

# Leaders Guide

GRAFHAM WATER CENTRE



Cambridgeshire  
County Council

## LEADERS GUIDE

**Grafham Water Centre**

Thank you for choosing to come to Grafham Water Centre with your group. We look forward to welcoming you to our Centre and hope that we can work together to make your stay as comfortable, exciting and as safe as possible. Whether this is your first visit to Grafham Water Centre, or whether you are a regular visitor, we hope this Leaders Guide will enable you to plan and manage effectively for your stay and answer any questions you may have about preparing for your visit. Details can also be found on our website ([www.grafham-water-centre.co.uk](http://www.grafham-water-centre.co.uk)), but if you have any queries at any stage of your booking, please do not hesitate to phone us on 01480 810521 or email us at [info@grafham-water-centre.co.uk](mailto:info@grafham-water-centre.co.uk).

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## 1.0 CHECKLIST OF IMPORTANT DEADLINES

This information is critical for the smooth organisation of your visit. Please use the checklist as an important guide and confirmation tick list to ensure you have taken all appropriate action.

WHAT TO DO	WHEN TO DO IT	TICK ON COMPLETION
Return Booking Confirmation Form and Initial Deposit, ensuring you are aware of all our terms and conditions	Within 14 days of receipt of Booking Confirmation Letter	
If non-Cambridgeshire County Council School, arrange appropriate insurance cover	When you return your Booking Confirmation Letter and Deposit	
Arrange Activity Programme with us	As soon as possible after your booking has been confirmed	
Arrange a presentation for parents/guardians to inform them of details of visit. If this is the first time you have booked at GWC, please contact us to arrange for a member of staff to attend the evening or arrange for the loan of the GWC Presentation	Once programme and arrangements have been finalised	
Hand out Permission Forms and suggested clothing list to parents/guardians	At presentation evening or at least <b>10 weeks</b> before the visit	
Send stage payment to GWC	By 1 <sup>st</sup> April for arrivals between September and December, or by 1 <sup>st</sup> November for arrivals between January and August	
Return Final Details Form including breakdown of numbers of male/female for bedroom allocation, Final Payment Form and appropriate final payment	At least <b>8 weeks</b> prior to your arrival date	
Once we have sent you the Room Allocation Form, work out who will sleep in which room and send list to GWC	As soon as possible after receipt of the Room Allocation Form (At least <b>6 weeks</b> prior to your arrival date.)	
Book Coach transport & confirm collection times	At least <b>8 weeks</b> prior to visit	
List young people's names into their activity groups and send to GWC	Prior to arrival	
Complete and return your evaluation form	At end of visit, prior to departure	

## 2.0 ADMINISTRATION

### 2.1 Terms & Conditions

#### GRAFHAM WATER CENTRE

#### TERMS & CONDITIONS FOR RESIDENTIAL SCHOOL GROUP BOOKINGS

##### ***Provisional booking***

Initial deposit to secure the booking, based on numbers discussed at time of booking (If numbers increase, additional payments can be made with the 1<sup>st</sup> stage payment) e.g. booked for 30, deposit of £10.00 per head so £300.00 required). This is payable 14 days after the initial provisional booking is made. If the initial deposit is not paid within this 14 day period, the Centre may cancel the provisional booking unless an extension is made and agreed by both parties. This is non refundable under any circumstances.

##### ***1<sup>st</sup> stage payment***

Due **6 months** before the month of the visit. The 1<sup>st</sup> stage payment will be for £25.00 per head and will be based on the final numbers expected to come. This is non refundable under any circumstances.

##### ***2<sup>nd</sup> stage payment***

Due **3 months** prior to the visit. The second stage payment will be for £75.00 and must be based on the numbers confirmed at this time. This is not refundable under any circumstances.

##### ***The final payment***

You will be invoiced after the visit for the numbers confirmed at the 2<sup>nd</sup> stage payment, plus charges for any additional numbers brought.

There will be no refund in respect to meals/activities or accommodation not taken.

##### ***Cancelations***

- If the booking is cancelled before the 1<sup>st</sup> stage payment then the deposit will not be refunded.
- If the booking is cancelled after the 1<sup>st</sup> stage payment, both the initial deposit and the 1<sup>st</sup> stage payments will not be refunded.
- If the booking is cancelled after paying the 2<sup>nd</sup> stage payment, then the deposit, 1<sup>st</sup> and 2<sup>nd</sup> stage payment will be retained by GWC. You will also be invoiced for 50% of the final amount (numbers will be calculated on the 2<sup>nd</sup> stage payment information).
- If the booking is cancelled within 2 months of the residential date then the deposit, 1<sup>st</sup> and 2<sup>nd</sup> stage payment will be retained by GWC You will also be invoiced for 75% of the final amount (numbers will be calculated on the 2<sup>nd</sup> stage payment information).
- If the booking is cancelled within 1 month of the residential date then the deposit, 1<sup>st</sup> and 2<sup>nd</sup> stage payment will be retained by GWC You will also be invoiced for 100% of the final amount (numbers will be calculated on the 2<sup>nd</sup> stage payment information).

##### ***EARLY BOOKING***

Early bookings will be accepted 18 months in advance, on completion of a booking form and payment of a non-returnable booking fee of £100.

##### **METHOD OF PAYMENT**

All payments must be made by BACS, card or a cheque made payable to **Cambridgeshire County Council**.

## **SUPERVISION**

Group leaders have a duty of care and are responsible for a high standard of conduct within the Centre. Young people must be accompanied by adult leaders and we strongly recommend a ratio of 1:10 to ensure a leader is present with each group, free adult places are available on these ratios. Grafham Water Centre accepts responsibility for young people during instructed programme sessions. There will always be a member of staff on call 24 hours a day for emergencies.

