



Visiting Group Safety Information



every **child** matters
a brighter future for Norfolk's young people



Norfolk County Council

Contents

- Introduction
- Responsibilities
- Safety Statement
- Activity Risk Assessments
- Contacts

Introduction

Thank you for your interest in Whitlingham Outdoor Education Centre. This Safety Information pack is designed to answer frequently asked questions regarding activity safety and to provide information commonly asked for.

If there are any other questions or information that you require, do not hesitate to contact the centre (see Contacts section on the last page).

If you are making a booking, you will also receive group joining instructions which will give more detail to your visit.

Pre-visits are welcome and please contact the centre to make an appointment.

I look forward to seeing you and your group at the centre soon.

Mike Roper
Head of Centre
Whitlingham Outdoor Education Centre
January 2011

Responsibilities between the Centre and Group Leaders

Visiting groups are the responsibility of the Group Leader throughout their visit to the centre.

The Group Leader maintains overall responsibility and accountability of the group participants and support staff throughout the visit; however, there are some areas of which the centre staff will take a lead.

Centre Staff are responsible for:

- Issue, checking and monitoring of personal protective equipment and clothing.
- Delivery of activity sessions to centre procedures.
- Safety of participants during activities including providing safety briefings to all participants.
- Adaptation and cancelling of activities due to weather conditions, group ability and behaviour.
- Immediate first aid following an incident.
- Calling of emergency services.

The Group Leader is responsible for:

- Behaviour of participants and support workers at all times.
- Collection of medical information and passing this on to the centre staff on arrival.
- Informing the centre in advance if there are any particular needs regarding medical conditions, disabilities, behavioural support.
- Ensuring participants arrive with any medications needed to assist their participation.
- Supervision of participants not involved in activities e.g. breaks, early arrival, late departures, observers, and illness.
- Accompanying participants if emergency services are called.
- Transport to and from the centre.
- Being on site at all times.
- Ensuring participants arrive with suitable activity and spare clothing /footwear.

There may be times when the Group Leader and/or support workers wish to join in with activities. At the time of booking this person(s) must be included within the group numbers. No additional numbers can be added on the day due to staffing requirements and programme planning.

If participating in activities, the Group Leader must return to the centre to supervise any non-participants.

Please contact the centre in advance to discuss any needs of your visit.

Please report any last minute changes on the day to the centre on arrival e.g. illness, behaviour.

Whitlingham Outdoor Education Centre Safety Statement

Safety is paramount in all outdoor and adventurous activities, and we ensure our safety management systems are our top priority. We have robust risk and safety management systems in place, which are evidenced in a number of ways.

We follow strict Health and Safety guidelines as set out by Norfolk County Council and National Governing Bodies. Our procedures and activities are continuously monitored and updated to ensure they provide a safe, fun, learning environment.

We have a range of measures in place to ensure all activities are challenging but safe.

Statement of Assumed Risk

Outdoor and adventurous activities often involve learning new skills in unfamiliar environments. Both participants and persons with parental responsibility must accept an element of risk. To minimise these risks we have a range of safety management systems which are externally inspected regularly. We reserve the right to cancel or modify any activity if we believe there is adverse risk.

AAALA Licence

Whitlingham Outdoor Education Centre is licensed by the Adventurous Activities Licensing Authority (AAALA) for delivering outdoor and adventurous activities to young people. This means that we have been inspected by AAALA, and our risk analysis and management systems were found to be satisfactory. We have regular inspections and have a range of technical advisers. For further details of this licence please contact AAALA direct on 029 2075 5715 or visit their website at www.aala.org.

Reference: R0870 – Licence No. L7744

Centre Approvals

The centre is both a Royal Yachting Association (RYA) Training Centre for sailing and windsurfing and a British Canoe Union (BCU) Approved Centre for all paddlesports. We meet all National Governing Body requirements and undergo annual inspections. We have also been successfully inspected for Adventuremark, Learning Outside the Classroom for activities outside of our AAALA license.

Staff Competence

All staff are qualified to National Governing Body and/or local authority level, where appropriate. All staff have a valid first aid certificate and undergo an induction programme. All activities and staff are monitored and evaluated on a daily basis.

Risk Management

All activities are assessed for risks and reviewed regularly. These are inspected as part of our adventure activities licence.

Activity Equipment

Specialist equipment is provided and fit for purpose. All equipment is checked regularly and inspected as part of our centre approval and adventure activities licence.

