

Buckden House Outdoor Education Centre

Notes for Visiting Staff
Centre Policy, Routines and Procedures

September 2018

Welcome to Buckden House

Please take a few minutes to read through this booklet. The policies and routines have been drawn up in the light of providing residential outdoor education experiences over many years. They have been written to make your stay here as enjoyable and trouble free as possible.

Programme

The programme that your party will be following has been arranged in partnership between yourselves and Buckden House, and will normally be managed directly by the Centre during your stay. Any visiting staff who are leading programmed activity sessions come under the management of the Centre and are responsible to the Operational Lead. As such any planned changes to the agreed programme or routes *must* be discussed and approved by the Operational Lead before being implemented.

Adventurous activities such as hill walking, rock climbing, gorge scrambling, and caving take place off-site and will normally be staffed by Centre Instructors unless visiting staff are qualified to meet the requirements of our Accreditation Scheme *and* are approved by the Operational Lead. Group sizes are also strictly controlled. The maximum is normally 10 students and 2 visiting staff for basic, introductory sessions, and will be lower if a more advanced level of activity is required, or to cater for special needs. Some local and on-site activities are available for those with restricted mobility; this should be discussed prior to your visit.

Some activities require transport in Centre minibuses. Each has a seating capacity of 10 pupils and 3 staff *including* the driver. School pupils are not normally carried on the front seat. Driving is restricted to Centre staff, and is subject to strict operating conditions and regular training.

All low level (below 400m) walks e.g. the Valley Heads Walk, the Riverside Dales Way walks and Deer Park walk are now led by centre staff. Please note this is a change to previous operations at the centre.

Residential responsibilities

Teachers and leaders who accompany a group of children to the Centre have ultimate responsibility for the children's welfare, acting under common law in 'loco parentis', and having a clearly defined 'duty of care' under Health and Safety legislation. However, this responsibility can occasionally be discharged by temporarily entrusting the safety of the children to a member of the Centre staff. This may well be the case when children participate in adventurous activities led by Centre Instructors. Throughout the rest of the visit the responsibility will remain with the accompanying staff. This includes children who are too ill to participate in activities, unless responsibility has been specifically discharged to Centre staff via the Domestic Bursar. For this reason the ratio of visiting staff to Primary age children should not be less than 1:10. Further advice, including first aid requirements, is contained in the Government's guidelines 'Health and Safety of Pupils on Educational Visits'.

Please note that due to the residential nature of your visit all accompanying adults (including any parents and voluntary helpers) must have successfully completed a DBS Enhanced Disclosure check. Organisers should also ensure that they have both male and female staff on their team when bringing mixed groups to the Centre.

Centre Instructors will assume responsibility for the safety of their own programmed activity groups from the moment of briefing through until the children are dismissed upon their return to the Centre, unless otherwise agreed with the accompanying visiting staff. If you require clarification this can be sought from the Operational Lead at the start of your course. It is essential that both Centre and visiting staff know which children they are responsible for, and the extent of that responsibility. Each child should also be made aware which member of staff is responsible for them or their group. Visiting staff and leaders are responsible for the routine and discipline within the Dining Rooms. The Centre's domestic staff are only responsible for the catering arrangements.

Parental consent forms, medical details, and emergency contact numbers need to be present at the Centre throughout your stay and available to your colleagues in your absence; a summary of the medical forms will be kept in the Office. *Specific medical conditions and any additional needs that could pose problems during your stay, including unassisted emergency fire evacuation, must be discussed with the Centre prior to your visit.* Medical conditions should also be brought to the notice of the appropriate Instructor at the start of any Centre led activity session e.g. diabetes, epilepsy. Instructors also appreciate notification of SEN pupils and those with behavioural problems in order to present the session content more effectively. Please note that the administration of prescribed medication to children is the responsibility of the accompanying adults and not Centre staff.

It is important that you notify the Domestic Bursar of any changes to the agreed dormitory arrangements (eg. students or staff departures, additional arrivals) and that the Fire List in the front porch is amended. The Fire List will also need amending if students swap dormitories with your consent. As a matter of courtesy, the Operational Lead or Domestic Bursar should be informed of any visitors to the House during your stay. No guests should be invited to stay overnight without the express permission of the Operational Lead or Domestic Bursar.