Groups are responsible for the cost of repairs necessitated by any wilful damage to our property or equipment. No dogs are allowed on site except for dogs for the disabled. Smoking is not permitted on site and alcohol must not be brought on to the site. Group leaders must allow half an hour to liaise with a member of Grafham Water Centre staff, on arrival and on departure.

## **INDEMNITY AND INSURANCE**

The insurance of Cambridgeshire County Council covers all legal liability of the council to all students on courses. Personal Insurance is provided for all Cambridgeshire County Council Schools on receipt of the deposit payment. We regret that it is not available to other organisations. Such groups are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellations, which should take effect from the time of booking.

**The Head of Centre reserves the rights to terminate at any time, the visit of any individual or group if, in her judgement, it is necessary to do so. In this extreme, refunds will only be made at the Head of Centre's discretion.**

## **2.2 Paying for your Visit**

Your non-returnable Deposit Payment of £10 per person is made on receipt of your Booking Confirmation Letter and will guarantee your booking at GWC.

A non-returnable Interim Payment of £50 per person must be made at the following time:

- For visits between September and December payment is due by 1<sup>st</sup> April
- For visits between January and August payment is due by 1<sup>st</sup> November

This maybe done using the Stage Payment Form located at the end of this Document. (**Appendix A - Stage Payment Form**)

Your **Final Payment** must be received at least 8 weeks before your visit. It needs to be accompanied by confirmation of final numbers, indicating male/female and young person/teacher splits so that we can allocate your sleeping accommodation, plus information on specific dietary needs to enable us to plan our catering arrangements.

Please do this by completing the Final Payment form found at the end of this Document. (**Appendix B - Final Payment Form**)

We remind you that no refunds will be made in respect of late cancellations by individuals, meals not taken or accommodation vacated before the planned departure date. You must ensure that you have adequate insurance in place to cover any such costs. GWC reserves the right to cancel any booking and will return any deposits and payments at its own discretion.

## **2.3 Insurance**

Cambridgeshire County Council insurance covers all legal liability of the council to all students on courses. Personal Insurance is provided for all Cambridgeshire County Council Schools on receipt of the first stage payment. We regret that it is not available to other organisations. Such groups are strongly recommended to provide their own insurance or personal injury, loss of possessions or cancellation, which should take effect from the time of booking.

## SCHOOL JOURNEY INSURANCE

This is provided for all Cambridgeshire County Council Schools and provides the following cover:

**1. Cancellation and other expenses up to £1,000 per person.**

Losses due to failure of the tour company are excluded.

**2. Medical, transport and funeral expenses and parents visiting sick party members in hospital, up to £250,000 per person.**

Emergency medical assistance by Trans Care International.

Excluded: - War risks

- Expenses as a result of sexually transmitted diseases

- Expenses as a result of air travel other than as a fare paying passenger in a licensed passenger-carrying aircraft

An excess of £15 applies to each and every claim.

**3. Personal accident cover**

Including death, permanent total disablement, permanent partial disablement from any occupation, permanent facial disfigurement, loss of or damage to teeth and dentures and temporary total disablement. The amount of cover depends on the type of injury and age of the claimant.

Exclusions, limits of indemnity and excesses as in Section 2 above.

The limit of indemnity under sections 2 and 3 is £2 million in the aggregate.

**4. Personal effects and money.**

- Delayed baggage up to £50 per person

- Theft/loss of personal effects up to £250 any one article

- Theft/loss of money up to £500 per person

For all property belonging to each person the maximum limit is £1,000

Exclusions include contact lenses, fragile/brittle articles and atmospheric or climatic conditions.

An excess of £15 applies to each and every claim.

**In relation to THEFT of money/personal items, the incident must be reported to the police within 24 hours. Claims will not be considered unless this condition is met.**

**5. Legal Liability**

With a limited indemnity of £1 million. This is in addition to the County's existing 3rd party liability insurance arrangements.

Exclusions are pollution and contamination.

**Legal liability, other than sudden/accidental, subject to a limit of £1 million in the aggregate for any one period of insurance.**

Insurance Company: AXA Global Risks  
Policy Number: XUK0001015L104A  
Renewal Date: Annually on 30<sup>th</sup> September

Amount of Cover:  
Employers liability: £20 million  
Public liability: £30 million  
Personal accident: £2 million  
Professional liability: £5 million

## **FIRE PROTECTION**

GWC has a wireless system operating an audible siren, which is checked on a 3 monthly basis. We conform to Cambridgeshire County Council Fire Safety Policy.

## **EQUIPMENT**

All specialist equipment is provided. All equipment will be fit for purpose and is inspected as part of our Adventure Activities Licence. Records of equipment checks are available for inspection on site.

## **SECURITY ARRANGEMENTS**

As a Residential Centre we regard security as being of paramount importance and have a CCTV system which records all visitors to the site.

### **2.4 Parental Permission Form (Appendix C)**

It is vital that you obtain signed permission from each young person's parent or guardian to allow you to take responsibility for them during the residential visit. This form also records emergency contact details, special dietary requirement and disabilities or medical issues, which you will need to pass on to us in order to help us prepare appropriately for your stay. **Please transfer all relevant details to the Final Details Form (Appendix E).** Please bring the completed forms with you and hand them over to your Course Director at the start of your stay. A sample form is located at the rear of this document. **(Appendix C - Permission Form)**

### **2.5 Medical/Dietary Information Form (Appendix D)**

This form must be completed by each visiting member of staff and details passed on to us. **Please transfer all relevant details to the Final Details Form (Appendix E).** Please bring the completed forms with you and hand them over to your Course Director at the start of your stay. **(Appendix D - Medical/Dietary Information Sheet for Visiting Staff).** Visiting teachers/group leaders should ensure that all medication is kept in a secure container, and is locked away securely at all times.

