



Dear Group Leader,

Welcome to Patterdale Hall.

Thank you for choosing Patterdale Hall as the venue for your residential course. This pack contains important information that, hopefully, will answer many of the questions you may have and help you with your visit. Whether this is your first visit or your fifth visit we hope that this information will be of use to you and your team.

Included in this pack is information on our:

- Daily routine
- Fire procedures
- Emergency procedures
- Medical/Dietary information and consent form
- Centre buildings plan and rooming list
- Example Kit List
- Pre Visit Tick List

Please note that if you have visited us before things may have changed; the major changes are noted in this pack.

Experience suggests that well prepared and informed leaders are pivotal to successful residential experiences. We are here to help, so please contact us if you have any further questions.

We look forward to seeing you at the centre.

The Patterdale Hall Team
September 2017



DAILY ROUTINE...

Our daily routine is flexible, so if you have your own plan, please let us know prior to your arrival. If, on certain days while you are here, circumstances change, with sufficient notice we can change meal times to suit.



Breakfast	8.00am
Room Inspection	9.00am
Evening Meal	5.30pm
Centre Closedown	11.00pm

MEALS....

Meal times provide a vital opportunity for discussion and social interaction. We ask staff to help generate a comfortable level of noise in the dining room complemented, with a sensible level of attire in keeping with Health/Safety and Hygiene i.e.: no bare feet, and hats off.

An important aspect of any residential experience is the catering. We endeavour to serve high quality home made food and to meet your groups needs as far as is possible. Any special diets should be notified to us in advance, so that we can cater accordingly. Our Cook is used to adjusting menus to the needs of individuals, providing we have adequate notice.

That said, we do encourage all our guests to converse with the kitchen team should they have any queries regarding the contents of the food we serve, especially when it comes to Allergens.

Before breakfast and evening meals we encourage groups to meet in the main lounge and wait for a member of the staff team to call groups through to the dining room. The member of staff will then explain to the group the menu, and how the serving of the meal will work.

During the evening meal a sandwich list is passed around for the group to request what they would like for lunch the next day. These will then be made available in the centre at your agreed lunchtime, or taken out with you after breakfast if you are out for the day.

At the end of meals we ask that visiting staff arrange a small duty group of 5 or 6, to help with the cleaning and resetting of the dining room. The visiting members of staff need to co-ordinate this with the catering team. Our catering team will be on hand to explain how the dining room systems work.





REFRESHMENTS....

Hot and cold drinks are available for groups at all times and can be found in the small lounge. It is the responsibility of the visiting staff to manage this.

DUTY OF CARE AND RESPONSIBILITY FOR SUPERVISION

Modern language and Health and Safety Law has superseded phrases like “loco parentis” and therefore it is important to be clear over “**Duty of Care**” and “**Responsibility for Supervision**” at different times throughout visits to Patterdale Hall.

Definitions

Duty of Care: Taking reasonable care to avoid acts or omissions, which can be reasonably foreseen as likely to injure anyone that they ought reasonably to have consideration for. The law does not expect perfection or even best practice but simply reasonable care, or behaviour in accordance with that expected of an averagely responsible person or fellow professional.

Responsibility for Supervision: The person or people overseeing, managing behaviour and looking after the pastoral needs of the students.

In practice!

Both visiting school leaders and the Patterdale Hall staff have a joint **duty of care** for young people on the visit. The relevant portions change during specific times of the day, during activities, meals, non-programmed time and overnight etc. Even during activities, visiting leaders in attendance have a right to suspend the session if they are uncomfortable or unhappy as they have the primary duty of care over the young people.

There will be a handover of students before and after activity sessions between visiting leaders and Patterdale Hall staff. Patterdale Hall staff are **responsible for supervising** those students taking part in activities and visiting leaders are **responsible for supervising** students at all other times including meals times, free time and overnight.

How this division is made clear?

The written programme for the course will show the various times of the day where responsibility changes hands. This is agreed in writing prior to the date of the course. This is reinforced in the welcome talk to the whole group and in the initial meeting with visit leaders. The programme is displayed on the notice board at Patterdale Hall.

The visiting leader information pack will echo this information and it forms part of the “Risk Management Summary”.

Further information and support?

