



Frylands Wood **Scout Outdoor Centre**



SERVICE CREW **HANDBOOK**

Version 1 – 1st January 2013

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Managed by Lewisham District Scout Council

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Introduction

By reading these guidelines it means you have offered to help Crew at Frylands Wood Scout Outdoor Centre, so the first & most important thing to say is a massive THANK YOU for giving up your time to help. Without you, Frylands Wood would not be what is today or be able to function and develop for the future.

Frylands Wood Scout Outdoor Centre has been owned by The Scout Association since 1929 and is operated and managed by Lewisham District Scout Council. Lewisham District's vision is that Frylands Wood should be a focus for the outdoor elements of the Scout Programme, managed in a way which encourages and enables as many young people as possible, not just Scouts, to enjoy and experience the benefits of outdoor Scouting.

Visits by many uniformed youth organisations, non-uniformed organisations, Churches, Schools, Colleges, corporate groups and birthday parties has seen hundreds of thousands of young people and adults form relationships with other people and the environment, face up to challenges as an individual or in groups, and simply having fun.

Frylands Wood is managed on a day-to-day basis by two paid Wardens, Barry & Penny. There are however a huge number of volunteers that form the Management teams and the Service Crews that are the back bone of the site. The volunteers are people drawn from a wide range of geographical areas both in and outside of Scouting.

Virtually every Crew member knows the meaning of digging holes, unblocking toilets, painting walls, running many hours of activities, or, being called to do something when they simply want to sit down for a minute.

This booklet has been produced to help Crew members appreciate the importance of their role; provide guidelines for crewing activities and guidance on safety and standards. ALL staff and service crew at Frylands Wood, whether in a paid or voluntary capacity, are subject to The Scout Association's and Lewisham District Scout Council's guidelines and policies on all matters.

Health and Safety

Frylands Wood Scout Outdoor Centre follows Health and Safety Policy within the Lewisham District Scout Council Policy that is reproduced below:

Lewisham District follows the Safety Policy of The Scout Association. It is the policy of The Scout Association to provide Scouting in a safe manner without risk to health, so far as is reasonably practicable.

The Association believes that this responsibility ranks equally with the other responsibilities incumbent upon those providing Scouting activities and functions.

It is the responsibility of all those involved in Scouting to seek, so far as is reasonably practicable, to ensure that:

- all activities are conducted in a safe manner without risk to the health of participants
- the provision and maintenance of equipment and buildings for Members, Staff and others is safe and without risk to health and adequate for their welfare
- information, instruction, training and supervision is provided with the object of ensuring the health and safety of all those involved in Scouting activities or who may be affected by them
- appropriate arrangements are made to ensure safety and the absence of risks to health in connection with the use, transport, storage and handling of equipment, and substances which are inherently or potentially dangerous.

The District will adhere to the following Health and Safety Policy in relation to Frylands Wood Scout Outdoor Centre as far as is reasonably practicable, in accordance with the 1974 Health and Safety at Work Act. This applies equally to everybody whether they are employees, volunteers, contractors or visitors. The ultimate responsibility for health, safety, welfare and environmental issues in Lewisham District and at Frylands Wood Scout Outdoor Centre is vested in the District Commissioner; however the Frylands Wood Operational Sub-committee will be responsible for overseeing the implementation of this policy in respect of Frylands Wood. On a day-to-day basis, the management of this policy will usually be delegated to the Duty Warden.

- a) To provide and maintain a safe place of work without risk to health.
- b) To provide systems and procedures for work that are safe and without risk to health.
- c) To provide and maintain plant and equipment for work that are safe and without risk to health.
- d) To make arrangements to ensure safety and the absence of risks to health in connection with the use, transport, storage and handling of articles and substances that are inherently or potentially dangerous.
- e) To maintain the workplace in a safe and risk free condition and ensure that all entrances and exits from the workplace are safe and risk free.
- f) To communicate to employees the District's commitment to safety and to provide comprehensive information, instruction, training and supervision, with the object of ensuring, so far as is reasonably practicable, the health and safety at work of everyone.
- g) To provide and maintain a working environment for employees, visitors and contractors which is safe and without risk to health and which is adequate as regards facilities and arrangements for their welfare at work.

