quality of delivery.
2. Rapport with clients.
3. Safety of session delivery.

Should any staff fail to meet the standards expected then they will be offered opportunities in personal development and training.

Staff Development

All new staff will be eligible for staff development to develop their existing skill and qualifications which in turn will enable them to deliver sessions in the format expected of Encounter Adventure. Encounter Adventure expects a high-quality team of staff. Those who do not reach that quality will not be employed by the company.

Any full-time staff employed under Encounter Adventure will be given extra opportunity for personal development. NGB update along with accreditation and training courses.

Quality & Safety Monitoring

Freelance staff working for Encounter Adventure will be observed by members of the full-time team and at times freelance staff that hold lead instructor roles during session delivery. Regular staff will be asked for feedback on new staff through verbal conversation with the managing director.

Event managers will be responsible for providing feedback on all staff working on a programme. They will be expected to ask pertinent questions of freelance staff and clients in addition to observing sessions where possible to make accurate evaluations instructor delivery.

Full time staff will receive safety training as part of their personal development and will be actively involved in the development of freelance staff.

Evaluation & Feedback

All staff will be given the opportunity to receive and feedback on their observations and will be able to report and discuss any concerns with senior management.

The company will provide feedback to any employees if there are concerns of the delivery of their activity sessions.

Staff Sign Off Procedure

All training and observation of staff will be completed by a competent person (technical advisor) on behalf of the company. The HSE define the following to be considered a competent person.

HSE Definition of a Competent Person

“Competent persons to advise on safety matters (regulations 6(1)(a) (iv) and 9(1)(c))

19 The licensing authority will satisfy itself that the provider’s assessment of risks, identification of the safety measures needed and management arrangements to give effect to these measures, are all based on sound knowledge of hazards and on accepted good practice as to what is reasonably practicable to ensure the safety of participants.

20 The licensing authority will look for evidence that management of safety is in the hands of, or effectively advised by, one or more competent people with sufficient knowledge of safety matters in relation to the facilities for adventure activities covered by the licence. There is no need for a separate appointment of a safety adviser if the provider has the appropriate expertise. People who advise on safety matters may be directors, centre managers, instructors’ other members of the provider’s staff or consultants; the important thing is that they are competent to give advice. Providers should also take heed of the advice of relevant NGBs. The people who advise on the safety management systems (risk assessment and the measures and arrangements arising from it) may be different from those who manage the systems day to day. Different people may advise on different aspects of the systems if someone is able to take an overview of the arrangements for safety.

21 Appendix 2 sets out qualifications available from national awarding bodies that will normally demonstrate competence. The ‘technical expert’ column will help the licensing authority decide whether a provider has access to competent advice. Experience is also important; a person who holds the right technical qualification, but has little practical experience may not be competent to advise. It is possible that someone with extensive relevant practical experience who does not hold the qualification in the matrix may also be competent to advise. A provider who relies on such a person will need to satisfy the licensing authority that the person is competent; the licensing authority will take account of the history of relevant experience and knowledge of relevant guidance material”.

Sign off Procedure.

Staff with no NGB Awards or working outside existing NGB Awards

Prerequisites – Minimum 16hr Outdoor First Aid and/or White-Water Safety Rescue Qualification for Gorge Walking. Staff would also be required to undertake an induction of at least 6 observed sessions where they can gain relevant experience prior to leading a group.

Steps to Sign Off -

1. Site Specific Training (They should demonstrate current skill level along with site specific awareness.
2. Route to sign off agreed and personal development action plan agreed.
3. Number of supported/observed sessions agreed and overseen by a qualified member of staff.
4. Formal Assessment undertaken by the competent person/technical advisor. They should expect to demonstrate the following.
 - a. Successful demonstration of skills resulting to a site-specific sign off. Dependent on environmental conditions then a separate sign off may be required.
 - b. Unsuccessful demonstration of consistent skills resulting in a return to the personal development action plan and new targets set.

New Staff with relevant NGB Award or Sign Off

Prerequisites – Minimum 16hr Outdoor First Aid and/or White-Water Safety Rescue Qualification for Gorge Walking.

Steps to Sign Off –

1. Staff to be given access to company's risk assessments and operating procedures.
2. Activity Specific Observation, assessing current skill and site-specific awareness in addition to following company specific procedure.
3. Agreed list of venues in line with qualifications and observed sessions.

Risk Management

Child Protection Policy

Overview

The company takes seriously the responsibility to safeguard and promote the welfare of clients of all ages. Encounter Adventure recognises its responsibilities for child protection understanding that clients must be able to participate in a safe and caring atmosphere. As part of this care our staff will swiftly and efficiently deal with any concerns that we may have about individuals with whom we work.

Throughout this document abuse will be considered as physical, emotional, neglect, sexual or harassment because of race, religion and/or gender. It includes bullying of any kind whether perpetrated by adults or pupils.

Our aim of this document is to ensure.

- We provide environments in which children and young people feel safe, secure, valued, and respected, and feel confident and know how to approach adults if they are in difficulties, believing that they will be effectively listened to.
- We manage events and sessions in such a way that protects clients.
- That all employees and volunteers with access to children have been checked as to their suitability using safe recruitment procedures.
- We promote good practice and protect our staff and clients from the risk of allegation of improper conduct.

Managing

Staff Checking

DBS checks and references will be taken for all members of staff that encounter children/vulnerable adults and before being able to work with clients. We operate a portability process which means that a CRB/DBS check can be completed by Encounter Adventure or any other company if the check has been registered with the DBS update system and the original check has been seen by our child protection officer. Encounter Adventure requires all staff to be a member of the DBS update service, and this is checked 6 monthly to ensure that the disclosure remains clean.

The child protection officer is responsible for deciding if an applicant should be employed in the case of a disclosure in any section of the check.

New staff, contracted and freelance, will have references called before they are employed by the company.

Any company providing a subcontracted service e.g., bus drivers, will be subject to a company child protection check to ensure they have their own child protection policy in place.

Reviewing

This policy will be reviewed annually, and any changes made disseminated to all staff.

Training

The designated member of staff for child protection will have received relevant training and subsequent refresher courses.

All staff (contracted and freelance) will receive information regarding our policy during their induction period and will also receive a document on keeping themselves safe.

In addition, all staff without specific training will be offered an online Introduction to Child Protection course provided by ChildProtectionCompany.com, Smart Horizons Ltd. This child protection training course specifically designed for anyone who encounters children. It covers legislation and guidance, the different types of child abuse and your responsibilities regarding reporting concerns.

Staff who manage multi day events will all have completed the Introduction to Child Protection course before appointment and will be offered a Further Adult/Child Protection online course. This course is developed for the nominated safeguarding lead within an organisation and covers safeguarding policies and procedures, identifying concerns, handling allegations and complaints and how and when to make referrals.

Reporting

<p>The Company Child Protection Officer is Stephen Parsons Managing Director He can be contacted via mobile 07988058348</p>
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Confidentially & Disclosure

We recognise that the more relaxed environment, and new role models working with individuals for extended periods during residential events, may enable disclosures to be made to our staff.

