



# DELL QUAY SAILING CLUB

Dell Quay, Chichester, West Sussex, PO20 7EE. Tel: 01243 785080

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4 March 2020

DQSC Reference: DQSC

## **DQSC INCIDENT (MAJOR or MINOR) POLICY**

**Reference:** RYA TG 14-15 Dated Oct 2019 Guidance for Major Incident Procedures at RYA Affiliated Clubs and Recognised Training Centres.

1. This policy sets out how DQSC Ltd will react to an incident (Major or Minor) on the water, in the club or its vicinity.
2. Incidents can be divided into two types Major or Minor and the reactions and reporting requirements for these are different.
  - a. **Definition of a Major Incident.** A Major Incident is an event where there is loss of life, a serious injury, or there is substantial damage to property and/or the environment. The following would be examples of serious incidents or accidents:
    - An incident leading to a fatality, serious or multiple fractures, amputation or other serious injury
    - Any situation that presents a serious risk to DQSC reputation/brand (and through affiliation with the RYA to their reputation/brand)
    - Major damage to vessels afloat or property ashore
    - Loss of contact with group or individual, overdue groups or individuals
    - Other circumstances in which a group or individual might be at serious risk of harm
    - Serious illness of an individual or group (eg food poisoning)
    - Any adverse situation in which the media are or may be involved
  - b. **Minor Incident.** A Minor Incident is an event where there is, an injury (may require attendance at hospital for minor treatment/assessment), or there is minor damage to property and/or the environment.
3. Incidents may sometimes occur which, those involved, may not consider to be serious however, to the inexperienced observer there may be a perception of seriousness.
4. **Notification of the Incident to Appropriate Authorities**

If there has been a Major Incident DQSC have a responsibility to notify appropriate authorities.

  - If it is water-based incident, you must inform the Marine Accident Investigation Branch (MAIB) within 24 hours.
  - If it involves fatal or major injury you must inform the Health and Safety Executive. See definitions and actions in the Accident Book.



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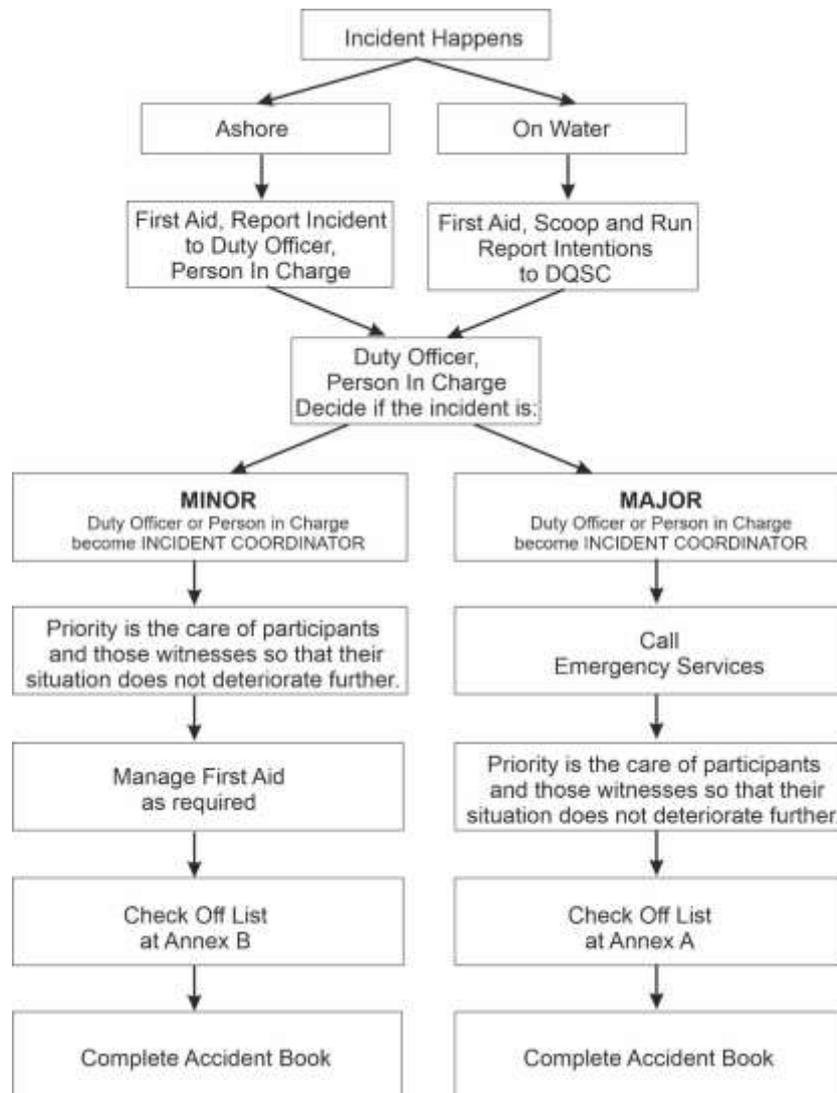
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## 5. On Completion of the Incident.