Centre staff are normally on hand between 0900 and 1700 each day, although this is frequently extended from 0700 to 1830 when catering staff are present. At all other times, and in the absence of Centre staff, you will have access to emergency contact numbers for seeking advice or summoning assistance, giving you 24 hr cover. Further details are given later in this booklet and in the 'Emergency Procedures' available in the lounge 'office' and front porch.

Dogs

For health and safety reasons Buckden House and grounds have been designated as a dog free zone. This is to protect flower beds, wildlife and children's health. The exception is to working dogs e.g. Search Dog demonstration, Assistance Dogs.

Sun Protection

To reduce the risk of sunburn when outside on sunny days please ensure that students bring high factor sunscreen with them, and encourage them to cover up. Hats offering protection to ears and the back of the neck are useful, especially if undertaking hill walks.

Telephone

There is no longer a payphone at the Centre for use by visiting staff and students. Visitors are able to use the centre's phone. There is an extension located in the lounge 'office'.

WiFi Internet

Broadband Wireless Access points are provided within the Centre. Visitors will need to have a wireless enabled device (e.g. laptop, tablet, smartphone), and obtain the security code on arrival; coverage includes the lounge and Annexe. Use of VOIP, e.g. Skype, will enable video or voice calls to be made, and some mobile phones are able to access their network via broadband. Please note that Buckden House does not control visitors' use of the internet, and carries no responsibility for its use or the quality or reliability of the broadband service.

Building Security

During normal working hours (0900 - 1700), Centre staff are responsible for building security. *At all other times (evenings, and throughout non-activity weekends) you are responsible.*

If the building is to be left unoccupied during these periods you must close all downstairs windows, and ensure that all outside doors are shut. This applies even if you are all only playing on the lawn. When occupied the building should still be made secure early in the evening by closing downstairs windows and ensuring that all outside doors are kept shut, especially the two back doors and Annexe door. This is for the safety of your students. A final check should be carried out before going to bed, ensuring that ALL outside doors and internal fire doors are closed.

Please consult the Operational Lead for further advice.

House Rules

These are kept to a minimum and are designed solely to keep the house and grounds clean and safe for the benefit of all visitors, and to assist the Centre in providing an efficient domestic service. *It will prove beneficial if all staff and students are briefed on these points before arrival.*

1. Students should use the Annexe door as their main entry point into the House. The front door should not be used by students except when evacuating the building in an emergency.

2. Footwear and outdoor clothing should be thoroughly cleaned in the Annexe after each outdoor session. This should be done *before entering House*.
3. *This also applies to normal footwear e.g. trainers that are muddy from playing in the garden. Please ensure that they are cleaned before entry, and are then taken off in the Annexe. Please do not wear dirty footwear inside the House.*
4. Waterproofs, rucsacs, and boots are kept in the Annexe. They are not to be kept in dormitories and should not be worn inside the main building.
5. Litter can be a major problem. Please remind all members of your party not to drop litter, and to pick up any that they do find.
6. Food and drink is not allowed in the dormitories. Lunches should be eaten in the dining room or outside (ideally not in the lounge area).
7. Smoking is not allowed in any of the buildings or vehicles. The smoking area is located in the visitor's car park next to the tractor shed.
8. Visitors are asked to make their own beds, and to keep their bedrooms and dormitories tidy.
9. In order to keep the duvet covers clean suitcases / bags should not be placed on beds when unpacking.
10. The High Ropes Course and stream area is fenced off for safety reasons. Please remind all students to keep out of this area unless they are taking part in an instructed session; Pupils should also keep off the Climbing Frame unless supervised.
11. There is a designated campfire area and wood pile. A kindling box is available along with oven gloves and skewers for toasting marshmallows. Please seek advice from Centre staff about foraging for campfire wood and note only fallen deadwood should be collected.

Arrival Procedures

Mondays

1. Groups will normally come into the House via the Annexe or back door, leaving suitcases in the Annexe corridor before entering the lounge.
2. Your arrival time at the House (normally after 1030 and before 1530) needs to be discussed and agreed with the Centre before you make firm commitments. Centre staff are not normally available to run programmed activities on the morning of your arrival, although they will be available to organise kit issue from our stores.