The policy will be reviewed annually to reflect changes to responsibilities and operating procedures. Risk assessments and operational guidelines for specific areas and/or operations supplement this general policy and should be read in conjunction with the policy document. A set of these is held by the Warden at Frylands Wood.

Frylands Wood Scout Outdoor Centre Employees and Instructional Policy

All employees working at Frylands Wood are subject to the District's guidelines and policies on all matters.

Activities

In particular, the qualifications held for instructing activities are, at minimum, those required by The Scout Association. In some, National Governing Body Awards that are appropriate for the activity in question are also held.

At Frylands Wood the minimum required qualifications are as follows:

Archery: Grand National Archery Society, Leaders Award or equivalent standard of training

Rifle Shooting: National Small Bore Rifle Association, Youth Leaders Award

Climbing wall: Scout Association Adventurous Activity Scheme Permit (supervisor or rope leader as appropriate)

First Aid: Our full time Wardens are qualified to First Aid at Work standard. All over 18 Crew members should be Scout First Response trained.

Working with children and young people

The Wardens and volunteers at Frylands Wood from the UK are subject to The Scout Association's CE and CRB checks. The Wardens and volunteers work to the Scout Association's child protection guidelines and are given specific training where issues may arise during the course of instructing activities.

Risk Assessment

Risk Assessments for specific tasks and activities are available on request from the Warden.

Child Protection Policy

It is the policy of The Scout Association, and therefore the District, to safeguard the welfare of all Members by protecting them from physical, sexual and emotional harm.

Accordingly the District is committed to:

- a) taking into account in all its considerations and activities the interests and well-being of young people;
- b) respecting the rights, wishes and feelings of the young people with whom it is working;
- c) taking all reasonable practicable steps to protect them from physical, sexual and emotional; and
- d) promoting the welfare of young people and their protection within a relationship of trust.

Responsibilities within the Child Protection Policy

All adults aged 18 or over within Scouting are responsible for the operation of the Association's Child Protection Policy.

It is the responsibility of all adults to ensure that:

- a) their behaviour is appropriate at all times;
- b) they observe the rules established for the safety and security of young people;
- c) they follow the procedures following suspicion, disclosure or allegation of child abuse;
- d) they recognise the position of trust in which they have been placed; and
- e) in every respect, the relationships they form with the young people under their care are appropriate.

Note: the guidelines 'Young People First' set out a code of behaviour which is essential for all adults in Scouting to follow. Adults who fail to implement the Code of Behaviour or procedures issued by Headquarters may have the matter drawn to the District Commissioner who will take the appropriate disciplinary action. The guidelines are available from the Scout Information Centre or the District Commissioner.

Responsibilities of the Service Crew within the Health and Safety Policy

All Crew members should:

- Take reasonable care for their own safety;
- Consider the safety of other persons who may be affected by their acts or omissions;
- Work in accordance with information and training provided and where necessary, request further guidance;
- Refrain from intentionally misusing or interfering with anything that has been provided for health and safety reasons;
- Report any hazards to their Crew Leader or the Duty Warden, and;
- Not undertake any task that presents danger and for which authorisation and/or training has not been given