When the incident is closed (when any injured parties have been moved from the location, statements have been taken from any witnesses and all property damaged has been secured so that it no longer presents a danger to club members or the public). A meeting should be held with all those involved in the handling of the incident and any experts who may be required (legal, insurance, structural etc.). This meeting may take place some days after the event but should take place as soon as practically possible.

- This meeting should finalise all records of the event and determine any follow up action that may be required.
- A record should be made of lessons learnt and a plan developed for implementing ways to improve procedures and the major incident response process.

**Figure 1. Flow Diagram For Dealing With an Incident at DQSC**





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### MAJOR INCIDENT

**6. Until professional care is on site the priority should be the participants and those witnesses that may be in shock with the objective that their situation does not deteriorate further.**

a. **Emergency Services.** In the event of Emergency Services becoming involved, they will take control of the incident response and be responsible for situations relevant to them e.g. Police (fatalities, abduction of and search for lost children, etc), Coastguard (marine rescue), Fire and Rescue Service (fire/rescue incidents), and Ambulance (casualty treatment).

b. In the event of a major multiagency incident, a Lead Agency will be appointed, usually the Police, to ensure a coordinated response.

**7.** It is likely that due to modern communications systems the incident will be dealt with under the media spotlight.

### **8. Incident Co-Ordinator**

a. It is important that a single person (Duty Officer, RYA Training Centre Senior Person present [Principal or Senior Instructor] or The Person In Charge Of The Event) is responsible for managing the incident (Incident Coordinator) until a senior club officer (Annex C – kept in Duty Officer File) has been contacted and has arrived on site or management of the incident has been handed to a designated Emergencies Services Incident Officer.

b. In the first instance that responsible person would normally be the Duty Officer, RYA Training Centre Senior Person present [Principal or Senior Instructor] or if there is no Duty Officer then the Person in Charge of the event.

c. The Incident Co-Ordinator is to be the point of contact for the emergency services and will respond to all enquiries to ensure the club responds with one voice and in a consistent manner.

d. The Incident Co-Ordinator should seek to understand what has happened; ask for witnesses and delegate someone to take statements. Where possible try to preserve any evidence i.e. boats involved, buoyancy/lifejackets etc. taking photographs if practical and prepare a report on what happened, however simple and support with drawings. These will form part of the record in the Accident Book.

**9.** The Commodore, or most senior club officer in the Commodore's absence, should assist the Incident Co-Ordinator in the management of the incident or nominate someone to do so if they cannot get on site in a timely manner.

**10.** No Club Officer or Member should:

a. Admit responsibility either personally or on behalf of the club.

b. Make well-meaning but ill-informed public comments.



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### 11. Media Coverage:

In the event that Search and Rescue (SAR) authorities become involved or media attention being attracted, it is likely that the incident will be conducted under the media spot light. The Incident Co-Ordinator (Duty Officer or RYA Training Centre Person in Charge) should be the focal point for all questions directed towards DQSC and its RYA recognised Training Centre by the Media/Press (local or national) until the Commodore or nominated person/Training Centre Principal are on site.

a. Consider contacting the RYA for guidance, for example when dealing with the press (0845 345 0400).

(1) In the event that the incident occurs during an RYA recognised training the RYA Principal in conjunction with the RYA's Press Office will respond to media enquiries.

b. Do not hold a press conference even if under pressure to do so.

c. Never give out the name of the accident/incident casualty even if the press appears to know; it is very important the relatives hear of the incident from the police first.

d. Produce a written statement that you can give to the press, e.g.

*"The Dell Quay Sailing Club / Training Centre regret to announce the death of a member who fell overboard ...When, Where. We extend our deepest sympathy to the relatives. A full statement will be issued at 1400 tomorrow."*

(Give yourself time to collate the information).

e. If it becomes necessary to give an interview, the Incident Co-Ordinator should read from a prepared statement. If the incident is attracting attention from the national media, call the RYA Communications Team for advice.

f. Try to keep a record of whom you have spoken to, who has contacted you etc.



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### MINOR INCIDENT

**12. Until the Incident is closed the priority should be the participants and those witnesses that may be in shock with the objective that their situation does not deteriorate further.**

- a. **First Aid.** If there is a qualified First Aider ask them to attend, if no First Aider available administer First Aid to the best of your ability.
- b. Walking wounded: take to a quiet area of the club.
  - (1) Decide with those involved what further actions are required ie Review at A and E, Informing parents etc
- c. If the injured person **cannot** move DO NOT MOVE THEM call Emergency Services and go to MAJOR INCIDENT PROCEDURE.

