



**CARLTON OUTDOOR EDUCATION
CENTRE**

POLICIES & PROCEDURES

**INFORMATION FOR ALL GROUPS AND
INDIVIDUALS**



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STATEMENT OF PURPOSE

Within the Strategic Plan of Hartlepool Borough Council the Carlton Outdoor Education Centre exists to provide primary age pupils with opportunities for curriculum enrichment through the experience of low cost, high quality residential outdoor education.

To provide outdoor activities and facilitation opportunities to the wider community in both a residential and non-residential setting.

STATEMENT OF INTENT

It is the policy of Carlton Outdoor Education Centre to ensure, so far as is reasonably practicable, the provision of a safe and healthy work place and working environment for all staff of the Centre and visiting groups. All activities, which are organised by the Centre, will be performed in a way, which will protect the health and safety of Centre staff, visiting groups and other persons.

The practices implemented at Carlton will be guided by and complement the safety policies of Hartlepool Borough Council and its Child and Adult Services Department.

This document was checked on Tuesday 8th November 2011.

Name.....

Signature.....

Date.....



THE CARLTON MISSION

To be an outstanding and first choice provider of high quality outdoor education through the delivery of activities and experiences enabling every visitor to reach their full potential.

OUR AIMS

- To provide a welcoming and caring environment in which all visitors and staff feel supported, safe and secure
- To ensure that all visitors have equal access to high quality instruction and activities that maximise their learning opportunities and raise standards of achievement
- To support the work of schools through the delivery of high quality outdoor education that links to and supports the National Curriculum, Key Skills, the Every Child Matters Agenda and the Learning Outside The Classroom Manifesto
- To be a first choice provider of residential outdoor education, for primary age pupils within the borough of Hartlepool.
- To promote the use of the Centre, its facilities and programmes of activity, by clients from the wider community
- To foster caring attitudes to our natural surroundings and the development of sustainable lifestyles

SECTION THREE

SAFETY RESPONSIBILITIES

INTRODUCTION

Our procedures aim to ensure the highest possible safety standards for visiting groups and individuals. This section sets out the responsibilities of Hartlepool Borough Council, the General Manager and staff of the Centre and those of visiting groups, their leaders and individual visitors.

Comprehensive risk assessments and control measures which cover all the Centre's activities and operations may be examined within the Health and Safety Files held in the main office.

- The Centre operates under license from The Adventure Activities Licensing Service (AALS). This license which is obtained after an annual inspection by AALS is displayed in the main office. The activities which the Centre is licensed to provide are listed later in this section.
- The Centre has met the standards for the safe delivery of adventure activities as defined by the Adventure Activities Industry Advisory Committee, resulting in the awarding of the Adventure Mark award. Carlton OEC is also a BCU (British Canoe Union) Approved Centre.
- The Centre has also achieved the Learning Outside the Classroom Quality Badge. This highlights that the Centre: Engages in an ongoing process to sustain high quality learning outside the classroom and meets all of the Learning Outside the Classroom Quality Badge indicators.

Users should appreciate that documents can never cover every possible set of circumstances and we cannot *eliminate* risk even though we continually strive to minimize the chance of mishaps occurring. Safe adventurous and educational experiences ultimately rely upon an effective partnership between all concerned with each partner, including the children, making a contribution towards risk management as befits their role.

3.1 THE SAFETY RESPONSIBILITIES OF HARTLEPOOL BOROUGH COUNCIL

Hartlepool Borough Council is responsible under the Health and Safety at Work Act for:

- The Health, Safety and Welfare of all Employees of the Centre when they are working at the Centre and when they are carrying out their duties away from the Centre.
- The Health and Safety of Visiting Parties/Individuals whilst on Centre premises and when they are participating in Centre led activities away from the Centre.

The **Director of Child and Adult Services** is responsible to Hartlepool Borough Council for the overall management of health and safety at Carlton Outdoor Education Centre.

The Director has delegated responsibility for the management of Carlton Outdoor Education Centre including health and safety to the **Assistant Director of Community Services**.

The Line Management Structure applicable to Carlton Outdoor Education Centre is:

Director of Child and Adult Services



Assistant Director of Community Services.



Sport and Recreation Manager



General Manager



Centre Staff

3.2 THE SAFETY RESPONSIBILITIES OF CARLTON OUTDOOR EDUCATION CENTRE

Through the management of the General Manager and other Centre staff, Hartlepool Borough Council will:

- Take overall responsibility for all health and safety matters in the operation of the Centre.
- Ensure that pre-course communication with leaders of visiting groups includes all relevant health and safety information
- Undertake risk assessments for all areas of potential risk.
- Ensure appropriate standards of health and safety on the premises including the buildings, furniture, fixtures and fittings, water, sewerage and other services, fire precautions and procedures following the advice of the following:

- Fire** - North Yorkshire Fire and Rescue Service
- Environmental Health** - Hambleton District Council, Environment Health Department.
- General Health and Safety advice** - Hartlepool Borough Council Health and Well being team.
- Health Protection Agency** - North Yorkshire HPA