### **2.6 Final Details Form (Appendix E)**

All specialist dietary information and information about disabilities and medical issues obtained from the Permission Forms and Medical/Dietary Information Forms should be entered on to this form and sent to Grafham Water Centre at least 8 weeks prior to your arrival, so that we can make appropriate arrangements for catering, room allocation etc. **(Appendix E - Final Details Form)**

### **2.7 Evaluation & Feedback System**

We now have a new on "line system" for recording your evaluation of the visit to the Centre. We kindly ask that this is completed before you leave and to let your Course Director know this has been done. Our aim is to support Outdoor Education and our new evaluation will be able to give us a National picture throughout the Outdoor industry. We hope that this new system will help us to improve what we do here at the Centre but also it will give us an indication of the pupil's perspective of the visit and what they have achieved. Your Course Director will give you the login details specific to your school and a tablet to use for this purpose.



## 3.0 SAFETY

GWC offers a wide range of adventurous activities and although we have undertaken comprehensive risk assessments there are some areas which require your judgement and where you need to plan how you are going to exercise control of your group of young people. Whilst our instructors will take the lead on structured activity sessions, you are responsible for your group's behaviour at all times. We are here to assist your young people to gain the maximum amount of learning during their stay, working in close partnership with you and your staff, but we need to ensure that you will exert necessary control over your group to guarantee a safe and enjoyable visit and that your young people show appropriate respect to staff and other users of the Centre.

### 3.1 Hazard Planning

#### Purpose and Rationale

We are an Outdoor Learning Centre and as such we have completed all the relevant risk assessments for the activities that you will be participating in. As the young people in your care are known to you, it does require your judgement and experience to ensure they are safe when moving around the site to and from activities sessions and during free time.

#### RISK ASSESSMENTS

Full and comprehensive risk assessments have been produced for all of our activities and for the site. Whilst it is not essential to see these documents, which may be detailed and specialist, it is essential that you discuss with the Centre any elements that you wish to have responsibility for controlling.

These items will then form part of your risk management system.

#### PLEASE REMEMBER

Walk – Don't Run  
Only use equipment when accompanied by an instructor  
Be careful on stairs  
Do not run in corridors  
Wash your hands before meals  
Be polite to other visitors and staff  
Respect the wildlife

Hazard	What we have done	What we need you to do	Your personal notes (e.g. other issues you wish to consider)
Equipment on site	All our activity equipment around the site is not to be used unless accompanied by one of our instructors Signage is in place warning of this Our instructors will show you how to use equipment safely and properly whilst on session	Brief your students and staff about activity equipment around the site  Monitor and supervise your students during free time including meal times	
Site rules	Course Directors will brief students on arrival as to the rules around the site We have provided areas where students can play	The Course Director will identify play areas when you arrive – please ensure the students keep to these areas	
Inside the Centre	Course Directors will brief students on arrival about living in our building	Please ensure your group do not stand on furniture, window sills, cupboards etc Ball games are not permitted inside the Centre	Additional safety briefing to be given to students who are in bunk beds
Stairs and steps	Course Directors will brief students on arrival as to the rules around the site	Please monitor students regarding their speed on the stairs/steps	



Slips and trips	Our site is a natural site and the grounds are uneven as with most play areas, we will try to ensure that the best possible areas are used for free time play There is a large lawn for use during free time	Monitor and reiterate consequences of playing on uneven surfaces  Students are to be supervised when playing outside	Extra care must be taken on fields as there are rabbit holes that could potentially be a trip hazard
Accidents and incidents	A designated First Aider will be available at all times	Any accidents or incidents must be reported to one of our staff members	
Members of the public	We have informed all visiting public to sign in at reception upon arrival  There is signage informing the public to follow this procedure  Visiting contractors sign in at reception and wear a visitors badge  There are CCTV cameras situated in our car park	Please ensure appropriate adult(s) supervision for each group  Any students to be courteous and polite to any visitors  You are responsible for the supervision of your students during free time and setting boundaries for them	
Hygiene	We provide facilities for washing hands before mealtimes	Please ensure your students wash their hands before eating	
Wildlife	We have various wildlife around the site namely geese and ducks Course Directors will brief students on arrival about these and especially when they are nesting	Please brief your students about not chasing the geese or any other wildlife around the site or when off site	

This document was prepared in consultation with the Outdoor Education Advisor for  
Cambridgeshire County Council

## 3.2 Risk Management Summary

The following is our risk management summary. The purpose of this summary is to satisfy clients that our risk analysis and management schemes are adequately robust.

### CENTRE DETAILS

Name: Grafham Water Centre  
Website: [www.grafham-water-centre.co.uk](http://www.grafham-water-centre.co.uk)  
Email: [info@grafham-water-centre.co.uk](mailto:info@grafham-water-centre.co.uk)

### ADVENTURE ACTIVITIES LICENCE DETAILS

The holding of an Adventure Activities Licence means that GWC has been inspected by the Adventure Activities Licensing Authority (AALA) and our risk analysis and management systems were found to be at least satisfactory. More about what holding a license means can be found on the Licensing Authority's website [www.aala.org.uk](http://www.aala.org.uk).

Reference No: R0262  
Licence No: L12016  
Licence Renewal Date: Biennially on 4<sup>th</sup> April

### DATE OF ACCREDITATION BY OTHER ORGANISATIONS

- We are a Royal Yachting Association recognised teaching establishment – awarded in 1973. This status involves two annual inspections by RYA officials.
- British Canoe Union Approved Centre in 1980
- Accredited Centre for Institute of Outdoor Education

### STAFF COMPETENCE AND QUALIFICATIONS

All staff will either hold a relevant National Governing Body (NGB) qualification or a statement of competence signed by an appropriately experienced and qualified person, consistent with the requirements of the Licensing Regulations. Copies are available for inspection on site.

### CHILD PROTECTION

Our policy is consistent with current good practice in this area and meets current statutory requirements. Criminal Records Bureau (CRB) checks are carried out on all centre staff.

