



**National Coastwatch**  
EYES ALONG THE COAST

SOPs  
NCI Fleetwood  
dated - October 2019

# **Fleetwood Station** **National Coastwatch Institution**

Registered Charity 1159975






## **Standard Operational** **Procedures**

## **SOPs**

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**Record of Amendments**

AL No	Page/Para	Date Entered	Name	Signature	Remarks
Original	Document	Apr 2017	R A Loynes		Issue
1	SOP1 & 3	Jan 2018	R A Loynes		Nil
2	SOP 20	Feb 2018	R A Loynes		Nil
3	SOP 21	Feb 2018	R A Loynes		In Work
4	SOP 4 & 20	Jun 2018	R A Loynes		Nil
5	SOP 21	Aug 2018	R A Loynes		Nil
6	SOP 2	Oct 2018	R A Loynes		Nil
7	SOP 1,2 & 3	Feb 2019	R A Loynes		Nil
8	Front Plate and binder	October 2019	Colin Cooper		Nil
9	SOP 1	October 2019	Colin Cooper		Nil
10	SOP 6 A	October 2020	Colin Cooper		addition
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**FLEETWOOD**  
**Standard Operational Procedures**

**Foreword**

These procedures are intended to ensure that the role of the NCI and the duties conducted by its watchkeepers are completed efficiently, safely and effectively. The procedures aim to produce a common set of skills and ability to contend with the situations that may face the watchkeeper in the performance of their duties.

It is designed to be a 'living document' that is subject to change as and when required to meet the demands of ever changing situations and circumstances.

Whilst care has been taken to assess all likely situations and provide a suitable procedure, watchkeepers will invariably be faced with situations that are not wholly covered or not covered at all.

When such situations arise, the lead watchkeeper is to take note of the details and ensure the Ops Officer receives a copy. The information may then be used to update a current procedure or introduce a new one.

Watchkeepers are to ensure that they read and use this document as part of their responsibilities and in their own interests.

Martyn Cripps  
Station Manager  
October 2019

Colin Cooper  
Operations Officer  
October 2019

**Notes:**

1. Any suggestions for improvement or amendment are to be sent to the Operations Officer for action and copied to the Station Manager.

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## **SOP 1**

### **Opening the Station**

When Opening the Station carry out the following actions

1. As you walk toward the station check the following:
  - i. Check masts and aerals on the roof for signs of wind damage/bending
  - ii. Walk around the building and check for any broken windows or signs of break in damage or other unauthorised activity.
  - iii. General weather look
2. At the tower NCI entrance:
  - i. Remove the combination padlock using the code supplied (you have to push the shackle of the padlock in to release it)
  - ii. Move the Hasp to the wall.
  - iii. Secure the padlock to the hoop on the door.
  - iv. 'Scramble' the numbers on the padlock.
3. Use Dongle to release electronic lock on the door and enter the station.
4. Use the key fob to cancel the alarm and close the door.
5. Unlock Ops room door and check for anything unusual on entry smells, breakages etc
6. Switch on the radios using the **Watchkeeper Reference Cards** if necessary and ensure:
  - i. The correct channels are set and 'INT' is displayed.... **Not USA**
  - ii. The **Squelch, Volumes and LO power** are set correctly
7. Switch on the remaining equipment using the **Watchkeeper Reference Cards** if necessary.
8. Clean the eyepieces of the scopes and binoculars with anti-bacterial wipes.

9. Enter the watch details required in the log and record the tide times on the notice board.
10. Raise the NCI Flag on the roof mast provided the wind speed is Force 5 or less. Consider removing the flag if gusts are excessive when on F5.
11. Ensure you select a 'Lead Watchkeeper' for the watch. This would normally be the senior watch keeper but it does not have to be.
12. Conduct a thorough visual sweep of the beach foreshore and surrounding area noting this and any problems observed in the log.
13. Enter the weather into the Log.
14. At no later than the allotted time contact HMCG Holyhead and declare Station **'ON WATCH'**.
15. **Ensure that you enter 'Watch Opened' in the log and print and sign your name on the same line.** Enter **'HMCG informed'** next to or below this statement.
16. Commence logging all maritime vessels/leisure/military/survey vessels along with any incident or radio report deemed relevant.

### **Conducting a Shift Handover/Takeover**

In order to conduct an efficient shift handover/takeover the OFF going shift are to brief the ON coming shift when they are all present as outlined below:

1. **Incidents**: A brief summary of any incidents that have occurred
2. **Concerns**: Point out any concerns that may affect the new watch
3. **Equipment**: Ensure any faults are brought to the attention of the new watch
4. **Log**: Ensure the log is up to date
5. **Advisory notices and messages**: Ensure these are noted by the new watch
6. **Weather**: Short summary
7. **Summary and sign off**: Confirm the activity log is completed and enter the following into the log on the next line:

**Time ..... OFF WATCH..... Print name.....Signature**

8. The ON coming Watch enter the following on the next line in the log:

**Time ..... ON WATCH..... Print name.....Signature**

**In company with: Print Names for other watchkeepers who are to initial at the end of their names**

9. Check Radio Settings and other equipments are correctly set
10. Clean the eyepieces of the scopes and binoculars with anti-bacterial wipes

**Note**: Oncoming shifts should not arrive too early, 15 minutes is the norm; it can disrupt the current watch from completing their watch efficiently: log completion, contact rationalisation, activity log etc. Anyone who needs to arrive early for any reason should pay particular attention to the following,

The oncoming shift is not to interfere with the conduct of the shift that is '**ON WATCH**'

### **What does that mean for the oncoming watch?**

1. Do not interfere with any incident/situation in progress unless invited to participate by the current watch leader. In some cases an offer of help may be appreciated but do not press the matter since you will not have all the facts.
2. Do not touch or interfere with any equipment, it has been set by the current watch to suit their personal needs and the situation in progress.
3. After initial pleasantries, remain quiet and at the rear of the Ops room particularly if an incident is in progress.
4. Responsibility for initiating the Handover/Takeover rests with the 'ON WATCH' team.

