

# DERWENT HILL OUTDOOR EDUCATION & TRAINING CENTRE

## Visiting Staff Guidance

Issued 1<sup>st</sup> September 2016

Your role as a visiting member of staff / accompanying adult is crucial to the success of your course. This document contains important information about your comfort and safety and that of the children and young people in your care.

Please read this document prior to your visit. Since the previous edition there has been a substantial revision so please familiarise yourself with its content. If you wish to discuss any aspect of your visit or would like clarification on any information in this document please contact us.

If your group is accompanied by more than one member of staff, one should act as Visit Leader to co-ordinate and to ensure that all staff are aware of their roles and responsibilities.

If you have a booking shared with another school or organisation we recommend that you discuss issues such as standards of behaviour, approach to discipline, bedtimes before your course.

### Contact information

Derwent Hill office is open from 8.30 am to 5.00 pm Monday to Friday

Telephone 017687 72005

Fax 017687 75422

Email [derwent.hill@sunderland.gov.uk](mailto:derwent.hill@sunderland.gov.uk)

[www.derwenthill.co.uk](http://www.derwenthill.co.uk)

## Contents

Dates, documents and deadlines.....	3
Type of booking (please refer to contract for details) .....	3
Special Needs .....	4
Arrival and departure .....	4
Insurance.....	4
Personal Information Forms .....	4
Allergies and Intolerances .....	4
Security of Medication on site .....	5
Course Transport / Minibus driving .....	5
Student and staff numbers.....	5
The role of visiting staff & accompanying adults .....	6
Overnight.....	7
Safety and supervision .....	7
Derwent Hill Grounds .....	8
Behaviour Policy.....	9
Noise .....	9
First Aid .....	9
Incidents.....	9
Access.....	9
Security .....	9
Internet .....	10
Electronic equipment .....	10
Smoking .....	10
Visitors .....	10

## Dates, documents and deadlines

For cancellation deadlines and conditions please refer to your contract.

Before your course	Useful information can be found on our website: e.g. <a href="#">Information for parents</a> , <a href="#">Personal clothing &amp; equipment lists</a> .
12 weeks before course	Discuss with us the implications and management of the needs of any individuals with significant behavioural, medical, disability or dietary issues.
8 weeks before course	<b>Confirm final numbers of participants &amp; staff (including gender split) – see contract.</b> Send completed <a href="#">Group Details Summary Form</a> to Derwent Hill. It is essential that we receive this form in time, so that we can prepare properly for your visit.
4 weeks before course	You should receive a room allocation for your group. You should also receive information about the number of activity groups allocated to your establishment (if it is a shared booking please discuss with the sharing establishments how students will be allocated to groups).
Bring with you on day of course	Completed <a href="#">Personal details and consent forms</a> for all participants and staff. Updated Group Details Summary Form (including information about any recent injuries or illnesses) Dormitory lists Group lists

### Type of booking (please refer to contract for details)

	Joint	Independent	Exclusive
Students share dormitories with students of the same gender from another establishment.	Occasionally, when necessary	No	No
Staff share a bedroom with staff from another establishment.	Occasionally, when necessary	No	No
Staff share a twin bedroom with a colleague from their own establishment.	If more than 6 staff in total		If more than 6 staff
Students share activity groups with those from another school.	Yes	No	No
Staff sometimes accompany / supervise students from another establishment.	Yes	No	No
Centre facilities are shared with students from another establishment.	Yes	Yes	No
Derwent Hill grounds are shared with other users.	Yes	Yes	Yes

## **Special Needs**

Our aim is to ensure that we provide an appropriate and valuable experience for participants with special needs. We welcome people with disabilities and are working towards making our accommodation, grounds and activities more accessible. Please see our [website](#) for further information.

We recommend that you complete a risk assessment / care plan for the individual with special needs that you are planning to bring – initially this should cover travel / staying at Derwent Hill and pastoral care.

You should contact us to discuss the specific needs of individual staff, children and young people as soon possible but at least 12 weeks before the start of a course.

## **Arrival and departure**

Please refer to your contract for the time that your course starts & finishes; we are unable to receive groups before the stated time.