All concerns or disclosures must be made within 24 hours and to the designated member of staff. After reporting confirmation that this has been received will always be made and the issue followed up as a priority. A clear written record of what has been said or witnessed must be made which focusses on the facts.

The company recognises that all matters relating to child protection are confidential and that information should be discussed on a need-to-know basis. Staff must be aware that they have a professional responsibility to share information with other agencies to safeguard children.

All staff must be aware they cannot promise a child to keep secrets which might compromise the child's safety or wellbeing. Report what they know or suspect to the relevant designated member of staff immediately.

In the case of a clear disclosure of abuse being made, staff must remember that:

- There is a listening role; do not interrupt the child if he or she is freely recalling significant events. If questions are needed to clarify understanding, they should be framed in an open manner to not lead the child in any way.
- They should normally only ask: WHO, WHERE, WHEN?
- They must report orally to the relevant designated member of staff immediately.

- They make a note of the discussion, as soon as is reasonably practicable (within 24 hours) to pass on to the relevant designated member of staff. The note should record the time, date, place, and people who were present as well as what was said, using the child's own words.
- Care must be taken not to make assumptions about or try to interpret what the child is saying.
- Their note of the discussion may need to be used in any subsequent court proceedings.
- They MUST NOT give undertakings of absolute confidentiality.
- Their responsibility in terms of referring concerns ends at this point, but they may have a future role in terms of supporting or monitoring the child, contributing to an assessment, or implementing child protection plans.
- They have a common law duty of confidence, and any information should be on a strictly need-to-know basis between staff.

Reporting Allegations against Teaching/Encounter Adventure Staff

The company understands that a pupil may make an allegation against a member of staff, and that there may or may not be truth behind such allegations. If such an allegation is made, the member of staff receiving the allegation will immediately inform the Event Manager who will contact the Company Director.

In the case of any allegation the member of staff will be removed / should remove themselves from contact with the client group to allow investigation to occur. Such removal does not suggest guilt but is designed to minimise the pressure on both staff and client. Staff will be paid as normal during this period. The child protection officer will maintain communication with the staff member throughout the process.

In the case of a concern over / an allegation being made towards any accompanying adults then this should be reported to event manager who will speak to the lead teacher. If there is immediate concern for the safety of the clients, then our staff will remain present as an independent witness.

The subsequent actions will be subject to the investigation and advice from other bodies. (Please see below)

Instructors and staff working with young people will maintain an attitude of "it could happen here". Our instructors will always act immediately and the best interests of the child.

The following options for action include.

- Signposting on all relevant concerns to the young person's lead professional (Lead teacher on trip or Lead School liaison)
- Liaising with lead professionals
- Making a referral to statutory services (i.e.) Local Authority, Police)

Any concern about a child's welfare will be referred to local authorities' children's social care (and if appropriate the police) immediately.

Protecting

Prevention

This document is designed to ensure clients are safe and must be implemented in the planning and implementation of every event. This includes the use of staff, the venue and campsites used.

Staff should promote a preventative approach to child protection, and challenge / question the actions of those around them as part of their normal dynamic risk assessment procedures. All staff will be offered training and will be provided with guidelines that will help promote good practice.

Staff are encouraged to discuss self-protection issues between themselves thus developing each other's understanding of the risks and preventative measures that can be taken to safeguard each other at work.

Supporting

We recognise that children who are abused or witness violence may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation, and some sense of blame. Staff are aware that programmes and activities offered by the company may result in positive or negative reactions from such young people.

Risk Management

Complaints Policy

Overview

Encounter Adventure seeks to always better its practice. It will take complaints no matter what level seriously and act upon them. The company will undertake a full investigation. All complaints will be dealt with sensitively and in a manner which results in satisfaction by all parties involved.

Staff

The company understands that complaints are not limited to that of customers. Should a staff member or instructor have an initial complaint, then they should raise this informally with the party involved or the Event Manager. If the staff member or instructor considers this a more serious complaint, then they should raise this with senior management. If required, the grievance procedure in the "Working for Encounter Adventure" booklet will be followed.

Customer

In the event of a customer wanting to make a complaint then they should approach the Event Manager in the first instance. The Event Manager should record any information provided accurately on the "Complaints Reporting Form". It will be the job of the Event Manager to resolve this complaint talking directly with the parties involved. All complaints should be reported to Senior Management. Senior Management will follow up with the customer post event. In the event of a serious complaint or allegation that has resulted in police assistance then Senior Management will take over the complaints process from the Event Manager. In this instance it would be the Event Managers priority to continue managing the smooth running of the event.

Participant

Should a participant wish to make a complaint then they should refer this directly to the instructor. In the instance that the participant does not want to approach the instructor regarding this complaint then they should talk to the Event Manager or the Client Supporting Staff.

Risk Management

Health & Safety

Overview

Encounter Adventure considers the health and safety of both client and staff seriously and without compromise. It maintains stringent safety procedures that are reviewed periodically. The company holds an Adventurous Activities License (AALA). The company follows the Health & Safety at Work Act (1974) and any associated regulations.

Encounter Adventure use freelance instructors to facilitate its operations. All instructors are highly experienced individuals and hold Nationally Recognised Qualifications, First Aid Certificates and have undergone Advanced Disclosure Barring Service Checks.

The Managing Director (Stephen Parsons) takes operational responsibility for the management of safety policy and procedure.

Assessing Risk & General Health & Wellbeing

Encounter Adventure is committed to identifying hazards risks associated with adventurous activities and the locations in which activities take place. The company will carry out post incident evaluations to improve policy and procedure. Both risk assessments and operating procedures are reviewed and updated wherever is necessary. The company will communicate any changes in risk assessment and operating procedure to staff. All risk assessments are available on the website for inspection.

Encounter Adventure understands that accidents happen without contributory negligence from the company or its staff. The company will and does accept full duty of care to ensure all activities are as safe as it is reasonably practical. However outdoor adventurous activities are inherently hazardous and are not without risk. The company operates in environments where trips, falls, bumps, grazes, and stings can be commonplace. The company will comply with local area code of conducts, mountain safety codes of practice and rules applicable to areas with existing safety policies.

Whilst the company does not have any limiting factors that would exclude an individual on medical grounds. There may be certain adventurous activities that could be considered inadvisable for such an individual to participate. To assess such circumstances, the company collects information from initial booking form, medical forms and final arrival forms and there for decisions can be made and alternative provision offered in advance.

The company encourages all individuals to share information regarding pre-existing injuries and medical conditions that they may feel might impede their ability to participate.

Insurance & Liability

Untold Operations Ltd T/A Encounter Adventure is a member of Activities Industry Mutual and is covered by £10,000,000 (£10 Million Pounds) Public Liability Insurance & £5,000,000 (£5 Million Pounds) Employers Liability Insurance. Copies of these certificates are available to view on our website and can be sent to you by request.

