

## Further information about the Grendon Centre

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### Contacting the Centre

The Office can normally be contacted between 8:30am and 4:30pm Monday to Thursday and 8:30am to 4:00pm on Friday. An out-of-hours answer phone is in operation. The centre is open for bookings year round. If a group is in the centre the Duty Manger can be contacted 24 hrs a day.

### Centre staff

The Centre is staffed by qualified and experienced Activity Instructors as well as office and domestic staff.

### Group staffing

We recommend a ratio of 1:10 for residentials at Grendon. This figure may increase depending on the individuals within your group and your own risk assessments.

### Meals Times

The meals are usually served at the following times, these can be changed and groups are informed of this before their visit.

- Continental Breakfast at 8.30am
- Packed Lunch at 12:30pm
- Cooked Evening Meal at 5.30pm.
- Hot chocolate drinks trolley in evening prepared by school staff

### Duties

It is important that school staff supervise the following duties:

- Clearing and wiping tables for meals
- Stacking crockery and cutlery on the trolleys
- Making beds
- Tidying dormitories

For safety reasons, please do not allow pupils to go into the kitchen.

### Extra meals

Staff, governors, etc. from school may want to visit groups when they are at the Centre. We are happy to provide extra meals, but they need to be booked when final numbers are given to the centre two weeks prior to the visit. Extra meals will be charged for.

### Information from schools

All our catering requirements have to be delivered so please ensure that you let us know your numbers and special diets two weeks in advance.

## **Special diets**

We can meet special dietary requirements for both pupils and staff, please ensure we know your requirements when numbers are submitted.

## **Medical problems**

It is important that schools are aware of medical problems, what medications children are taking, etc. It is also very important that schools know when pupils suffer from asthma and ensure that inhalers, etc., are taken out with them.

A summary of medical conditions and special educational needs, should be forwarded to the Centre. More detailed information should be kept by the group leader and be available in an emergency.

It is recommended that parents be asked for spare medicines to be requested from family doctors if pupils self-administer medication. It will be individual school policy as to whether these are kept by staff or children.

## **Doctor**

In case of first aid please contact the 24Hr Duty Manger. For incidents requiring further medical are the Bozeat Surgery can be contacted. Their telephone number is 01933 663243, alternatively contact Wollaston Surgery on 01933 664214.

When the surgery is closed, an out of hours system is in place called Nenedoc, the telephone number is 03336 664664. The nearest casualty unit is at Northampton General Hospital, the telephone number is 01604 634700.

## **Accidents**

Accidents involving visitors should be reported to a member of staff or the Duty Manger. All accidents, whether minor or major, must be recorded on an Accident Report Form. These can be obtained from the Office.

## **First Aid**

Each group must bring a portable first aid kit (green bag or box with a white cross on it) to cover the journey to and from the Centre. All Duty Mangers and Activity Staff are qualified in First Aid.

## **Fire Precautions / Procedures**

Please ensure that you listen carefully to information on fire evacuations during your see in. Fire escape information is located on each bedroom door.

It is the responsibility of visiting leaders to ensure the evacuation of their group from the building, leaders are asked to conduct a register to ensure the entire group have left the building. Grendon staff will coordinate the response with the fire services.

The Centre is linked to a central control unit so that if the fire alarm is raised, whether because of a fault or fire, a fire engine will arrive at the Centre. The Centre is inspected annually by Northamptonshire Fire & Rescue.

## **Telephone calls**

It is helpful if private telephone calls to students are discouraged since groups are out for most of the day. Parents can, however, contact the Centre in an emergency.

## **Mobile Phone**

If you are going away from the Centre where access to a telephone would be difficult in an emergency, you must take a mobile telephone. If two groups are working in different inaccessible places, both groups will need phones.

## **Leaving the grounds**

For safety reasons, it is important that a member of the Centre staff know where you are going and what time you plan to return. If your itinerary differs from the programme submitted, please let us know.

## **Bed Linen**

Bed linen is provided by Grendon. To help our housekeepers groups are asked to make their beds on arrival + strip them on departure, linen is to be placed in the laundry baskets on the ground floor.

## **Bedwetting**

All our beds have protective covers or waterproof mattresses. Wet beds are not a problem – we can wash clothes and bedding.

## **Wet Clothes**

There are no drying rooms at Grendon. Groups are asked to bring a bin liner on their kit list.

## **Centre Tuck Shop**

The Centre shop is run by visiting leaders. A price list with a simple tally system and cash box are provided for your use.

Items for sale include pencils, pens, rubbers, keyings, bookmarks, chocolate and crisps etc. Most schools allow children to bring between £2.50 - £5.00 to spend at the shop, please ask parents to provide this in change rather than notes.

## **Village Shop**

There are no shops in Grendon. The nearest shop is in Wollaston there is a larger selection of shops, including supermarkets in Wellingborough.

## **Visitors**

For security reasons, please advise the Centre of any expected visitors during your stay.

## **Security**

Visitors are asked to report to reception on arrival. The doors to accommodation buildings all operate on a key pad system. Visiting staff are required to provide the centre with a unique 4 digit code for their groups use. Centre staff all wear name badges.

## **Health and Safety**

All doors should be locked at night.

The Centre has been given a 'clean bill of health' by the Health & Safety Executive. The Centre has a Health & Safety Policy, a copy of which can be found in the office. By following agreed procedure, you can help us retain our good record.

The Centre has automatic Category C approval from the County's Outdoor Education Advisor. There is no need to seek Category C approval for activities involving water at Grendon.

Please encourage the children to wear slippers inside the building to avoid slips.

## **Invoices**

Using the County Council's Accounts Receivable computer system, an invoice will be raised at the end of your stay, based on the numbers given to us.

Any additional items (eg. extra meals) will be included, as will the cost of coach travel as quoted (where applicable). If you have received an invoice please send your payment, promptly, to the County Council – not to the Centre.

## **Environmental Health**

The Centre is regularly inspected by Wellingborough District Council. Members of the Centre staff have successfully completed their Basic Food Hygiene Course.

## **Times of arrival and departure**

Your arrival and departure times will be confirmed by the centre depending on your programme.

## **Television + Equipment**

The Centre has a television, DVD player and piano.