The employer has a responsibility to ensure that these distinguished roles are made clear. Most schools will have an “Educational Visits Coordinator” and will delegate a competent “Visit Leader” with overall responsibility for the visit and other leaders on behalf of the school. Further advice is usually available from the schools’ chosen advisory service and National Guidance can



be found on the OEAP website <http://oeapng.info>
Patterdale Hall staff are happy to discuss or explain any aspect of this.

GAMES ROOM....

Our games room is available at all times for groups to use at your discretion. The room contains a pool table, table football machine and a table tennis table and whilst it is a fairly robust room it remains the responsibility of the Group Leaders to supervise this area. The games room can also be used as an extra meeting room if required.

FREE TIME...

Group Leaders are reminded that they are responsible for the care and supervision of their group at all times, and this is especially important during the early morning, meal times and evenings. Patterdale Hall has a good relationship with the local residents and village; we would appreciate your support to ensure this continues.

OTHER FACILITIES AND RESOURCES...

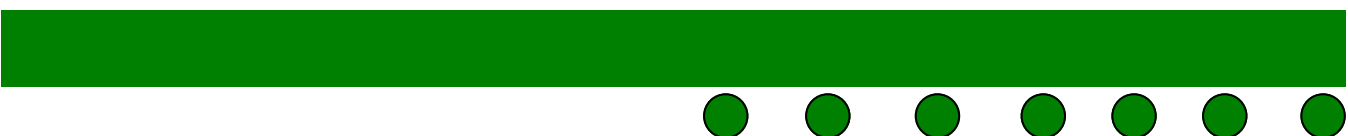
We have a good range of resources that can be made available to groups by prior arrangement. These may help you to plan your group's free time. Please ask if there is something that you particularly require; below is a selection of what is available:

Folding Work Tables	Games Room
Digital Projector	Workroom
Televisions/DVD and Video player	Drying Room
Flip Charts and stands	Selection of Board Games

Please note: All electrical equipment belonging to Patterdale Hall is PAT tested. It is visiting group's responsibility to ensure that any equipment brought on site is safe for use.

DEPARTURE DAY...

This will be discussed on the evening before your departure. Leaders are requested to make contact with the Residential Manager or Housekeeper regarding the departure plan. It is one of the responsibilities of group leaders to ensure that rooms are left in a tidy condition and the drying room is cleared of belongings prior to departure, as it is sometimes very difficult to identify and repatriate belongings which have been left after a group has departed.





CENTRE GUIDELINES...

Although here at the centre we are very accommodating, there are a few guidelines that we would like your group to abide by. In general we would like groups to treat the centre as they would their own home and respect all property that does not belong to them. On your arrival the house team will have made sure the Hall is ready for your stay and this includes an audit of damage and graffiti. Please inform us of any maintenance issues or damage you may discover on arrival. Please help us to maintain a clean and tidy Hall by joining us in keeping a watchful eye on toilet/shower areas and general room cleanliness. Please note that individuals will be charged for any damage caused to the fabric of the centre.

MEDICAL INFORMATION...

Everyone attending on your visit must complete a medical consent form containing relevant information, please see our consent forms on pages 7 & 8 of this document and feel free to use them if required. Consent forms should be handed to the Centre office on arrival. This is to enable us to arrange for any necessary Hospital or First Aid Treatment should the need arise. For minor problems there is a doctor available in the Glenridding Health Centre, and local hospitals are in Penrith and Carlisle. Emergency Telephone Numbers are provided below for your information.

If there is an emergency at any time the Centre Staff should be notified. There will be a member of staff on duty in the evening. The Residential Manager can be contacted by dialling 208 on any internal phone. If the Residential Manager is not available please follow the **On Call Procedures** below. The Hall is equipped with first aid kits as required by the HSE. It is our policy that all full time members of our team receive first aid training. Whether you are under our care or running your own programme a senior member of our staff must be notified of any incident. We recommend that self programming groups bring sufficient first aid equipment with them.

ON CALL PROCEDURES...

Sean Duffy, the Residential Manager, is resident in the Hall. He or a colleague is available for emergencies in the evening and overnight and can be contacted by dialling 208 on any Centre telephone or other given details. If Sean is not available, another member of Hall staff will have been designated to deal with emergencies and this will be made clear to you.