Risk Management

First Aid

Overview

Encounter Adventure will provide adequate first aid cover throughout all its events. It will take responsibility for first aid during activity time and during time where the “on call” supports the supporting client staff in overnight duty of care. We do not provide any form of transportation, therefore first aid during these times is the responsibility of the transportation provider.

First Aid During Activity & Events

“Activity” is deemed any point of an event that is Instructor Led. It is the responsibility of the instructor to deal with any first aid incident and make the necessary arrangements for further action. Should the activity be on a central site with an Event Manager present then the Event Manager will support the instructor and use the central first aid kit.

Instructor Responsibility

All qualified instructors must hold a valid first aid certificate in line with their National Governing Body Award. A copy of this certificate and all other relevant certificates will be kept on file.

In the instance where instructors hold awards that do not require a first aid certificate then the instructor will be expected to have attended a minimum 16hr Outdoor first aid course that is relevant to the activity they are delivering. Instructors are expected to provide their own first aid kit that is suitable to the activity type, the location, and the size of the group.

Event Management

During all Events the Event Manager will be the named appointed person and will also be expected to hold a minimum 16hr first aid certificate.

Untold Operations Ltd will supply a large well stocked First Aid Kit as well as spare. A separate Blister Care Kit will also be provided to support existing First Aid supplies.

Any First Aid supplies used throughout an event should be recorded so that the kit can be replenished after each event.

First Aid Kit checks will run on a 3-month basis, this is to ensure that all medical items are within their three-month life span.

Minor Incident Reporting

All incidents that require medical attention no matter how small must be recorded on the “Minor Incident Recording Form” This form is considered protected data and must not be shared with anyone outside the organisation.

At the end of all events any information on the “Minor Incident Reporting Form” must be transferred to the “Incident Management Log” Once this has been done then the form can be destroyed or deleted.

At the end of each month a Password Protected PDF of the “Incident Management Log” will be saved and stored securely. In addition, a copy of this will be sent to the insurance provider to be kept on file.

Accident & Near Miss

By Law it is a requirement to report and keep records of the following

1. Work-related accidents which cause deaths.
2. Work related accidents which cause serious injuries (reportable injuries).
3. Diagnosed cases of certain industrial diseases.
4. Certain ‘dangerous occurrences’ (incidents with the potential to cause harm).

Any significant accident that takes place should be reported to RIDDOR – Contact No. 0345 300 9923 and should also be reported to the Duke of Edinburgh’s Award should the incident take place on an expedition or Event.

Risk Management

Accident & Emergency Response Plan

Accident & Emergency Response Plan Flow Chart

Ensure all participants and staff are safe from further harm

Assess the situation and casualties. Obtain accurate information relating to the incident and relay this to the Event Management Team

Send or Summon for Help – If Calling Emergency Services Dial 999 or 112 Explain the Situation Clearly and Follow Instructions

Treat casualties and manage group. Plan for evacuation and further treatment/monitor. Record Actions using Accident Report Forms

Establish the location of all other groups. If necessary, the Event Manager is to inform the instructor team that an incident has occurred and how they are to proceed.

If necessary, cease activities to free up instructors to assist with the incident.

Once the situation has been stabilised and the client staff on the scene with the Event Manager then activities should continue. If the group can continue with or without the injured party, then they may do so.

Submit Reports and Complete Relevant HSE Forms

The office will follow up with the school and if necessary, the parents of the participant.

Manager to Review and Adjust Company Policies, Update Training as Required

Risk Management

Critical Incident & Fatality Policy

Overview

A critical incident can be defined as an incident or situation that is not limited to trauma, fatality, or serious injury to an individual. It can also involve serious damage to property.

In definition such an incident can be sudden, unpredictable and outside the barriers of normal human experience. Events such as these can be distressing to participants, staff, and members of the public.

Defining a Critical Incident

1. Major incident that involves several persons or a group that becomes lost and out of contact for a significant period.
2. Incident that results in a fatality, assault or a traumatic incident that has been witnessed by participants and staff.
3. Where a major incident or fatality of a participant or staff member instigates distress or trauma among those on the Event who have not witnessed the incident.
4. Anti-social behaviour from either participants or staff of which physical harm or damage to property has resulted in police assistance.

Minimising the Likelihood of a Critical Incident or Fatality

Encounter Adventure takes critical incidents seriously and takes measurements using operating procedures and risk assessments to minimise the likelihood of a critical incident or fatality occurring. The company has identified the following as types of critical incidents.

1. Instructors understand and abide by the guidelines and risk assessments for all activities.
2. Instructors are aware of participant medical needs and discuss any concerns with the Event Manager or Senior Management.
3. Instructors can assess specific risk dynamically when planning and during activities.
4. Instructors are aware of their responsible for assessing risks to themselves before starting an activity.
5. All instructors are expected to carry a first aid kit appropriate to the activity they are delivering and are familiar with its use and contents.
6. All instructors are familiar with and understand the procedures for dealing with emergency situations.

Priorities in the Event of a Critical Incident

In the event of a critical incident the following priorities for Instructors and Expedition Management will be to:

1. Preserve Life, Promote Recovery and Prevent Worsening.

2. Minimise personal injury.
3. Ensure all participants and staff are safe.
4. Safeguard the interests of all involved and present on the event programme.
5. Minimise loss and disruption and return to normal working as quickly and safely as possible.

Risk Management

Critical Incident & Fatality Response Plan

Critical Incident & Fatality Response Plan Flow Chart
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Critical Incident or Fatality has Occurred
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Ensure Safety of Group

Instructor to Collect Accurate Information Communicate this to the Following Parties: <ol style="list-style-type: none"> 1. Emergency Services 2. The Event Manager 	Event Manager will inform: <ol style="list-style-type: none"> 1. Client Staff 2. Encounter Adventure Senior Management Event Director to document incident.
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Event Manager	Encounter Adventure Senior Management
Event Manager to make decision on whether to restrict further activity for the rest of the groups.	Senior Management to contact the emergency contacts of the parties involved and brief them.
Establish the location of all other groups. If necessary, the Event Manager is to inform the instructor team that an incident has occurred and how they are to proceed.	Senior Management to travel to the programme area and provide support to the Event Manager.
Relocate participants and staff to a safe location utilising client transport. Take a register and make it clear to both participants and staff, that they are not to ring home, put anything on social media, or speak to anyone from the media.	

Inform staff and participants of the incident. Ensure only factually accurate information is provided.
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Event Manager to deal with any contact from the Media.
If Senior Management is present, then they will undertake this responsibility.

Should the Event be unable to continue, then the client staff will organise transportation home. Untold Operations Ltd Senior Management will ensure the welfare of the client until they have departed.

Ensure full documentation of the incident has been completed and submitted to the office. Report incident to HSE & DoFE

Debrief Staff and provide support to any of which have been affected by the incident.

Maintain contact with the client/school in the coming days and weeks. Decide on further interaction.

Managing Director to reach out to injured/bereaved/affected parties involved.