Crew Membership & Administration

- Service Crew is open to anyone over 14 years of age. Those over 14 years of age will be considered full working members of the Service Crew. For the purposes of Service Crew, youth members of The Association who are linking to the Explorer Scout section will be considered Explorer Scouts and full working members of the Service Crew.
- Family members under 14 are more than welcome to join the Crews but are the sole responsibility of their parents or responsible carer and are not covered by general Scout Association insurance. Any activities they undertake are at the discretion & supervision of their parents or responsible carer.
- Crew must be youth or adult members of The Scout Association. All Crew aged over 18, upon joining, must become members of the Frylands Wood Service Crew Active Support Unit. For existing Lewisham Scout District members, a Change of Role Form with “Additional Role” ticked should be completed. For non-Lewisham District members, an Adult Appointment (AA) form should be completed. For those without an existing role in Scouting, they will be asked by Lewisham District to pay the annual Scout association Membership subscription each year in February (currently £26) which provides medical and public liability insurance cover & up to date Scouting information via magazines etc. However, if you have any problems paying the subscription, it is suggested that you talk to the Chairman of the Operational Sub-committee or to the full-time Warden to discuss what financial support might be provided by Lewisham District.
- To stay overnight as part of the Service Crew, those aged over 18 must have a satisfactory CRB clearance from The Scout Association. CRB clearances from other organisations, including GirlGuidingUK are not acceptable.
- All service crews must submit a Nights Away Notification form to the District Commissioner for Lewisham, along with a list of names of any over 18's attending, at least seven days before the service crew. Service crews from outside Lewisham should also submit a Form NAN to their home DC or nominee. This should happen, regardless of whether there are any under 18's present or not.
- Explorer Scout Service Crews, i.e. those service crews containing an Explorer Scout, are subject to the rules and policies of Explorer Scout Nights Away events in Lewisham District, regardless of the District of origin of that service crew.
- Explorer Scouts in Lewisham may not stay overnight as part of a service crew, unless it is a Unit activity, organised and overseen by an Explorer Scout Leader in Lewisham District. Event passports may not be used as a substitution for an Explorer Scout Leader overseeing the organisation of a service crew.
- The site has a no dogs policy, and this is equally applicable to the Crew Hut, with the exception of guide or hearing dogs.
- All Crew must accept without reservation the values of Scouting as set out in the Purpose and Principles and agree to work within the policies and rules of Frylands Wood Scout Outdoor Centre, Lewisham District Scout Council and those of The Scout Association.
- All Service Crews will have a Crew folder containing relevant information about each Crew Member. A list of its contents can be found in Appendix 1.
- All Crew Members must complete a Health & Emergency Contact form that will be added to your Crew Folder. A copy in a sealed envelope will also be filed in the site office for access by the Duty Warden if required.
- All over 18 Crew Members must be aware of the ‘Yellow Card’ and their duties in

implementing it. All under 18 service crew members must be aware of the 'Orange Card.'
All over 18 Crew Members should have attended a 'Safeguarding in Scouting' course.

- All over 18 Crew Members should hold a First Aid qualification.

Behaviour and Standards

- Bad language, racist or distasteful jokes or comments should not be made ANYWHERE on site. Walls are thin, noise travels & a young person or site user could unknowingly be within earshot.
- Knives are not to be worn around the campsite, unless appropriate to the activity being undertaken.
- Smoking, including pipes, is not permitted in front of campers or young people. Those wishing to smoke must do so discreetly and dispose of fully extinguished cigarette ends into the appropriate bin. It is also inappropriate for any young person to smoke whilst on a scouting activity.
- Misuse of alcohol is not permitted. For further guidance on alcohol at Frylands, please see the Frylands Wood Service Crew Alcohol Policy located on page 10.
- Substance abuse, i.e. the taking of illegal substances, or recreational drugs is NOT permitted, and will result in termination of your membership from The Scout Association
- Crew should remember that we are all responsible for the campers on site and should behave accordingly.
- Bullying of any form is unacceptable at Frylands Wood.
- Although it is a fun place to be, Service Crews must remember that they are here in a working capacity and this is not a holiday.
- The law of the Campsite is the Scout Law. Service Crews should stick to this and ensure that campers do as well.

Dress Code

- Crew Members should wear appropriate clothing to the activity they are taking part in. If unsure, please ask.
- Crew Members should wear a Frylands Wood Crew high-visibility vest at all times when in contact with site users.
- High-visibility vests are issued to the Service Crew at the beginning of the weekend and must be signed back in at the end.
- From time to time, certain clothing will be issued for specific tasks and this should be worn.
- Crew Members should remember that there are young people about and inappropriate slogans or sayings on clothing are unacceptable.
- Crew Members should be fully clothed when in contact with site users and never bare-chested at any time.

