

# BISHOPS STORTFORD CANOE CLUB



## Club Standard Operating Procedures

Club Name:	Bishops Stortford Canoe Club
Affiliation Type:	Senior with Registered Youth Section
Affiliation number	900
Club Chair Name:	Petr Luksan
Number of club members (at 31/12/2025):	85
Open to the Public?	Yes

### Contact/Location Details

**Postal correspondence** – The postal address of the club is

Bishops Stortford Canoe Club  
Southmill Lock  
London Road  
Bishops Stortford CM23 3DT

**Phone** – (Club Secretary) 01279 755089

**Email** – [info@StortfordCanoe.org.uk](mailto:info@StortfordCanoe.org.uk)

**Sat Nav purposes** – The accurate postcode above is of no use for navigation purposes.

Those arriving by car during hours when the club is open should arrive via Stylemans Lane (off Hallingbury Road, A1060), Bishops Stortford CM22 7QJ

The full directions for visitors to the building can be seen on our website here:

[www.StortfordCanoe.org.uk/find-us.html](http://www.StortfordCanoe.org.uk/find-us.html)

### **For summoning the emergency services:**

Southmill Lock, via Styleman's Lane, Bishops Stortford CM22 7QJ

Styleman's Lane is west off Hallingbury Road (A1060).

Map Reference of the junction is TL496,201

What3Words: ///planet.deals.rare

## **1. HEALTH AND SAFETY**

**Safety Officer:** Andrew Gurney (has undertaken PUK Event Safety Management Training and Risk Assessment Training)

### **Safety Policy**

The BSCC Safety Plan is available on the club website (Members > Document Library) and in the blue folder in the clubhouse.

BSCC has also adopted the PUK Health & Safety Policy for clubs (also published in the same places as well as being displayed on the noticeboard in the main clubroom)

### **First Aid & Accidents**

#### **Where are the first aid kit located?**

First Aid kit is in the cupboard marked with a green cross at the back of the main club room.

#### **Where are the accident/incident reporting forms located?**

There are reporting forms in the First Aid kit and also in the cupboard at the back of the main club room.

#### **Who is the main contact for First Aid at the club? Is their training up to date?**

Several members have first aid training including all of the club coaches, who are required to keep their training current.

#### **Where can the contact be located?**

In most cases an injured party would be returned to the clubhouse where they can be treated, kept warm and can be reached by ambulance if necessary.

#### **Who is responsible for the maintenance of the first aid box?**

The Safety Officer (Andrew Gurney) is responsible for ensuring that First Aid kits are maintained and also the Defibrillator.

#### **Who else is responsible for providing First Aid?**

Any certified first aider.

#### **Is there a document in the club to detail who can provide First Aid?**

A list of currently certified first aiders forms part of the Health and Safety Policy, which is on the club website, in the blue folder in the clubhouse, and also displayed on the notice board in the main clubroom.

### **Coaches, Leaders and Paddlesport Activity Assistants**

#### **How are coaches and those responsible for activities made aware of the clubs SOPs?**

The SOPs are published on the club website (Members > Document Library) and in the blue folder in the clubhouse. Whenever any updates occur, an email is sent to all current club members.

**How does the club formally record the endorsement of a Paddlesport Activity Assistant to operate at the club?**

The club does not currently have any formally endorsed Paddlesport Activity Assistants.

**Fire & Evacuation**

**Has the club carried out a Fire Risk Assessment?**

Yes - published on the club website (Members > Document Library) and in the blue folder in the clubhouse.

**Please detail the clubs fire and evacuation procedure (e.g. where is the fire exits, where should members meet once evacuated?)**

The fire exits for the clubhouse are the main door and french windows in the main clubhouse; the fire exit for the gym is main door; and the fire exits for the boathouse are the code controlled door in the side of the boathouse and also the main garage-style doors when open.

The evacuation procedure is detailed in the Emergency Action Plan (on display in the clubhouse) and boathouse including a map showing the location of the Fire Assembly Point (on the towpath below Southmill Lock)

**Where is the location of fire extinguishers?**

Locations are marked on the Fire Risk Assessment

**Who is responsible for maintenance of fire extinguishers?**

The Safety Officer (Andrew Gurney)

**Do you have a signing in sheet to record members inside the premises?**

No

**Where are the Emergency contact details (for all members) kept?**

The emergency phone numbers of all members are kept in a secure online membership database to which selected club officers have access: in particular Safety Officer, Welfare Officers and Team Leaders, and Secretary.

Emergency contact details of those who have registered medical issues are also included on their medical form; these are also held on the membership database, and can be accessed by the above officers and also the Coaches.

## 2. EMERGENCY PROCEDURES

### Actions

#### **Do you complete Incident/Accident Forms?**

We have a BSCC incident/accident form.

#### **Who is responsible for completing the Incident/Accident Forms?**

The club official with most knowledge of the circumstances on any given occasion completes a paper form. This is passed to the Secretary for archiving (on GoogleDrive, with access restricted to selected parties).

#### **Do you report accidents and incidents to PUK using the incident reporting system?**

Details of reportable incidents are then transmitted through the respective online reporting forms to PUK/CRT as appropriate.

#### **How often are the Incident/Accident Forms reviewed? Who are these reviewed by?**

Incidents are reviewed by the Management Committee as a standing item at all MC meetings and the key points of actions to avoid future similar incidents recorded.