Fridays

3. Groups will normally come into the House via the Annexe or back door, leaving suitcases in the Annexe corridor before entering the lounge. There will be no access upstairs to the dormitories until late afternoon, but ground floor toilets are available.
4. Your arrival time at the House (normally after 1100 and before 1530) needs to be discussed and agreed with the Centre before you make firm commitments. We can sometimes welcome you outside of these times but not before 1030.

General

5. Groups are asked to provide their own packed lunches for the day of arrival. These can be eaten either inside in the dining room, or outside. Please ensure all litter is removed. Lunch boxes will be needed for the packed lunches supplied by the Centre during the rest of your stay.
6. Students will receive a briefing from staff in the lounge soon after arrival and prior to going up to their respective dormitories. This is followed by a Fire Drill which normally takes place before lunch.
7. Visiting staff will be briefed by Centre staff with regard to first aid and emergency procedures, out of hours contact, building security and access code, daily routines etc.
8. It is important that all of your staff are made aware of these routines and procedures, especially with regard to security and action in an emergency.
9. Activity group lists need to be pinned to the notice board in the lounge, *ensuring that the group identification number tallies with that on the programme*. These may need updating on a daily basis and form an essential part of our safety procedures.
10. *Please check that the (Fire list) dormitory list in the front porch is correct*; it will be used for roll call purposes in the event of an evacuation and must be accurate.
11. Don't forget that time will need to be allocated for making up beds.

Daily Routine

- | | |
|------|---|
| 0800 | Breakfast |
| 0900 | Staff briefing for morning / day activities in the lounge. |
| 0915 | Pupils briefing for morning / day activities in the lounge. |

1230 Normal return from morning activities

(Packed lunches will be issued to staff and students in the dining rooms)

1330 Briefing for afternoon activities in the lounge

1630 Normal return from afternoon / day activities

1645 Evening meal

Day time

1 After breakfast students should tidy their rooms prior to assembling in the lounge at 0915. Briefings can then be carried out prior to kitting up in the Annexe for the morning / day activities.

2 Please remind students *not* to wear boots inside the main building.

3 Afternoon groups should also assemble in the lounge for briefing and collection by staff.

The exact time can be agreed in the morning but will usually be around 1315.

4 **Please remember that as the Centre is responsible for all programmed activity sessions, including those staffed by yourselves; any planned changes to activities or venues must be discussed and approved by the Operational Lead before being implemented.**

5 Group lists need to be pinned to the Lounge notice board prior to departure. These lists should be checked for accuracy and include the full names of all members of the group. They form an essential part of our safety procedures. *The group identity MUST tally with that on the programme.*

6 An entry should be made on the Activity Board (whiteboard in the Annexe corridor) by each group leader immediately prior to going off-site. Centre Instructors will make their own entries. The entry needs to be deleted when the group returns to the House. *It is vital that the board is filled in as it provides an essential check on a group's whereabouts in the event of accident or non-return.*

7 Groups are expected back at the Centre by

- 1230 after a morning activity
- 1630 after an afternoon activity
- 1630 after an all day activity

Any planned late return should be notified to the Centre Manager (or a senior member of staff) and / or written up on the Activity Board prior to the session. Unexpected late returns should be notified to the Centre at the earliest opportunity. Non return / notification by 1300 (morning) or 1700 (afternoon, all day) will result in ACTION being taken by the Centre to locate the overdue group, and may take place earlier if circumstances warrant.

8 Groups returning to the Centre should be taken to the Annexe before entering the House.

Staff should supervise the cleaning of boots and waterproofs, ensuring that all mud is removed from the boot treads.

- 9 Wet clothing should be wrung out and hung in the drying room under supervision.
- 10 Showers should be used carefully to ensure that hot water is not wasted.