- Provide first aid materials and emergency aid equipment, written procedures to be followed in the event of an emergency (including a medical emergency) and where appropriate leadership and management of any emergency situation.
- Establish and communicate the security and evacuation procedures to leaders of visiting groups for the periods when Centre staff are not on duty.
- Ensure the Centre's outdoor clothing, equipment, including play equipment and teaching equipment is safe, suitable, correctly serviced and properly maintained.
- Ensure that the catering equipment and provision complies with food safety legislation and the recommendations of the Environmental Health Officer of Hambleton District Council.
- Ensure the Centre's vehicles and trailers are road worthy and comply with existing regulations.
- Ensure that drivers of Centre vehicles are suitably qualified and experienced.
- Provide written guidance for on-site and off-site activities delivered by the Centre.
- Provide an opportunity for group leaders to visit the Centre.
- Provide daily guidance and advice to visiting groups/individuals, obtain and interpret daily weather forecasts and advice on proposed activities in relation to the weather and any other pertinent factors.
- Take responsibility for the overall management of the safety of visitors both on and off the Centre premises including, as necessary, making decisions in relation to the management of activities and the amendment or cancellation of activities.
- Undertake supervision and leadership of groups/individuals where it has been agreed in a programme.
- Ensure all Centre staff leading activities are sufficiently experienced, trained and qualified.
- Ensure that all Centre staff leading visiting groups/individuals in activities are trained and qualified in first aid.

- Ensure that at least one member of the visiting staff/individual from the groups who are staying residentially is qualified, as a minimum, in Emergency First Aid, or that suitable first aid cover is in place.

COMPLIANCE WITH THE ADVENTURE ACTIVITIES LICENSING SERVICE

Carlton Outdoor Education Centre is registered with the Adventure Activities Licensing Service (Registration Number R0477) and following inspection is licensed to provide the following activities:

Open canoeing - Sheltered inland and moving water.

Kayaking - Sheltered inland water.

Rock climbing - Single pitch climbs and bouldering.

Abseiling - Single pitch venues.

Hill walking and mountaineering

Improvised rafting - Sheltered inland waters

Caving

Mine Exploration

3.3 THE SAFETY RESPONSIBILITIES OF VISITING GROUPS

Through the management of the **Leader in Charge**, the visiting group is responsible for:

- Following pre-course planning requirements as requested during liaison with Centre staff.
- As appropriate follow any supplementary advice/procedures as issued by parent organisations or the Local Authority.
- Discussing and agreeing with the General Manager or delegated person an appropriate programme of activities.
- Undertaking suitable preparation of the visit including the briefing of parents/guardians and visitors as appropriate, the provision to parents/guardians of consent forms, and the provision to the Centre of medical, dietary forms and all other relevant paperwork.
- Organising insurance for the visit.
- The health and safety of party members during the journey to and from the Centre.
- Ensuring that First Aid arrangements are in place when the centre staff are not on duty.
- Ensuring that measures are in place for giving prescribed medication to pupils.

- Following Centre guidance as appropriate to take responsibility for the care and security of visitors at the Centre, when Centre staff are not on duty.
- Providing Centre staff with all relevant details on members of the party including medical, dietary, special needs and emergency contact information.
- Recent injuries or sickness- if a group member has been ill or has a health condition - as appropriate, a letter should be requested from their GP to confirm that the individual is able to participate in the visit. In addition to this a letter from the parent/guardian should be requested, confirming they are happy for the individual to take part in the visit and they accept there may be restrictions in the activities that the individual can undertake.
- As appropriate provide appropriately qualified and experienced staff to ensure, in collaboration with Centre staff, the safe supervision of individuals.
- Ensuring that all persons in their party responsible for the supervision of children have obtained appropriate clearance through the Criminal Records Bureau.
- As appropriate endeavouring, in partnership with Centre staff, to maintain the high standards of discipline and behaviour expected of visitors whilst they are on Centre premises and on activities away from the Centre (See Carlton OEC's Behaviour policy).
- Following the guidance and instruction provided by Centre staff during activities.
- Ensuring that activities, which are not led by Centre staff, are supervised by appropriately qualified and / or experienced staff.
- Establishing a 24 hour means of contact between the party and next of kin.
- Implementing appropriate Emergency Procedures when Centre staff are not on duty.

SECTION FOUR

ADDITIONAL POLICIES

(Available in Main office):

- HARTLEPOOL BOROUGH COUNCIL CORPORATE HEALTH AND SAFETY POLICY
- CHILD AND VULNERABLE ADULT PROTECTION POLICY
- BEHAVIOUR
- SELF ESTEEM
- FOOD
- DRUGS, ALCOHOL AND TOBACCO
- CONFIDENTIALITY
- EQUALITY

SECTION FIVE

QUALIFICATIONS TO

LEAD GROUPS

The operating procedures for each activity that Carlton provides and for which it is licensed set out the minimum qualifications which an instructor must hold before being able to lead a particular activity. These operating procedures are available within the Health and Safety Activities Guidelines File held in the main office.

