A guide to organising activities
for young people on your estate
Estate Based Youth Facilities

The Housing Department believes that diversionary youth activities remain central to improving community life on Camden’s housing estates. For a number of years (15 in the case of the Bourne Estate) volunteers have successfully provided diversionary youth activities on Camden estates in local Tenant Association Halls. My own experience of this provision is that the community is best placed to provide such services. My involvement with the Sidmouth Mews Kids Club has shown beyond doubt that:

1 Community based services are well placed to tackle inter-generational and community cohesion issues.
2 This estate is now an anti-social behaviour “free-zone”. The youngsters’ behaviour has improved beyond recognition as a result of the youth provision.

Housing is very pleased to be working with local residents and Leisure and Community Services to promote and support volunteers in this important area of work. We recognise that we need to do more to encourage new and support existing schemes, and we see this pack as just the start of this important piece of work.

If you require any further information please contact Joanna Aves on: 020 7974 3450 Email: joanna.aves@camden.gov.uk.

Ian Walker
Co-ordinator
Anti-Social Behaviour Action Group

In Camden we are keen to support local Residents who wish to take an active role in the community by giving up a few hours of their time to provide a service for young people on their Estate. The Housing Department supports voluntary groups using Tenants Halls as these buildings are for the use of all local people. My role within the Housing department is to support & guide any local people who want to provide this sort of service. In partnership with Leisure we will also be organising free training for any volunteers in aspects of child care such as, Child Protection, Managing Children’s Behaviour, Health & Safety, First Aid, Valuing Diversity & Practical Skills.

Sidmouth Mews T.A Hall
Kids Club

Children’s Clubs run by Volunteers

Hello and thank you for volunteering to work with children.

This pack has been produced to help and support those volunteering to run children’s clubs from Tenants Association Halls. Our purpose is to ensure that those volunteering to work with children are suitable to do so, that your premises are safe, and that you have appropriate procedures and administrative systems in place. We are also keen to support the development of volunteers and are therefore offering free training in aspects of childcare including Child Protection, Managing Children’s Behaviour, Health & Safety, First Aid, Equalities/Valuing Diversity and Practical Skills.

Before you start running your club all volunteers must agree to a Criminal Records Bureau check. The form and guidance notes are included in this pack. You must also ensure that you have Public Liability Insurance in place.

The premises must be checked by the Quality and Service Development Officer who will advise on Health and Safety issues, equipment and resources and staff to child ratios.

Also included in this pack is a Procedures Booklet. These procedures complement good childcare practice, they should be read by all volunteers, be adopted by your club and referred to when necessary.

There are also guidance notes on appropriate administrative systems including a suggested Children’s Registration Form.

I hope you find the information useful. I am here to advise and support you so, please do get in touch if I can help in any way.

Barry Walden
Quality & Services Development Officer
Leisure & Community Services
Dear friends

I became concerned at the lack of facilities for 8 - 14 year olds in this area a couple of years ago and I decided, with the help and encouragement of others, to do something constructive about it.

As Chair of a local T.A. [Regents Square] I was constantly receiving complaints about noise caused by children on the streets and in housing estates. My first thought was to find the children somewhere else to go to where they could ‘be noisy’ without complaints flooding in.

My first request for funding was to the Kings Cross Area Housing Manager who was very much in favour of the idea. He applied to the Community Safety Budget and I was able to pay for youth workers to start a series of football coaching sessions at Argyle Square. The Housing Manager also generously gave his time to help supervise the kids. The project proved very successful and the children were so disappointed when it ended that I applied to the Lottery Commission ‘Sports For All’ Awards to continue it. The ‘Award’ was granted to the sum of £3,038. This bought sports equipment and youth worker hours for a sports programme that lasted from May until September 2001. This year I applied to the Kings Cross Community Development Project and a cheque for £1,800 arrived about 6 weeks later. This will be used to provide sports sessions as before.

I have also applied for a Tenants’ Association Project Grant (£500) in partnership with Sidmouth Mews T.A. to open a Kids Club in Sidmouth Mews T.A. Hall. The money will buy a pool table, games and equipment. Holborn DMC have paid for a football table and the District Housing Manager has paid for some youth worker hours (£360).