If any member of the oncoming watch fail to follow these instructions in the spirit for which they are intended then the watch on duty may ask the member to leave the ops room until they are ready to handover. This request is to be respected and the management team informed as soon as is practically possible.

### **Closing the Station**

At the end of the day's watch please ensure that the following items are completed:

1. Ensure that you inform the Coastguard that the watch is now closed until 1000 tomorrow and write '**Watch Closed**' in the log along with your **Name, Signature and HMCG Informed**.
2. Ensure that any incident reports have been emailed as per the instructions.  
**Do Not close the email programme**
3. Complete the activity log for your shift
4. If you have had any equipment problems during your shift which are significant please enter the details in the 'on-line' maintenance log.
5. Take down the NCI Flag and ensure the roof door is secured with the hasp and the bolt.
6. Ensure that all the operational equipment is switched OFF iaw the Watchkeeper Reference Cards
7. Ensure that the computer displays are switched OFF **but DO NOT switch off the Ops or Admin computers**.
8. **\*\*Ensure the email OUTLOOK is running on the Admin computer.\*\***
9. Ensure the protective covers for all the optics if available are fitted.
10. Ensure all non-essential electrical items are switched OFF (especially the Air conditioner/Heater). The Hot water boiler switch is to be left ON
11. Ensure the Chart table is clean and remove any non-essential items
12. Check and sweep/hover the floor if necessary.
13. Bag up rubbish from the bin for taking to the bins outside the station, if necessary.

14. After a final check round, switch off any lights, close the Ops room door and lock it
15. At the NCI exit open the door and use your Key fob to set the alarm which will begin to sound an alternating tone.
16. Exit the building and close the door; the tone should eventually stop after a chirp sound which indicates the alarm is set.
17. Remove the padlock and set the hasp over the door hoop, then:
  - i. Use the combination lock to secure the door.
  - ii. 'Scramble' the numbers on the padlock.

## **SOP 4**

### **Contact Reporting**

Reporting contacts/targets should follow a logical order which prioritises the most important information and leads the log keeper across the log. Initial reporting is as follows:

Watchkeeper spotter – WS

Watchkeeper Log - WL

1. WS – ‘New contact/target ....sloop/ferry/casualty/Ben my Chree etc’
2. WL – enters time, contact number and vessel Type/Name and calls ‘Ready’
3. WS – ‘Bearing 310..... Range 3.5nm.....Heading 060’
4. WL - readback - ‘Bearing 310....Range 3.5 .....Heading 060 Ready for description
5. WS - ‘Persons Visible if necessary followed by description ... calling ‘Complete’ when finished.

### **Reporting Contacts to other Units by Phone or Radio**

HMCG has our telephone number on auto location to their electronic chart displays. This means when we telephone the HMCG Holyhead number a symbol is displayed on their system in the tower position at Fleetwood.

If you need to report a contact/target from our position it is done so as follows:

**Bearing – Fleetwood NCI – Range**

**For example Wyre Light would be reported as:**

**Wyre Light - 015° Fleetwood NCI 1.9nm**

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### **Actions on Hearing a MAYDAY/MAYDAY RELAY/PAN Message**

The following instructions are to be followed in the event that a Mayday or Pan Message or situation is heard in the vicinity of the Fleetwood NCI station. A flow chart is attached at the end of these instructions