Police

All non emergencies & medical enquiries	9/101
Emergencies	9/999

Doctors

Glenridding Health Centre	9/01768 482297
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Dental:

	9/01228 603900
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Hospitals

Penrith Minor Injuries Unit	9/01768 245555
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Patterdale Hall – Fire Evacuation Procedure January 2017



Patterdale Hall has undertaken a Fire Risk Assessment designed to satisfy the requirements of The Regulatory Reform Order 2005. If there is any case whatsoever of the alarm sounding, the Hall must be evacuated. Group Leaders should take a role call of their group outside the building at their identified gathering area outside the Games Room. Fire evacuation procedures will have been detailed on your arrival. Fire Evacuation Procedures and Fire exit routes are detailed on the backs of all room doors; please take note of these. The residential staff team will oversee the evacuation of the building and manage the situation.

The fire evacuation procedure is included in the welcome briefing for all guests. Should you need further information on Fire procedures, **please ask**.

In the Event of a Fire Alarm:

1. In the event of the Fire Alarm sounding everyone must evacuate the building by following the green 'running man' signs to the nearest exit (Games Room fire door). This is to be done quickly and quietly.
2. The group will meet at the designated fire assembly point in the Garden, outside the Games Room.
3. The Group Leader will conduct a Role Call, and liaise with the designated member of staff at the hall.
4. The group will remain outside until the all clear is given by a senior member of the Centre Staff or Fire Officer. People can then to re-enter the building, or alternatively they maybe diverted to a suitable location for refuge.

In the Event that you discover a Fire:

Alert others by triggering a Red emergency call point; this is done by lifting the cover and pressing the plastic screen.

Leave the centre by the nearest fire escape (follow the green "running man" sign to the nearest exit)

Fire extinguishers are located at strategic points around the centre. Do not put yourself in danger though; You may consider attempting to tackle a small fire to protect further risk to life i.e. a fire in a wastepaper bin. Emergency evacuation of the building is the best course of action. Do NOT stop to collect possessions.

Emergency equipment is checked routinely in line with best practice; if you should notice any fault with any fire fighting or emergency equipment during your stay then please report this straight away to any member of the Patterdale Hall staff team.



CONSENT AND PERSONAL DETAILS FORM

Name: _____

Age: _____

Group: _____

Date of Birth: _____

Dates: _____

Emergency Phone Numbers - Daytime: _____

Night: _____

Home Address: _____

Home Doctors Name Address & Phone Number

National Health Service
Number:

Medical Information (if more room needed use back of sheet):

Dietary Requirements (e.g. religious or medical)

I agree to the above named attending the course provided by Bolton School Services Ltd

I give my consent for the accompanying staff/group leaders on the trip to arrange for any necessary hospital treatment, first aid or the administration of treatment for minor ailments.

Please notify Patterdale Hall of any changes to this Information.

Signed: _____

Date: _____



GROUP LEADERS / STAFF PERSONAL DETAILS FORM



Name: _____

Age: _____

Group: _____

Date of Birth: _____

Dates: _____

Emergency Phone Numbers - Daytime:

Night: _____

Home Address: _____

Home Doctors Name, Address & Phone number:

Medical Information (please outline any existing and any other relevant conditions; use back of page if required)