Ann Bell
Local Resident who helped set up Sidmouth Mews Kids Club

Guidance on administrative systems for children’s clubs run from Tenants Association Premises

This guidance is designed to ensure the smooth running of children’s clubs taking place in TA Halls.

Children’s Registration Forms

You must have the details of all the children who use your club. A suggested registration form is included in the pack. If you decide not to use the one in the pack you must ensure the one you use includes all the relevant information.

Parents Consent for Outings

The children’s registration form contains a space for parents to give written consent for their child to participate in outings. However if you decide to take children on a trip you must give parents written details covering the venue, travel arrangements, cost, times and anything you expect the child to bring such as pocket money, lunch etc.

Public Liability Insurance

The project must have adequate insurance cover in place.

Accident Book

The project must have an accident book and all accidents must be recorded.

Daily Log Book

We suggest that each project has a daily log book. It should be used to record issues relating to children’s behaviour such as warnings and sanctions, child protection concerns, complaints, other incidences, health and safety concerns, repair and maintenance issues, fire drills etc. The book may contain information of a confidential nature, it should therefore be kept locked away but available to volunteers that need to use it.

Financial Records

You must have a system in place to record any income and expenditure. Invoices for goods bought should be kept.
Application Form is passed to all individual persons, who will have direct contact with users of the activity who are classed as vulnerable, for completion.

2 Once the form has been completed, it will need to be checked by a registered Counter Signatory for the Housing Department of the London Borough of Camden. Appointments will usually take place at Bidborough House, 20 Mabledon Place. However, if there are many individuals at one venue who need to have documents checked, it may be possible for appointments to take place there, providing there is access to a photocopier or at the nearest District Housing Office.

Following checks of the Disclosure Application Form and of relevant documents, the Signatory will authorise and arrange documents to sent the Criminal Records Bureau for checks to be made.

Please Note: All documents must be in the applicant’s current name. At least one document must show the applicant’s current address and at least one document must show the applicant’s date of birth. All documents must be originals. Photocopies will not be accepted.

There are other stipulations depending on which document is to be produced. Details are outlined in the Guidance Notes which accompany the Disclosure Application Form or clarification can be sought when making an appointment.

Any queries, please contact:

Joanna Aves
Youth Involvement Officer
Anti-Social Behaviour Action Group
Room 101 Bidborough House, 20 Mabledon Place, London, WC1H 9BF
Direct Line: 020 7974 3451  Mail: joanna.aves@camden.gov.uk

Criminal Records Bureau
Guidelines for Processing Disclosure Application Forms for people running clubs/facilities for children and vulnerable adults in Tenant Association Halls and similar venues.

Introduction
It is evident that a number of self organised groups are using council owned premises to provide activities, for young children and vulnerable adults, where those who attend, may be classed as vulnerable. In common with the Council’s recruitment policies, it is clear that the people should be afforded a safe environment and the organisers should seek to ensure that the people undertaking and supervising these activities are suitable to carry out the activities. Examples of the types of activities include pre-school and after school clubs for young children.

Overview
As a consequence it is necessary for the organisers to check as appropriate, those who have responsibility for running these activities, through the Criminal Records Bureau, to ensure that there is not information available which would indicate they are unsuitable to carry out the activities. In order to facilitate this, it has been agreed that the Housing Department will be responsible for administering Criminal Record Bureau checks by processing the Disclosure Application Forms as necessary, and informing the organisers of the result of the checks.

The organisers of the activities will be responsible for reviewing the result of the check and making a decision on the suitability of the person to carry out the specified activities. Advice may be obtained from Yvonne Bolton (contact details below).

Set out below is some general information regarding criminal record checks and the process to be followed:

Information needed to complete the checks
1 The Disclosure Application Forms and Guidelines can be obtained from the Housing Department, London Borough of Camden
2 All documents must be originals - it is advisable to check the Guidance Notes or seek clarification of requirements

Process of completing checks
1 When an activity is identified to be carried out in a hall/venue which belongs to the Council, it is the organising group’s responsibility to ensure that they, in accordance with CRB Guidelines, ensure that a Disclosure

Application Form is passed to all individual persons, who will have direct contact with users of the activity who are classed as vulnerable, for completion.