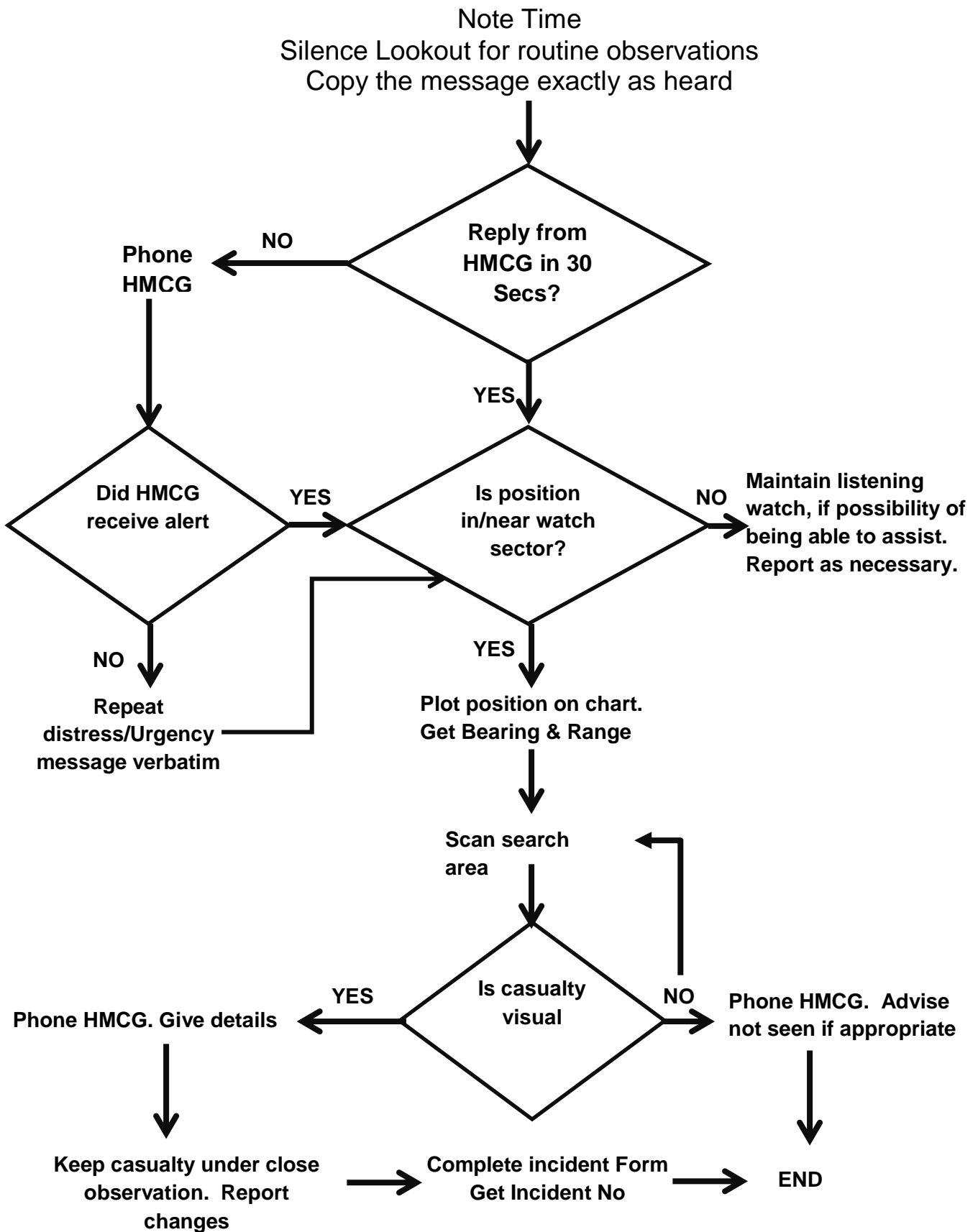
1. Watchkeeper maintaining the log is to immediately start to write a copy of the message. **USE RED PEN**
2. All other Watchkeepers are to immediately write an independent copy of the message
3. Activate the voice recorder on the left computer screen as soon as is practical.
4. Lead watchkeeper is to compare all message copies for discrepancies if any. Consider using Replay button on the radio to get missed information, particularly the position.
5. Maintain Listening watch for 30 secs to check for Coastguard acknowledgement
6. Plot Mayday position on Chart or on Radar if not on chart whilst waiting for Coastguard acknowledgement.
7. If no Acknowledgement ring the Coastguard using (9)999 and Relay the Mayday Message **exactly as received**. If you deem the emergency to be critical consider a Mayday Relay on Ch16.
8. Record the local weather as soon as practical during the incident
9. Maintain log throughout recording all radio and other information accurately.
10. Be prepared to provide direction by radio to emergency assets if requested.

11. When the incident is terminated obtain an incident number from the CG.
12. Complete an incident report and send via email to '**Incident Report**' address.
13. Consider phoning one of the management team to give a heads up on the incident, particularly if any problems were encountered.
14. SEE ATTACHED FLOWCHART

**National Coastwatch**  
 EYES ALONG THE COAST  
**VHF Distress/Urgency Reporting Flow Chart**

SOPs  
 Fleetwood NCI  
 dated – October 2019

VHF Distress/Urgency Call heard (Mayday/PAN)



**SOP 6A**  
**INCIDENT DEFINITION**

**An event is defined as an incident if:**

- a. Watchkeepers initiate a call to any emergency service (HMCG, Police, Fire or Ambulance) in connection with an accident or incident and request their assistance;**
- b. Watchkeepers provide assistance to the emergency services in connection with an accident or incident, whether HMCG initiated or not**
- c. HMCG or the police provide an incident reference number;**
- d. The Station Manager believes that there are lessons to be learned by the NCI as a whole.**

**Any event outside this definition is not an incident and must not be recorded as such.**

**However, there are some situations where it is useful to regard what has happened as a recordable event. Recordable events are defined as those which involve NCI watchkeepers in routinely monitoring a potentially hazardous situation which then resolves itself without intervention. This does not constitute an incident but should be recorded in the station logbook.**

## SOP 6

### (A) Actions on Observing Distress Incident and/or Emergency Signals





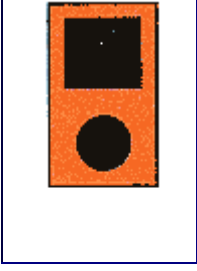

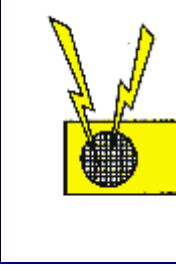





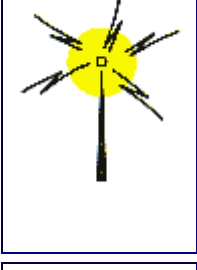

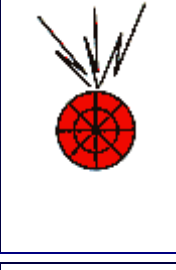

If you observe or hear an emergency signal (see note 1 and 2) carry out the following actions:

1. Log a description **in RED** of the signal that is seen or heard and take a bearing and range if available. **Do not lose sight of the contact displaying the signal. If visual contact is lost, carefully record exact position and time where last observed.**
2. Inform HMCG of the situation using the direct line and provide details of any vessels in the immediate vicinity which might be used to effect a rescue. Carry out any instructions from HMCG but do not do anything that could jeopardise the safety of any watchkeeper.
3. Continue to monitor the situation and if anything changes contact the coastguard again using the direct line.
4. If the local CG enter the station, ensure they are fully briefed on the situation and any updates provided to HMCG
5. When the incident is terminated obtain an incident number from the CG.
6. Complete an incident report and send via email to '**Incident Report**' address.
7. Consider phoning one of the management team to give a heads up on the incident, particularly if any problems were encountered.