Within the terms of AALS the Centre staff work in collaboration with a Technical Adviser for each of the activities provided by the Centre. These advisers are highly qualified and experienced in the activities upon which they advise. Carlton has appointed an adviser for each of its licensed activities.

All instructional staff at Carlton are encouraged and assisted to obtain National Governing Body Awards relevant to the level and nature of the activity which they instruct. In the absence of the appropriate award, a suitably experienced instructor *may* be given a limited and local validation within the context of a validation scheme, which Carlton has created with the appropriate Technical Adviser. Such schemes are outlined within the Health and Safety Activities File held in the main office which is available on request.

Details of the qualifications and experience of technical advisers and instructors are held in the main office and are available on request.

SECTION SIX

SUPERVISION

6.1 RESIDENTIAL

As appropriate in the interests of children and their adult supervisors the ideal supervision arrangement is that;

- 2 female staff supervise the female bedroom accommodation and 2 male staff supervise the male bedroom accommodation of each floor
- Accommodation is provided for these supervisors in visiting staff bedrooms adjacent to the group bedrooms.
- As an absolute minimum there should be at least 3 responsible adults (up to a group of 30) available to provide residential supervision or 4 responsible adults (up to a group of 60).
- Any departure from the ideal arrangement must be made in agreement with the General Manager before the visit takes place.

6.2 Non-Residential

- Groups under 18 require at least one adult member of staff per group (max group size is (up to) 12 participants) subject to chosen activities.
- Individuals and groups under 18 without a group leader will be supervised by at least 2 Carlton OEC staff.

SECTION SEVEN

BOOKING POLICY

7.1 PARTNERSHIP SCHOOL VISITS.

- In the spring term of each year Primary schools from Hartlepool are invited by Carlton OEC to submit applications for visits to be made in the following academic year. Each school chooses from a number of days allocated within each term.
- Standard courses are either 5 day / 4 nights (Monday - Friday) or 3 day 2 nights (Friday - Sunday) but wherever possible the Centre will meet other requests.
- During 5 day courses the Centre's operating capacity is 60 pupil places and these are frequently shared equally between two schools in residence. During weekend courses the normal operating capacity is 30 pupil places. Within operating constraints the Centre will try to meet other requests if at all possible.
- The requests are collated and offers of places are then made to all the schools that have applied. Every effort is made to ensure that the dates and periods, which are in greatest demand, are distributed fairly on a year by year basis.
- When offers have been taken up and bookings confirmed the liaison and planning process begins for visits in the forthcoming academic year.
- Day visits are available.
- Additional visits by Partnership schools over and above the allocated places will qualify for a 5% discount.

7.2 NON-PARTNERSHIP SCHOOLS INDIVIDUALS AND PRIVATE GROUPS.

- Standard Courses are either 5 day / 4 nights (Monday - Friday) or 3 day / 2 nights (Friday - Sunday) but wherever possible the Centre will meet other requests.
- Bookings are made directly with Carlton OEC.
- During 5 day Courses the Centre's operating capacity is 60 places. During weekend Courses the normal operating capacity is 30 places. Within operating constraints the Centre will try to meet other requests if at all possible.
- When offers have been taken up and bookings confirmed, the liaison and planning process begins for visits.
- Day visits are available.
- Visits by Hartlepool based groups will qualify for a 5% discount.

SECTION EIGHT

CHARGING POLICY

Partner Local Authorities

Hartlepool Borough Council sets its own charge rate on an annual basis and revised rates come into effect in September of each year.

Primary School groups from Hartlepool attend Carlton at charge rates which are less than those set for other school parties.

Hartlepool based groups will qualify for a 5% discount.

Private Group and Individuals

Bookings are charged at a separate rate.

For all charges please see Carlton OEC Tariff in main office.

SECTION NINE

PRE-COURSE ARRANGEMENTS and COMMUNICATIONS

9.1 FOR SCHOOLS /GROUPS UNDER 18.

- **Advice on money.** If appropriate, parents/guardians are asked to hand to the group leader a small amount of pocket money for their child. The group leader should advise parents/guardians on the amount of pocket money and arrangements for handing the money over. Parents/guardians should also be advised that no additional food or money should be sent to visitors whilst they are at Carlton.
- **Medical and Consent form (available on Carlton OEC's website)** Parents/guardians are asked to complete this form which includes:
 - Details of any medical conditions that their child suffers from.
 - Details of any specific dietary requirements their child has.
 - Details of any prescribed medication, its dosage and how it should be administered.
 - Details of other recent illnesses.
 - Details of any allergies and their treatment.
 - Two addresses and telephone number(s) at which the parents/guardians or other designated emergency contact can be reached.
 - This information should then be collated onto Carlton OEC's forms as appropriate (see below)
- **Emergency Contact Information (Group leader to parents/guardians)**

The group leader should provide

 - The postal address and telephone number of Carlton Outdoor Education Centre.
 - Information about when contact would be appropriate.
- **An appropriate kit list** giving the clothing and other kit which participants are asked to bring during their stay (Available from Carlton OEC's website).
- **The Supervision Arrangements**

Parents/guardians should be provided with

 - Details of the staff that will be leading / accompanying the party.
 - The arrangements that are in place for residential supervision.