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PLAY SERVICE PROCEDURE MANUAL FOR TENANTS' ASSOCIATIONS

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2 MANAGING CHILDREN’S BEHAVIOUR
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5 WHAT TO DO IF A CHILD IS NOT COLLECTED
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   WHAT TO DO IF THERE IS A FIRE IN THE BUILDING
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SECTION 1 ON SITE SUPERVISION AND SECURITY

1. INTRODUCTION

1.1 Adult volunteers working with children in Tenants Association premises have individual and collective responsibility to ensure they act in the best interests of children with regard to their safety and security.

1.1.1 Parents should be encouraged to talk to their children about the importance of keeping safe and not leaving the premises unaccompanied.

1.1.2 The following procedure must be implemented in accordance with the characteristics of individual premises and arrangements must be regularly reviewed.

1.2 GENERAL SUPERVISION

1.2.1 Children must not be left unsupervised either inside the building or while playing in an outside area. In the event of shortages of adult volunteers, space used must be restricted to ensure that children are adequately supervised.

1.2.2 An adult must be responsible for observing and supervising main entrance and exit points at the beginning and end of the day.

1.3 VISITORS

1.3.1 Each project must have a ‘Visitors Book’ recording:
- name and signature of visitor
- date
- time of arrival and departure
- reason for visit

1.3.2 Visitors to the premises must be escorted at all times unless they are well known to the ‘responsible adults’ and have a valid reason to be on site.

1.3.3 If the visitor has no reason to be on site they must be asked to leave and escorted from the site.

1.4 COLLECTION OF CHILDREN

1.4.1 No child aged under eight should either arrive or leave alone.

1.4.2 If children aged eight and over are allowed to arrive or leave unaccompanied, parents/carers must give written permission, including the time they wish their child to leave.

1.4.3 Parents/carers must be advised that only young people and adults over the age of sixteen listed on the registration form may collect children on their behalf.

1.4.4 If, for any reason, an adult not listed on the registration form will be collecting a child, parents/carers must inform the ‘responsible adult’ in advance.

1.5 SIGNING OUT/EXIT REGISTERS

1.5.1 Projects running from Tenants Association premises must ensure that children are properly ‘signed out’ on the exit register.

1.5.2 Parents/carers may be unfamiliar with the process of ‘signing out’ and need reminding that it is their responsibility to ‘sign out’ their children. It should be emphasised that the procedure is in place to ensure the safety of their children.

1.5.3 When completing the exit register parents/carers should:
- sign and print their name against that of the child/children they are collecting
- indicate the time of collection

1.5.4 Children aged eight and over who have permission to go home unaccompanied should inform staff that they are leaving and sign themselves out.

1.5.5 Completed exit registers must be retained for at least one calendar month. If any concerns arise about the collection arrangements for a particular child, the relevant register should be retained until the issue is resolved.

1.6 WHAT TO DO IF A CHILD LEAVES THE SITE WITHOUT PERMISSION

1.6.1 As soon as it becomes apparent that a child is no longer on site, an adult must ring the parent/carer and all emergency telephone numbers listed on the child’s registration form to check whether the child has been collected without informing staff.
SECTION 2 MANAGING CHILDREN’S BEHAVIOUR

2.1 INTRODUCTION
2.1.1 Volunteering adults will try to create a friendly and welcoming atmosphere that encourages children and adults to respect and value each other. Adults will always use praise as a way of reinforcing positive behaviour. Adults will try to prevent disruption by encouraging children to participate in the planned activities or by suggesting alternative activities.