Arrival and departure times for standard courses are as follows:

### **Monday to Friday courses**

Monday arrival between 11.30 and 12.15 for lunch at 12.50

Friday departure by 13.30 after a packed lunch.

### **Weekend Courses**

Friday arrival between 17.00 and 17.30 pm for a meal at 18.00

Sunday departure at 16.30

To enable us to welcome you properly, please ring us about half an hour before you expect to arrive (e.g. when passing Penrith).

## **Insurance**

We strongly recommend that you take out personal accident and cancellation insurance for all participants. This should cover circumstances such as where charges are payable to us or a coach company due to cancellation because of sickness, adverse weather preventing travel, etc. Sunderland City Council provides an opportunity for Sunderland schools and other services to arrange insurance via the Insurance Section (0191 561 5084).

## **Personal Information Forms**

All people attending a course (including visiting staff) must complete a personal details form – these should be brought with you. If there are any behavioural, medical, disability or dietary issues please contact us at least 12 weeks before the course.

## **Allergies and Intolerances**

Derwent Hill recognises that some people suffer from food allergies and intolerances. In some instances these can be life-threatening.

We cannot guarantee a completely allergen free environment, only to minimise the risk of exposure. If an allergy or intolerance is extreme, we will assess the risks involved and may make adjustments to our normal practice or advise the person who may be affected of the residual risks.

The 14 most common causes of food allergies and intolerances have been listed by the Food Standards Agency: Celery, Cereals containing gluten, Crustaceans, Eggs, Fish, Lupin, Milk, Molluscs, Mustard, Nuts, Peanuts, Sesame Seeds, Soya and Sulphur Dioxide. These will be declared when being used as an ingredient in one of our dishes either by being displayed on the menu at a meal time or with a label on prepared and wrapped food. Where food is served in its original packaging the allergens will have been identified by the manufacturer. The main risk of cross-contamination is during food preparation. All members of our catering team hold a minimum of a Level 2 Award in Food Safety in Catering. Our staff are committed to proactive allergy risk management. Wherever possible we cook from "scratch": this is the most effective way to ensure a healthy, balanced and *safe* diet. We can also source a range of "free from" foods from our catering suppliers to complement this.

Religious diets such as halal can be catered for; we can source halal meat from our catering suppliers and will prepare and cook the food separately to avoid cross-contamination.

It is important that you tell us your dietary needs in advance as this will ensure that your requirements are met. If this information is not provided in advance we may not be able to meet the full provision of your needs.

## **Security of Medication on site**

All staff bedrooms and offices are lockable. We have an approved, lockable cabinet for any medication. If needed your designated member of staff will be issued with a key for this cabinet at the beginning of your visit. If you require any medication to be refrigerated we have a small fridge to accommodate this in the office.

## **Course Transport / Minibus driving**

Derwent Hill uses minibuses to travel to activity venues. If you are able to bring a school or community minibus this will allow for greater flexibility within the programme.

One of our minibuses can be fitted with a ramp & has removable seats to allow for the transportation of a wheelchair.

If you are qualified and approved to drive a minibus for your establishment, and have experience of driving a minibus in local conditions, it may be possible for the Centre Director to authorise you to drive a Derwent Hill minibus on Derwent Hill business (e.g. driving a group of children to an activity, or taking a child to hospital). Please bring your licence with you, and evidence that you have been approved by your employer.

You may find it useful to bring a car, especially if no one is an approved minibus driver, for example in case you have to take a sick child to hospital overnight.

## **Student and staff numbers**

At Derwent Hill we normally operate in mixed ability activity groups. If you have a mixed age course and / or a number of young people who have attended before, you may wish to consider (in consultation with sharing establishments) grouping young people according to year group or experience whilst ensuring that this does not increase the number of groups allocated to your establishment (or increase the number of young people in each group beyond 8 for a youth group or GCSE PE course, 10 for a secondary school or 12 for a primary school).