### SUPERVISION WHEN NOT ON ACTIVITIES

Visiting school staffs act *in loco parentis* for the duration of the visit. GWC has a qualified First Aider based on site at all times and operates an 'on call' system 24 hours a day.

### RISK ASSESSMENT

Inspected as part of our Adventure Activities Licence

### 3.3 Emergency Procedures

#### WHAT TO DO IN CASE OF THE FOLLOWING:

##### FIRE

- Operate the fire alarm.
- Leave the building via the nearest exit.
- The Course Director or On Call member of staff will ring the fire brigade or detail another member of staff to do so.
- Gather by the anchor at the front of the Centre.
- The **Group Leader should take the roll call**. The Group Leader must report to the Course Director during the day or the On Call member of staff during the evening.

##### ACCIDENT (involving injury)

- During the day inform a member of the activity staff, or if one is not available then go to the reception. During the evening/night, please contact the **On Call** member of staff.
- A member of Centre staff must complete an incident report form (IRF96) at a later time with the assistance of a member of the visiting staff.

##### ACTIVITY MISHAP (non injury)

- The member of staff involved with an activity group will take responsibility for the response unless for any reason unable to respond. In this situation inform another member of Centre staff.
- An incident report (minor injuries report) will need to be completed by a staff member.

##### GAS ESCAPE FROM WATER TREATMENT WORKS

- You will hear a siren.
- Go immediately into a building, close the doors, pull the curtains, stay away from windows, and remain inside in a room facing the lake.
- Wait to be given the all clear.

The siren is sounded at 8.00 a.m. on the first Wednesday of each month as a test.

##### POWER FAILURE

- Emergency lighting operates automatically throughout the building.

**ALL ACCIDENTS AND EMERGENCIES MUST BE REPORTED TO A MEMBER OF GRAFHAM WATER CENTRE STAFF**

##### IMPORTANT INFORMATION

- **Fire routines** are posted in all the bedrooms and indicate that on finding a fire, the **fire alarm** should be sounded. On **hearing the alarm** everyone should leave the building by the **nearest exit** and gather by the anchor at the **front of the Centre** for numbers to be checked. If you wish, the **fire alarm** maybe sounded on arrival, please ask the member of staff giving the induction talk.
- Instructional staff are all qualified first aiders.
- At all times there is a member of Centre staff **On Call** for emergency situations
- In **case of emergencies** or accidents, **inform** a member of **Centre staff**. During evenings please refer to the board in the reception and use the “on call” phone/mobile to contact the **On Call member of Staff**.

## 4.0 YOUR ACTIVITY PROGRAMME

Grafham Water Centre offers the following adventurous activities:

### Water-based activities<sup>1</sup>

Canoeing  
Kayaking  
Windsurfing  
Sailing – single handers  
Sailing – crewed boats  
Raft building\*  
Stand up Paddleboarding

### Land-based activities

Climbing  
High Ropes Challenge  
Low Ropes\*  
Archery\*  
Orienteering\*  
Mountain biking<sup>2</sup>  
Problem solving\*  
Ice breakers\*  
Bush craft  
Pioneering  
Power kiting\*

<sup>1</sup> If any young people have a poor swimming ability please let us know prior to your visit so that we can make appropriate arrangements.

<sup>2</sup> If you have any young people who do not ride a bike and will need a tandem, please let us know prior to your visit.

Activities marked \* can be taken as a half-session.

During a typical 3-day residential stay there are 4 main half-day activity sessions plus an introductory session on the first morning and a shorter session on the final afternoon. Groups generally rotate around their chosen activities so that all young people can experience every activity in the programme.

Before planning your activity programme you need to consider the following points:

- Do you have any specific aims and objectives you want to meet through your residential visit?
- What is the size of your group and how could you best be split up to get the most out of the activities? (We usually work on a maximum group size of 16).
- Do you wish each young person to participate in all the programmed activities or do you want some to repeat activities on more than one session?

By considering your response to these questions we will be able to plan activities to ensure that we make the best possible arrangements for your stay. A sample programme is shown below. Please note you will need to decide which young people will make up each group and bring this information with you when you come to the Centre

Please note that although we do our best to keep to the planned programme, there may be circumstances (such as adverse weather conditions) which mean we have to make changes on the day.

As soon as you have identified your aims and objectives, please contact the Centre on 01480 810521 to arrange the programme content for your stay. You need to do this as soon as possible so that we can give you priority in choosing your activities. If you leave it too late we may not be able to offer all your chosen options.

In addition to daytime activities, your group can use the Sports Hall for teacher-led activities on one night during your stay. If you wish the Centre staff to organise any evening activities, please discuss this with us prior to your visit. An extra charge will be made for this provision.

## Sample Activity Programme

Date of visit \_\_\_\_\_ Name of School \_\_\_\_\_

Group size - **60 plus 4 staff**

4 groups of 15 young people and 1 staff

Year Group 5 and 6

### Examples of Objectives:

- Build self esteem
- Improve communication skills
- Develop co-operation skills
- Experience outdoor and Adventurous Activities
- Consider environmental issues

## PROGRAMME

### Day 1

1030 Arrive, drinks and introductions - Leader liaison with Course Director  
 1045 Ice-breakers  
 1230 Lunch followed by room allocation  
 1400 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_ (choose activities on  
**B** \_\_\_\_\_ **D** \_\_\_\_\_ rotation basis)  
 1800 Dinner  
 Evening Activities – own led  
 2100 Hot Chocolate available

### Day 2

0815 Breakfast  
 0845 Room inspection - carried out by visiting staff  
 0900 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_  
**B** \_\_\_\_\_ **D** \_\_\_\_\_  
 1300 Lunch  
 1400 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_  
**B** \_\_\_\_\_ **D** \_\_\_\_\_  
 1800 Dinner  
 Evening Activities – own led  
 2100 Hot Chocolate available

### Day 3

0815 Breakfast  
 0845 Room inspection and pack and clear rooms  
 0900 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_  
**B** \_\_\_\_\_ **D** \_\_\_\_\_  
 1300 Lunch followed by Leaders debrief with the Course Director  
 1400 Activity for whole group  
 1630 Tea and farewells

## 4.1 Personal & Educational Goals

Courses at GWC are designed to meet challenging personal and educational goals, allowing individuals to learn at their own level and develop the five learning outcomes of:

- being healthy
- being safe
- enjoying and achieving
- making a positive contribution
- learning skills to help achieve economic well-being

The following section provides support for visiting group leaders on how the core goals of GWC and the residential learning we offer can contribute to your young people's learning experience and curriculum targets.