Safeguarding and Protecting Children

Our policy is consistent with current good practice and forms part of our recruitment process. All staff are cleared through the Criminal Records Bureau disclosure procedure.

Insurance and Loss of Property

Norfolk County Council insure all activities we provide covering public liability and personal accident to £50m.

It is your responsibility to arrange appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft. We strongly recommend this. Norfolk County Council only accepts liability for loss, damage or injury resulting from negligence by the County Council, its servants or agents. We must be notified of lost property within 1 week as any items found are disposed of after this period.

Conduct

All instructions given by Whitlingham OEC staff must be followed, including at break times, when a member of staff other than the instructor may be providing the pastoral supervision. All participants are expected to behave in a responsible manner.

Misbehaviour or conduct that is considered to compromise safety will result in the participant being excluded from a session or from the rest of the visit.

Physical Fitness

You should ensure you have an adequate level of fitness for activities undertaken. If you have any concerns about this please contact the centre before booking and discuss it with our instructors on the day.

Swimming Ability

All participants taking part in water activities at the centre are equipped with a buoyancy aid, therefore an inability to swim will not necessarily exclude you from taking part. However we do ask that you have a certain level of water confidence relative to the activity. If you have any concerns about this please contact the centre and discuss it with our instructors on the day.

Activity Risk Assessments

Summary of activity risk assessments to follow:

All activities	Archery	Biking	Canoeing/ Kayaking
Climbing	Orienteering/ Navigation	Raft building	Sailing
Team Challenges	Windsurfing		

All Activities		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented
Injury arising from jewellery	Group asked to remove all jewellery before participating in activities.	Instruction by experienced staff.
Protection from the effects of the sun	Group advised about the necessity for using sunscreen, head protection and protection of arms and legs by wearing long sleeves/trousers as necessary.	Activity programme assessed each day in light of the most recent weather forecast.
Protection from the effects of the cold	Additional protective clothing available appropriate to activity e.g. waterproofs, wetsuits	
Pre-existing medical conditions	The person making the booking signs the booking form to accept responsibility for providing a list of names detailing any relevant medical conditions of the entire group prior to or on arrival.	All Instructors hold a current First Aid Certificate, which is regularly updated.

Extreme weather conditions / Change in weather conditions	Activity programme assessed on the day and delivered appropriate to weather conditions and group ability	Nominated Duty Manager for each day to monitor weather conditions/forecast and group activities
Injuries/Illness	All instructors are first aid trained and carry first aid provision during activity.	

Archery		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented
Unauthorised access to archery range by public	Gates shut before session and signage	Instructors to brief group and to watch throughout session for public walking through range
Equipment misuse	Instructors to brief participants on how to handle and use equipment	Monitoring throughout session by instructors
Equipment failure	Equipment to be checked before each session by GNAS instructor	Equipment to be annually checked and before each session
Injuries to arms	Brief participants at start of session on danger, arm braces must be worn whilst shooting	Instructor monitoring throughout session

Biking		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented

<p>Site risks on ride. Trail terrain and other country park users</p>	<p>Group briefing covering all points and concerns. Code of conduct agreed. Boundaries and layout clearly defined. Route planned and agreed. Group members stay together with group. Route choice appropriate to riding skills of individuals. Progressive coaching to tackle more demanding terrain.</p>	<p>Qualified Instructors (minimum MIAS Level 1 or equivalent)</p> <p>Bikes regularly checked and externally serviced.</p>
<p>Road hazards</p>	<p>Careful route choice. Single file with designated leader and sweeper on road sections. High vis jackets and lights in instructor kit.</p>	
<p>Injuries to head, face, hands, eyes and body</p>	<p>Wear approved helmets (ensure correct fit). Strict group control (speed). Safety briefing. First aid kit carried. Instructors to have mobile phone.</p>	

<p>Canoeing / Kayaking</p>		
<p>Hazards arising from activity</p>	<p>Control measure(s) in place to reduce risk from each hazard</p>	<p>Arrangements to ensure the control measure(s) continue to be effectively implemented</p>

Drowning	All those canoeing must be water confident. All wear approved buoyancy aids, which are checked on issue. Swim and safety briefings provided.	Instruction by qualified (BCU Level 1/Level 2 Coach minimum) staff. Visual inspection when handing B/A's out. Staff to check before getting on water
Head injury	Helmets will be worn if paddling sessions include chances of hitting head e.g. capsize drills. If the nature of the session dictates use a helmet. First aid kit carried by instructor.	All staff first aid qualified
Hypothermia	All wear water/windproof cagoule and dress appropriate to conditions. Extra clothing carried by Instructor. Weather forecasts checked routinely	
Back Injury	From lifting: clear briefing and guidance from Instructor. At least two students per kayak. Numbers per canoe dependant on size of canoe and students.	Training of staff on manual handling issues.