When the course programme has been finalised the group should arrange a meeting with parents/guardians of all the participating children to;

- Clarify the above points and any other relevant details connected to the organisation of the visit.
- To inform parents/guardians and answer questions about the course programme.
- To inform parents/guardians and answer questions about the Centre e.g. staff qualifications and experience, its operating licence / AALS etc.

9.2 BETWEEN CARLTON AND VISITORS

Group bookings and programme planning

Once a group's booking has been confirmed by receipt of a completed booking form and deposit, a member of Centre staff will contact the group leader or the group leader can contact the Centre to discuss the programme and other details of their visit. Information on activities and courses, the Centre, its facilities and other practical details can be found on the Centre's website, www.carltonoutdoors.org. Centre staff will then compile the agreed programme and send it to the group leader, usually via e-mail, along with other relevant information and a list of required paperwork (see 'Replies from groups to Carlton OEC', below, for details)

Individual bookings

Once a booking form and deposit have been received, information such as confirmation of activities, joining instructions, kit list(s), medical/dietary and consent form and any additional details will be sent, usually by e-mail.

Group leaders are welcome to visit the Centre to discuss their programme and pre – visits are recommended for leaders and their staff who are new to the Centre, or where the group has a lot of special needs.

9.3 REPLIES FROM GROUPS TO CARLTON OEC

All blank forms are available from the Centre's website. For clarity, we prefer these forms to be typed and e-mailed, rather than handwritten and faxed.

Medical information form - collated from individual consent forms. Required at least two weeks before the visit.

Group leaders must supply the details of any medical conditions of any visitors (including staff) which Centre staff may need to know about e.g. asthma, allergies, epilepsy, diabetes, recent injury or sickness etc.

Group leaders should contact the Centre well in advance of their visit to discuss any participants who need particular care.

Dietary information form - collated from individual consent forms. Required at least two weeks before the visit.

Group leaders should identify any participants and staff who have special dietary requirements. E.g. vegetarians, food allergies etc. As much detail as possible should be provided (i.e. can vegetarians eat fish, must certain foods be removed from the menu completely etc)

The Centre is usually able to provide a cake for visitors who have a birthday during the visit. Group leaders need to supply the names of these visitors and their birth dates in advance of the visit on this form.

Visiting Staff Meals and Accommodation Requirements - Required at least 2 weeks before the visit

Other Forms

Colour teams and bedroom allocation will be sent to group leaders along with the programme.

Bedroom Plans - Required at least 1 week before the visit.

These plans enable group leaders to position visitors in bedrooms with regard to friendship groups and / or supervision requirements.

Colour Team Lists (as appropriate) - Required at least 1 week before the visit.

Kit Issue Record Form (as appropriate) - Required at least 1 week before the visit

Some information may be brought to the Centre and discussed / handed over during Group Leader induction. This information includes;

Individual Medical consent forms

Group leaders should bring parental/participant consent forms at the time of the visit. Please note that copies of these forms should be retained at school for a period of at least twelve months.

Emergency contact telephone numbers form.

This form should be used to supply the names and addresses of all members of the party and details of who to contact in the event of an emergency.

This information will be kept in the main office at the Centre.

A copy of the information should be kept with the group leader in their visiting staff bedroom.

Amendments

Any final amendments to the programme and / or to the names of participants, both children and adult, will be recorded on the relevant documentation during the induction meeting with group leaders/individuals.

9.4 INSURANCE

Partnership Schools

Information about insurance cover is contained within the Local Authority Information Pack that is sent to each school.

For Hartlepool schools further details of Hartlepool Borough Council's School Journey Insurance Policy and the cover available are available from the Insurance Section, Bryan Hanson House, Hartlepool (Telephone 01429 523114).

Members of staff are automatically protected from third party claims or personal accident claims arising from their duties by means of the Council's third party general policy which operates during periods of duty at Outdoor Centres. This provision also applies to unpaid volunteers who are recorded in writing in the Programme Planning details held at the Centre.

Further details of the insurance provided by other Authorities should be obtained from their respective Insurance Sections.

PRIVATE GROUPS AND INDIVIDUALS

Safety and Insurance

Although all instruction at Carlton OEC is conducted by experienced and competent staff in accordance with the Centre's Safety Policy and Operating Procedures, accidents are always possible. The Centre does not provide personal insurance and course members are therefore advised to consider obtaining their own personal accident, equipment and cancellation cover.

9.5 TRANSPORT BETWEEN CARLTON AND HOME

Large groups are requested to disembark with their luggage by the village school.

