

THE BRISTOL CHILDREN'S HELP SOCIETY

USER GUIDE

and

CONDITIONS OF LETTING

10 pages

JULY 2008

USEFUL INFORMATION

1.1 Address Barton Children's Centre
 Barton
 Nr. Winscombe
 North Somerset BS25 1DY

1.2 Telephone 01934 842897 (Main Centre -Kitchen)
 01934 842145 (Harvey Centre)
 01934 842145 (Office -Manager)

1.3 Other Numbers

1.3.1 All enquiries regarding hire (or EMERGENCIES)
 Mr. M.J. Hardwick
 20 Southfield Road
 Westbury-on-Trym
 Bristol BS9 3BH
 (0117 962 1757) telephone/answer phone/fax
 bchsbarton@aol.com

1.3.2 Manager and EMERGENCIES

 Bert Hurditch 01275 393191
 Mobile 07768690090
 Duncan Maxwell (lives locally) 01934 750165
 Mobile 07791992317

1.4. Local Doctor - 842211
 Chemist - 842230
 Hospital (W-S-M) 636363
 Police - 842246 or 635252
 Emergencies - 999

THESE NUMBERS (1.4) ARE DIRECT DIAL FROM BARTON

ARRIVAL/DEPARTURE

Coaches will normally “pick up” at Schools on Fridays at 1.30 pm. The return from Barton will be on Fridays, leaving the camp at 10.30am. Dormitories to be completely cleared by 10 am at the latest. Incoming groups will be met by the Manager, and the group leader, or his/her representative, taken around the buildings and shown safety measures and procedures explained.

**FRIDAY MORNINGS ARE PARTICULARLY BUSY.
PLEASE DO NOT ARRIVE WITH FOOD OR AN ADVANCE
PARTY UNTIL AFTER 1.30 pm, UNLESS PRIOR SPECIAL
ARRANGEMENTS HAVE BEEN MADE!**

For easy identification, doors are colour-coded coloured

BLUE For Boys

YELLOW For Girls

RED For Staff only

CAMP CHARGES

Users will be invoiced prior to taking up their booking.

1. Main Centre for up to 48 children and 10 Staff –

.....per week - including transport (Bristol Area only)
(There is a surcharge for coaches on Saturdays and Sundays)

2. Harvey Centre for up to 24 persons

.....per week (transport not included)

Cheques should be made payable to “ The Bristol Children’s Help Society” and may be sent to the:

Hon. Treasurer c/o
Mr. M.J. Hardwick.
20 Southfield Road Westbury-on-Trym
Bristol BS9 3BH

RECEIPTS WILL ONLY BE SENT IF A S.A.E IS ENCLOSED

USER INFORMATION

***** PLEASE NOTE IT IS A CONDITION OF YOUR LETTING THAT YOU ACCEPT THE RULES, PROCEDURES AND REGULATIONS OUTLINED IN THIS GUIDE. YOUR SIGNATURE ON THE BOOKING FORM OR WEBSITE 'SEND REQUEST' WILL CONFIRM YOUR AGREEMENT.**

1 ON ARRIVAL

- 1.1 Luggage to be stacked in the Sports Hall.
- 1.2 Children to be taken to the Dining Hall for an introductory talk on rules and camp procedures by the incoming group's own staff and the Manager will explain the operation of equipment to a member of your staff.
- 1.3 Allocation of beds and collection of luggage .Please do not use "stickers" on beds or any parts of the buildings.
Children need adult help with the fitted undersheets.
- 1.4 Fire drill to be carried out and recorded in the register.
(Please refer to Fire Precautions).**

2 FIRST AID

Groups must provide their own kits. There is a first aid room with basic emergency supplies.

3 MILK AND BREAD

Groups need to make their own arrangements. No milkman calls at the site but bread may be ordered and collected from Bird's Bakery in Winscombe who will deliver large amounts (842210). The Co-op (843374) is cheaper but bread must be collected.

4 EMERGENCY SUPPLIES

Supermarkets in W-S-M open seven days a week.

5 FIRE ALARMS /POOL ALARM/DORMITORY DOOR ALARMS/EMERGENCY BELL TO STAFF ROOM.

The Manager will explain the systems and the operation of the alarms.

6 RUBBISH DISPOSAL

Plastic sacks will be provided to line the dustbins.