Senior Management to strategize and seek advice should there be any legal fallout from the incident.

Risk Management

Overdue or Unaccounted Persons Policy

Overview

Encounter Adventure considers any person or group who have been unaccounted for within a certain length of time to be a concern. Steps will be taken to ensure the group or individuals can be found safely and efficiently.

All groups and individuals will have received training in emergency and lost procedures and will have access to an emergency and lost procedure card. Instructors will continue to reiterate the need to stay together throughout training programmes and they will continue to monitor group dynamics throughout to minimise the risk of a group splitting and getting lost.

The following procedures must be taken in the event of a group or individual being overdue or unaccounted for.

Group Missing or Overdue Procedure

Should the group be running late to a checkpoint.

1. The instructor must inform the Event Manager via the What's App channel if the group are over their due time to camp or a checkpoint.
2. The Event Manager will endeavour to contact the group using the group emergency numbers provided.
 - a. Should the Event Manager get in contact with the group, a What 3 Words and OS Locate Location will be requested.
 - b. Once these have been provided the group will be coached on to the right route and an instructor will rendezvous with, the group to check on their welfare.

If contact is not made. The Event Manager will assess the last known location of the group and deploy instructors where encasers to relocate the group.

If after an hour of no contact with the group, the Event Manager will consider contacting emergency services.

Missing Persons Procedure

This procedure should apply to an individual who absconds or goes missing during an activity or during from the campsite.

1. The Event Manager must be informed immediately of the missing person.
2. It will become the priority of the instructor to find the missing person still ensuring the safety of the group.
3. The Event Manager will inform the client support staff of the missing individual and if possible, direct them to the location of the group.
4. The remaining part of the group should be asked to stay where they are provided it is a safe location while the instructor and senior management try to locate the missing person.

5. Other instructors in proximity should be made aware of the situation and be directed to assist whilst ensuring the safety of their own group.
6. If the individual is not found within 30 minutes, then the event manager must consider contacting the emergency services.
7. The instructor(s) must maintain line of communication with the event manager to continue updating them of the situation.

On Call Procedure

The Event Manager will always have a on call manager and will be responsible for informing this person when all groups arrive at camp or leave camp in the morning. At the end of every event the Event Manager will need to inform the Duty Manager when the event is over and that the clients have departed safely.

Risk Management

Lone Worker Policy

Overview

Encounter Adventure is committed to looking after its staff whilst on Activity, Events and Expeditions. Encounter Adventure Senior Management along with the Event Manager ensures that Instructors are not working alone for their own safety as well as the safety of the participants. However, it is accepted that at times during Events and Expeditions Instructors will be “lone working” i.e. during the remote supervision of participants. They will however maintain communication within a network of instructors and the Event Manager.

Lone Worker Risk Assessment

Risk Assessment		
<i>Risk Assessment is to be used in conjunction with the “Weather” Risk Assessment and relevant Area-Specific Risk Assessments. In addition, at times of “Extreme Weather” then the Extreme Weather Operating Policy and Procedure should also be consulted.</i>		
Risk Identified	Who	Risk Mitigation
Remote Supervision of Participants	All	<ul style="list-style-type: none"> - Instructors will have read the Risk Management Document and Emergency Procedures. - Instructors will hold the relevant NGB Awards or Sign Offs as required by company policy. - Instructors will ideally have some working knowledge of the area in use (Walking Expeditions) - Instructors are in contact with the Event Manager & Instructor Team via the dedicated WhatsApp Group - Instructors regularly update the WhatsApp Group with their next steps and when they have reached their destination/checkpoint. - Instructors are encouraged to share when they have passed by or joined by another instructor. - Instructors are encouraged to share the time they have written a message in the WhatsApp group in case of transmission delay.
Lone worker due to Injury to other staff (and additional associated risk to clients)	All	<ul style="list-style-type: none"> - Instructor to contact the Event Manager and inform them of the situation. - Instructor to implement emergency procedures and cease activities. - Ensure the safety of participants and ensure a suitable, safe escape route. - Instructor to begin first aid to injured instructor if safe to do so. - Submit incident report and any relevant HSE Forms.
Medically Unfit or cause for concern.	All	<ul style="list-style-type: none"> - As a requirement for the job, instructors are to provide evidence that they are medically fit for the role. - Instructors will hold relevant and current qualifications which require certain levels of fitness. - Instructors are expected to take reasonable care to ensure their own health and safety whilst on activity or expedition.

		<ul style="list-style-type: none"> - Instructors are required to cooperate fully with the Risk Management system the company has put in place.
Emergency incident involving the instructor	All	<ul style="list-style-type: none"> - Each Event maintains a dedicated WhatsApp group which instructors are required to use to update throughout the day. - Instructors should use the WhatsApp to regularly communicate location, route, and desired destination. - If an instructor fails to communicate with the WhatsApp and Event Manager within an agreed time, then the Event Manager will implement emergency procedures. - Instructors carry their own appropriate first aid kit to administer first aid.

Risk Management

Equipment Standards Procedure

Overview

The Equipment manager will have responsibility of monitoring the equipment store. They will have experiences of working with equipment as well as being aware and understanding the manufacturing issues related to each item. The named equipment manager for Encounter Adventure is Stephen Parsons. Stephen has held the role of equipment manager in a previous company and has demonstrative history of equipment management.

Purchasing

Any personal protective equipment (PPE) that will be bought by the company will be new and unused. All equipment will show UIAA/CE marks in accordance with European Union Directives. All PPE will be purchased through routes that involve a main dealer. i.e., Cotswolds Outdoor, Up and Under. The company will avoid purchasing routes through discounted sites such as eBay.

Monitoring

All PPE will be individually tagged to ensure the traceability of individual items. All equipment will undergo regular checks with any PPE undergoing a monthly check. A log will be kept of these checks along with any comments made. Any wear and tear will be recorded and actioned upon accordingly. Buoyancy Aids will be weight tested on a yearly basis with the results being recorded appropriately. Any equipment that does not pass its regular inspection will be put into quarantine or disposed of appropriately if it cannot be professionally mended. Activity staff are responsible for making visual checks on items before and after every session. All equipment that has effectively reached the end of its life span will be destroyed, as indicated by the manufacture.

Staff PPE

Any Staff owned PPE should meet standards in accordance with European Union Directives and show CE marks. It should also be within its intended lifespan. In effect, staff PPE should offer the same level of protection and that of the companies.

Client PPE

All Clients taking part in activities provided by Encounter Adventure will be required to wear our equipment.

Risk Management

Equipment Care & Inspection

Overview

It is important all PPE and Non-PPE is well cared and maintained to protect its longevity. All equipment should be stored clean and dry. It is the responsibility of the Operations Manager/Equipment Manager to ensure staff understand how to correctly check/clean and look after equipment. It is the responsibility of the instructor on session to ensure the correct procedures are being followed and equipment is checked before and after sessions.