**13.** It is likely that due to modern communications systems the incident may be dealt with under the media spotlight.

### **14. Incident Co-Ordinator**

- a. It is important that a single person (Duty Officer, RYA Training Centre Senior Person present [Principal or Senior Instructor] or The Person In Charge Of The Event) is responsible for managing the incident (Incident Coordinator) or management of the incident has been handed to a designated Emergencies Services Incident Officer.
- b. In the first instance that responsible person would normally be the Duty Officer, RYA Training Centre Senior Person present [Principal or Senior Instructor] or if there is no Duty Officer then the Person in Charge of the event.
- c. The Incident Co-Ordinator is to be the point of contact for the emergency services and will respond to all enquiries to ensure the club responds with one voice and in a consistent manner.
- d. The Incident Co-Ordinator should complete the Accident Book taking any statements or other details that may be relevant.



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## ANNEX A

### ACTION PLAN MAJOR INCIDENT

#### INCIDENT HAPPENS

<b>On Water</b>		
Safety Boat (Training Centre Activity)/Patrol Boat	First Aid	
	Scoop and Run to the nearest suitable landing place. If returning to Dell Quay land casualty onto the beach in front of Crown and Anchor.	
	Inform Duty Officer, Senior Instructor or Person in Charge of event giving – brief summary of incident, injuries, intentions and ETA at landing point (not necessarily Dell Quay). Do not use names of casualty over the radio.	
<b>On Land</b>		
Person Finding	First Aid,	
	Inform Duty Officer, Senior Instructor or the Person in Charge of the event of the incident giving – brief summary of incident, injuries, intentions;	

#### DUTY OFFICER, SENIOR INSTRUCTOR OR THE PERSON IN CHARGE OF THE EVENT ACTIONS AS THE INCIDENT CO-ORDINATOR

1	<b>Call the appropriate Emergency Services</b>	Giving brief details (what, where, when) of the incident and landing point if the incident took place on the water	
		Start a narrative of events and actions taken (Annex C).	
2	<b>Incident Control Room</b>	Choose an area within the club (possibly the race box) with access to radios, the internet and your mobile phone) to act as the Incident Control Room.	
		Brief the Duty Team and ask for assistance with taking Statements and looking after people.	
3	<b>Consider</b>	Stopping all water based/club activities immediately	
		If you Stop On Water Activities direct members with boats when coming off the water to use the landing area to the North of the quay (not being used by the safety/patrol boats to land the casualty), not to wash the boats down, de-rig and stow the boats (in the dinghy park if the accident/incident is on the Quay/water or on the Quay if the accident/incident is in the Dinghy Park).	
		Safeguarding of children and young or vulnerable adults.	



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4	The Duty Officer, Senior Instructor or Person in Charge <b>is to</b>	Brief the Emergency Services when they arrive on site	
5	Contact the most senior club officer available (work through the table in the Duty Officer File).		
	If the incident occurs during an RYA Training Course you must also contact the Training Centre Principal.		
6	In the event of a fatality <b>DO NOT</b> contact the relatives if they are not present at the club – the police will undertake this role by sending officers to inform the relatives in person. This process may take some time if next of kin do not live locally.		
7	<b>In the Aftermath</b>	Ask everyone other than those directly involved or witnesses to the accident/incident to pack up and go home.	
		Get one of the duty team to gather the witnesses and any other bystanders who have seen or been affected by the event into one area so they can be monitored for signs of SHOCK.	
		Explain that statements are being taken to obtain an accurate account of the incident, as these may be required for insurance, or other purposes.	
		To avoid contamination of evidence, encourage witness not to discuss the incident with other witnesses until a first account witness statement has been recorded.	
		Take a statement from competent witnesses as well as recording their names and contact details.	
		Move the key witnesses to a place you can talk to them away from onlookers. Do not ask a witness to give an account in front of other witnesses as this may influence the evidence of other witnesses.	
		<b>Secure Evidence</b>	
		<ul style="list-style-type: none"> <li>• Photograph the incident location, boats, equipment etc.</li> <li>• Keep and secure any relevant equipment e.g. clothing, buoyancy aids, lifejackets, logbooks etc.</li> <li>• Secure any boats and equipment</li> </ul>	
		<b>Remind people not to talk to the press or use social media to talk about or publicise the accident/incident. The only person to speak with the press should be the Commodore with the Training Centre Principal if the incident is connected with RYA Training.</b>	
		If necessary, restrict entrance or exit to and from the club/dinghy park by closing gates and either locking them or positioning a member of the duty team to act as gate keeper	