Personal cars

Please ensure that anyone bringing a car to Carlton OEC drives carefully while on site. Cars should be reversed into car parking spaces to ensure maximum visibility/safety when pulling out. Personal vehicles must not be used on centre business without the permission of the General Manager or Senior Assistant Manager.

Carlton OEC cannot accept any liability whatsoever for the loss of or damage to any vehicle or its contents save to the extent that it is proved to be directly caused by the negligence, or willful act or willful default of us. You enter the car park at your own risk.

SECTION TEN

PROCEDURES WHILST STAYING AT CARLTON

10.0 ARRIVAL

Groups and Individuals Should arrive at the Centre at the specified time on the first day of the Course and telephone ahead if there has been a delay.

10.1 WELCOME AND INDUCTION

To all visitors

As appropriate every visitor will receive a welcome briefing followed by an induction to the Centre which will include (as appropriate);

Introduction to Centre staff.

Introduction to the Centre, dormitories, grounds and dining arrangements.

As appropriate the issue of Centre Kit, Waterproofs, Footwear, Rucksacks, Drinking Bottles.

Centre rules and routines.

Group leaders will be taken on a separate induction by Centre staff.

Group Leader Induction and handbook notes are provided to each group leader and leaders are asked to impart the contents of the induction to their accompanying staff / assistants.

10.2 CENTRE RULES

Rules that exist are for everyone's benefit since they underpin the safety, enjoyment and well being of all visitors. These are covered in the Group Leader induction and are posted on Centre notice-boards as appropriate.

Copies of the Centre Rules are available within the main office.

We try to focus on positives and within the framework of 'Living and Working Together' encourage mutual respect, support and cooperation between the members of each Carlton community.

There are some **do not** imperatives and the following items are **not allowed**;

Alcohol Illegal Drugs Knives Cigarettes / matches / lighters

It is impossible to list all items and behaviours that could undermine the high standards of health and safety which the Centre aims to provide.

With regards to alcohol adult groups may be allowed to bring alcohol on site with prior arrangement with the General/Senior Assistant Managers approval.

Generally, any behaviour which undermines the safety and well being of any person and / or which could cause damage to the Centre is not allowed. Any person conducting themselves in such a manner may be asked to leave the Centre.

SMOKING (SEE SMOKING POLICY)

In accordance with statutory guidance and safe practice smoking is not allowed in any of the Centre buildings.

- Visiting staff who need to smoke should inform the Centre Management who will make appropriate arrangements. (Outlined in the drugs, alcohol and tobacco policy)

10.3 THE DUTY SYSTEM (N/A if self catering)

Centre Staff

General Manager/ Senior Assistant Manager /Instructors are on duty from the point of your arrival until your departure with the exception of the overnight periods between 5pm and 8.30 am / 9am on each day of your visit.

The Housekeeper and / or members of the housekeeping and maintenance staff are on duty between 7.30am and 6.45pm on each day of your visit.

Group Leaders and Visiting Staff

Outside the hours when General Manager/ Senior Assistant Manager / Instructors are on duty, the Leaders in Charge of parties are responsible for:

- The health, safety, welfare and comfort of their party and for dealing with any injury and illness.
- Supervising, and if necessary, controlling the behaviour of members of their party.
- Locking up the premises at night.

Group Leaders will be given information on security, supervision and emergency procedures during their induction.

10.4 WEATHER INFORMATION

Weather forecasts are obtained by the General Manger / Senior Assistant Manager or a designated person and are displayed on the office notice board.

10.5 THE MORNING BRIEFING

The General Manger / Senior Assistant Manager or designated member of staff will conduct a morning briefing with all instructional staff to confirm the day's activities and oversee any final planning and preparations.

This briefing (9am – 9.15am) will be preceded as appropriate by an information gathering discussion with group leaders / visiting staff.

The briefing will include;

Weather conditions / Ground conditions as appropriate

Particular needs of groups, children and visiting staff

Confirmation / Revision of routes / activities

Completion of Route Logs and Route Board

Transport arrangements

Any other Information exchange as appropriate

Party leaders should try to ensure that any relevant information about children and / or staff is provided to the General Manger / Senior Assistant Manager / Instructional staff before the morning briefing is due to take place.

10.6 TELEPHONES

- A telephone is available for visiting staff to use on matters relating to their party or for use in an emergency.
- A mobile phone is carried by each instructor for use as needed for group / activity related purposes.
- Mobile telephones will be issued to visiting staff if necessary and instructions will be provided on their use.
- The condition of all Centre mobile phones is monitored and phones are charged and maintained / replaced as necessary.