The Centre focuses on the core goals of:

- Self Awareness
- Contributing effort to gain success
- Thoughtfulness for others
- Listening skills
- Taking responsibility
- Working well together

These also contribute to curriculum developments for:

- Personal, social and health education
- Spiritual, moral, social and cultural development
- Citizenship
- Safety education
- Key skills development

It is recommended that leaders identify the key needs for their group. The residential experience contributes to learning in the following areas:

### ORGANISING YOURSELF

- In bedrooms
- Clothing and kit
- Planning ahead
- Cleaning up afterwards

### ACCEPTING RESPONSIBILITY

- Completing duty tasks
- Showing a mature attitude
- Recognition of limitations

### UNDERSTANDING GREEN ISSUES

- Country code
- Recycling
- Avoiding litter

### CONSIDERATION FOR OTHERS

- Around the Centre
- In public
- Helping each other

### BEING SOCIABLE AND THOUGHTFUL

- Living with friends
- Respecting others
- Dealing with any conflicts

### PERSONAL DISCIPLINE

- Thinking safe and being safe
- Good timekeeping
- Acceptable behaviour

### MANNERS AND POLITENESS

- With each other and leaders
- During activity sessions
- In the dining room
- During casual conversations

### COMMUNICATION SKILLS

- Listening skills
- Understanding
- Contributing

### CARE OF BORROWED EQUIPMENT

- Safe usage
- Correct storage
- Return clean and undamaged

### LOOKING AFTER YOURSELF

- Hygiene
- Care of personal clothing
- Sensible eating and resting

### HELPING YOU ACHIEVE

- ◆ A positive attitude
- ◆ Making a real effort
- ◆ Celebrating success

### WORKING AS A TEAM

- Co-operation
- Contributing
- Encouraging

## 4.2 Children & Teachers Procedures During Your Visit

This information will help you to make your stay with us more relaxed. There are a number of questions that are asked by visiting staff and the following is an attempt to provide answers. If your specific question is not answered here then please do not hesitate to contact the Centre.

### 4.2.1 Arrival

**The Course director who will be your main contact throughout your stay at the Centre will meet you when you arrive**

- **Allow time** for liaison between the group leader and the Course Director when you arrive. The group leader is the person who will take responsibility for the group during the visit.
- **Arrange** for the group to arrive at the time agreed on your programme.
- If you arrive for your visit in the morning, it is not possible to provide the bedrooms ready for you to move into on arrival.
- A member of staff will meet your group when you arrive and will ask you to put all bags in an appropriate place until the rooms are ready. Bedroom allocation will normally be after lunch.
- Year 4 students and above will be asked to make their own beds. A sheet, duvet cover and pillowcase will be left on the bed.
- Centre staff will be preparing your rooms during the morning following the departure of the previous group. Ask young people to ensure that they are wearing suitable clothing for the morning activities or have them easily available.
- Drinks and biscuits are provided as part of the introductory session (coffee or tea for staff, squash for the young people. For older groups let us know if you think squash is not appropriate).
- **Evening arrivals will normally be shown straight to their rooms and will receive the briefing either just before or just after their evening meal.**

*Note: Should the need arise for you to make an observation or complaint regarding any aspect of your visit to the Centre, please raise your concerns with your Course Director as soon as you can, or if more appropriate with a Senior Member of staff. This may be done verbally or in writing.*

### 4.2.2 Free Time and the Use of Rooms

- A lounge will normally be allocated to a group to use during free time. Discuss this with your Course Director, with whom you liaise with when you arrive. You will also be given a coloured utility box which will have useful information plus remote controls for the TV / DVD. This box and its contents remain your responsibility and we ask that you return it to reception at the end of your stay, with all its contents plus your room keys.
- The Centre cannot guarantee that you will have a dedicated lounge all of the time you are here, as it maybe used for other purposes whilst you are out on activities. Your Course Director will inform you when you arrive if this will be the case. We will however ensure that you have a lounge for the evening.
- Bedrooms are not social meeting areas and young people will not normally be expected to spend time there during the day.
- If the weather is appropriate for the group to go outside during their free time then please ensure



that they use the back door to go in and out. Your Course Director will show you which door to use.

- When outside they should not go unaccompanied to the water's edge, onto the jetties, onto the field where the ropes courses are to be found or off the site. Your help in supervising this is vital. Please do not use the fire doors to the lounges as ways in and out of the building.
- Ensure that the young people keep the rooms and washing areas as tidy as **possible** and all litter is put in the bins.
- You are asked to inspect the rooms each morning to ensure that they are tidy and litter free.
- The drying room (at the far end of the main accommodation block) is for clothing only. The outside drying area can also be used for clothing during the summer months
- No outdoor shoes are allowed inside the buildings – we have a designated shoe area for residents outside the back door. Course Directors will allocate your group their own space

#### **4.2.3 Responsibilities of Teachers & Leaders**

- To supervise the young people and ensure acceptable behaviour.
- Leaders will be responsible for any damages attributed to their group for the duration of the visit. The group will be financially responsible for any replacement or repair necessary.
- To take part in or help with activities under the guidance of Centre staff.