*It is usually best practice for the forms to be reviewed by the Club Committee and copies should be forwarded to Paddle UK for insurance reasons*

#### **How long are forms kept on record for within the club?** *Forms should be kept in excess of 5 years*

Indefinitely

#### **In the event of a serious incident, what instructions are there with respect to dealing with the media?**

No club officials (Trustees/Committee Members/Coaches) should speak to the media. Guidance should be sought from Paddle UK.

***Club coaches must NOT discuss any event with the press or admit liability to any party***

#### **Do you have an Emergency Action Plan?**

The BSCC Emergency Action Plan is published on the club website, in the blue folder in the clubhouse, and is on display in the clubhouse.

### **3. DISCIPLINE**

#### **Does the club have a policy regarding the conduct of members to maintain high standards of behaviour?**

The club has a Code of Conduct for paddlers, parents and coaches/officials which is published on the club website (Members > Document Library), in the blue folder in the clubhouse, and is on display in the clubhouse.

#### **What are the clubs procedures for discipline and resolving disputes?**

Infringement of the club's Rules, various policies, or Code of Conduct would depend on the severity of the incident, and its impact on other members and members of the public, in terms of personal safety and distress, damage to property, financial loss, and reputational damage to the club and the sport. All these aspects and the context of the specific case would have to be considered by the Trustees.

Where necessary, the club has adopted and will follow the PUK Disciplinary Policy for Clubs - published on the club website (Members > Document Library), in the blue folder in the clubhouse.

## 4. USE OF CLUB PREMISES

### **Please provide the name of the volunteer meets new arrivals and assist juniors?**

The coaches in charge of the session assisted by the Secretary or any committee members present.

### **Kitchen**

#### **Please detail available kitchen hours?**

Members may use the kitchen facilities to make hot drinks or heat up their own food at any time they visit.

#### **Who can serve food?**

Members of the Social Committee may serve food to others.

#### **Who is responsible for checking sell-by dates?**

The members of the Social Committee serving the food.

#### **Please detail procedures with regards to electrical appliances:**

The Safety Officer will ensure that electrical items undergo inspection at least every 5 years as required for the club's building insurance.

### **Club Equipment**

#### **Please detail who is responsible for logging equipment and routine safety checks?**

Quartermaster (David Gurney)

#### **Who can use club equipment and when?**

Club members may use club equipment within club sessions or as part of a club team at competitions when approved by a club coach. A restricted number of members have been approved to club equipment outside of club sessions.

#### **What are the requirements for non-members using the equipment? (E.g. school groups)**

Guests may only use club equipment under the supervision of or after assessment by a Coach.

#### **Can club equipment be taken off site for use?**

Club equipment may be taken offsite for use with the knowledge of the Team Leader for a competition the club is attending or the Quartermaster at other times.

#### **How and where should equipment be stored?**

Equipment must be stored as advised by the Quartermaster.

#### **How are faults reported and recorded?**

Faults should be reported in writing to the Quartermaster.

#### **How is equipment marked to take it out of use?**

"Damaged boat – do not use" swing tags.

## **Keys**

### **Who opens up?** (E.g. Officials, Club members)

Any keyholder

### **Who locks up?**

The last keyholder to leave.

What are the rules for locking the Club at the end of the day?

It is the responsibility of the last key holder to leave to ensure that the premises are locked.

### **Where are keys kept?**

The only keys kept on site are in code-protected keysafes in the hall

### **Who has keys/access to keys?**

Keys and key codes are issued to coaches, committee members and senior boat owners on a need basis.

### **Where are keys to equipment stores kept?**

The equipment is stored in the boathouse which is accessed by a code lock. Codes are distributed only to Committee Members, Coaches, and those other members who have been approved to use equipment (their own or the club's) outside of club sessions.

## 5. NON-MEMBERS/ VISITORS

### **What are the clubs policies regarding non-members or visitors in the changing room facilities?**

The club has two single-sex communal changing rooms. Under normal circumstances non-paddlers should not need to enter the changing rooms. If assistance is required it should be provided by a parent/carer of the same sex.

Visiting paddlers attending events, or attending training sessions as the guest of a Member (which should always be with the knowledge of the Trustees) are welcome to use the changing rooms.

We ask all changing room users to avoid having one adult alone in the changing room when under-18's are present, and vice versa, and there is signage to that effect.

### **Under 14s**

*Children-should not leave the-club premises without the knowledge or permission of their Coach. Unknown person(s) picking up a child should make themselves known to the Coach on arrival at the session*

Parents/guardians of under-14s must remain on site during club sessions unless they have confirmed with their child's coach that they may leave. The club has no arrangements in place to supervise children once they are off the water, so if parents/guardians do leave, they must arrange for another adult present to be responsible for their child in case child has to get off the water for any reason. They must also ensure that their contact phone number for the day is left with a club official.

## 6. CLUB CHILD PROTECTION AND VULNERABLE ADULTS POLICY

**Does the club have a Child Welfare Officer?** Yes, identified on the club website and on posters at the clubhouse

**Name and Contact details:** Club Welfare Officer: João Spinola  
[Joao@StortfordCanoe.org.uk](mailto:Joao@StortfordCanoe.org.uk) / 07837 274660

**How often is the Child Protection & Vulnerable Adults Policy reviewed?**  
Annually