**Note 1: Ensure you have the information in SOP 7 ready for the Coastguard**

**Note 2: A description of emergency signals is attached.**

**Distress Signals:**

			
Red Star Shells	Fog Horn Continuous Soundings	Flames on A Vessel	Gun Fired at Intervals of One Minute
			
Orange Background Black Ball & Square	SOS	"Mayday" by Radio	Parachute Red Flare
			
Dye Marker (any colour)	Code Flags November Charlie	Square Flag and Ball	Wave Arms
			
Radio-Telegraph Alarm	Radio-Telephone Alarm	Epirb	Smoke

**(B) Actions upon hearing incidents involving other SAR assets in the local area**

If you hear a radio exchange between HMCG and RNLI or other local SAR assets carry out the following actions:

1. Log the time when the radio exchange took place and the nature of the incident if known
2. As the incident progresses keep a note of information heard and any further details
3. If the incident is not visible to NCI the location should be marked on the chart and a listening watch maintained pending any request for NCI to become actively involved at any stage.
4. Record in the log the time when the incident is terminated
5. If at the conclusion of the incident NCI have not been involved an Incident Report should NOT be completed.
6. If the incident is ongoing at the time of a watch handover details should be relayed to the oncoming watch as per ICELAWS procedure.

## **SOP 7**

### **COASTGUARD INCIDENT REQUIREMENTS**

Coastguard stations need the following information to conduct the co-ordination of incidents efficiently:

**WHO:**      Name of station and person calling

**WHAT:**      Subject of your concern, with description if necessary

**WHERE:**    Local name, or range and bearing from a local landmark and your station

**WHY:**      If not apparent, give the reason you are concerned

**WHEN:**    Vitally important, always note and report the time of any sightings; e.g. just now, or 5 minutes ago etc.

**WEATHER:** If it has a bearing on the incident, e.g. inflatable blowing out to sea, wind now Southerly force 4, visibility less than 200 metres, tide running East at 2 knots. It should be noted, that tides seldom do as predicted. The best inshore tidal information is usually obtained from those on scene.



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### **Beach/Sea – Person/Inflatable Washed Out To Sea**

If you observe a person or inflatable being washed out to sea carry out the following actions:

1. Ascertain if there is a person with or on the inflatable.
2. **Ensure you maintain continuous visual contact on the casualty.**
3. **If visual contact is lost, carefully record exact position and time where last observed.**
4. Obtain a bearing and range if possible using another watchkeeper or, if none available, yourself provided visual contact is maintained. ***It can be difficult to maintain visual contact and do other tasks such as use the phone. If you consider getting to the phone too difficult consider using the handheld radio using 'Mayday Relay' to inform the CG on Ch16.***
5. If situation allows, consider calling Ops Mgr for assistance.
6. Inform HMCG of the situation using the direct line and provide details of any vessels in the immediate vicinity which might be used to effect a rescue. Carry out any instructions from HMCG but do not do anything that could jeopardise the safety of any watchkeeper.
7. If the local CG enter the station, ensure they are fully briefed on the situation and any updates provided to HMCG.
8. Standby to 'Con' any lifeboat or CG assets that are directed to the scene.
9. When the incident is terminated obtain an incident number from the CG.
10. Complete an incident report and send via email to '**Incident Report**' address.
11. Consider phoning one of the management team to give a heads up on the incident, particularly if any problems were encountered.

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**Beach - Person or Animal Trapped or about to be by Incoming Tide**

If you observe a person or an animal trapped or about to become trapped by the incoming tide carry out the following actions:

1. **Ensure you maintain continuous visual contact on the casualty.**
2. **If visual contact is lost, carefully record exact position and time where last observed.**
3. Obtain a bearing and range if possible using another watchkeeper or, if none available, yourself provided visual contact is maintained.
4. If other watchkeepers are available and considered a viable option, despatch them outside (roof or promenade) with a portable radio on Ch65 and the megaphone to attract the attention of the trapped individual(s). **If you are alone do NOT leave the station.**
5. If situation allows, consider calling Ops Mgr for assistance.
6. Inform HMCG of the situation using the direct line and provide details of any vessels in the immediate vicinity which might be used to affect a rescue. Carry out any instructions from HMCG but do not do anything that could jeopardise the safety of any watchkeeper.
7. If the local CG enter the station, ensure they are fully briefed on the situation and any updates provided to HMCG.
8. If any lifeboat or CG assets are directed to the scene, standby to provide 'Conning' instructions to the crew on the radio channel in use.
9. When the incident is terminated obtain an incident number from the CG.
10. Complete an incident report and send via email to '**Incident Report**' address.

## **National Coastwatch**

### **EYES ALONG THE COAST**

SOPs

Fleetwood NCI

dated – October 2019

11. Consider phoning one of the management team to give a heads up on the incident, particularly if any problems were encountered.