#### **During the visit to the Centre teachers & leaders act in loco parentis and have a duty of care throughout the whole residential.**

#### **4.2.4 Student Involvement in Keeping The Centre Clean and Tidy**

- We encourage young people to help keep the Centre clean and tidy.
- If you wish, basic chores such as, sweeping, litter picking, recycling, dusting, keeping bedrooms tidy can be undertaken. Please speak to the Facilities Manager who will organise equipment for this. (non chemical/electrical)

#### **4.2.5 Departure**

- Bags are to be packed **before breakfast** and left in the rooms – students can then brush their teeth after breakfast. Bags can then be taken to the area allocated for “departure bags”, your Course Director will inform you where this will be.
- Groups **must vacate** their rooms by **09.00 hrs** on your departure day, prior to morning activities.
- The **group** will be **required to strip their beds**, taking off the pillowcase, sheet and duvet cover. These should be neatly folded and left in the corridor outside the bedrooms.
- Visiting staff are asked to check the bedrooms when the young people have vacated their rooms to check for rubbish, any damage or lost property.
- **Allow time** for departure **liaison** with the **Course Director**.
- Ensure bedroom **keys are returned** to Reception on the morning of your departure day.
- **Please arrange** for the **coach** to arrive at least 15min before your planned departure time.

**IF THERE ARE ANY PROBLEMS, PLEASE ASK FOR OUR ADVICE**

## 5.0 ACCOMMODATION

### 5.1 Lounges

We have 5 lounges at the Centre in our renovated and extended main building – the Valley Lounge, the Lymage and Rectory Lounges (which can be made into one large lounge if needed) and the Glebe and Redhill Lounges (which can also be made into one large lounge if needed). We will endeavour to allocate one lounge for you to use for the whole of your stay; however there may be occasions when we will need to use a lounge for other groups, such as Conferences or Management Training Sessions. Taking bookings for these types of groups help us to maximise the use of lounges that could otherwise be left empty for most of the day and the extra revenue generated means we are able to keep costs for groups to a minimum. If you do need to vacate a lounge for use by another group, we would ask you to leave it when you go in to breakfast and we will endeavour to make it ready for you to use again when you return from your afternoon activity session. Your Course Director will discuss such arrangements with you as part of your arrival briefing.

If you have less than 35 people in your group it may be necessary for you to share a lounge with another group. If this is the case we will discuss it with you prior to your stay and your Course Director will give you further information on arrival.

### 5.2 Bedrooms

Sleeping accommodation is provided in a mixture of rooms from singles to 8-bedded dormitories. Some single rooms are en-suite whilst others may share bathrooms. 4-bedded rooms have their own allocated shower and toilet and other rooms have access to a large shower room housing shower and toilet facilities. We also have a disabled suite with a specialised bed, overhead skytrack system leading to a disabled bathroom/toilet. (Please see Disabled Access facilities on our website for more details)

For small groups we now have a small self-contained accommodation area (Mayflower) which has three twin rooms and one 6 bedded room with access to a male and female toilet and shower.

We provide sheets, duvets, duvet covers, pillows and pillow cases for your stay. Pupils in Year 4 and above are expected to make their own beds, but if you do need us to make your beds for any reason, please indicate this on your bed-list form. Clean bedding is available in case of any “accidents” .All mattresses are waterproof.

We will endeavour to allocate rooms on the same floor or same accommodation block for your group, however when several schools are booked in at the same time, we may have to split groups up in order to accommodate everyone.

#### Endurance (Main Block)

Ground Floor	1 x 8 bedded room	First Floor	2 x 8 bedded rooms
	4 x 4 bedded rooms (incl disabled suite)		3 x 4 bedded rooms
	1 x 3 bedded room		2 x 3 bedded rooms
	1 x 2 bedded room		1 x 2 bedded room
	4 x 1 bedded rooms		4 x 1 bedded rooms

#### Endeavour (New Block)

Ground Floor	3 x 6 bedded rooms	First Floor	3 x 6 bedded rooms
	1 x 4 bedded room		1 x 4 bedded room
	2 x 1 bedded rooms		2 x 1 bedded room

#### 5.2.1 Bed Allocation Form

In order to plan accommodation usage effectively it is vital that you send us the final numbers of young people and teachers/helpers and the male/female splits **at least 8 weeks prior to your stay** using the **Final Details form**. Once we have planned room allocations for your stay, we will send you a copy so that you can decide where individual pupils, teachers and helpers will sleep.

### 5.3 Catering

GWC works actively to promote a healthier lifestyle for all who stay with us. Our catering department has devised a set of menus designed to encourage pupils to eat healthier options and try different kinds of food. Menus are organised on a rolling 3-week basis and will give you a choice of foods at each meal. The catering team will advise when your meals are ready. It is useful if you gather your group together in their Lounge prior to escorting them to the Dining Room.

Each morning we will provide you with a breakfast consisting of cereals, toast and preserves and a cooked option.

Whilst out on your activity sessions, we will provide you with morning and afternoon refreshments of squash and either biscuits or raisins.

For lunch we offer jacket potatoes with fillings and salad on Mondays and Fridays, a selection of freshly made filled baguettes with soup and a choice of salads on Tuesdays and Thursdays and a hot lunch on Wednesdays. Jacket potato and sandwich fillings can include cheese, ham, turkey, egg and tuna and salads can include tomato, lettuce, cucumber, pasta and rice. Fresh fruit and yoghurts are available for dessert each day.

For dinner you will have a hot main course plus a dessert. We will provide one vegetarian option. Please ensure that you return your specialist dietary requirements forms to us at least 8 weeks prior to your stay so that we can plan your menus and order appropriate foods.

Please ensure that you supervise your students throughout mealtimes and when clearing their tables, recycling any appropriate items in the bins provided.

At bedtime we provide hot chocolate for pupils and adults.

Tea and coffee is available on a self-service basis at all times in the dining room for teachers and helpers.

#### 5.3.1 Specialist dietary requirements

We do not use nuts in any of our cooking, but some foods may contain traces of nuts. Soya milk is available on request.