10.7 FIRST AID

- The General Manger / Senior Assistant Manager, Housekeeper, Office staff, Cooks and all Instructors are qualified First Aiders.
- First aid kits are located: in the Centre office, dining room, dormitories and in the minibuses. These kits are monitored on a weekly basis and replenished as necessary.
- Instructors carry full and mini first aid kits on all activities.
- First aid kits for use in each dormitory are available in the visiting staff rooms (numbers 2, 7, 12 & 17).
- Visiting staff, who are leading any off site activity on a self managed basis i.e. without a Carlton Instructor, can be given a First Aid kit to take with them if required.
- **It is a requirement of groups taking a booking at Carlton that at least one member of their visiting staff that is staying residentially is qualified, as a minimum, in Emergency First Aid. Groups must contact the Centre if this is a problem. In certain circumstances, first aid cover may be provided by Centre staff.**

10.8 FIRE PROCEDURES

- **The Detection and Alarm System.** The Centre is equipped with smoke and heat detectors and the alarm is linked to an automatic call out system. It is maintained and inspected on a regular basis.
- **Becoming Informed.** All visitors are informed about what to do in the event of fire during the induction phase of their visit.

- Visitors are shown the position of fire exits and the fire assembly point. A practice fire drill is conducted with all visiting groups.
- During their induction group leaders are given an additional briefing on procedures to follow in the event of an alarm being sounded see the Fire safety file in the main office.
- “What to do in the event of fire” notices are displayed prominently in every room. The location of the fire safety file (near the emergency phone in the dining room) is shown to group leaders during their induction.

10.9 MEDICAL INFORMATION AND ARRANGEMENTS

- **LA Guidance**

The medical arrangements at the Centre will follow the Health and Welfare Guidance as provided by Hartlepool LEA. A copy of this guidance is available in the main office.

Adaptation of the guidance may, at times, be necessary in view of the residential nature of visits to Carlton.

- **Medical Information**

Medical information concerning any party member should be returned to Carlton at least two weeks before a visit using the form available on the website. This information must include details about any allergies that any party member is known to suffer from.

- **Health care plan**

Group leaders should supply a health care plan for any pupils that have special medical needs. Liaison should be carried out with the Centre staff regarding individuals with such needs. Advance notice is required so that all appropriate arrangements can be put in place.

Copies of all medical information should be retained by the group leader.

- **Parental Consent**

As appropriate, parent/guardian signed consent forms are required for pupils and students under the age of 18 years. These are supplied to group leaders/individuals for distribution to parents/guardians at the liaison stage.

Parental Consent Forms should be brought to / retained at the Centre for the duration of the visit.

- **Storage and Dispensing of Medication**

As appropriate parents / guardians must provide written consent to the group leader if they want their son / daughter to be given medication during the visit.

Arrangements for the appropriate storage of medication will be made during the group leader induction.

The Department of Health has advised that children under the age of 16 must not be administered aspirin unless advised by a doctor.

- **Treatment of Stings**

Visitors receiving bee, wasp or nettle stings will be given relief by dousing the sting with clean water.

The visitor will be kept under observation with special attention given to signs of development of any allergic reaction.

The visitor's medical information will be consulted with regard to known allergies.

- **Treatment of Ticks**

Any visitor that discovers a tick bite or an attached tick needs to report it to the centre staff immediately. Visitors / visiting staff should not attempt to remove attached ticks themselves.

At present, the tick should be removed either at Stokesley health centre or at a local hospital.

An accident form and SIRF form (available from main office) needs to be completed and handed to the General Manger / Senior Assistant Manager as soon as possible.

- **Treatment of Vomiting and/or Diarrhoea**

Guidance from the Health Protection Agency (HPA) states that 2 linked occurrences of vomiting or diarrhoea need to be reported to the local HPA In the case of Carlton OEC, this is North Yorkshire HPA on 01904 567675.

For reporting purposes a Safety Incident Report Form needs to be completed and forwarded to The Health and Well Being team at Hartlepool Borough Council (See accident report file in General Managers office).

- **Inhalers for Asthma**

Group leaders should ensure that inhalers belonging to visitors with respiratory problems are clearly labelled with the visitor's name.

All participants over 18 are responsible for their own medication.

All visitors including staff should carry their own reliever inhalers (usually blue) at all times.

Reliever inhalers are prescribed for use by an individual person only. As such they **MUST NOT** be used by anyone else.

Preventer inhalers or other asthma medication for use usually morning and night as appropriate should be retained by the group leader/visitor, who will ensure that they are used according to a G.P's instructions.

Spare inhalers.

As appropriate it is a **REQUIREMENT** of parents to ensure that children visiting Carlton have a clearly labelled spare inhaler (reliever or preventer) that should be kept by the group leader.

If a participant is listed on their Medical/Consent and Centre medical form as requiring an inhaler, they will not be allowed to take part in activities unless they have the appropriate inhaler in their possession. Written confirmation from a parent or guardian and GP (as appropriate) will be required if an inhaler is not supplied.

Visits to Medical Practitioners

Group leaders should consult with Centre management for procedures to be followed if a child needs doctor, dentist or hospital services.

Contact numbers for medical services are made available to all group leaders during induction (numbers are available in group leader rooms, the main office and in group leader handbooks).

Procedures are enlarged upon in the section of this document dealing with accidents and illness.