**Marine Life Washed Up on the Beach**

In the event of any form of marine life such as seals, dolphins or whales being washed up on the beach areas carry out the following actions:

1. **If the animal(s) are alive** then you should inform the British Divers Marine Life Rescue (BDMLR) on:

**BDMLR hotline: (9)01825 765546** (office hours) **or(9) 07787 433412** (out of hours)

OR

**RSPCA hotline (England & Wales): (9)0300 1234 999**

2. Be prepared to provide the following information:
  - a. An exact location for the animal - this can save valuable and perhaps critical time. Give a contact number to the hotline
  - b. Give an accurate description of the animal and whether it is in the surf, on rocks or sand, in the shade or in the full glare of the sun
  - c. Information on weather conditions, state of the tide and sea state also can be helpful
  - d. Informed of any attempts made to push the animal back into the sea
3. If available consider deploying a watchkeeper to inspect the animal and keep the public away to avoid causing the animal any further distress. The watchkeeper is to take a portable radio on Ch65 to maintain tower contact.
4. Remember if any incident occurs which involves concern about the safety of people the detached watchkeeper is to return to the tower to assist in handling the incident.
5. **If the animal(s) appears dead** then you should:
  - a. Cetaceans – whales, dolphins and porpoises – contact the Cetacean Strandings Investigation Programme (CSIP) hotline: **(9)0800 6520333**

b. If it is a dead seal then the environment agency may be informed on  
**tel: (9)0800 807060**

c. **Inform Wyre Council on (9)01253 891000**

6. All such incidents are to be recorded in the log.

**Munitions or Unidentified boxes on the Beach**

If munitions or unidentified boxes are identified or reported to the tower on the beach areas, you are to:

1. Record location and obtain full description of item/s from a distance.
2. Inform HMCG Holyhead on the direct line.
3. Consider deploying other Watchkeepers with a portable radio Ch65 and the Megaphone to advise members of the public of danger.
4. Instruct that no one is to go near or touch the item **NO ONE TO GO WITHIN 200M.**
5. **IF ALONE DO NOT LEAVE THE STATION.**
6. If situation allows, consider calling Ops Mgr for assistance.
7. Continue to monitor the situation, update other Agencies as appropriate and respond to any requests.
8. Brief HMCG and or the Police/Bomb Disposal on arrival.
9. Inform the Environment Agency on Environment incident hotline (24 hour service) **(9)0800 80 70 60**
- 10. Make a courtesy call to Wyre Boro (9)01253 891000**
11. Log the action taken **IN RED.**
12. When stood down, request an the incident number from HMCG then complete an incident report and send via email to **'Incident Report'** address.



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**Liferaft/Lifebelt/Emergency Clothing identified on Beach**

If any lifesaving equipment is identified or reported to the tower on the beach areas, you are to:

1. Record location and obtain a full description, including any markings of item/s
2. Inform HMCG Holyhead on the **direct line/(9)999/(9)112**.
3. Consider deploying other Watchkeepers with a portable radio ch65 to maintain contact
4. IF ALONE DO NOT LEAVE THE STATION.
5. If situation allows, consider calling Ops Mgr for assistance.
6. Any deployed watchkeeper should try to prevent the tide washing the items away but not if there is any danger from the tidal situation
7. Continue to monitor the situation, update other Agencies as appropriate and respond to any requests
8. Brief HMCG or the Police on arrival remain at the scene till relieved.
9. Log the action taken IN RED.
10. When stood down, request an the incident number from HMCG then complete an incident report and send via email to '**Incident Report**' address.

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**Pollution on the Beach**

If pollution of any nature e.g. Oil Slick, large numbers of dead birds or anything that is a potential health hazard wash up on the beach then carry out the following actions:

1. Record location and obtain full description of item/s from a distance.
2. Inform HMCG Holyhead on the **direct line/(9)999/(9)112**
3. If required consider deploying other Watchkeepers with a portable radio ch65 to maintain contact and the megaphone to warn members of the public
4. IF ALONE DO NOT LEAVE THE STATION.
5. If situation allows, consider calling Ops Mgr for assistance.
6. Inform the Environment Agency on **(9)0800807060**
7. Make a courtesy call to Wyre Boro **(9)01253 891000**
8. Instruct that no one is to go near or touch the pollution
9. The deployed watchkeeper to remain at the scene till relieved by the Police
10. Continue to monitor the situation, update other Agencies as appropriate and respond to any requests. Brief Police on arrival
11. Log the action taken IN RED.
12. When stood down, request an the incident number from HMCG then complete an incident report and send via email to '**Incident Report**' address.

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**Person injured on the Beach Area**

If you witness or are made aware of a person being injured carry out the following actions:

1. If informed by a member of the public, direct the person doing so to the emergency phone at the front of the station.
2. Consider deploying other watchkeepers but remember NCI personnel are not qualified First Aiders.
3. IF ALONE DO NOT LEAVE THE STATION.
4. If situation allows, consider calling Ops Mgr for assistance.
5. If they are unable to use the phone and it is clear that an ambulance is required, obtain as much details as possible, including the name and contact details of the informant.
6. If the victim is not able to do so, Inform the Ambulance Service on **(9)999/(9)112.**
7. ADVISE ACCESS TO PROMENADE IS BY THE MARINE HALL FY7 6HF
8. As a precaution contact the Police on 01253 876611 and advise them of the action taken, If in doubt 999/112.
9. DO NOT ADMINISTER FIRST AID UNLESS YOU ARE TRAINED AND HAVE A CURRENT CERTIFICATE.
10. Continue to monitor the situation, update other Agencies as appropriate and respond to any requests.
11. Brief the Ambulance and or Police on arrival.
12. Log the action taken IN RED.
13. When stood down complete an incident report and send via email to **'Incident Report'** address.

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**Fire in the Beach Area**

If you witness or are made aware of a serious fire on the beach or in the vicinity of the Tower you are to:

1. If informed by a member of the public ask if they have reported the fire and request their name, address and contact no.
2. If not reported and it is clear that Fire Tender is required , obtain as much details as possible, such as is it under control, is there any danger, the location and :-
3. Advise the Fire Service on **(9)999/(9)112**
4. ADVISE THAT ACCESS TO THE PROMENADE IS BY THE MARINE HALL  
FY7 6HF
5. Ring Fleetwood Police on **(9)01253 876611** and advise them of the action taken. If in doubt **(9)999/(9)112**
6. Continue to monitor the situation, update other Agencies as appropriate and respond to any requests
7. Brief the Fire Service and or Police on arrival
8. Respond to any requests from the Police
9. Log the action taken IN RED
10. When stood down complete an incident report and send via email to **'Incident Report'** address.