Climbing		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented

Injury whilst bouldering	Appropriate briefing. Warm up prior to bouldering. Boulder above matted area. Use of spotters.	Instruction by qualified staff. (LEA CWSA minimum)
Injury due to loose or spinning holds	Regular inspection of climbing wall holds.	Regular, recorded inspection of the climbing wall surface
Injury due to falling or being dropped	Appropriate briefing and supervision.	
Injury due to faulty equipment	All equipment to be checked prior to the start of the session.	Regular monitoring of condition. Rope usage logged.
Injury due to ill-fitting equipment	All equipment to be checked prior to ascent.	Regular checks for cracks etc.
Danger from falling objects and contact with the wall.	Safety helmets to be worn at all times.	
Injury caused by incorrect climbing technique.	Appropriate briefing and demonstration.	

Orienteering / Navigation		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented
Getting lost. Minor injuries	Students in a minimum of pairs (if out of sight of instructor) with instructions to keep together. Appropriate clothing and footwear for conditions. Course appropriate to ability and experience of group. Whistles carried by groups. First aid kit carried by Instructor.	Instruction by experienced and qualified (BOF Trained minimum) staff. Areas used have natural and defined boundaries. Beginners sent as a pair (minimum). Pair issued with whistle if out of sight. Agreed lost procedure. Staff induction re: areas.

Danger due to moving vehicles, members of the public, dogs etc.	Instructor to ensure group is aware of possible dangers.	
Emergencies	Mobile phone carried by instructors. Map of access/evacuation points held by instructors and centre.	Close supervision when moving between operating areas

Raft building		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented
Drowning	All those raft building must be water confident. All wear approved buoyancy aids, which are checked on issue.	In house induction to all staff leading rafting sessions
Head Injury.	All wear helmets. First aid kit carried by instructor.	Staff induction
Hypothermia.	All wear water/windproof cagoule and dress appropriate to conditions.	All staff first aid qualified and up to date
Injury due to damaged equipment.	All equipment to be checked prior to the start of the session. Report to duty manager if broken	Induction

Sailing		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented

Drowning	All participants to be water confident. All wear properly fitted buoyancy aids at all times when on or near the water	All instructors to have up to date qualifications, including first aid. (minimum RYA Dinghy Instructor). Appropriate supervision and safety cover. All equipment regularly checked.
Hypothermia	Appropriate clothing to be worn by all. Centre waterproofs and wetsuits available.	Instructors are aware of the needs of individuals and the impact of conditions. Able to advise/insist that adequate protection is worn.
Injuries	Close supervision when launching and recovering boats. Activities appropriate to weather conditions and size and capability of students. Appropriate footwear worn at all times.	
Injuries caused by boom	Proper briefing. Junior beginners boats have foam covered booms. Helmets available if required.	Sessions adapted according to weather conditions.

Team Challenges		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented
Minor injuries	All staff to be inducted, brief group on dangers at start of session	Staff induction to challenges, monitoring by instructors throughout session.

Manual handling	All staff to be inducted, brief group at start of session about risks. Appropriate footwear needed. Instructor to check suitable clothing at start of session.	Inductions done each year, instructors to monitor throughout session Joining instructions sent out on booking
Injuries		

Windsurfing		
Hazards arising from activity	Control measure(s) in place to reduce risk from each hazard	Arrangements to ensure the control measure(s) continue to be effectively implemented
All risks in common with sailing.		Qualified Instructors (Minimum RYA Start Windsurf Instructor).
Injury from rigs	Briefing re: hazards. Appropriate rig size to conditions and ability.	All equipment regularly checked.

Contacts

For further information please contact:

Whitlingham Outdoor Education Centre
Whitlingham Lane
Trowse
Norwich
NR14 8TR

Tel: 01603 632307

Fax: 01603 674219

Email: ncc.oep@norfolk.gov.uk

Website: www.whitlinghamoec.co.uk