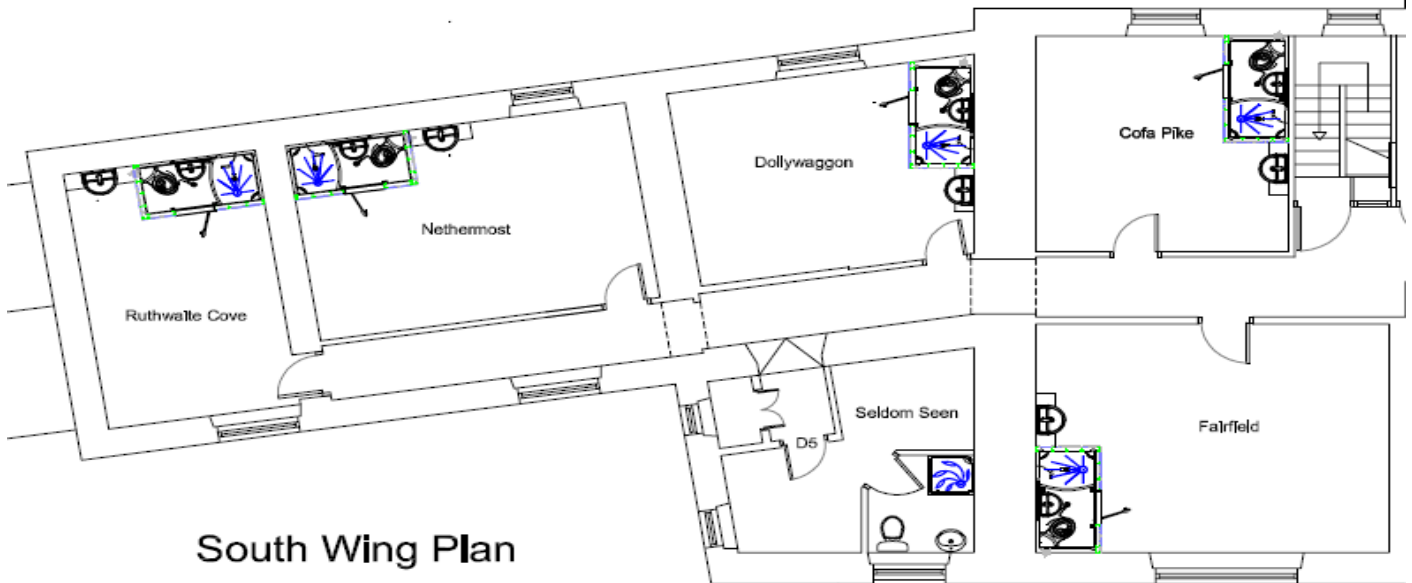
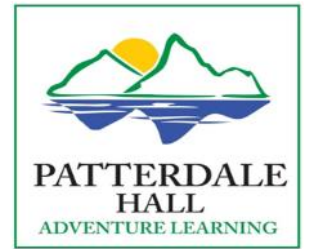
Dietary Requirements (e.g. religious or medical)

Signed: _____ Date: _____

Once a senior member of the Patterdale Hall team has checked this form it will be placed in a sealed envelope and stored with your group's consent forms for the duration of your stay and disposed of upon your departure, all forms will be disposed of using the confidential waste procedures.



SOUTH WING ROOMING LIST



Ruthwaite Cove

1. _____
2. _____
3. _____
4. _____
5. _____

Nethermost

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Cofa Pike

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Fairfield

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

Seldom Seen

1. _____
2. _____

Dollywaggon

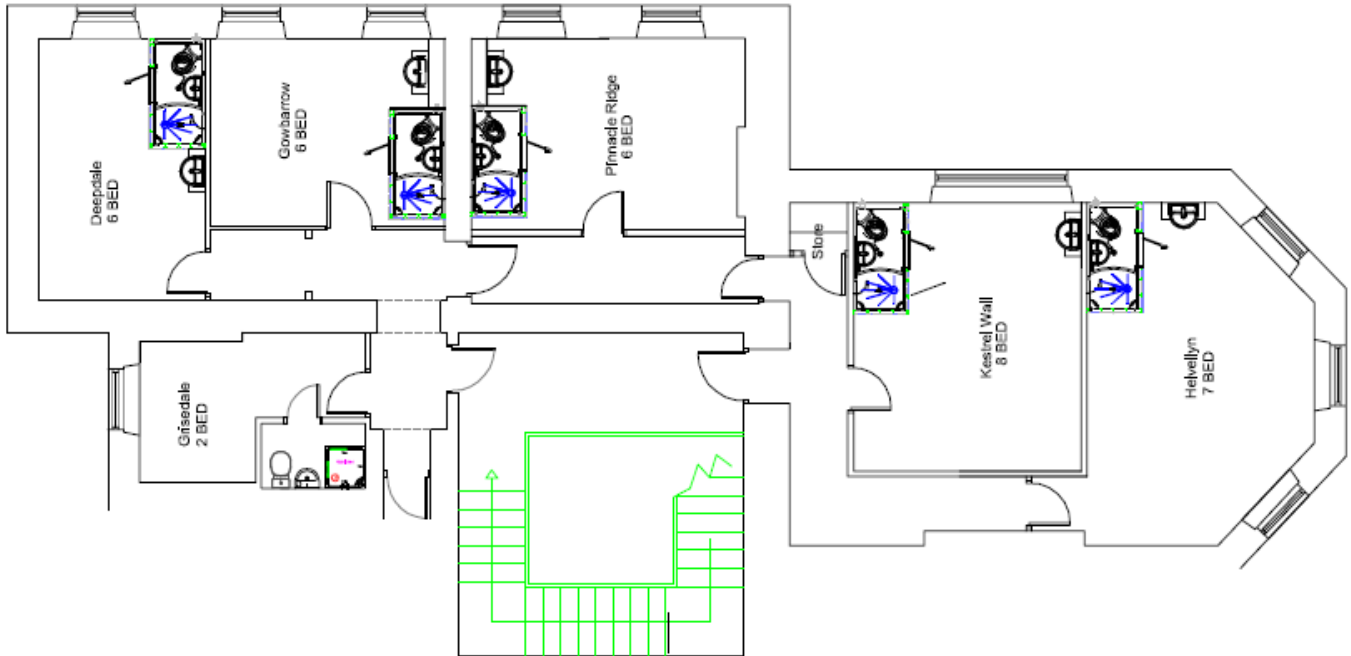
1. _____
2. _____
3. _____
4. _____
5. _____



