

# **The National Twelve Owners' Association**

## **Safety Management System**

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## Introduction:

The National Twelve Owners' Association (NTOA) Officers want to make sure that our members and others we sail with can have an enjoyable day on and off the water. We also want to make sure that we consider everyone we have contact with in person or via any media are treated with care and respect.

The master copy of this Safety Management System (SMS) is held electronically by the NTOA's Honorary Secretary, including a record of changes from previous issues. The current issue is available on-line in the Members' area on the NTOA Website. The objective is to define the responsibilities for our members and Officers to make sure that safety is properly implemented and communicated and that members have an opportunity to contribute to improvements and to make sure that safety performance is regularly reviewed.

The purpose of the SMS: *The SMS says what we do, so we do what it says.*

#### Association Objectives:

In accordance with the Rules of the NTOA, “The objectives of the Association shall be to administer the affairs of the National Twelve Development Class and to ensure that the Class develops on sound lines.”

#### Voluntary Organisation:

The NTOA is run entirely by volunteers working from their own private address homes. The NTOA has no premises, locations or settings. Events advertised by the NTOA are run under the auspices of host organisations, usually but not exclusively at sailing or yacht clubs.

## Association Functions:

1. Primary Functions: administering boats and members.
  - a. To qualify as a National 12 Class boat, all new boats must be measured by an approved Class Measurer to ensure they conform to strict Class Rules. Only then can they be registered as a National 12 Class boat to the owner. Once first registered they can be re-registered by subsequent owners subject to continuing to comply with class rules and where necessary be re-measured, or have new components, sails etc. measured. This work is fundamental to the integrity of the Class.
  - b. The Association endeavours to keep up to date records of every boat within the Class maintained by the Honorary Certification Officer.
  - c. Administering Association Business: The Association Honorary Secretary shall arrange meetings of the Association and meetings of the Association's principal committee, the General Committee, and keep Minutes. The Honorary Secretary shall communicate in appropriate media with the RYA and other bodies on Association business.
  - d. Membership of the Association: Full Membership is open to anyone owning a National 12 Class boat. Associate Membership is open to past owners, or anyone with an interest in the Class. (See also Equality Policy)
  - e. Financial Management of the Class: The Association Honorary Treasurer shall maintain records of all the finances of the Association, including communicating with the membership on subscriptions and other transactions. The Honorary Treasurer shall produce annual accounts for presentation to the Annual General Meeting.
  - f. Reports: All the above shall be reported to the membership at the Annual General Meeting and to the General Committee, in accordance with the Rules of the Association.
  - g. Records: The NTOA will keep all records secure in electronic form in compliance with the General Data Protection Regulations.
2. Additional Functions:
  - a. Event organisation: The NTOA communicates with sailing and yacht clubs on the advertising of events involving the Class at competitive sailing events, including championships. Where there is an NTOA contact person (see Responsibilities below), they shall work with the Officers of the host club to ensure the smooth running of events and be the main point of contact between the NTOA and the host club. If there is no NTOA contact person named, the lead for the event will usually be the host club's Principal Race Officer unless specified otherwise in the Notice of Race or the Sailing Instructions.
  - b. Coaching: The Association will also communicate with Sailing and Yacht Clubs on the organising and promotion of occasional coaching of crews and tuning of National 12 boats at host clubs. Coaching will be provided by expert racing sailors to NTOA members and other National 12 owners who wish to improve their performance. Coaching is group based to encourage helms and crews to think of ways to improve their racing skills and how to tune their boats to achieve better racing results to enhance their enjoyment of the Class and the sport.