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		<p>Identify a separate gathering area for relatives of any injured persons</p> <p>Arrange for a supply of hot/cold drinks and or food.</p> <p>Keep media away from the gathering area for relatives.</p> <p>If possible, have a separate briefing area for the media where they can be addressed by the club or training centre (RYA) representative.</p>	
		Complete the Accident Book using the appropriate forms.	
		Report the incident to the appropriate authorities.	
8	<p><b>Dealing with Relatives or Aggrieved Parties</b></p> <p>It is important to be sympathetic with these groups of people, without admitting liability. Remain calm and say that every effort is being made to mitigate the effects and that the appropriate authorities, with whom you are co-operating, are investigating the incident.</p>		
8	<p><b>Dealing with the Press</b></p>		
		<p>If contacted by the press or other media representative, the initial response is to acknowledge that an incident has occurred and that the DQSC will issue a statement as soon as possible.</p> <p>Direct statements and interviews are to be avoided unless authorised</p>	
9	Collate all statements, narrative, evidence and any other documents into a secure place.		



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### ANNEX B

#### ACTION PLAN MINOR INCIDENT

##### INCIDENT HAPPENS

<b>On Water</b>		
Safety Boat (Training Centre Activity)/Patrol Boat	First Aid	
	Scoop and Run to the nearest suitable landing place If returning to Dell Quay land casualty onto the beach in front of Crown and Anchor.	
	Inform Duty Officer, Senior Instructor or Person in Charge of event giving – brief summary of incident, injuries, intentions and ETA at landing point (not necessarily Dell Quay). Do not use names of casualty over the radio.	
<b>On Land</b>		
Person Finding	First Aid,	
	Inform Duty Officer, Senior Instructor or the Person in Charge of the event of the incident giving – brief summary of incident, injuries, intentions;	

#### DUTY OFFICER, SENIOR INSTRUCTOR OR THE PERSON IN CHARGE OF THE EVENT ACTIONS AS THE INCIDENT CO-ORDINATOR

1	<b>Walking Wounded</b>	Take to a quiet area of the club.	
		Ask a First Aider to assist.	
	<b>Person CANNOT MOVE</b>	If the injured person cannot move <b>DO NOT MOVE THEM</b> call Emergency Services and go to <b>MAJOR INCIDENT PROCEDURE.</b>	
2	<b>What is Required</b>	Decide with those involved what further actions are required i.e. Review at A and E, Informing parents etc	
		Brief the Duty Team and ask for assistance with looking after people if required.	
3	<b>Considerations</b>	Other activities taking place – on the water are there other Patrol/Safety Boats available.	
		If you Stop activities where are people to go and what are they to do.	
		Safeguarding of children and young or vulnerable adults.	
4	<b>In the Aftermath</b>	Re act as required by the individuals and their injuries	
		If required to go to A and E get someone to escort.	
		Explain what has happened to a relative and get them to meet either at the club or at A and E.	



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		Get a statements from witnesses if required (record their names and contact details).	
		<b>Remind people not to talk to the press or use social media to talk about or publicise the accident/incident.</b>	
		Complete the Accident Book and appropriate pages.	
5	<b>Dealing with Relatives or Aggrieved Parties</b> It is important to be sympathetic with these groups of people, without admitting liability. Remain calm and say that every effort is being made to mitigate the effects and that the appropriate authorities, with whom you are co-operating, have been informed of the incident.		
6	If you consider that specific facts need to be known by the General Committee contact the most senior club officer available (work through the table in the Duty Officer File).		
7	If the incident occurs during an RYA Training Course you must also contact the Training Centre Principal.		



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### ANNEX C

#### DELL QUAY SAILING CLUB OFFICERS CONTACT SHEET

Club Officer	Name and Contact Details
Commodore	N h: m: w:
Vice Commodore	N h: m: w:
RYA Training Centre Principal	N h: m: w:
Hon Secretary	N h: m: w:
Rear Commodore Sailing	N h: m: w:
Rear Commodore House	N h: m: w:
Rear Commodore Cruising	N h: m: w:



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## ANNEX D

### DELL QUAY SAILING CLUB NARRATIVE OF INCIDENT \_\_\_\_\_

Date: \_\_\_\_\_

Time	What (include reported by)	Action Taken / Notes



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### ANNEX E

#### Useful Contact Details

	Phone	VHF #
Chichester Sailing Club	01243 512 918	Use telephone only
Itchenor Sailing Club	01243 512400	Use telephone only
Bosham Sailing Club	01243 572 341	Use telephone only
Cobnor Activities Centre	01243 572791	Use telephone only
Hayling Island Sailing Club	023 9246 3768	Use telephone only
Chichester Harbour Master	01243 512301	Ch 14
Emergency Services	999	Use telephone only
Coast Guard	999	Ch 16
Marine Accident Investigation Branch	023 8023 2527	Use telephone only
Health and Safety Executive	Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). 24/7 Duty Officer - 0151 922 9235	