The Manager will advise where full sacks are to be taken daily. Do not leave sacks of rubbish outside the kitchen overnight as the resident wildlife will scatter it all over the site!

Camp users must **not burn rubbish or light fires on site.**

No sacks of rubbish to be kept in the kitchen.

7 CLEANING CUPBOARD (to be kept locked)

Situated next to the kitchen at the top of the ramp. This stores all cleaning equipment (including chemical cleaning fluids). Please return equipment, in a clean condition, after use.

Mops are colour coded.

8 ACTIVITY ROOM

This is a large room overlooking the pool. This room is provided with desks, tables and chairs, white boards, markers and sink.

(OHP, Video player and Karaoke machine are available on request)

This room is provided for classroom type activities and not for more boisterous activities that must be conducted in the Sports Hall.

The furniture provided is for use in this room only and not for use elsewhere.

Suitable, clean footwear is to be worn.

Heating is under floor – please make sure nothing sharp punctures the floor covering.

9 CHANGING ROOMS & SWIMMING POOL BLOCK
THIS BUILDING MUST ONLY BE USED BY CHILDREN
WHEN SUPERVISED. -:The building comprises:-

- 9.1 Staff Room – PLUS POOL EMERGENCY BELL reset equipment.
- 9.2 First Aid Room/ Office. **Hirers to supply their own First Aid equipment. A small amount of basic equipment is provided for emergency use only.**
- 9.3 Two small activity/multi purpose rooms, one equipped with 10 computers (Use to be arranged with Manager).
- 9.4 Toilet and disabled toilet.
- 9.5 Pool equipment and outside seating storage room (end of building). Green plastic chairs are stored for use by the poolside.
- 9.6 Girls and boys changing and shower rooms.
- 9.7 Drying room and outdoor clothing ‘hanging’ space.
- 9.8 Patio area with barbeque. (Manager will give instructions as to use). The cupboard containing gas cylinders **MUST BE KEPT LOCKED AT ALL TIMES** (Users are responsible for cleaning the barbeque)
- 9.9 **UNDER NO CIRCUMSTANCES MUST CHILDREN BE ALLOWED IN THE BOILER ROOM. ADULTS MUST BE AWARE THAT CORROSIVE CHEMICALS ARE STORED HERE.**
- 9.10 This building, like the Activity Room, is heated by under floor heating.

SAFETY NOTE:

AT NO TIME MUST ANY CHILD ENTER THE POOL AREA
UNLESS UNDER SUPERVISION.
A PUSH BUTTON BELL IS POSITIONED INSIDE THE
COVERED ENTRANCE TO THE DINING HALL IN CASE
CHILDREN NEED TO CONTACT ADULTS IN THE
STAFFROOM.

Girls and boys changing rooms, showers and toilets are provided at the bottom of the steps leading down from the side of the dining hall. This additional facility has been provided for those using the swimming pool and will ensure that the dormitories are kept clean and dry.

When using the pool, this facility is to be used, rather than taking wet clothes into the dormitories.

When going hill walking it is advisable for boots to be put on in the changing room provided overlooking the pool (entrance from the Patio area at the rear) or under the eaves of the dormitory.

On return, muddy footwear and wet clothing can be changed without taking them into the dormitories. The drying room is situated next to the changing room).

An external tap is located on the wall below the kitchen windows (rear of building - adjacent to top car park) for washing off mud.

SAFETY NOTE: CHILDREN MUST BE SUPERVISED AT ALL TIMES WHEN USING THIS BUILDING.

10 **KITCHEN**

***** A STRICTLY 'NO GO' AREA FOR CHILDREN! *****

Cutlery and crockery include dinner and side plates, cereal/fruit bowls, mugs and egg cups. Provision is made for up to 70.

An adequate supply of kitchen utensils includes pans, mixing bowls, jugs, scales, serving spoons, ladles etc.

(Users may wish to supply their own sharp kitchen knives!)

Tea towels should not be used for drying up. (SEE SECTION 14 'Dishwasher').

Fridges and freezers are provided. Please ensure that these are empty and clean at the end of your stay. Do not leave food in the pantry on departure. All breakages and losses are to be reported to the Manager.

A large grill, microwave, toaster and electric kettle jugs are also provided as is a meat temperature probe.

A service lift is installed giving access from the rear car park to the kitchen. It is essential that instructions, displayed on the wall, are read before using the lift.