2.2 WORKING IN PARTNERSHIP: A POSITIVE AND CONSISTENT APPROACH
2.2.1 It is suggested that there is/are:
2.2.1.1 A simple clear code of conduct or ‘ground rules’ that children understand. Children should participate in drawing these up (e.g. by holding children’s meetings).
2.2.1.2 Strategies for preventing negative behaviour by re-directing children’s energy and reinforcing positive behaviour with praise and encouragement.
2.2.2 Parents/carers have a key role in helping to identify the cause of negative behaviour and developing strategies to change that behaviour. Adult volunteers should, therefore, discuss any concerns with parents/carers at the earliest opportunity.

2.3 GROUND RULES
2.3.1 Ground rules should be established and regularly reviewed by adult volunteers and children together.
2.3.2 Adults should be open in stating and explaining non-negotiable matters, such as bullying, violence and treating people in an abusive way.

2.3.3 Ground rules should be stated simply and briefly and phrased positively whenever possible, i.e. do’s rather than do not’s.
2.3.4 Avoid having too many rules.
2.3.5 Rules should apply to everyone, including children, adults, parents and visitors.
2.3.6 Ground rules should be clearly displayed. Consideration should be given to using pictures/images to aid children’s understanding.
2.3.7 Where possible, ground rules should be translated into relevant community languages.

2.4 MANAGING CHILDREN’S BEHAVIOUR
2.4.1 When dealing with children’s behaviour, adult volunteers need to be clear about the differences between ‘disengaged’, ‘disruptive’ and ‘unacceptable’ behaviour.
2.4.1.1 ‘Disengaged’ behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive intervention adults can often assist a child to re-engage in purposeful activity.
2.4.1.2 ‘Disruptive’ behaviour describes a child whose behaviour prevents other children from enjoying themselves. Adult volunteers must discuss any incidents and come to an agreement about the best way to deal with them.
2.4.1.3 ‘Unacceptable’ behaviour refers to the overall policy of the play project and may include discriminatory remarks (e.g. racist, sexist, homophobic and disablist comments and behaviour), violence, bullying, the destruction of equipment, etc. Adult volunteers must be clear what constitutes ‘unacceptable’ behaviour.
2.4.2 It is important that in meetings adults share and discuss difficulties in responding to children’s behaviour and develop a consistent approach. A non-violent, non-authoritarian approach must be central to the practice. In this context, this includes giving praise for good behaviour, and encouraging children to participate in the drawing up of ground rules for the scheme.
**BEHAVIOUR OF ADULT VOLUNTEERS**

2.4.3 Children who experience bullying, racism or other unacceptable behaviour must be given the confidence and opportunity to speak out.

2.4.4 Where conflict can be mediated between children it is important to allow them the opportunity to find a resolution by discussion with each other in a safe and supportive environment.

2.5 BEHAVIOUR OF ADULT VOLUNTEERS

2.5.1 When dealing with negative or challenging behaviour adult volunteers must always communicate with a child in a clear, calm and positive way.

2.5.2 Adult volunteers must never threaten or humiliate a child or use physical punishment.

2.5.3 The use of violence or abuse towards children may lead to prosecution.

2.6 RESTRICTIONS/BANNING

2.6.1 There are occasions when positive practices on their own do not alter or prevent negative behaviour and further action may be necessary, including restricting children from certain activities or temporarily banning them from the project.

2.6.2 The practice of warnings and exclusions should operate on a ‘three strikes and out’ principle. A warning list should be kept confidentially in the office. Each ‘warning’ should be discussed with the parent/carer and reviewed by the adult volunteers.

2.6.3 Sanctions and exclusions should be seen as consistent and fair and be proportionate to the ‘offence’ and the child’s age, ability and level of understanding. Other relevant information, including the family’s circumstances, should be taken into account at the time of applying sanctions and exclusions.

2.6.4 When a child cannot safely remain at the provision and their behaviour warrants immediate exclusion before the end of the session, the parent/carer must be contacted and asked to collect the child, even if the child normally signs themselves out. Children over eight who sign out for themselves must not be sent home due to exclusion without first contacting their parent/carer.

2.6.5 The adult volunteers should inform the child and parent/carer clearly what the decision is and the reason it has been taken.

2.6.6 Any decision to warn or ban a child (including how and why a decision was made) must be clearly and confidentially recorded by the adults concerned. This can then be discussed with the parent/carer.