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**Criminal Action on the Beach or in the Adjacent Areas**

If you witness or are informed of a crime, such as a mugging, theft or criminal behaviour in the vicinity of the Station

1. **DO NOT ATTEMPT TO APPREHEND THE PERPETRATOR.**
2. Use other Watchkeepers if available to monitor the perpetrator from the Tower.
3. Obtain, if possible, a description of the perpetrator in as much detail as possible, clothing, appearance, height, build and any other salient details and
4. Inform the Police on **(9)999/(9)112**
5. ADVISE ACCESS TO PROMENADE IS BY THE MARINE HALL FY7 6HF
6. If there are injuries to the victim, refer to SOP 14
7. If possible note the area in which the incident occurred, the direction in which the perpetrator went and any additional information such as the registration of a motor vehicle for example
8. Continue to monitor the situation, update other Agencies as appropriate and respond to any requests
9. Brief the Police on arrival
10. Log the action taken IN RED.
11. When stood down complete an incident report and send via email to **'Incident Report'** address.

**INTENTIONALLY BLANK**

**Lost or Found Property on the Beach and Adjacent Area**

If you are informed that property has been lost or found on the beach or in the vicinity of the Tower:

1. Advise the person informing you that NCI has no responsibility or authority in respect of lost/found property.
2. Direct the person to the emergency phone at the front of the station for the purpose of informing the Police.
3. If the person is unable to use the phone and it is clear that the Police would be interested in this incident, obtain as much details as possible, such description, where lost, found. Record name and contact details of the informant.
4. Contact Fleetwood Police **(9)01253 876611** to advise or if in doubt **(9)999/(9)112**.
5. ADVISE ACCESS TO PROMENADE IS BY THE MARINE HALL FY7 6HF
6. Request the individual to remain and wait for the police. If they want to leave before the police arrive ask for some contact details and DO NOT try to restrain or stop them from leaving the item.
7. Brief the Police on arrival and hand over any property that may have been left
8. Log the action taken IN RED.
9. When stood down complete an incident report and send via email to **'Incident Report'** address.

**INTENTIONALLY BLANK**

### **Lost Children and Vulnerable Adults**

NCI is not equipped to deal with lost children and to do so would detract from the primary function of preventing the loss of life and could also put Watchkeepers in a vulnerable position.

However, as a registered Charity NCI Watchkeepers have a duty of care to all, particularly children.

Any action taken is to be in accordance with the Child Safeguarding Policy which can be found in the National Manual.

There are pre-formatted forms in a folder the Ops Room to deal with lost children. The procedures for dealing with children or vulnerable adults who are lost or found should be as follows:

**Lost:** Watchkeepers are to:

1. On receiving a report of a lost child or adult, report the facts immediately to the **Police and HMCG using the (9)999** service.
2. ADVISE ACCESS TO PROMENADE IS BY THE MARINE HALL FY7 6HF
3. Try to ensure that the first informant remains on site to meet either the police or the coastguard
4. There are pre-formatted forms in the Ops Room to Obtain and record as much of the following information as possible:
  - i. Day, date and time the report was received?
  - ii. Name, age, home address (and holiday address if appropriate) of the missing child or adult?
  - iii. Home and holiday phone number of the missing child or adult?
  - iv. Relationship of the reporting person to the lost child or adult?
  - v. Reporting person's name and phone number?
  - vi. What time and where was the lost child or adult last seen?
  - vii. What was the child or adult wearing?

- viii. Does the child or adult have any form of disability or any other medical condition?
- ix. Is there a history of absconding?
- x. Was the child carrying a mobile phone and is the number known?
- 5. Details and action taken must be recorded in the log.
- 6. Watchkeepers must not abandon the lookout to search for lost children.

**Found:** Watchkeepers are to:

- 1. Avoid being left alone with a found child or vulnerable adult and try not to accept custody of a child from a finder.
- 2. Refer the matter immediately to the **Police and HMCG using the (9)999** service.
- 3. ADVISE ACCESS TO PROMENADE IS BY THE MARINE HALL FY7 6HF
- 4. Ask the finder to stay with the child or adult in your presence and record their name, address and phone number.
- 5. Record the day, date and time.
- 6. If the finder refuses to stay, log a full description and direction of leaving.
- 7. Record, name, address, phone number of the child or adult and what they are wearing.
- 8. Record the emotional state of the child or adult and any statements made.
- 9. Note, without touching, any injuries or marks on the child or adult.
- 10. Do not render First Aid (unless any injury is life threatening) or have any physical contact with the child or adult.
- 11. Avoid offering any food or drink to the child or adult unless essential.
- 12. Repatriate the child or adult only with a parent or carer.
- 13. If in any doubt, especially if the child or adult appears unwilling or distressed, insist on awaiting the arrival of the police or HMCG.
- 14. If in any doubt, call the police again.

### **Action in the Event of Member Accident in Station**

In the event of an injury occurring to one of our members in the station or its immediate environs the following actions are to be followed:

#### **Minor Injury**

1. If required remove the First Aid Kit from the left cupboard above the kitchen units.
2. Treat the injury and ensure there are no further associated problems.
3. **Leave** a note in the first aid kit noting what supplies have been used
4. Ensure the accident book is filled in with all the details.
5. Note in RED in the log book a short summary of the accident
6. Inform the HSO by email that an accident has happened

#### **Major injury/illness**

1. Contact the ambulance service using **(9)999** and inform them of all details of the injury.
2. ADVISE ACCESS TO PROMENADE IS BY THE MARINE HALL FY7 6HF
3. If the ambulance service want you to stay on the line put the phone on speaker by pressing the 'call' button.
4. Comply with any instructions received over the phone and make the casualty as comfortable as possible.
5. If able consider using the DORO phone SOS button to get support from other NCI duty personnel.
6. When the Emergency services arrive give a thorough brief on the circumstances of the accident/illness.