It is essential that parents / guardians are, as far as possible, consulted and kept fully informed.

10.10 DEALING WITH ILLNESS

The actual response taken to each case of illness will depend upon the particular circumstances and the following information is given for guidance purposes. Consultation with Group Leaders will always occur and parents / guardians / head teachers will be informed / involved whenever appropriate. Generally the Centre identifies three levels of illness and the response taken as follows;

Level One Illness

For example when a child is running a mild temperature or is feeling 'off colour'. In this circumstance it is usually agreed that the child will remain at the Centre during the day and / or join in with local and low key activities. Centre staff, usually the Housekeeper or the Centre Administrative Officer, monitor the child throughout the day.

No medication is given.

Level Two Illness

For example, when a child's illness is more serious or is worsening.

Parents will be informed and their agreement sought for either;

Taking the child to the local GP

or

Making arrangements for the child to return home.

Parents and Head teachers will be informed throughout on outcomes and progress.

No medication is given.

Level Three Illness

In the case of serious illness the child will be taken straight to hospital or the doctor or an ambulance will be summoned.

The parents and Headteacher will be informed as soon as possible.

No medication is given.

10.11 DEALING WITH ACCIDENTS

As with illness, each case will merit its own particular response but generally the Centre identifies four levels of accident.

Level One For example a bump or grazed knee.

Standard first aid will be given by a qualified first aider

The child is then monitored and the accident recorded.

Level Two For example a deep cut or suspicion of something more serious.

Parents will be contacted whilst standard first aid is being given.

Arrangements will be made for the child to visit the local GP once parental consent has been obtained.

Level Three. A serious accident.

Standard first aid will be given and the child taken to hospital or an ambulance summoned.

Parents and the Headteacher will be informed as soon as possible.

Level Four A major incident.

Hartlepool Borough Council's Major Incident Plan will be brought into action (see CARLTON OEAP's).

10.12 DEALING WITH ALLERGIES

It is most important that the Centre is informed before the visit of any allergies that party members are known to have.

In the case of a child with a known severe allergic reaction it is important that at least one member of the visiting staff is aware of the appropriate emergency measures and is able to implement them. The same person should be available to the child throughout the visit.

Nut Allergy

At the Centre we will;

- Create a menu for all visitors that does not include nuts or known trace of nuts.
- Remove from the Centre's tuck shop all items that contain nuts or known trace of nuts.
- Through their party leaders ask all visitors attending the Centre not to bring any food or sweets.
- As appropriate through the party leader invite the parents of children with severe allergic reaction or individual visitors to contact the Centre to discuss matters of concern.
- As appropriate ask party leaders to designate a particular member of the visiting staff to accompany the visitor concerned on their activities throughout the visit.
- Inform all instructional and domestic staff of the potentially serious allergic reaction and the response required.

10.13 TRANSPORT TO THE DOCTOR OR HOSPITAL

Options

- The options for transporting ill or injured pupils include using; the Centre minibus, a car belonging to a member of the Centre staff, a car belonging to a member of the visiting school staff, a vehicle belonging to the parent or relative, an ambulance or taxi.
- Which of these methods is used will depend upon circumstances including the seriousness of the illness or accident, the time of day, the availability of Centre staff / Visiting staff and the wishes of the parents.

Clearance

- Staff using their own car must be insured for business use and the driver should be accompanied by an adult who can supervise the ill or injured child.
- Centre staff who use their own car to transport sick or injured pupils must have been cleared to do so by the General Manager and by Hartlepool Borough Council.
- Visiting staff intending to use their own car for the transport of pupils should obtain clearance to do so before the visit with their own school / authority.

10.14 EMERGENCY CONTACTS

These contacts are displayed within the office, the Group Leader Induction Handbook and in each group leader bedroom.

10.15 SECURITY

Security Routines

- During evenings when visiting parties are in residence and Centre staff are not on duty the group leaders are asked to lock all doors to the main building, the dormitories and classroom.
- All other parts of the building that require locking will be locked by members of the Centre staff before they leave the site.
- Centre staff will unlock doors to the main building when they come on duty the following morning.

Induction to Security Routines

Group leaders will be taken through the security routine during the induction phase of their visit.

Visitors

Group leaders should inform the General Manger/Senior Assistant Manager of all persons who are intending to visit the site in connection with their party.

These persons should report initially to the Centre office if their arrival takes place during the normal working day and otherwise directly to their Group Leader.

Visitors who are not linked to school parties in the Centre are requested to report to the Centre office where there is a signing in and out book.

Supervision and Security of visitors and groups

When Centre staff are not on duty the security of all visitors on site is the responsibility of group leaders and visiting staff.

As appropriate group leaders should ensure that all visitors are adequately supervised at all times.

As appropriate any individuals on day visits must not be left alone after sessions have finished. Centre staff will stay on site until individuals have all been picked up.

Security Incidents

Any security incidents that occur must be reported to the General Manger / Senior Assistant Manager as soon as possible.