To ensure we can plan and cater for your needs, please let us know of any specific dietary requirements **at least 8 weeks prior to your stay** so that we can order appropriate foods. If a young person does have a particular dietary need that requires specialist food provision, it is advisable for the parent/guardian to contact the Centre to discuss whether certain ingredients (e.g. gluten free bread or specific brands of food) should be brought with them.

Unfortunately it is impossible for us to cater for certain groups – i.e. Halal, Kosher etc.

#### 5.3.2 Vending Machine/Kiosk

We have a vending machine on site for snacks and drinks – these are all individually packaged, with their own manufacturers labelling. Young people should bring change if they wish to use these machines.

Souvenirs can be obtained through Reception whilst at GWC. We recommend that £5 is a suitable amount of money for students to bring with them on a residential visit. Please ask your Course Director for details.

## 6.0 CLOTHING

### 6.1 Suggested Clothing List

**PLEASE MAKE SURE ALL ITEMS ARE NAMED CLEARLY AND CORRECTLY**

ITEM	QTY	CHECKED ON PACKING	CHECKED ON DEPARTING
T Shirts			
Sweaters/Fleeces (Not woollen)			
Warm Trousers (NOT Jeans)			
<b>Shorts</b>			
Underwear: Pants			
Socks			
Vests			
Nightwear + casual evening wear			
Sun cream			
Swimwear (to wear under wetsuits when used on the water)			
Bath and Hand Towel			
Washing Kit			
Indoor shoes (Slippers)			
Outdoor Shoes x2 one for wet activities one for dry. (e.g. Trainers and <b>Wellington Boots</b> for activities)			
Rubber Soled Shoes for wet activities (e.g. Plimsolls/Old trainers that can get wet)			
Waterproof Coat/ Jacket/Anorak			
Waterproof Trousers			
<b>Sport Winter Gloves (not woolly).</b>			
Hat ( <b>cap for summer, woolly for winter</b> )			
Spectacle safe head band			
Bin Liner for wet clothes			
Other optional items, e.g. teddy, pocket-sized named drinks bottle.			

**Winter months November to April Summer months May to October.**

Please check a weather forecast as this is a guide pack suitable clothing for the weather conditions that are forecast

**Please Note:**

- During some of the activities your child's clothes may get wet and muddy, therefore they will need at least 1 full change of old clothes per day.
- It is better to send too much warm kit rather than not enough.
- Please avoid bringing electrical devices e.g. mobile phones, tablets – the Centre will not take any responsibility for these.
- **Lost property is held for TWO WEEKS, and then being given to charity.**

The Centre has all the safety equipment needed and wetsuits are used in cold weather for water sports.

It should be stressed that young people should bring old clothes, as they may get wet and dirty on some activities.

## **6.2 Optional Items to Bring for your Group**

Each lounge has a TV and DVD player – you are welcome to bring DVD's to play as we do not supply these. We also have a video player / laptop projector (please ask as we only have one of each and use is subject to availability).

You are welcome to bring board games or activities for your group to use whilst in the lounge.

## 7.0 APPENDIX

### 7.1 Appendix A - Stage Payment Form

<b>Grafham Water Centre</b>			
<b>Schools/Youth Groups Visits - Stage Payment Form</b>			
<p><b>Please return this Form by the appropriate date - to:</b>            Grafham Water Centre, Perry, Huntingdon, Cambs, PE28 0GW</p>			
<b>School</b>	<input style="width: 100%;" type="text"/>		
<b>Address</b>	<input style="width: 100%;" type="text"/>		
<b>Telephone number</b>	<input style="width: 100%;" type="text"/>		
<b>Visiting dates</b>	From: <input style="width: 100px;" type="text"/>	To: <input style="width: 100px;" type="text"/>	
<b>Name of leaders</b>	1. <input style="width: 150px;" type="text"/>	2. <input style="width: 150px;" type="text"/>	
	3. <input style="width: 150px;" type="text"/>	4. <input style="width: 150px;" type="text"/>	
	5. <input style="width: 150px;" type="text"/>	6. <input style="width: 150px;" type="text"/>	
<b>Number of young people</b>	Total <input style="width: 100px;" type="text"/>	Male <input style="width: 100px;" type="text"/>	
		Female <input style="width: 100px;" type="text"/>	
<b>Number of leaders</b>	Total <input style="width: 100px;" type="text"/>	Male <input style="width: 100px;" type="text"/>	
		Female <input style="width: 100px;" type="text"/>	
<b>Please indicate method of payment of the stage payment @ £50.00 per head</b>			
*Cheque enclosed (made payable to <b>Cambridgeshire County Council</b> ) for:	£ <input style="width: 150px;" type="text"/>		
*Please forward an external invoice for:	£ <input style="width: 150px;" type="text"/>		
*Please forward an internal invoice (transfer) for:	£ <input style="width: 150px;" type="text"/>		
<b>*Please delete as appropriate</b>			
<b>Authorised signatory:</b>	<input style="width: 100%;" type="text"/>		
<b>Position:</b>	<input style="width: 100%;" type="text"/>		
<b>Date:</b>	<input style="width: 150px;" type="text"/>		

## 7.2 Appendix B - Final Payment Form and numbers for bedroom allocation

### SCHOOLS/YOUTH GROUPS VISITS - FINAL PAYMENT

Please return this Form **AT LEAST 8 WEEKS** before the start of your visit  
Grafham Water Centre, Perry, Huntingdon, Cambs, PE28 0GW

School		
Address		
Telephone number		

Visiting dates From:  To:

Name of leaders	1.		2.	
	3.		4.	
	5.		6.	