North Wing Rooming List



Group:



Date:

Kestrel Wall

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Gowbarrow

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Deepdale

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Pinnacle Ridge

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Helvellyn

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Grisedale

1. _____
2. _____

Eagles Nest (Outside Annexe Room)

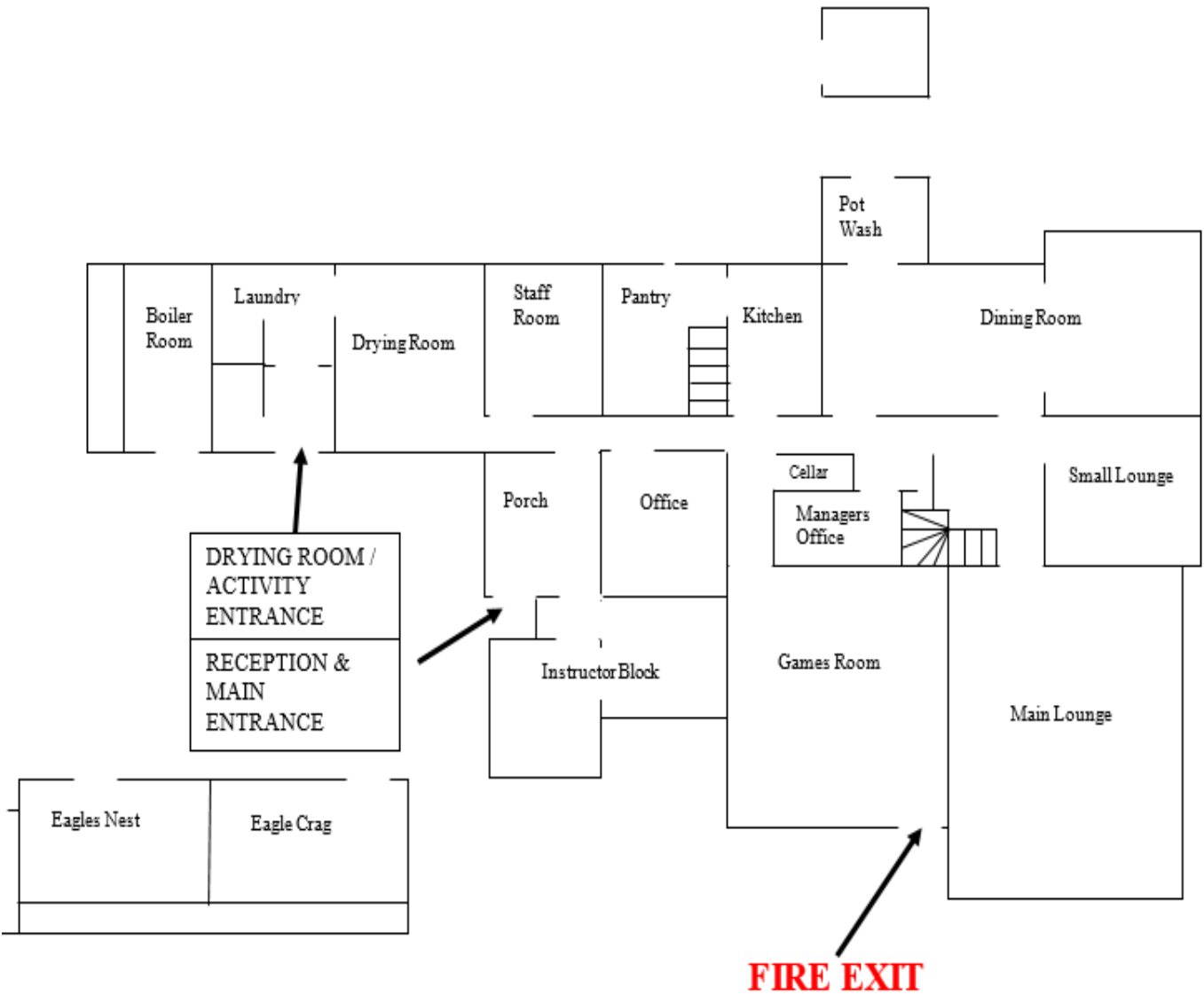
1. _____
2. _____

Eagles Crag (Outside Annexe Room)

1. _____
2. _____



PATTERDALE HALL GROUND FLOOR LAYOUT 2017