Equipment Usage Timescale

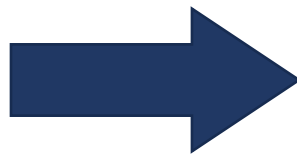
Light Use
Few Times Monthly

Medium Use
Every Week

Heavy Use
Daily

PPE Returns Policy

Dirty Kit

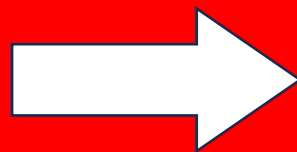


All kit should be washed after use at tidal locations.

Items should be washed in the barrels.

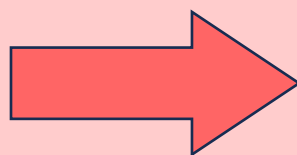
Individual item washing guides should be consulted.

Damaged Kit



To be placed in red quarantine bin or bag.
Items should be dried marked and dried separately prior to being placed in quarantine.

Missing Kit



In all cases of damaged or missing equipment the nominated person in charge of equipment must be informed.

PPE Care Guides

To protect the PPE longevity and to protect the safety of client and instructors' stringent checks are carried out both before and after session as well as monthly safety checks.

All Items are colour coded or numbered, and a log is kept of date of purchase, date of first use, test dates and condition. All Items are visually checked monthly as well as prior to every session by the individual instructor.

Ropes

Washing

Wash the rope by hand in a tub of with water and a rope brush. **Never** use harsh detergents and **never** wash a rope using a washing machine

Drying

Drip dry rope out direct sunlight. Frequent forced drying in drying rooms will shorten the lifespan of materials.

Storage

All equipment should be stored above ground hanging in a suitable location or flaked in a rope bag.

Visual Inspection

Every Use	
Sheaf Abrasion Wear	Check the sheaf visually and physically for damage, kinks, abrasion. If used in coastal environments the rope should be washed every time.
Core	Check the core. Visually inspect and feel.
Identification	Ensure Identification and tags are in place and ensure the information is clearly visible.

Monthly	
Core	Rope to pass the 'Two Pence Piece Test'
Clean	Ropes must undergo a thorough clean using a rope brush in clean fresh water. No detergents are to be used.

Harnesses

Washing

Wash the harness by hand in a tub of with water. **Never** use harsh detergents and **never** wash a harness using a washing machine. Harnesses should scrub clean using soft brush.

Drying

Drip dries out direct sunlight. Frequent forced drying in drying rooms will shorten the lifespan of materials.

Storage

All equipment should be stored above ground hanging in a suitable location.

Visual Inspection

Every Use	
Buckles/Metal Work	Buckles have no broken parts. Metal work is smooth and snag free.
Straps	Straps are free to slide, and webbing is free from tears, snags or unravelling.
Tearing/Stitching	Check for tears in the fabric or broken stitching especially around strapping and closures.
Identification	Ensure EA identification tags are in place and ensure the information is clearly visible.

Monthly	
Abrasion/Wear	Check for excessive abrasion that might result in the shell structure of the garment failing.
Fading	Check for significant fading. As this may indicate a deterioration in strength of materials.

Hardware

Washing

After a particular dirty session or always when used in coastal locations, hardware will need to rinse in cold water and dabbed dry with a paper towel.

Drying

Hardware needs to be completely dry before being hung up to ensure rust doesn't take place.

Storage

All equipment should be stored above ground hanging in a suitable location.

Visual Inspection

Every Use	
Abrasion/Damage	Check visually and physically for damage, abrasion etc. Any sharp edges should be sanded using wet and dry.
Identification	Ensure identification stickers are in place and ensure the information is clearly visible.

Monthly	
Mechanism	Check moving parts are free moving – silicone spray if required. This should only be used on the workbench away from all other kit and item should be wiped down after spraying.
Abrasion/Damage	Check visually and physically for damage, abrasion etc. Any sharp edges should be sanded using wet and dry.

Helmets

Washing

Rinse helmets in clean, fresh water after each use to help reduce odour or corrosion or degradation of materials.

Drying

Drip dries out of direct sunlight. Frequent forced drying in drying rooms will shorten the lifespan of the foam inserts and parts.

Storage

Store helmets on an upright shelf or hook. Avoid hanging helmets from the chin straps. Avoid storing helmets wet or damp. Avoid stacking or boxing helmets for long periods, as sustained compression can damage the shell.

Visual Inspection

Every Use	
Buckles	Buckles have no broken parts, lock closed and open as intended.
Foam	Check the foam fit, if loose replace or repair.
Straps	Straps are free to adjust and webbing free from tears, snags, fraying or unravelling.
Cradle	Cradle and/or adjuster is fitted correctly and in good working order.
Identification	Ensure EA identification tags are in place and ensure the information is clearly visible.

Monthly	
Shell	Check the plastic shell inside and out for cracks or white marks that may indicate impact.
Abrasion/Wear	Check for excessive abrasion that might result in the shell of the helmet failing.
Fading	Check for significant fading, as this may indicate a deterioration of the strength of materials.

Personal Flotation Device (PFD)

Washing

Rinse PFDs in clean fresh water after each use to help reduce corrosion or degradation of materials. A mild detergent (Grangers Performance Wash or equivalent) or disinfectant (Milton or equivalent) can be used to clean gear.

Drying

Drip dries out of direct sunlight. Frequent forced drying in drying rooms will shorten the lifespan. Material and foam.

Storage

Hang the PFDs on hangers from the shoulder straps. Avoid storing them wet or damp. Avoid stacking or boxing PFDs for long periods as sustained compression can damage the foam.

Visual Inspection

Every Use	
Zips	Fastening zips are free from corrosion, free to slide and can be fully opened.
Buckles	Buckles have no broken parts, lock closed and opened as intended.
Straps	Straps are free to slide, and webbing is free from tears, snags, or unravelling.
Tearing/Stitching	Check for tears in the fabric or broken stitching, especially around the strapping and closures.
Identification	Ensure EA identification tags are in place and ensure the information is clearly visible.

Monthly	
Pockets	Pockets and other storage are free from debris and mould. Ensure they open and close.
Abrasion/Wear	Check for excessive abrasion that might result in the shell structure of the garment failing.
Fading	Check for significant fading, as this may indicate a deterioration of the strength of materials.

Yearly	
Foam	Check the foam fit. If loose, this indicates deterioration of the foam and loss of flotation.
Flotation	Perform a float test to determine that the device still provides enough buoyancy to meet the standard.