11 **DOUBLE OVENS**

The Manager will demonstrate their use.

After use the ovens and top need to be wiped clean of all spillages before they become baked hard. Soft cloth only to be used as abrasive pads, cloths or cleaners will damage the surfaces. Working surfaces should be sprayed and wiped with the antiseptic cleaner provided.

12 **CAN OPENER**

Lift the handle to an upright position with point facing downwards. Place tin below point and drop **FIRMLY** to pierce tin. Push the handle to the horizontal and turn in a clockwise direction.

13 **WASTE DISPOSAL**

It is essential that water is turned on before putting waste food into the machine. It is EXTREMELY DANGEROUS to put fingers into the opening.

If fat is poured into the unit **hot water MUST be kept running for at least a minute** to prevent the fat solidifying in the pipes.

NB The sewage treatment plant is finding extreme difficulty in coping with the large amount of waste food, particularly fats disposed of via this machine. Please bag all clean waste, vegetable preparation trimmings etc., and keep the disposal unit for scrapings from plates.

Unless we can reduce the amount put into the sewage system, which is destroying the chemical balance, we will be forced to remove the waste disposal unit.

(Our output levels are checked regularly by the Water Board).

14 **DISHWASHER**

The Manager will demonstrate the use of the machine on arrival.

PLEASE MAKE SURE YOU HAVE READ THE INSTRUCTIONS DISPLAYED ON THE WALL.

Please remember to EMPTY and switch off machine after EVERY MEAL

Check to see there is an adequate supply of washing fluids.

15 **DORMITORIES**

An undersheet is provided for each bed. Mattresses must be covered at all times. Children will need help in fitting the undersheets. If any sheet gets wet, blood stained or affected by any other stain, take **IMMEDIATE ACTION**, i.e. remove, wash and dry and replace with a clean undersheet taken from the spares left in a central Staff bedroom. It is essential that the permanent waterproof cover to the mattress is properly cleaned.

ALL USERS NEED TO SUPPLY THEIR OWN SLEEPING BAGS AND PILLOWS.

A few sleeping bags and pillows are stored in a central staff bedroom for Emergencies.

A daily inspection under beds and mattresses saves time at the end of the week.
Waste bins are provided.

Do not deface woodwork on beds or doors with sticky labels, notices or pins.

No outdoor shoes in the dormitories please.

Users are expected to keep the dormitories clean and tidy. Cleaning materials are kept in the cleaning cupboard by the kitchen.

16 TOILETS

Toilets must be cleaned and disinfected daily by adults.

Toilet rolls are supplied. There is an emergency supply in the cleaning cupboard.

17 VACUUM CLEANERS

These are kept in the landing cupboard. The bags must be emptied regularly and paper and any hard objects picked up by hand.

If suction on the cleaners is poor, the bag may need emptying, or the flexible pipe may be blocked. Please investigate or inform the Manager. The flexible pipes and suction heads should not be interchanged.

A washing machine (token operated), tumble drier and drying room are available for your use. Instructions for using these expensive machines are fixed to the wall.

PLEASE FOLLOW THEM CAREFULLY . If in doubt ask the Manager.

THE LAUNDRY AND DRYING ROOM ARE OUT OF BOUNDS TO ALL CHILDREN.

19 SWIMMING POOL

The whole of the Swimming pool area is **OUT OF BOUNDS TO ALL CHILDREN, AT ALL TIMES, UNLESS SUPERVISED BY A QUALIFIED ADULT. On no account must unsupervised children take a short cut from the dormitories to the showers and changing rooms via the pool area.**

Safety equipment must not be removed from the poolside. Stones, glass or any other dangerous objects must not be thrown into the pool.

POOL USERS MUST BE AWARE OF AND CONFORM TO THEIR LOCAL EDUCATION AUTHORITY GUIDELINES AND, ALSO, THE SAFETY POLICY OF THE BRISTOL CHILDREN'S HELP SOCIETY.

20 **SPORTS HALL**

Soft shoes (trainers) must be worn. Floor to be swept with a soft broom only.

21 **OUTDOOR PLAY EQUIPMENT**

Children must be supervised at all times. The fort is slippery in wet weather.

22 **CAR PARKING**

No cars to be parked on grassed areas or driven on grass verges.

Cars to be parked clear of the coach turn on Fridays.