Please ensure that you have sufficient competent visiting staff accompanying the group to adequately supervise travel to Derwent Hill, provide overnight supervision, and cope with reasonably foreseeable emergencies such as the need to accompany a child to hospital, in the event of sickness, or to return a child home.

If you have more than one member of visiting staff per activity group it may be necessary to restrict the numbers who accompany each group depending on what activity is being undertaken.

## **The role of visiting staff & accompanying adults**

You must have a designated Visit Leader who has overall responsibility for planning and leading the visit.

- The residential aspect of a course at Derwent Hill is a vital component of the learning and development for young people. You have overall responsibility for effective supervision of your group in order to maintain their safety and welfare (to be “supervised” does not necessarily require staff members to be physically present with the group at all times: it may be appropriate to put in place indirect supervision with clear boundaries and monitoring).
- During activity sessions led by Derwent Hill tutors you may hand over responsibility for supervision during that time to them. At all other times you are responsible for the supervision of your group. There should be a clear hand-over from Derwent Hill staff to school staff at the end of the activity day.
- Most accidents occur during un-programmed time, rather than during structured activities. You can minimise the risks by exercising effective supervision.
- For shared courses, visiting staff may need to supervise young people from another establishment – it is important that you agree how this will work.
- When working with the Derwent Hill tutors, please ensure that you are clear about responsibilities and handover: e.g. supervision at lunchtime.
- If young people are unable to take part in activities (e.g. due to illness or behavioural problems) you must arrange for suitable supervision.

During the course your role involves:

- Supporting Derwent Hill tutors during activities.
- Ensuring that your group complies with the Derwent Hill behaviour policy and makes appropriate use of the facilities.
- Providing pastoral care, supervision and discipline according to the needs of the group.
- Dealing with problems and emergencies as necessary. We recommend that you carry a mobile phone with the numbers of Derwent Hill, your colleagues and your establishment emergency contact.
- On most courses, there will be a tutor on duty on most evenings until 9 pm. Their role is to work with you to organise and supervise activities. During Monday to Friday courses we do not usually provide a tutor for the Thursday social evening.
- Final lock up and security check at night.

Please bear in mind that your safety and pastoral responsibilities mean that you should refrain from any activity, such as drinking alcohol or taking drugs, which might compromise your ability to carry out your duties. You may prefer to designate sufficient members of your team to be "on duty" at any one time to coordinate supervision. In an emergency all staff may be required to respond effectively.

Your establishment should have an EVC (Educational Visits Co-ordinator), who can advise you on the issues involved in organising a residential visit.

## **Overnight**

Overnight you are responsible for course members and the building as a whole.

This means you must be capable of the following duties:

- Assuring the safety and welfare of all in your group, including staff and students & ensuring that everyone gets sufficient sleep
- Preventing noise and commotion
- Securing the building and its contents
- Responding in an effective way to any incidents, accidents, fire alarm activations or other emergencies.

## **Safety and supervision**

The morning staff meeting and on-going judgements "in the field" during indoor and outdoor sessions inform safe practice. If you have any concerns about your safety or the safety of anyone in your group, you should raise this at the morning meeting or bring this to the attention of your group tutor or other Derwent Hill staff.

Outside of programmed time, including overnight, you and your colleagues are responsible for supervision and for responding to emergencies. You will be provided with information about emergency procedures when you are at Derwent Hill.

Factors that you should consider when determining levels of supervision are:

- Unauthorised absence from bedrooms, buildings and grounds.
- Unauthorised use of equipment (e.g. cleaning materials, kitchen, fire extinguishers).
- Unauthorised use of fire escape routes.
- Smoking, alcohol, drugs, bullying, sexual activity & vandalism.
- Running and boisterous play, noise and commotion, causing fatigue and loss of control and disturbance to other residents.
- Slipping in bare feet or when wearing inappropriate footwear, or on staircases or wet bathroom floors.
- Litter and untidiness

## **Sickness**

- Please note that any student or staff member, who has had sickness or diarrhoea, in the 48 hours before a planned visit to Derwent Hill should seek medical advice as to whether they should attend the course.
- Anyone who develops these symptoms whilst at Derwent Hill may need to be taken home as soon as possible to prevent the spread of infection to the rest of the rest of the group.
- Derwent Hill has kits available for clearing up sick etc.