2.6.7 No individual adult volunteer may restrict or ban a child without prior discussion with as many of the other adult volunteers as possible, and ideally following formal discussion at a meeting.

2.6.8 It is important that throughout this process children are given the opportunity to express their views and that the process is fair and balanced for all concerned.

**SECTION 3 IF A CHILD HAS A SERIOUS ACCIDENT**

3.1 Do not leave the child unattended. Seek the assistance of a trained First Aider.

3.2 If it is a hospital case and the child cannot be moved, contact the Ambulance Service on 999. Children who have to go to hospital must be accompanied by an adult volunteer, or a parent/carer if they arrive in time. Volunteering adults must not take children to hospital in their own transport. Call an ambulance or licensed taxi.

3.3 Look in the office for the child’s registration form. The child’s parent/carer must be contacted as a matter of urgency.

3.4 Give details of the accident to ambulance crews and any other relevant information, eg: whether the child has had anything to eat or drink.

3.5 The telephone number of the nearest Hospital Casualty Department and licensed taxi service must be displayed near the telephone.

3.6 Complete an Accident Form within 24 hours.
4.2.1.8 Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infected material.

4.2.1.9 Any other injury which results in the person injured being immediately admitted into hospital for more than 24 hours.

4.2.2 When reporting major injuries under RIDDOR, the Accident Report Form must still be completed. In addition a report must be made in the Daily Log Book.

4.3 HAZARD REPORTING

4.3.1 Hazards must be recorded in the Daily Log Book.

4.3.2 Where possible, the hazard must be rectified.

4.3.3 If it is not possible to rectify the hazard locally, the hazard must be made safe, put out of bounds or removed to prevent accident or injury.

4.3.4 Action taken to rectify the hazard must be recorded in the Daily Log Book.

SECTION 5 WHAT TO DO IF A CHILD IS NOT COLLECTED

5.1 INTRODUCTION

5.1.1 Incidences of children not being collected from play projects are relatively unusual. However, when it does occur it can be very traumatic for the child. Adult volunteers must, therefore, ensure that the child receives reassurance and support.

5.1.2 Contacting the Out of Hours Duty Social Worker may involve a considerable wait. This is particularly true if all foster carers in the borough are full and Social Services have to contact fostering agencies for a place. Contacting Social Services should only take place, therefore, once all other checks have been made.

5.1.3 Ensuring that all relevant information is recorded
on the Children’s Registration Form will increase the chances of locating the parent, other carers or emergency contacts. Where possible, mobile telephone numbers are recorded on the form.

5.1.4 Other strategies might include encouraging partnership working, whereby parents become emergency contacts for each other.

5.2 WHAT TO DO IF A CHILD IS NOT COLLECTED

The following procedure should be followed if the adult due to collect a child has not contacted the project to explain their lateness.

5.2.1 In general, 30 minutes from the time the child is due to be collected should be left before the following measures are taken. This should be varied according to the normal punctuality of the person collecting the child and the time of day.

5.2.2 An adult volunteer must try to contact the parent/carer at home or at work. If the child lives close to the project, an adult should go to the home address.

5.2.3 Two adult volunteers must always remain with the child.

5.2.4 If the parent/carer cannot be located, the emergency contacts and other adults authorised on the registration form to collect the child must be telephoned.

5.2.5 If it has not been possible to make contact with the parent/carer or other listed contacts, Social Services must be contacted on 020 7974 6666. If it is outside normal office hours, contact the Emergency Duty Social Worker on 020 7278 4444.

They should be informed of the child’s name, address, telephone number, date of birth and other relevant details.

5.2.6 Before finally handing over responsibility for the child to a social worker, a note must be put through the door of the child’s home, reassuring the parent/carer that the child is safe and asking them to contact Social Services (either the Area Office or out of hours services depending on the time of day).

5.2.8 It is not necessary to contact the police.

5.2.9 A child must not be taken to the home of a volunteering adult.

5.2.10 Parents/carers must be informed of this procedure.

5.3 RECORDING

Incidences of late collection must be recorded in the ‘Daily Log Book’. Parents should be informed that persistent late collection may result in the loss of their child’s place at the project.