- c. Results and Trophies: The NTOA maintains records of results at championship and major events and records all trophies awarded by the NTOA.
- d. Exhibiting: The Association will exhibit boats and / or other materials at appropriate exhibitions and events as approved by the General Committee
- e. Communications: The General Committee shall appoint members who will report and represent the Association in various media including the website, social media, print and electronic press, and broadcasters.
- f. Responsibilities: At every event advertised by the NTOA and where one or more NTOA member participates, an NTOA contact person shall be identified, usually in the NTOA events or fixture list.
  - In most cases this will be a member of the host club who is also an NTOA member, but where there is no NTOA member within the host club, participating NTOA members must comply with the host club's procedures, policies and other requirements where practicable, but particularly its Safeguarding Policy.
  - Where applicable, the NTOA contact person should know the name of the host organisation's Safeguarding or Welfare Officer and be aware of their policies.
  - Where the name of the host club's Safeguarding or Welfare Officer is not known, any safeguarding issue should be addressed with the host club's Principal Race Officer.
  - Neither the NTOA nor its members shall adopt any procedures or policies that differ from the host clubs' unless written agreement is reached between both parties.
- g. In the case of the National Championships, the Association Honorary Secretary shall take on the responsibilities of the NTOA contact person or, if not available, an NTOA member appointed by the NTOA's Burton Week Sub-Committee.
- h. Host clubs' responsibilities are for the organisation, leading, management and delivery of all NTOA advertised events at their club. This includes:
  - Safety management, provision of safety boats in good order, trained safety boat crews, insurances, race officer(s) and race committees, on shore facilities and staff and any other necessary support. NTOA members may act in voluntary support in a variety of these capacities, but the host club carries sole responsibility for the event.
  - The host clubs shall ensure NTOA members acting in voluntary support are recognised as part of the host club's liability insurance cover for such events.
  - The host clubs will normally issue the Notice of Race and the Sailing Instructions, the latter which are likely to include safety provision, hazards etc., unless it is agreed by the host clubs that NTOA undertakes these tasks.

- If NTOA does issue the Notice of Race or Sailing Instructions, this does not change the responsibility of the host clubs as outlined above.
- i. Legislation: Recognising that legislation and regulations may differ in the devolved nations, events advertised at host clubs or centres in England, Wales and Scotland shall comply with applicable legislation and regulations.
- j. Safeguarding: At any NTOA advertised event, all NTOA members participating have a specific responsibility to ensure compliance with the host club's safeguarding policy. All members should be alert to any inappropriate behaviour and where appropriate refer to the host club's Safeguarding / Welfare Officer. (See also Safeguarding Policy)

### Exclusions:

- k. The NTOA shall ONLY promote competitive events or coaching with RYA Affiliated Clubs, Centres or organisations. Confirming their continued RYA Affiliate status will be deemed confirmation they have the required policies in place or are under development.
- l. The NTOA will NOT be involved in any regulated activity\*. NTOA Coaching will only be provided on a single day. A two-day weekend event may comprise of one day coaching with a second day of competitive sailing. Safeguarding of participants must be in accordance with host clubs' procedures. The NTOA organiser of any coaching session has the responsibility to ensure compliance. At multi-day competitive events extending beyond two days (Burton Week or similar), a system of support and advice to an individual by another experienced current, or past, competitor (e.g. "a Buddy"), shall be limited to supporting adults only. Children or vulnerable adults will normally be supported by parents or guardians. A "Buddy" may ONLY support a young competitor through supporting their parent or guardian.
- m. At all NTOA advertised events, overnight arrangements are the responsibility of individual participants or their parents / guardians. This may or may not include camping offered by the host club. NTOA does not and will not make arrangements for overnight accommodation at any multi-day event.
- n. Coaching provided by the NTOA is NOT and will NOT include dinghy sail training or instruction. It will be expected that all participants undertaking coaching sessions will have achieved a minimum of RYA Level 2 in Dinghy Sailing or have equivalent competence. Any participant in NTOA coaching who does not demonstrate this competence should be recommended to seek RYA Dinghy sailing training and should not continue in the coaching session.
- o. Exhibiting: The NTOA does not currently organise its own exhibitions or exhibiting events. It will normally only exhibit at RYA organised events. If exhibiting in other events, the NTOA organiser must ensure compliance with the organiser's policies and procedures. If the NTOA chooses to organise its

own exhibition or exhibit at an event, it will be in compliance with NTOA Safeguarding Policy and / or that of the location.

\*A regulated activity is defined as where an unsupervised individual in teaching, training or supervising more than 3 days in a 30 day period, or overnight between 2am and 6am, with the opportunity for face to face contact with children or adults at risk