ACCESS ON THE APPROACH ROADS MUST ALWAYS BE CLEAR AND AVAILABLE FOR EMERGENCY VEHICLES.

23 **SECURITY.**

- * The buildings, particularly the Harvey Centre are vulnerable to sneak thieves. A security lock, opened by code, is fitted to the main door and a security cabinet is available to lock away valuables.
- * Chains and padlocks are supplied for use on both gates to the site.
- * A safe is installed in one of the staff bedrooms in the main dormitory block.
- * An alarm system is fitted to the external doors of the dormitory.
- * Fire alarms and smoke sensors are fitted in the dormitories, dining hall and Harvey Centre. The Sports Hall is fitted with a fire alarm.
- * The swimming pool has a separate outside warning alarm operated from the poolside.
- * The Manager will demonstrate the operation of all security systems. The alarm systems are regularly checked and serviced.

24 **HARVEY CENTRE**

A self-contained building providing accommodation for up to twenty four persons. The kitchen is equipped with electric cooker, fridge/freezer, crockery, cutlery and utensils.

Toilets and showers are situated on the ground floor with a further toilet and washbasin upstairs.

25 CLEANING

Users are responsible for the cleaning and cleanliness of the site and buildings. Carpeted areas should be vacuumed and other areas swept and mopped. Toilets and showers need to be disinfected regularly. Dining Hall and kitchen floors should be swept daily and mopped when necessary. Outside areas should be kept free of rubbish at all times. The premises are inspected during the change over period. If any areas need special cleaning because of the state in which they have been left, they will be cleaned by professional cleaners and schools or other users invoiced accordingly. (normally £50 per hour)

26 RESPONSIBILITIES OF CAMP LEADERS

- 26.1 No lighting of fires or pitching of tents.
- 26.2 No transistor radios outside the confines of the buildings.
- 26.3 To help keep costs down by avoiding waste of water electricity or central heating fuel (all are metered).
- 26.4 To conduct the camp in the full spirit of the Country Code, insisting from those in his/her care a proper respect for the camp, its neighbours and the countryside around. To ensure that supervised walks in the countryside are orderly and that any noise is restricted to the topmost summit of Crook Peak.
- 26.5 To insist that there is no undue noise after 9.00 pm
- 26.6 To ensure that there is an adequate level of staffing to provide for the safety of the children, the Centre and it's equipment.
- 26.7 Should it be necessary to use a fire extinguisher its use must be reported at the first opportunity, so that the Manager can arrange for a replacement.
- 26.8 To ensure that the torch, provided in each dormitory corridor, is not removed or used for any but emergency purposes.

27 BARBEQUE AREA

Bottled gas only to be used. Gas will be provided and the Manager will demonstrate use of the equipment. Users are responsible for keeping the area clean and tidy.

GAS CUPBOARD DOORS TO BE KEPT LOCKED AT ALL TIMES.

28 DAMAGE

Users are responsible for damage or loss to Society property or equipment during their period of residence.

29 SCRAPSTORE

Courtesy of Grass Routes, BCHS hold a Scrapstore subscription. If your organization does not already belong, you may use our membership to obtain paper, plastic and other materials for creative work. Please ask Centre Manager for details and membership ticket.

BRISTOL CHILDREN'S HELP SOCIETY
CHECK LIST FOR ALL BARTON CHILDREN'S
CENTRE USERS

FRIDAYS –INCOMING:

- 1 The Manager will demonstrate, or explain, operation of:
 - 1.1 Fire Alarms
(A FIRE DRILL MUST BE CARRIED OUT AND RECORDED AS SOON AS PRACTICAL AFTER ARRIVAL)
 - 1.2 Dormitory door security alarms.
 - 1.3 Dishwasher - including topping up procedures.
 - 1.4 Drying facilities.
 - 1.5 Waste disposal unit.
 - 1.6 Ovens & oven cleaning.
 - 1.7 Toaster.
 - 1.8 Service lift.
 - 1.9 Kitchen ventilation system controls.
 - 1.10 Token operated washing machine.
 - 1.11 Emergency First Aid Kit.
 - 1.12 Extra cleaning of premises (£50 per hour- if required).
 - 1.13 Keyboard.
 - 1.14 Gas cupboard.
 - 1.15 Re-setting trip switches.
 - 1.16 Pool Alarm
 - 1.17 Bell to alert Staff Room
 - 1.18 **Smoking is not permitted in ANY building or in front of children.**
ANY PERSON SMOKING INDOORS WILL BE ASKED TO LEAVE THE SITE AT ONCE

- 2 The Manager will detail and explain responsibilities of Camp Leaders including:
 - 2.1 Litter and rubbish disposal (including bins for kitchen).
 - 2.2 Cleaning of dormitories and toilets.
 - 2.3 Pool safety - Society Regulations and supervision.
 - 2.4 Limits of play areas, fort and Sports Hall.