## **Emergency Equipment**

In your bedroom there is an emergency box containing:

- A torch
- A key for the main stores, where you would be able to shelter if you need to evacuate the building in the event of fire.
- A list of emergency phone numbers.

Please remember to take this box with you in an emergency and please only use it for emergency purposes.

Please inform us if any of the above items missing from your room or are not working correctly.

## **Derwent Hill Grounds**

One of the benefits for children and young people of a stay at Derwent Hill is the opportunity to play outdoors in a natural setting, but please be aware that the Derwent Hill grounds are shared with other Derwent Hill clients such as campsite users and Training Centre clients, and that the site is not security fenced or gated.

- During non-programmed time we encourage you to allow your group explore the grounds under your supervision. You should familiarise yourself with the area so that you can make appropriate decisions about boundaries and the type of games that you allow.
- Children should normally be in pairs or small groups in the grounds

**You should ensure that children & young people avoid the following areas and hazards:**

- The main entrance drive and car parks, and the area around the bungalow.
- The river bank, especially when the river is running high.
- The Ropes Course, High Challenge and other activity equipment.
- Parts of the building not being used by your group, including the front lawn.
- The campsite.

There are no ideal places for football at Derwent Hill. Games should not be played on the lawns to the front of the house as they are easily damaged.

## Behaviour Policy

It is important that staff, children and young people clearly understand that when they at Derwent Hill the same standards apply as when at school.

In the event of behaviour causing concern it may be necessary to remove participants from an activity or the course. In this situation it is your responsibility to supervise those concerned while they are off activities, or to manage their safe return home.

## Noise

In consideration to other guests and resident staff we ask that noise be kept to a minimum after 10.30 pm.

## First Aid

All our tutors are qualified in First Aid. You should follow your own establishment's policy about First Aid with regards to travel and residential visits.

A First Aid kit is available in your room for use during your stay. There is also a First Aid kit in the staff office, and small First Aid kits in visiting staff rucksacks. Please inform us in the morning meeting if you have used items out of any of these.

## Incidents

You should contact a member of Derwent Hill staff if you need support or in the event of a serious incident (e.g. serious injury, assault, dangerous or threatening behaviour, vandalism, theft, unsafe building structure or malfunction of mains services).

All incidents or accidents must be reported to the Course Director or Duty Tutor immediately or at the morning staff meeting

## Access

External doors are fitted with coded keypads. Fire escapes are only to be used in an emergency. Please note that some designated areas are private: these are clearly signed.

## Security

We are unable to take responsibility for your possessions during your stay. We advise you to not leave any valuables unattended and to advise your groups as to what to bring.

Derwent Hill staff wear a name badge or carry a Derwent Hill identity card. Bona-fide visitors wear a badge or are accompanied by staff. Please feel free to challenge anyone you see in or around the building if you are concerned about who they are.



## **Internet**

Derwent Hill has a Wifi network – this is password protected but does not have any parental controls or filters. It is your Visit Leader's decision whether to give the password to members of your group.

## **Electronic equipment**

You should consider what electronic equipment / phones you wish your group to bring & when they will be permitted to use them. Please bear in mind that young people will be in shared accommodation & it is often not suitable to take electronic devices e.g. digital cameras on activities.

## **Smoking**

Derwent Hill is a non-smoking venue, indoors and out, for adults who do smoke a small gazebo / shelter is provided just to the south of the Training Centre. The gazebo is unlit so smokers should take a torch after dark.

If there are young people who smoke it is essential to ensure that smoking does not take place in the building; the decision to allow young people to smoke and to supervise them whilst they do so rests with your Visit Leader. In the event of there being an individual or group of young people who need an appropriate location to smoke please discuss the options with your Course Director / Leader or Event Coordinator.

## **Visitors**

If you are expecting a visitor, please let us know. Visitors should first sign in at the office. If your visitor wishes to stay for a meal or take part in activities please arrange this with us in advance – there may be a charge for this.