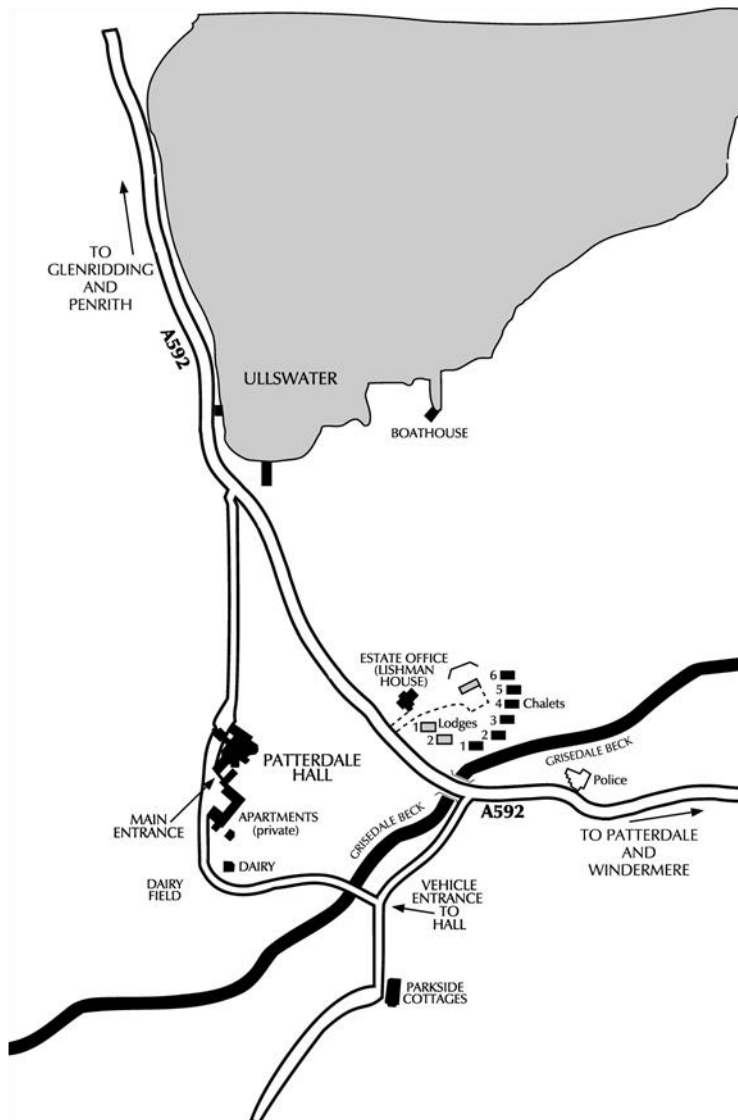
GROUND FLOOR LAYOUT



Directions to Patterdale Hall



Take the M6 to Junction 40, follow A66 west towards Keswick, and at the first roundabout take second exit towards Ullswater. Follow signs for Ullswater then Glenridding. Drive through Glenridding and pass the 'Patterdale' road sign. Immediately after this take the first right turn. (Look out for the blue sign on the corner) Follow this for 200m and take first right into Patterdale Hall. Park in front of the green bollards, the main entrance is immediately in front of you.