## Safeguarding Policy

1. Scope: This Policy applies to all NTOA officers and members only.
2. The NTOA attaches primary importance to the Safeguarding of Children and Vulnerable Adults. To remind everyone, we all have a duty to act to safeguard children and vulnerable adults whether or not they are NTOA members.
3. The NTOA shall have a named volunteer Safeguarding Officer who should have minimum qualification of completion of the RYA “Safe and Fun” Safeguarding Course. There is no requirement for the NTOA Safeguarding Officer to attend NTOA advertised events.
4. As it has no premises, locations or settings of its own, the NTOA can only advertise and support events at organisations who do have the necessary facilities.
5. The NTOA does not and will not carry out any regulated activity. There is therefore no requirement to carry out Criminal Records Disclosure Checks (CRB England) or Protection of Vulnerable Groups Checks (PVG Scotland)
6. By working with RYA Affiliated organisations, NTOA recognises their Safeguarding Policies and Procedures. It is mandatory for NTOA members to comply with these policies.
7. The NTOA supports the RYA policy of every affiliate having a named Safeguarding / Welfare Officer. The NTOA contact person at every event should know the name and contacts for their Safeguarding / Welfare Officer.
8. This Policy requires that any NTOA member who knows of safeguarding issue that relates to another current member of the NTOA at the time of the incident, shares that knowledge with the NTOA’s Safeguarding Officer for appropriate action. (See also 9. below)
9. Any safeguarding incident that occurs at a host club or other setting should be dealt with promptly by the host club’s (or other relevant setting’s) Safeguarding / Welfare Officer. If an NTOA member knows of safeguarding issue that does NOT relate to another NTOA member, this Policy requires that the knowledge is shared with the host club’s (or other relevant setting’s) Safeguarding / Welfare Officer.
10. In the event of the host organisation not having a named Safeguarding / Welfare Officer, the NTOA Chair (see named current Chair) must be informed who has the responsibility to ensure suitable safeguarding provision is made. Suitability requirements will be determined by the Chair holding office either prior to or at the time of the event and depending on the nature of the event. The Chair will consult the NTOA Safeguarding Officer where appropriate.
11. If there is any reasonable doubt of the suitability of safeguarding provision, the event must be cancelled.



12. Any safeguarding incident that for whatever reason cannot be dealt with locally, must be promptly reported in confidence to the RYA, the NTOA Chair and Safeguarding Officer, and where appropriate, the Police.
13. If the NTOA becomes aware of any safeguarding incident, formally or informally, involving an NTOA member which does not relate to an event run by a host club (or other relevant setting), the NTOA Safeguarding Officer, in consultation with NTOA Chair, shall notify the relevant statutory authorities.
14. All safeguarding incidents that occur, however minor, involving an NTOA member or members, current at the time of the incident, should be reported in confidence to the NTOA Honorary Secretary who shall keep electronic records. Access related to this information shall be limited to the Honorary Secretary, the Honorary Certification Officer, the Honorary Treasurer, the NTOA Safeguarding Officer and the Chair. If such incident has not already been notified to the host club when reported to the NTOA, the NTOA shall promptly notify the host club. The NTOA Safeguarding Officer must subsequently follow up the report to the host club to ensure appropriate action or report has been taken or made. The NTOA record shall be updated to confirm.
15. Summarising, a “blind eye” must NEVER be turned to any safeguarding incident.

## Equality Policy

### Equality Statement of Intent:

1. The National Twelve Owners' Association (NTOA) is committed to equal opportunities for all. The ONLY requirement for fully paid up membership is to own, or part own, a National 12. Associate Membership only requires an interest in the class of boat.
2. It is the intent of NTOA to ensure that all members receive equal treatment.

### Our equal opportunities policy:

1. The NTOA is committed to ensuring equality is incorporated across all aspects of its responsibilities, activities, promotions and development.
2. The NTOA respects the rights, dignity and worth of every person and will treat everyone equally within the context of their National 12 ownership and sport regardless of age, ability, gender, marital status, colour, race, ethnic or national origin, religious belief, sexuality, disability and social or economic status.
3. The NTOA is committed to everyone having the right to enjoy their sport free from intimidation, harassment and abuse.
4. The NTOA aims to select host clubs where NTOA events are advertised that ideally are held in premises accessible to all, including those with physical disability. However it is recognised that many sailing and yacht clubs have restricted accessibility and NTOA members should consult the host club via the Notice of Race, its website or directly to ensure their needs and the needs of any supporter(s) can be met before entering an event.
5. All NTOA members have a responsibility to oppose discriminatory behaviour and promote equality of opportunity.
6. The NTOA will deal with any incidence of discriminatory behaviour seriously according to RYA disciplinary procedures.