7. When you are no longer needed to assist the emergency services you are to contact the Station Manager, Deputy Station Managers', and the HSO as soon as convenient and apprise them of the situation and the need for replacement personnel and for the next of kin to be informed.
8. If you feel unable to remain ON Watch, contact HMCG Holyhead on the direct line and inform them that the station is 'OFF Watch' until relief personnel arrive.
9. If you cannot contact any of the management team, contact the casualty's next of kin and inform them what has happened and where the casualty has been taken. If the casualty has passed away then you should follow the advice provided by the emergency services in attendance.
10. If an accident occurs it should be entered in the Accident Book, and in red ink, in the station log book. For major illness a brief note in RED should be entered in to the log.

## **SOP 20**

### **Completion of Incident Report (I.R.)Station**

An Incident Report (IR) must be completed in all cases where Fleetwood (RP) has been involved in an Incident or has had cause to contact or been contacted by the emergency services. IR is to be completed by the watch keeper at the earliest opportunity, usually after the handover or completion of the watch. The IR is an electronic document located on the Admin computer at the rear of the Ops room. The IR is to be completed as follows:

**1. Ensure the e mail programme is running**

This can be seen by the Icon on the bottom tool bar



**2. Definition of an Incident:**

An event is defined as an incident if:

- a. Watchkeepers initiate a call to any emergency service (HMCG, Police, Fire or Ambulance) in connection with an accident or incident and request their assistance;
- b. Watchkeepers provide assistance to the emergency services in connection with an accident or incident, whether HMCG initiated or not;
- c. HMCG or the police provide an incident reference number;
- d. The Station Manager believes that there are lessons to be learned by the NCI as a whole.

Any event outside this definition is not an incident and must not be recorded as such.

However, there are some situations where it is useful to regard what has happened as a recordable event. Recordable events are defined as those which involve NCI watchkeepers in routinely monitoring a potentially hazardous situation which then

resolves itself without intervention. This does not constitute an incident but should be recorded in the station logbook.

If activity takes place after the Station has logged off, eg the outgoing watchkeeper encounters someone needing help close to the building, that activity should be regarded as a recordable event or incident within the definitions above. The events or incident should be recorded in the logbook the next day with an incident report if appropriate.

3. **Accessing & completing the IR** - The IR icon is located on the Admin computer desktop



4. All fields to be completed, where no information is available enter N/A or N/K as applicable.
- a. Care to be taken that all times and sequence of events are accurately entered as recorded in the station logbook.
  - b. Ensure that the time and conclusion of incident is entered
  - c. Ensure that weather is recorded at the time of the incident
  - d. Ensure Log book page and number are entered
  - e. Ensure Senior / Lead watchkeeper has authenticated the IR
  - f. Incident number to be requested from HMCG

5. **Submitting the I.R**

- a. Before submitting the IR check that all required fields are completed satisfactorily.

- b. Locate the icon



obtain a sub menu.

to the top left of the screen and click to

- c. Select 'Send' and from the sub menu select 'E mail'. A blank message screen is provided with the IR as an attachment 'Doc1' (This can be overwritten to reflect the IR reference number).
- d. Enter Reason for IR in 'Subject' field
- e. A short description / explanation can also be entered within the message
- f. Then follow steps 1 to 4

### Step 1

Select **'To'** for a contacts list

### Step 2

From the contacts list select one of the following...

**'Incident Form Group'** if a 'live' incident.\*

**'Test Incident Report'** if IR is for test purposes only.\*\*

(\*Incident Form Group is copied to the Management Team)

(\*\*Test Incident Report is copied to training team only)

### Step 3

Double click required contact and **'To'** field will auto fill.

### Step 4

Click **'Send'**

Screen will revert to the Incident Report form. Click 'X' to close the document and at the option ....

**'Save changes to document'**

**For a 'Live' Incident report click 'Yes'**

**For a 'Test' Incident report click 'No'**

6. All Incident Reports will be considered for discussion at Team Meetings for open discussion and training purposes.

**See Next Page for Completion of IR**

**when incident overlaps 2 shifts**

### **Completion of IR when Incident Overlaps 2 Shifts**

The type of incident being handled can influence whether or not a shift handover is conducted during the incident. If in the process of conning on a lifeboat to casualties in the water; it would be prudent to complete that rather than try to conduct a handover. Conversely if the incident merely requires a monitoring watch then provided a thorough handover is conducted the shift may changeover.

If required and when able perform a handover as per ICELAWS

1. First Shift complete the IR and insert a line for watch handover as per log watch change
2. Leave the IR open for second Shift to complete when incident terminated.
3. First shift nominated lead name in 'Signature' box.
4. Second Lead name in 'Signature' box.

## **SOP 21**

### **Conning Vessels to Casualty positions**

1. Establish good 2 way communication with the responding SAR vessel.
2. Give initial Heading or mark and distance to casualty person/vessel or position relative to a natural feature. E.g.
  - a. Make your heading N, NW, W etc or 340, 270 Range 1.5 nm
  - b. Does not have to be precise, just sufficient to get them heading the right way - Or
  - c. 'Casualty SW Wyre Light 500 yards/metres'
3. Confirm description of casualty person/vessel in distress
4. Give indications of target drift if known
5. Maintain regular update calls of distance, speed and direction as follows:
  - a. Come port or Starboard as required to go in the correct direction
  - b. Stop your turn maintain heading
  - c. Make best Speed
  - d. Steady Steady maintain heading
  - e. Call distance to go at regular intervals e.g. 1nm,  $\frac{3}{4}$  nm,  $\frac{1}{2}$ nm, 500yds, 100 yards etc
  - f. Casualty drifting N, NW, W etc
  - g. Adjust heading using come port or starboard and Stop turn maintain heading
  - h. Reduce Speed as the SAR vessel closes casualty
  - i. Request you Call Visual with the casualty?
  - j. Slow

k. Stop Stop

- l. When SAR vessel calls visual – reply with ‘Roger visual - stopping transmissions - Advise when casualty on board’

- 6. Be aware that different SAR vessel coxswains may need directing in different formats.