INSURANCE

INSURANCE COMPANY: RSA GROUP

POLICY NO 7T00128364

DATES OF COVER 1 SEPT `17 TO 31 AUG `18 PUBLIC LIABILITY COVER £10,000,000

FIRE PROTECTION

Patterdale Hall has a Fire Risk Assessment in accordance with current regulations. All Fire extinguishing, safety equipment, emergency lighting and Fire Alarm systems are maintained on a regular basis to comply with current legislation.

Wi - Fi

Wi- Fi is available to adults only. Log on details will be made available to you upon arrival.

TRANSPORT

Transport is not required to undertake any of the adventurous activities, as all venues are within walking distance. In the event of a situation arising where transport is required, e.g. an emergency, transport can be arranged. Groups should give prior thought to their own specific transport requirements.

EQUIPMENT


All specialist equipment required for adventurous activities provided by Patterdale Hall will be provided. All equipment provided will be fit for purpose and is inspected as part of our adventure activities license. Records of equipment checks will be available for inspection on site. Any specialist equipment provided and used by visiting groups is at their own risk

SECURITY ARRANGEMENTS

Coded security locks are used on all external doors. Visitors are supplied with the access codes. These doors are fitted with automatic closing mechanisms and are checked and locked during the evening.

DECLARATION

I declare that the information above is accurate.

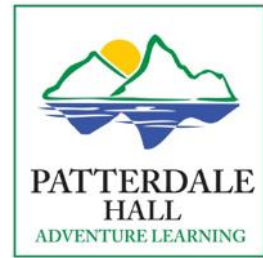
Signed: 

Tim Taylor (Centre Manager)

Date: September 2017



KIT LIST....



For the House:

Wash Kit
Towel
Night Wear
Casual Clothes
Slippers/Indoor shoes

General:

Camera (optional)
Plastic bags in which to transport wet kit
Swimwear

For the Activities:

Two Complete Changes of Clothes (apart from travel clothes) for weekend courses, more for week courses. The ideal clothes to wear on an activity weekend are those which will keep you warm and comfortable. Jeans are not good because if they get damp they stick to your body and conduct all the heat away from your skin. The same applies for your top half.

For dry activities bring:

Feet: Warm Socks, Sturdy Shoes or Boots.

Legs: Tracksuit Bottoms.

Top Half: T Shirt, Tracksuit Top and a Woollen Jumper or Fleece Jacket. **Extremities:** Woollen Hat, Sun Hat, Gloves.

For wet activities bring:

Feet: Warm Socks, Sturdy Shoes, Boots or Trainers that you don't mind getting wet.

Top Half: T Shirt and long sleeved top over swimsuit.

Bottom Half: Old jogging bottoms/shorts to go over wetsuits

Extremities: Woollen Hat, Sun Hat, Gloves.

Foot Wear varies for different activities. If you are Canoeing, Kayaking or Sailing you will need a pair of old trainers- something you don't mind getting wet. If you are going Gorge Walking then a pair of wellies or old boots is ideal. For Rock Climbing- trainers or boots.

At the Hall we have a good selection of Walking Boots, Waterproof Trousers and Cagoules. If you have your own we strongly urge you to bring them with you.

All Other Specialist Equipment Like Wetsuits Is Provided.

Summer/Good weather extras:

Sun cream, Hat and midge repellent, after sun. .



Pre Visit Check List...

The following is designed simply as an “Aid Memoire” for you; it does not require sending to Patterdale Hall.



Task	Tick/ Date
Complete and return the booking form	
Paid the deposit invoice	
Arrange parent information evening (invite representation from Patterdale Hall if required)	
Update Hall in writing of any group number fluctuations	
Gather medical and consent forms and dietary information	
Plan evening/ self led activity sessions if required	
Confirm activities program with Hall Activities Manager	
Submit Schools/ Local Authority educational visits paperwork and risk assessments	
2-4 Weeks prior to visit, send back final information to Residential Manager (Specific dietaries and medical summary)	
Arrange and confirm transport to and from the Hall	
In liaison with the Hall, split students into allocated dormitories	
Split students into agreed number of activity groups	
Confirm drop off and pick up times with Parents	

Patterdale Hall staff are on hand at any time to support you in the planning of a residential visit. Please do call or email if you have any queries or concerns. We understand that on top of a full time job and other responsibilities a residential visit can be a daunting prospect, but we are here to help. Call us on 017684 82233 or email enquiries@patterdalehall.org.uk