## Complaints Procedure.

### 1. Introduction

- a. No organisation is immune from the risk of complaint. Complaints can result in useful and important changes and improvements. Failure to adequately respond to complaints could jeopardise the standing and reputation of the NTOA. This policy aims to ensure that all complaints to the NTOA are responded to in a thorough and timely manner, leading to improvements where required, and maintains the reputation of the NTOA. It is recognised that a complaint, when well handled, can actually enhance the reputation of the Association in the eyes of the complainant and possibly others.
- b. This procedure does not relate to complaints about another organisation, eg a host club organising an event. It only relates to complaints about the NTOA. Any complaints received by the NTOA relating to another organisation should be referred back to the complainant who should address the complaint to the appropriate organisation.
- c. This procedure does not relate to unresolved disagreements or appeals arising from the Racing Rules of Sailing. The exception to this is where protests or appeals made under the Racing Rules of Sailing relate to the general running of the NTOA.

### 2. Complaints Procedure

This procedure must be followed for all complaints received by the NTOA, whether face-to-face, by telephone, email or letter.

- a. Oral complaints.
  - i. Where an oral complaint is received at an NTOA advertised event, the NTOA Lead Member should be asked to respond to the complaint wherever possible. Where this is not feasible, or would lead to significant delay, an NTOA Officer or General Committee Member should be asked to make an initial response.
  - ii. All complaints should be dealt with seriously. Many complaints can be resolved immediately 'on the spot'. This particularly relates to those arising from delays, administrative mistakes and misunderstandings of or failures in communication.
  - iii. Those dealing with the oral complaint should try to resolve it using the following
    1. Allocate time to listen attentively to the complaint.
    2. Try to ascertain the exact concerns of the complainant, clarifying any ambiguities so that the precise nature of the complaint is understood
      - a. Apologise immediately if there has been an obvious mistake or failing and ensure that this is corrected.
      - b. Check that the complainant is satisfied with your response.
  - iv. Check if the person wishes to make a formal complaint.
    1. If so, ascertain the complainant's name and contact details (telephone number, email, address).

2. Advise the complainant that their complaint will be noted and forwarded to the NTOA Honorary Secretary.
  3. Advise the complainant that, although their complaint will be noted, it would be helpful to have it in writing and that they should write to the NTOA Honorary Secretary who will investigate and respond.
  4. Forward details of the nature of the complaint with complainant's details to the NTOA Honorary Secretary.
- v. If you consider that NTOA are not at fault, try NOT to suggest that the fault lies with the complainant or that they have contributed. The emphasis should be on helping the complainant understand the full circumstances and to do all possible to put the matter right.
- b. Written complaints.
- i. If a written complaint is received this should be forwarded to the NTOA Honorary Secretary. The Honorary Secretary will record the complaint and acknowledge receipt within 7 days. The Honorary Secretary will inform the NTOA Officers of the nature of the complaint and, where appropriate, a response agreed. This may involve consulting other General Committee members. The aim is to respond to complaints within 28 days.
  - ii. If a comprehensive reply cannot be issued within 28 days, because the complaint is complex or requires further investigation, the Chair will appoint a member of the General Committee to lead an investigation. The NTOA Honorary Secretary will write to the complainant explaining this within the 28 day timescale.
  - iii. The person leading the investigation will consult members of the General Committee and the wider membership where necessary. If it is necessary to meet with the complainant, this should be undertaken by the investigation lead and another NTOA Officer or member of the General Committee. Notes of this meeting should be taken. The results of the investigation should be forwarded to the NTOA Officers who will agree on a response to be sent to the complainant.
- c. Appeals.
- i. If the complainant is not satisfied with the NTOA response, the Chair can decide whether further investigation is warranted. If the complainant remains dissatisfied, they will be advised of the RYA complaints procedure.
- d. Anonymous complaints
- i. Anonymous complaints should be forwarded to the NTOA Honorary Secretary and will be discussed with the NTOA Officers. They will be recorded as complaints. Occasionally, investigation or action may be appropriate depending on the seriousness of the issues raised.
- e. Recording complaints
- i. The Honorary Secretary will keep an electronic file of complaints including date, source of complaint, outcome and any action taken.

- ii. A separate file will be kept for more complex complaints to record any meetings, correspondence or telephone calls.
- iii. Following resolution of a complaint, and where the Chair feels appropriate, an anonymised summary of the complaint will be recorded in the minutes of the next General Committee meeting.

Approvals:

The NTOA Safety Management System is reviewed every three years or sooner if or when requested by an NTOA member or the RYA.

Issue 1

Approved by: Ian Purkis.......... (NTOA Chair)

Name: Ian Purkis..... Date: 14<sup>th</sup> March 2025

Approved by: Janet Bloor..........(NTOA Honorary Secretary)

Name: Janet Bloor..... Date: 17<sup>th</sup> March 2025

Next Review Date, not later than: 24<sup>th</sup> February 2028