SECTION 6 FIRE PRECAUTIONS

6.1 All adult volunteers must be aware of the fire drill for the establishment in which they work and keep a careful watch for fire hazards.

6.2 All adult volunteers must know the location of all fire exits in those areas where they are likely to work.

6.3 All fire exits and corridors leading to these must be kept clear and under no circumstances must anything be stored or left in front of the doors.

6.4 All combustible litter must be cleared and if possible disposed of outside the building.

6.5 All fire doors must be kept closed but not locked.

6.6 All adult volunteers must be aware of the location of all fire-fighting equipment and how to use it. Particular attention should be paid to the various types of fire extinguisher and their methods of operation.

6.7 All adult volunteers should be made fully aware of the action that should be taken if there is a fire in the building and a notice of instruction should be displayed prominently at each fire exit giving instructions headed “IF THERE IS A FIRE IN THE BUILDING” (see following page).

6.8 Fire drills must be carried out once a term. Fire drills must be recorded in the ‘Daily Log Book’, detailing the time taken to evacuate the building and any concerns.

6.9 Fire equipment must not be used for any purpose for which it is not intended, ie: fire extinguishers are not to be used for propping open doors.
SECTION 7 PROCEDURE FOR OFF-SITE TRIPS

7.1 INTRODUCTION

7.1.1 The following procedure forms part of the ‘risk assessment’ process now required by law. The procedure cannot cover every eventuality and adult volunteers must use their own careful judgement when planning and participating in off-site trips.

7.2 PLANNING FOR THE TRIP

7.2.1 Adult volunteers must gather as much information as possible about the proposed destination. Even if you are already familiar with a place, it is important to check that existing information is up to date.

7.2.2 As part of the risk assessment process, adult volunteers must identify possible hazards and assess potential risks (e.g., clarify if the venue is near water, whether there are natural hazards such as cliffs, rocks, tidal variations, check whether the venue will be crowded, etc.).

7.2.3 Adult volunteers must ensure the trip is appropriate for the proposed age range and is accessible for children with disabilities.

7.2.4 If using public transport, coaches or minibuses, adult volunteers should try to avoid travelling at peak times. Routes, timetables, etc., must be checked in advance.

7.2.5 Adult volunteers must ensure children are aware of road safety procedures.

7.2.6 Clear arrangements must be in place should any child become separated from the group. These arrangements must be discussed with the children.

7.2.7 Adult volunteers must identify the location and telephone numbers of emergency services in the area to be visited.

7.2.8 Each child must wear a badge identifying the project’s name and telephone number. For reasons of safety, a child’s name must never be displayed on the badge.

7.2.9 Adult volunteers must refer to child registration forms to ensure that parents/carers have given their consent for their child to participate in outings.
7.4 WHAT TO LEAVE AT THE PROJECT

7.4.1 A list of all children on the outing must be left at the project. If the project is closed for the trip, the list should be given to a responsible adult.

7.5 ON THE TRIP

7.5.1 Specific adults must take responsibility for a group of named children.

7.5.2 A safe meeting place for children who become separated from the group must be arranged.

7.5.3 Adult volunteers must always accompany children into public toilets.

7.5.4 If possible, one adult volunteer should hold a first aid certificate.

7.6 ADULT TO CHILD RATIOS

7.6.1 There must be a minimum of two adults on all trips.

7.6.2 If both boys and girls are participating, it is advisable to have at least one female and one male adult volunteer with the group.

7.6.3 For children aged between five and twelve years a 1:6 minimum adult to child ratio is recommended for most trips and outings. Ratios should never fall below this and, in some instances the number of adults may need to be increased.

7.6.4 In determining adult to child ratios on any trip, much will depend on the age mix and ability of the children, the nature of the trip and method of transport. For example, using public transport during peak hours with a group of younger children will require a higher adult to child ratio. Volunteering adults should use their own judgement in determining final adult to child ratios.

Play Procedures for Tenants Associations July 2003