- 3 The Manager will detail care of premises and equipment - including:
 - 3.1 Pool safety equipment.
 - 3.2 **No notices to be attached or stuck to woodwork or windows**
 - 3.3 Ban on chewing and bubble gum.
 - 3.4 No staples in notice boards - drawing pins only.
 - 3.5 No cutting out on unprotected tables.
 - 3.6 No markings on Sports Hall floor or walls.

- 4 Replacements
 - 4.1 Keys, £10 each.
 - 4.2 Keys to safe and security cabinet, £10 each.
 - 4.3 Torches, £12 each.

- 5 Dormitories
 - 5.1 Children will need assistance with fitting the undersheets (provided) to the mattresses. Mattresses must not be used without an undersheet.
 - 5.2 Waste bins are provided - two in each dormitory and one in each staff corridor.
 - 5.3 A torch, for emergency use only, is provided in each staff corridor.
 - 5.4 Cleaning cupboard (next to girls' dormitory). Contents - 2 vacuum cleaners, 2 long handled brushes, 2 dustpans and brushes, dusters, spare vacuum bags.
 - 5.5 Spare bedding, for emergency use, stored in one of the middle staff bedrooms.

- 6 Broom Cupboard (outside kitchen door). Contents -
- 6.1 2 buckets, 2 mops, 2 hard brooms, 2 soft brooms, 2 dust pans and brushes, bleach, spare toilet rolls, cleaning materials and liquid for use in dishwasher.

THIS CUPBOARD MUST BE KEPT LOCKED

- 7 Kitchen
- 7.1 Each group will be supplied with black sacks for waste, together with cloths, washing up liquid, liquid cleaners and scourers. Please note colour codes when using cloths or chopping boards.

GENERAL

- 1 The door to the service lift must be kept **LOCKED** at all times when not in use or unsupervised.
- 2 All toilets must be cleaned and disinfected on a daily basis.
- 3 Very new bread, or recently defrosted bread, must not be used in the rotary toaster. Under no circumstances push or poke anything into the toaster.
For a limited number of pieces of toast please use the “slot” toaster

FRIDAYS – OUTGOING:

Your co-operation is requested with the following:-

- 1 Dormitories to be completely cleared by 10 am, left tidy with all litter removed from lockers, floor areas and under mattresses.
N.B. Children will need help in lifting the heavy mattresses to clear any litter underneath.
- 2 All litter to be cleared from all buildings, sports hall, fort, swings, play areas and paths.
- 3 Dormitories - please check the following are in position:
 - 7 waste bins (4 in dormitories, 3 in staff corridors)
 - 3 torches (
 - 2 vacuum cleaners (All items taped or marked
 - 2 brushes - long handled (YELLOW
 - 2 dust pans and brushes (
 - 4 Broom Cupboard (ramp) - please replace:
 - 2 hard brooms (
 - 2 soft brooms (All items taped or marked
 - 2 dust pans and brushes (BLACK
 - 2 buckets and mops (
- 5 Dining Hall and Kitchen
All equipment cleaned and crockery replaced
- 6 Notice boards cleared and any string, streamers or decorations removed.
- 7 The Manager will check:
 - * Keyboard
 - * First aid kit
 - * Pool and other safety equipment
 - * General tidiness of the buildings and site
- 8 Finally, please have your group ready to vacate the site by 10.30 am

THANK YOU FOR YOUR HELP

REGULAR USERS OF BARTON HAVE FOUND IT IMPOSSIBLE TO
CLEAR UP PROPERLY UNLESS A START IS MADE ON THE DAY
PRIOR TO LEAVING!

**PLEASE BEAR IN MIND THAT ANOTHER GROUP WILL BE
ARRIVING WITHIN A FEW HOURS OF YOUR DEPARTURE.**