Evening

- 11 The Centre has a small shop which you are welcome to open for sales to your group. We stock, souvenirs, sweets and drinks. You will be issued with a cash float which you are responsible for (plus any takings) until the end of your stay. This is kept in the safe in the Lounge Office along with the key for the Shop. You will be issued with the code for the safe on arrival. *For obvious reasons we cannot allow groups to run their own 'internal' shop.*
- 12 Hot and cold drinks are available to serve to your students in the evenings.
- 13 Groups enjoying night walks / activities should be aware of, and respect, the Centre's close proximity to the village and the agreed curfew of 2100hrs.
- 14 Please ensure that the building is made secure early in the evening, closing downstairs windows and checking that all outside doors are locked. You will be given instructions for gaining entry after lock-up when you first arrive.
- 15 All electrical appliances and unnecessary lights should be switched off before finally going to bed. Night lights provide background illumination in the corridors and staircases throughout the night. Please ensure that ALL fire doors are closed

Departure Procedures

- 1 Please strip the beds and bring the fitted sheets, duvet covers, and pillowcases, downstairs to the back corridor before breakfast. *Please do not remove the mattress covers.*
- 2 Pack belongings and place bags and suitcases in the Annexe corridor.
- 3 Pupils should not go back upstairs; you may be asked to base yourselves in the Annexe rooms until your departure.
- 4 Centre staff will liaise with you about kit cleaning and return. It is essential that all equipment is clean before it is returned to the store. Waterproofs should be scrubbed clean, rucsacs emptied, and boots washed thoroughly (removing all mud from the treads). This is done in the Annexe under your supervision.
- 5 Please check that the drying room is empty, and that all student belongings have been collected from the Annexe.
- 6 Any lost property will be kept for two weeks and then disposed of if unclaimed.

After you return home

If you have any comments on your stay, or suggestions for improvements, please write to the Business Development Manager for Outdoor Learning, Buckden House OEC, Buckden, North Yorkshire BD23 5JA; alternatively, you may prefer to contact the Strategic Director for Children's Services at Bradford Council, 1st Floor, Margaret McMillan Tower, Bradford, BD1 1NN.

Emergency Procedures

A separate booklet covering 'out of hours' emergency procedures is available in the lounge 'office' and also in the front porch. Please familiarise yourself with its contents on arrival; you will also be given a briefing by Centre staff. Mobile phone coverage is limited within the building and the village. However, for emergency use the centre's phone, located in the lounge 'office' can be used. *Centre staff should be advised at the earliest opportunity of any emergency action taken 'out of hours'.*

- 1 What to do if the fire alarm goes off:
 - a follow the fire procedure and evacuate the building, assembling outside at the front of the House where you must conduct a roll call of your pupils; use the fire list in the front porch. In bad weather the Village Hall is available for emergency use. Visiting staff should ensure, with due regard to their own safety and as far as is reasonably practicable, that all rooms are evacuated and students escorted out of the building. The key for the Village Hall is with the fire list in the front porch, along with a handtorch for emergency use.
 - b if Centre staff are present they will contact the Fire Brigade or cancel the alarm as appropriate. At night-time, and in the absence of Centre staff, refer to the fire procedure. The alarm can only be cancelled and reset by Centre staff.
- 2 What to do if a child is ill or needs medical attention:
 - a if they have been sick, please advise a member of Centre domestic staff. In their absence clean up as necessary by using the mop, bucket and gloves located in the Housekeepers store (next to the servery). Clean bed linen is available in the lounge. Soiled linen should be placed in a black bin liner and handed to domestic staff.
 - b if medical attention is required (illness or injury) please consult the Domestic Bursar or other member of the Centre staff. In their absence refer to the emergency procedures booklet. The nearest Doctor is in Grassington (at night special arrangements apply) and the nearest hospital casualty department is at the Airedale Hospital, Steeton, near Keighley. As the Centre is unable to provide transport for doctor or hospital visits we strongly recommended that you bring a suitably insured staff vehicle with you for non-emergency journeys.
 - c if a child or visiting member of staff is too ill to take part in a programmed session the Domestic Bursar should be informed. Remember that it is your duty to care

for any such children unless you have specifically discharged that responsibility to Centre staff with the agreement of the Domestic Bursar.

- 3 What to do if an activity group has not returned to the Centre, or notified a late return, normally by 1330 (morning session), or 1730 (afternoon or all day session):
 - a check dormitories, showers, transport etc to confirm no return.
 - b contact the Operational Lead or other member of the Centre staff, referring to emergency procedures booklet.