Number of young people staying	Total	<input type="text"/>	Male:	<input type="text"/>	Please provide breakdown of the number of boys/girls, male and female leaders so we can allocated appropriate rooms for your stay – we will then send a bed list for you to complete and return
			Female:	<input type="text"/>	
Number of leaders staying	Total		Male:	<input type="text"/>	
			Female:	<input type="text"/>	

*Cheque enclosed (made payable to <b>Cambridgeshire County Council</b> ) for:	£	<input type="text"/>
*Please forward an external invoice for:	£	<input type="text"/>
*Please forward an internal invoice (transfer) for:	£	<input type="text"/>
<b>*Please delete as appropriate</b>		
Authorised signatory:	<input type="text"/>	<input type="text"/>
Position:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>



### 7.3 Appendix C - Permission Form

<b>PERMISSION FORM</b>				
To be completed by parents or guardians on behalf of the young person attending and returned to the Group Leader.				
<b>School/ group name:</b>				
<b>Dates of visit:</b>	From:		To:	
Name of young person attending				
<b>Address:</b>				
Parent/Guardian name:				
Parent/Guardian contact numbers	Daytime number		Evening number	
<b>Date of birth of young person</b>				
<b>Medical information</b>				
Doctor				
Doctors address				
Doctors telephone number		Daytime number	Evening number	
Does he/she have a rare blood group?	<b>YES/NO</b>	If <b>yes</b> , please state which group		
Is he/she allergic to any medicines?	<b>YES/NO</b>	If <b>yes</b> , please give details		
Has he/she been prescribed medication to take during your time at Grafham Water Centre?	<b>YES/NO</b>	If <b>yes</b> , please give details		
		<b>This medication should be handed to the Teacher in charge, together with the written dosage instructions.</b>		
Is there any other information concerning their health that you feel we should know about? e.g. sleepwalking, asthma, epilepsy, hay fever, diabetes, bed wetting		Please give details		

Has he/she had a Tetanus injection in the last 5 years?	<b>YES/NO</b>	Notes:
<b>DIETARY INFORMATION</b>		Please indicate any special dietary requirements he/she may have due to medical, religious or moral reasons.
<b>PARENTAL DECLARATION</b>		
<b>A parent or guardian must complete the following section if the young person is under 18 years of age.</b>		
<p>I undertake to inform the visit organiser or the Head Teacher as soon as possible of any relevant change in medical circumstances occurring before the journey.</p> <p>In the case of accident or illness whilst away from home, I consent to any necessary medical treatment, which might include the use of anaesthetics.</p>		
<p><b>Please Note:</b> We may occasionally take photographs or film young people involved in activities. These may be used in various publications, brochures, TV or on our own website and social media sites and those of Cambridgeshire County Council.</p>	<p>Please tick the box if you <b>Do Not</b> wish your son/daughter/ward to be included</p>	
<b>INSURANCE ARRANGEMENTS</b>		
<p>I agree that (<b>I / my son / daughter / ward</b>) will participate in a programme of activities which has been planned between Grafham Water Centre and the school.</p> <p>I understand that the insurance of Cambridgeshire County Council covers all legal liability to all students on courses. Personal Insurance is provided for all Cambridgeshire County Schools on receipt of the deposit. Grafham Water Centre regrets that the insurance cover is not available to other organisations. Such organisations are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellation, which should take effect from the time of booking.</p>		
<b>Signed:</b>		<b>Parent or Guardian</b>
<b>Date:</b>		
<b>Thank you for completing this form. Please return it to your Group Leader.</b>		

## 7.4 Appendix D - Medical/Dietary Information Sheet for Visiting Staff

<b>MEDICAL &amp; DIETARY INFORMATION SHEET FOR VISITING STAFF</b>				
To be completed by each visiting Teacher/Leader and returned to the Group Leader.				
<b>School/ group:</b>				
<b>Dates of visit:</b>	From:		To:	
Name:				
Address:				
Medical information				
Doctor				
Doctors address				
Doctors telephone number		Daytime number		Evening number
Do you have a rare blood group?	YES/NO	If <b>yes</b> , please state which group		
Are you allergic to any medicines	YES/NO	If <b>yes</b> , please give details		
Have you received a Tetanus injection in the last 5 years?	YES/NO	Notes:		
Is there any other information concerning your health that you feel we should know about? e.g. asthma	YES/NO	Notes:		

<b>DIETARY INFORMATION</b>	Please indicate any special dietary requirements you may have due to medical, religious or moral reasons.	
<b>INSURANCE ARRANGEMENTS &amp; DECLARATION</b>		
I understand that I will participate in a programme of activities, which has been planned with Grafham Water Centre.		
I understand that the insurance of Cambridgeshire County Council covers all legal liability to all students on courses. Personal Insurance is provided for all Cambridgeshire County Schools on receipt of the deposit. Grafham Water Centre regrets that the insurance cover is not available to other organisations. Such organisations are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellation, which should take effect from the time of booking.		
<b>Signed:</b>		<b>Teacher/leader</b>
<b>Date:</b>		
<b>Thank you for completing this form. Please return it to your Group Leader</b>		

## 7.5 Appendix E - Final Details Form

# SCHOOLS/YOUTH GROUPS RESIDENTIAL VISITS FINAL DETAILS FORM

Please return this Form **AT LEAST EIGHT WEEKS** before the start date of your school's visit  
to Grafham Water Centre, Perry, Huntingdon, Cambs, PE28 0GW

<b>School</b>	
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<b>Visiting dates</b>	From:		To:	
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<b>Visiting leader</b>	
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Please summarise here details of attendees with special dietary requirements and those whose medical information we should be aware of. Please retain the completed application forms and bring them with you - it will be helpful to have telephone numbers and medical information contained in them with you on the journeys to and from the Centre.

### Special Dietary Requirements - names and needs

--

### Any disabilities or medical conditions of which the Centre should be informed

--

### Official visitors expected and meals required for them

--

Please use a separate sheet if information does not all go on this form. Please ensure the name of the school, dates and person are clearly marked on all copies

**NOTES:**