Risk Management

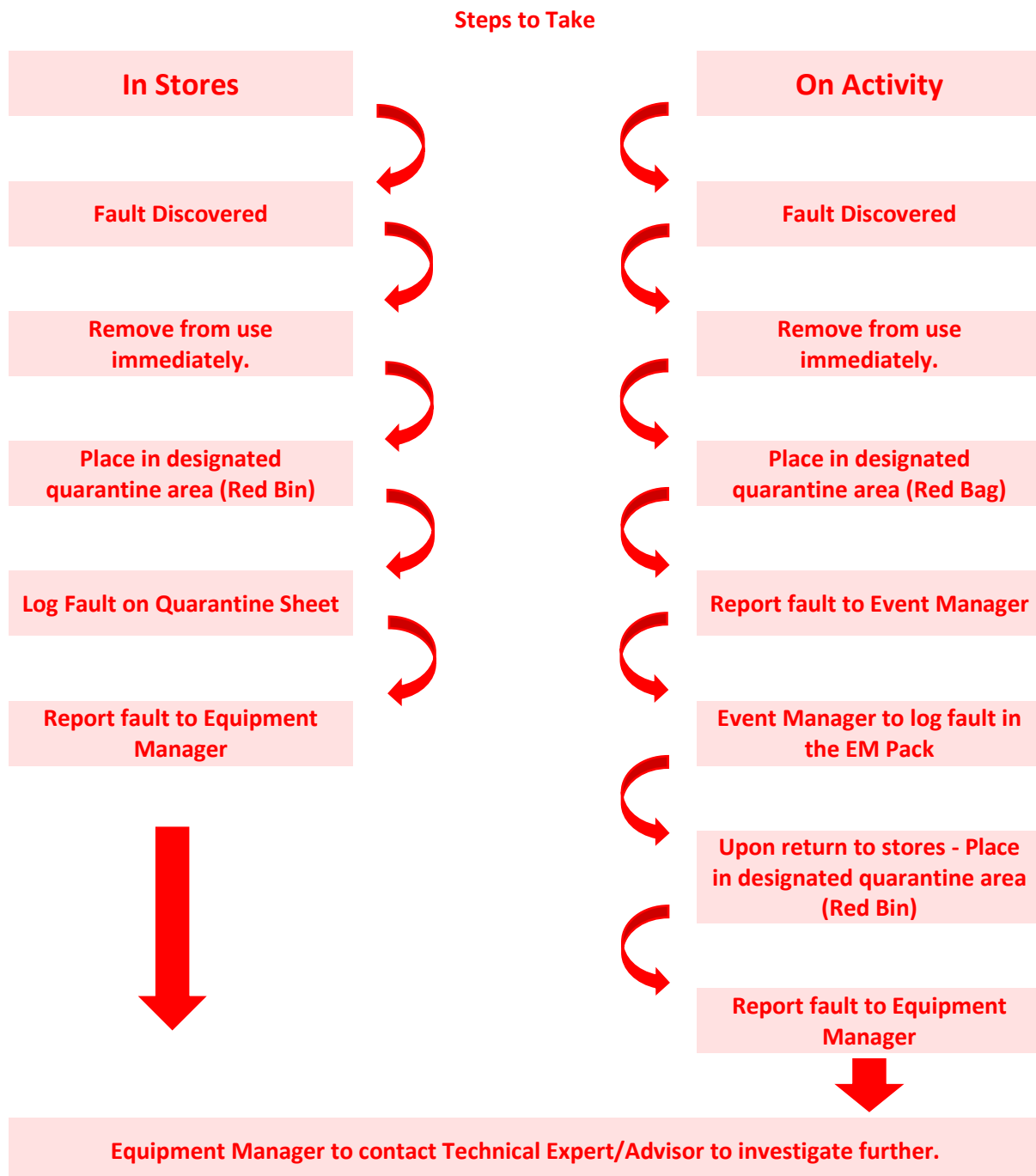
PPE Quarantine Procedure

Overview

In General, Personal Protective Equipment will be inspected and cleaned after each use and shall be properly stored. If any defects or faults are found during inspection, the PPE will be placed in the designated quarantine area (see details below). The PPE shall be repaired, or the equipment shall be disposed of and replaced. During initial purchase all PPE will be logged with an expiry date, this must be checked prior to each inspection. Some items may only be certified for a certain length of time. Once items have exceeded their recommended date/service life, they shall be disposed of.

Equipment Causing Concern

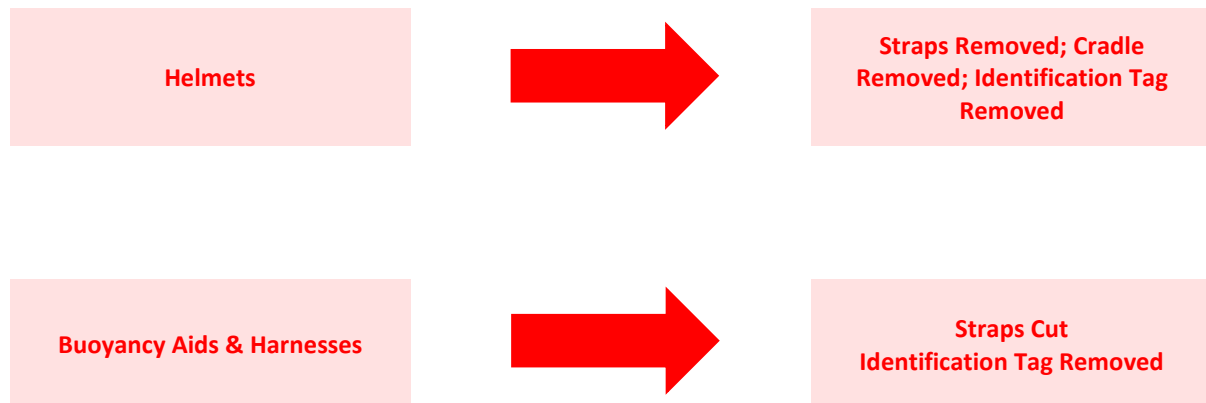
The following steps should be taken if a fault is found on/during activity or inspection.



Retiring & Disposing of Equipment

Personal Protective Equipment that is in poor condition or that has exceeded its service life must be discarded. Employees should not be allowed to take the old PPE from the company in lieu of disposal. When equipment comes to the end of its usable life and logged life span it is important that it is disposed of in a manner that ensures it is not salvaged and misused

Methods of Disposal



Climbing Rope

Climbing Rope is the only equipment that is deemed acceptable to reuse other than activities that involve climbing. Measures must be taken to ensure it is clear what determines “climbing rope” and “dead rope”.

Definition of Dead Rope

Dead rope is a term that identifies rope that has either been retired or removed from use because of damage. This rope although no longer used for climbing can still be used for purposes such as shelter building and pioneering. To ensure this is recognised, the rope should either be cut down into shorter lengths or marked in a way that recognises this. In every sense, the rope is no longer stored in the same area or way as climbing equipment and is thus stored in a crate that is clearly marked as dead rope.

Cutting & Reusing Rope

Dependant on the damaged area, ropes can be cut down and made shorter or into separate lengths. The ends should be correctly sealed. If the rope has become two new lengths, they should be individually marked. A log should be made of these two new lengths and marking. Their life span should match the original length.

Risk Management

Appendix A

Awareness of Types of Child Abuse

Abuse can take many forms from verbal and emotion to physical acts.