The method described above is best used with ILBs due to the difficulty in maintaining or reading an accurate compass course and the limited visibility they have when moving at speed.

More sophisticated vessels with integrated navigation systems may well want bearings and positions etc.

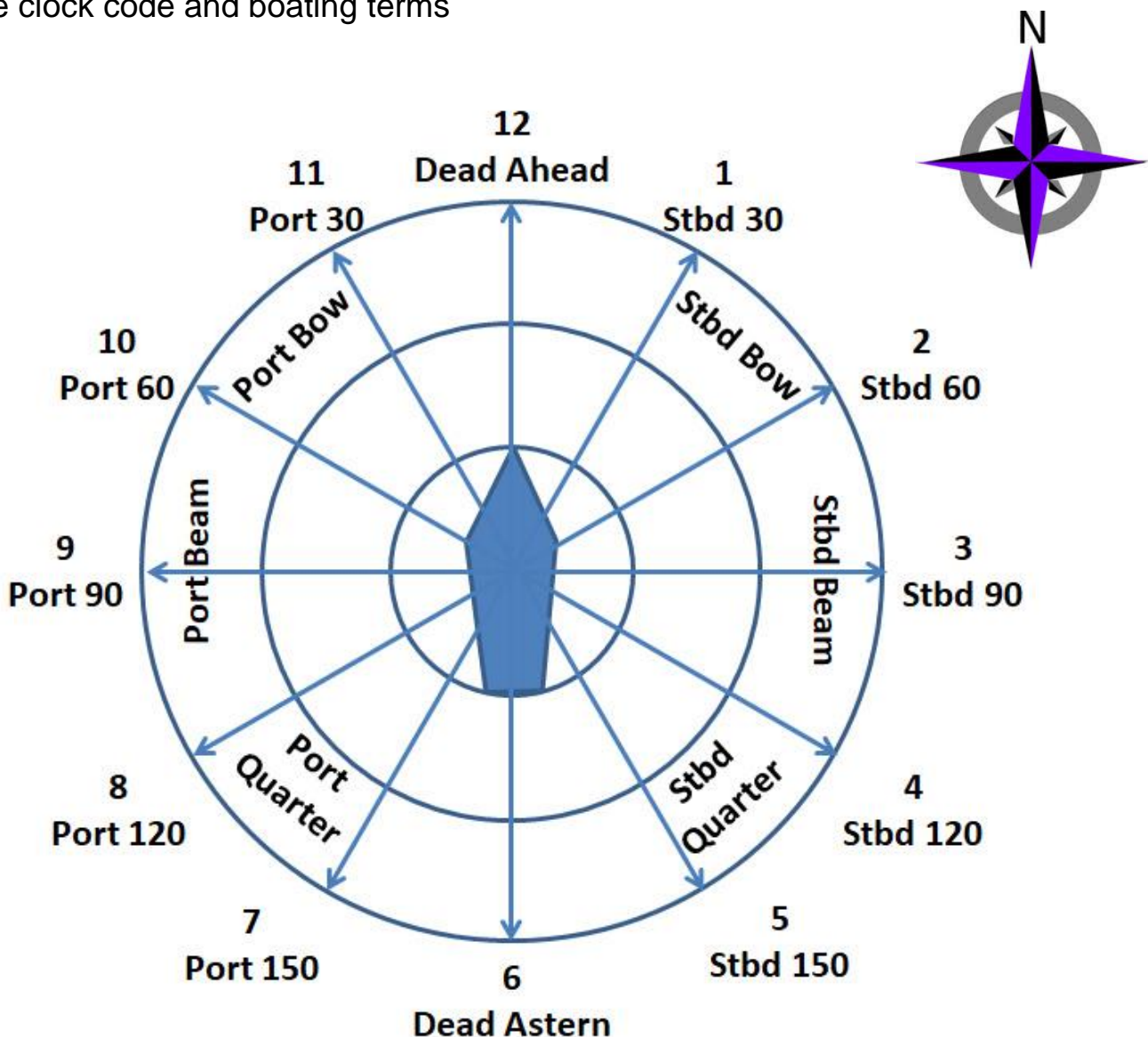
- 7. Advice and other methods are outlined overleaf but we need to be flexible on what is required.

### Conning Vessels using Port and Starboard

Some in the RNLI have informed us they prefer Port and Starboard or Left and Right with a number of degrees indicated. This may well be what is requested from more sophisticated vessels such as the new AWB Shannon class.

Basically they want the number of degrees based on a Compass 360 degrees to provide an indication of how much turn is required and in which direction without them having to refer to the compass on board

The diagram below shows the Port(Left) Starboard(Right) corrections along with the clock code and boating terms





What does that mean to the person directing – Remember all the directions are relative to the boat bow:

1. Port/Stbd 30 is a large turn to the left or right
2. Port/Stbd 20 is a medium turn to the left or right
3. Port/Stbd 10 is a small turn to the left or right
4. Port/Stbd 5 is a slight adjustment turn to the left or right

Remember all the directions are relative to the boat bow