10.16 ACCIDENT, ILLNESS AND INCIDENT REPORTING PROCEDURES

ACCIDENTS

Reporting

All accidents involving any visitor must be reported to the General Manager and recorded in the visitor's accident book which is kept near the emergency phone in the dining room.

Additionally a Safety Incident Report Form (SIRF) must be completed if warranted by the nature of the accident. A list of criteria for determining whether an accident requires a SIRF form is provided within the Accident Reporting File held within the main office and in the group leader handbook.

Completed SIRF forms are forwarded to the Health and Safety Unit of Hartlepool Borough Council together with the Centre risk assessment appropriate to the accident. A copy of the completed SIRF form is retained at the Centre and a copy is provided if required to the individual's parent organisation / group leader.

ILLNESS

All illnesses should be reported to the General Manger/Senior Assistant Manager.

The General Manger/Senior Assistant Manager or other designated person will, in conjunction with the party leader, determine the best course of action to be taken.

If the illness is deemed to be serious or contagious it will be reported to parents, the Headteacher, Hartlepool Borough Council and if different to the council in whose area the party member is based.

If necessary arrangements will be made to return the party member to their home, a doctor or to a hospital.

INCIDENTS

Incidents such as acts of violence or aggression and any other occurrence which is reportable in the context of health and safety should be detailed using a SIRF form as above.

Situations, which in the opinion of the Centre staff or the visiting staff could have resulted in injury or illness, should be reported in the first instance to the General Manager. A record will

be made in the Centre's own 'Near Miss' log and / or onto a SIRF form which will then be treated in the same way as outlined above.

MAJOR INCIDENT PROCEDURES

Any accident or illness or incident, which results in death or major injury or serious illness, must be reported immediately to the General Manager or in his absence, the Senior Assistant Manager.

The General Manger/Senior Assistant Manager/delegated instructor will report details to Hartlepool Borough Council through the Assistant or Director of Child and Adult Services.

Contact details:

Assistant Director Community Services: 01429 523417

Director Child and Adult Services: 01429 523910

During out of hours they are contactable by contacting the **Community Monitoring Unit 01429869424** and asking to speak to either the Assistant Director or the Director.

The parent organisation concerned will be notified as will its parent Council (if appropriate).

The Group Leader will inform the parents of the participant(s) concerned.

The Press and Public Relations Officer of the appropriate Council(s) will handle interviews with the press or media.

No-one else should speak to the press

10.17 ITEMS OF VALUE

Items of value such as personal music players, handheld games consoles, radios, mobile phones should generally not be brought to Carlton.

As appropriate, other electrical equipment such as hairdryers etc should not be brought to Carlton.

Group members should only bring a small amount of pocket money and this money should be managed by the group leader.

Carlton OEC cannot be held responsible for the loss of any personal items.

10.18 USE AND CARE OF THE CENTRE MINIBUS

LA Guidance

The use of Centre vehicles and the qualifications and training of drivers will follow the guidance set out on Transport by Hartlepool Borough Council.

Daily Checks

Prior to their use all vehicles undergo a system of checks that are carried out by a member of the Centre's staff.

Drivers complete a log of vehicle use after each journey and notify the General Manger/Senior Assistant Manager of any faults that need attending to.

Inspection and Maintenance

Centre vehicles that are managed by Hartlepool Borough Council undergo a safety inspection every six weeks and they are regularly serviced and maintained.

Minibuses obtained from a vehicle hire company are serviced and maintained by this company.

Drivers

All Centre staff who drive the minibuses are appropriately qualified with the DVLA and in addition have passed a Minibus Drivers Awareness Test (such as run by Hartlepool Borough Council.)

Visiting staff may be allowed to drive the Centre's vehicles subject to confirming conditions of use with the General Manager / Senior Assistant Manager. Visitors requesting to drive centre minibuses need to provide a MIDAS certificate as well as a driving licence showing category D1 entitlement. Prospective drivers also must sign up to and accept HBC risk assessments.

Visiting Staff

Visiting staff accompanying groups in Centre vehicles must help to ensure everyone's safety by assisting as necessary with the supervision of the group.

10.19 END OF COURSE DEBRIEF AND EVALUATION

With Visiting Staff

A short informal debriefing session will take place between the General Manager/Senior Assistant Manager or delegated person and visiting staff at the end of each Course.

In addition, visiting staff will be asked to complete an evaluation sheet. Feedback obtained from visiting staff provides valuable information for shaping and improving future courses.

With groups

Centre staff lead groups in an end of Course review and this session provides another opportunity for obtaining visitor feedback.

With Groups

Reviews take place as appropriate to the groups needs.

With Individuals

Individual evaluation forms are distributed and reviews take place as appropriate.

In all cases feedback is requested and is seen as an essential tool to the ongoing development of the centre.

10.20 LOST PROPERTY

A lost property record book is maintained by the housekeeper and is kept in the main office.

Lost property will be retained for up to one month before it is disposed of or, in the case of left clothing, used by the Centre.