Bullying

Encounter Adventure recognises that bullying is relatively common within youth groups. Whilst it does not have constitute abuse, it is not to be tolerated. It recognises that physical or mental forms of bullying are easily carried out in sporting and residential activities and staff should be always observant. Staff should actively challenge the behaviour of clients in order to minimise bullying so as to provide a fear free environment.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent effects on the child's emotional development, and may involve:

- Conveying to a child that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person.
- Imposing developmentally inappropriate expectations e.g., interactions beyond the child's developmental capability, overprotection, limitation of exploration and learning, preventing the child from participation in normal social interaction.
- Causing a child to feel frightened or in danger e.g., witnessing domestic violence, seeing or hearing the ill treatment of another.

Sexual Abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution, whether they are aware of what is happening.

Activities may involve physical contact, including penetrative and non-penetrative acts. Sexual activities may also include non-contact activities, e.g., involving a child in looking at / production of abusive images, watching sexual activities or encouraging them to behave in sexually inappropriate ways. It may include use of photos, pictures, cartoons, literature or sound recordings via internet, books, magazines, audio cassettes, tapes or CDs.

N.B. Children under sixteen years of age cannot lawfully consent to sexual intercourse even if the individual has consented. A child of under thirteen is considered in law incapable of providing consent.

Neglect

Neglect involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development.

Neglect may involve failure to:

- Provide adequate food, clothing, or shelter (including exclusion from home or abandonment)
- Protect from physical and emotional harm or danger.
- Meet or respond to basic emotional needs.
- Ensure adequate supervision including the use of adequate caretakers.
- Ensure access to appropriate medical care or treatment.
- Ensure that her/his educational needs are met.
- Ensure her / his opportunities for intellectual stimulation are met.

Risk Management

Appendix B

Keeping Yourself Safe

All staff should take care not to place themselves in a vulnerable position with a child, thus placing pupils or themselves at risk of harm or of allegations of harm to a pupil. Such situations include one to one coaching or tuition, conveying a pupil by car, or inappropriate communication with a pupil. It is always essential that any work with individuals is in view of other adults, aware of your intended actions. For protection reasons the company will never ask you to work with less than 3 young clients. If you find yourself in a 1:1 position, we recommend you immediately move the situation within sight on another staff member.

Verbally Safe

Staff should refer to students by the name that the client wishes to be known, only using nicknames when it is obvious this is accepted by the individual. Name calling should be challenged if the instructor suspects that the client is not comfortable with it.

Staff should not discuss or join in on conversations of an adult, or inappropriate content with clients.

Physically Safe

Wherever possible employees should refrain from encouraging physical contact from young people and any physical contact must be kept professional at all times.

Wherever possible young people should fit their own safety equipment (especially in climbing). The company recognised the need to fit and check safety equipment and suggests that the talk through method (explaining each stage of what you are doing and why) is adopted by staff. It is also recommended that this is done in the presence of another adult or in front of the whole group. It is also good practice to be slightly rougher than you may need to be, to minimise soft touching.

It is recognised that during residential events young people may be missing home and that they may select a staff member for comfort. We strongly recommend that this is an adult acting in loco parentis, the accompanying staff / teacher. Any comfort offered must be in plain sight of another adult and be with the context of the support needed.

During residential events young people may retract into their tent when there is cause of concern. Staff should not enter tents. If tent entry is required, we recommend that this is an adult acting in loco parentis, the accompanying staff / teacher. If you must enter the tent ensure that there are other clients in the tent, another adult outside the tent, and that you have verbally checked that the clients are appropriately dressed before entry.

Staff, in particular men, should report and actively dissuade inappropriate attention from young persons. Unless requiring first aid, staff should not be afraid to walk away from a situation.

Male and female staff should be careful to refer sensitive medical issues to the correct sexed first aider wherever possible.

Staff should change in separate areas to the clients. Remain professionally always dressed whatever the activity location. It is good practice to wear a t shirt in swimming pools, on the beach.

The appropriateness of tight-fitting clothing should be considered in relation to the level of the activity. Figure hugging Lycra cycling wear is less appropriate for group cycling day than for a race. Likewise, it is a good idea to wear loose fitting shorts over tight fitting wetsuits.

Electronically Safe

Permission to take photos will be sought from parent and or the school. These should only be recorded on approved devices and all images collected by the company and stored securely. All images will be reviewed for appropriateness with other images deleted permanently.

Photographs featuring clients under 18 should not be taken on personal devices (camera or mobile phones). Photos may be taken to record any incident or concern. In the odd case that a photo needs to be taken or is requested by the client, then the image should be sent to the Encounter Adventure office and should be removed from the device.

Photographs must never be taken in and around tents, toilets or during the changing stages of any activity. This will eliminate the risk to yourself and the chance of accidentally capturing inappropriate background images. Any photos taken must reflect the environment and the activity rather than the individual.

You should be aware that simply using a phone could be misconstrued as photo recording. You should be happy to be challenged and demonstrate that you do not have images on your device.

It is not appropriate for instructors to befriend any clients on social media, nor to pass your email address to them. Contact must be made via the company office or on the company Facebook page where photos and comments can be shared. We strongly advise that you create a specific account for use online/on our Facebook page so that clients cannot access your information.

Staff should not give out personal phone numbers to young people. The event manager number or Company Number 01443 567037 is the number to be used and given out. All communication should be made through these numbers.

In the event of remote supervision then the phone number of individuals being supervised, required to contact the group during remote supervision, must only be recorded on the appropriate sheet and this passed back to the company office for shredding.

Risk Management

Appendix C

Keeping Others Safe

Our staff are the eyes and ears of the company, and we need all staff to remain vigilant, and to question what is happening around them as part of your normal dynamic risk assessments.

Question Strangers

Please challenge any unknown individuals approaching any of our groups or individuals, remember a threat comes in all shapes and sizes. This is especially important in the case of campsites where we are looking to maintain a stranger free zone.

Question Activity Environments

Even though an activity and location may have been previously risk assessed by the company, if, on arrival, any local issue causes you to question the suitability of any part of the activity then you should act to manage the situation. For example, providing cover for changing by using the vans or tarps.

Challenge Inappropriate Behaviours

of young people

Any discussions or language that is inappropriate to the take and environment should be challenged early. This is particularly important with mixed aged groups, mixed sex groups and groups with different life experiences. Early correction will set a level and tone for the length of time that we work with the group.

of accompanying staff

Staff should assist accompanied staff from other organisation to adopt safe practices and to act in a way that helps to keep them and their participants safe. Examples include not entering tents with students and using different changing facilities.

Educating Client Behaviour

Before letting clients operate independently, e.g., remotely supervised on D of E or posing into shops in a village. Please outline a safe procedure in which they should operate. As standard this is staying in a group of minimum 3 and being cautious of people's intentions.

This should be discussed without raising any alarm or client concern. When sending students of to a public toilet then a safe number must be maintained, and clients told to wait for the others before returning.

Risk Management

Appendix D

Child Protection and the Choice and Management of Campsites and Accommodation

Encounter Adventure is dedicated to the protection of their clients, teachers and students and consider this a priority when designing courses and selecting accommodation.

Campsites and indoor accommodation are individually inspected and are deemed suitable for each group based on their age, group composition, experience away from home, and their ability to work safely and follow instructions.

It is accepted that risk can be posed both by external persons as well a physical danger and this document covers our policies related to the management of external influences arising in child protection issues.

In protecting young people from external influences, the company considers the following issues of key relevance in our choice and management of the accommodation.

- a) Our sites are not at set locations and therefore the company is not known and cannot be made a target location where children can be found.
- b) We use quiet, relatively un-known sites that are naturally far less likely to have other users at the specific times that we are using the site.
- c) We use some sites that are specifically designed for young people, e.g., scout sites and are used by many youth groups. Such sites take child protection seriously and are almost always surrounded by a boundary and have limited public access and are remote in nature.
- d) We look to achieve sole use of a building or campsite. However, we do not prioritise this over location and the general safety and enjoyment of the trip.
- e) Although the aim of the company it is not always possible to achieve this. Campsites have a capacity far larger than a schools average group size. If sole use is not possible then we provide sole use of an area / field this will have a boundary and will be the boundary during free time. Boundary's may be achieved by
 - I. Roping off area
 - II. Field boundaries, gates, and fences.
 - III. Banks or naturally occurring shrubbery.
 - IV. A mixture of all the above
- f) Where toilets must be shared with the public then students should always be in
- g) groups. Students to be briefed not to hang around the toilet area however, warm and
- h) inviting they may be on a cold evening.
- i) Our staff will challenge anyone whom they see acting in a way that shows interest or poses any threat to our client groups.
- j) All Encounter Adventure Staff with unsupervised contact with young people are DBS checked in line with our company policy. In addition, we use only known instructors and use an induction and reference policy with all instructors before working with young people.
- k) Our experienced event manager will work with your staff to ensure that the group are managed in a way that protects everyone. Such actions include checking of students in tents,

keeping lists of students in tents and groups, providing student briefings, setting safe areas / boundaries for free time.

- l) Young people are encouraged to move as groups and look out for their friends (generally throughout the camp). After dark and once in tents young people are instructed to wake a friend before leaving the tent.
- m) The placement of teachers and staff to be known by the young people, including the whereabouts of their tents in case of emergency.
- n) Our site management and standard ways for working promote effective child protection:
- o) Each event has an event manager responsible for the quality, monitoring, and overall safety of the event. They are present on site and support teachers and instructors in monitoring and ensuring the well-being of the young people.
 - I. We use grouping to monitor the whereabouts of the young people through the activities and whilst on site. One teacher or instructor will be responsible for a small group of young people and can quickly identify who is present at any given time.
 - II. Briefing and instructions – All young people have a welcome to camp briefing in which issues are addressed in a child friendly way. Students are encouraged to report anything or anyone that they see in our area.
 - III. The campsites are always set up in a way that all tents can be seen from all locations / Teacher's area and tents.
 - IV. Working in groups, visiting toilets in groups.
 - V. Checking of all students into their tents at lights out.
 - VI. Clear and specific boundaries after dusk.
 - VII.

Where any site or individuals pose an increased threat to young people then the following additional procedures may be brought into place. Such threats may be posed by but are not solely limited to.

- External people staying on the site.
 - The distance between the camping area and the toilet block.
 - Public rights of way through sites.
 - The behaviour of the young persons.
 - The duty of care demonstrated by the accompanying teachers.
- a) Additional supervision - In certain campsites it may be appropriate for a staff member to remotely monitor groups visiting the toilets and shower areas. This is managed by taking groups at a time to the block and the teacher waiting outside.
 - b) Additional toilets can be arranged within our boundary area should the normal toilets be a distance away from the area in which we will camp.
 - c) Replacement of teacher and staff tents to strategic locations across the site.
 - d) Students requested to sign in and out of the main camping area.

By following the procedure outlined in this document we are confident that every child is protected to the full ability of the company and our staff.

Risk Management

Appendix E

Accident & Near Miss Reporting Form

Accident & Near Miss Reporting Form					
<i>Completed by:</i>		<i>Contact Number:</i>			
<i>Date Completed:</i>		<i>Event Reference</i>			
Client/Staff Information					
<i>Client/Staff Name:</i>		<i>Date of Birth:</i>			
<i>Home Address:</i>		<i>Client/Staff Personal Contact No. (over 18):</i>			
<i>Know Dietary/Medical History:</i>					
<i>Emergency Contact Name/Parent or Guardian (under 18):</i>		<i>Emergency Contact No. (under 18):</i>			
Those Present					
<i>Instructor in Charge Name & Qualification:</i>		<i>Contact No.:</i>			
<i>Witnessing Adult(s) Name & Role:</i>		<i>Witness Contact No.:</i>			
<i>Other Present (Adults/Students & Numbers:</i>		<i>Where members of the public present? Numbers</i>			
What Happened? <i>(Refer to guidance notes on next page)</i>					
<i>Date of Incident:</i>		<i>Time of Incident:</i>		<i>Location:</i>	
<i>Nature of Activity, the Location, Weather, Lead up of Incident:</i>					
<i>Description of Incident:</i>					
<i>Injury Observed and Treatment Given at the Scene:</i>					
Post Incident					
<i>Was external assistance/treatment required? (Ambulance, Mountain Rescue, Hospital)</i>					
<i>Was the person taken direct from the incident to hospital?</i>					
				<i>Yes</i>	<i>No</i>
Office use Only <i>(Once reviewed submit the details of this form to the Incident Management Log)</i>					
<i>Reviewed by:</i>	<i>Reported to HSE?</i>		<i>Reported to DoFE</i>		
	<i>Yes</i>		<i>Yes</i>		
	<i>No</i>		<i>No</i>		

Risk Management

Appendix F

Minor Incident Reporting Form

Minor Incident Reporting Form			
<i>Client:</i>		<i>Event Manager:</i>	
<i>Event Date(s):</i>		<i>Event Reference</i>	
<i>Client/Staff Information:</i>	<i>What Happened:</i>	<i>Action Taken:</i>	
<i>Name:</i>			
<i>Under 18 Participant</i>			
<i>Over 18 Participant or Staff</i>			
<i>Instructor</i>			
<i>Visitor</i>			
<i>Time:</i>		<i>Reported By:</i>	
<i>Client/Staff Information:</i>	<i>What Happened:</i>	<i>Action Taken:</i>	
<i>Client/Staff Information:</i>	<i>What Happened:</i>	<i>Action Taken:</i>	
<i>Name:</i>			
<i>Under 18 Participant</i>			
<i>Over 18 Participant or Staff</i>			
<i>Instructor</i>			
<i>Visitor</i>			
<i>Time:</i>		<i>Reported By:</i>	
<i>Client/Staff Information:</i>	<i>What Happened:</i>	<i>Action Taken:</i>	