The Crew Hut

- Treat it as if you were a guest.
- Please take your shoes off in the porch.
- No smoking inside the building.
- Music is allowed in the Crew Hut, however please refrain from playing loud music or making excessive noise after 11pm.
- The crew hut lounge is not to be used for sleeping. Please use the bedrooms.
- Please do not tamper with the boiler, electrics or plumbing. If something is not working, then please talk to the Duty Warden.
- Any breakages, damage or accidents must be reported to the Duty Warden.
- Please remember that site users will look into & occasionally enter the Crew Hut (e.g. First Aid incident) therefore notices, images or objects containing bad language, racist or distasteful jokes or comments are not acceptable.

Frylands Wood Service Crew Alcohol Policy

- Crew Members should adhere to The Scout Associations policy on Alcohol and Scouting which includes section 2.4d of POR and Factsheet FS185092.
- When Explorer Scouts are present, alcohol must not be consumed for the entire duration of the event.
- During family crews, consumption of alcohol is entirely at the discretion of the Crew Leader. All other rules contained in this policy still apply.
- Alcohol must only be consumed by over 18 service crew at the end of the working day.
- All alcohol must be consumed inside the crew hut.
- Alcohol may NOT be stored in the crew hut for extended periods of time.
- There MUST be at least two adult Crew Members on duty that do NOT drink ANY alcohol so that they may deal with any problems that may occur in the evening or overnight.
- Assume that site users will knock at the Crew Hut if the lights are on, even if the paid Warden has agreed to cover.
- Any Crew Member consuming alcohol must not do so in front of any site users, and must not interact with any young people for the duration of the evening.
- Drinking to excess is not allowed and crew members should be fit and alert for duty each morning of the Crew period, i.e. not hung over and smelling of alcohol during morning activities.

Failure to comply with the rules surrounding alcohol will result in appropriate disciplinary action in accordance the policies and rules of The Scout Association.

Crew Responsibilities

No two days are the same at Frylands Wood so tasks and responsibilities are subject to constant change. However, most regular Service Crews occur over weekends, from Friday evening to Sunday afternoon. This can be flexible depending on the time of year as agreed with the Warden. Each regular weekend Crew must have a designated Crew Leader. The Crew Leader is responsible for working with the Duty Warden to oversee the site and for allocating Crew Members to cover activity sessions and complete tasks as detailed on the Jobs List.

Things to do when starting your Service Crew

- Ideally one Crew Member should be onsite by 7pm on the Friday evening in the Office to help welcome visitors and assist with any requests for equipment hire not already in place
- The Crew Leader should collect the Bookings, Activity and Jobs List from the Warden, which should be available on your arrival.
- The Crew Leader MUST make sure all Crew Members are wearing a Frylands Wood Hi-Vis vest when not in the Crew Hut. There are specific vests for Crew Leaders. Hi-Vis vests must be signed out. If you're painting or doing something that might ruin the Hi-Vis then use some of the old ones that are in the garage.
- The Crew Leader can allocate site radios to crew members as they see fit. They must be signed out. These need looking after as they are very expensive, not toys. They must only be used when necessary and please keep all language and topics appropriate and professional as you don't know who is listening in, it could be easily be a customer.
- The Crew Leader, or representative, should introduce themselves to those using the site as quickly as possible, no later than Saturday night.
- There is sufficient room for three Crew Vehicles to be parked at the fire exit end of the Crew Hut. Unless there is a lack of space in the main car park, all other Crew vehicles must be returned to the Car Park and not parked on the Bunny Drive side of the Crew Hut. For more information about vehicles on site, please see page 14.
- Crew Hut Boiler. Please don't fiddle with the boiler as under warranty! In the living room you'll see a remote thermostat which should be set to 17°C, shouldn't need to turn it up anymore but if you do just twist the control to set it. Except the living room, each room has a thermostat on the radiator so you can adjust if too hot or cold in a specific room. When finishing you Crew turn the thermostat down to 5°C to save gas but allow frost protection

General Crew Duties

- The working day usually starts at 9 am and Crew Members should be ready to start work at this time.

TOILETS

- In the past this has been a common negative complaint about Frylands and we're trying very hard to change that reputation. Normally activities start at 10am so toilets are usually given a thorough clean before then. Checked again (especially toilet rolls and hand towels) and cleaned as required at regular intervals, usually mid-morning, lunchtime, mid-afternoon, dinner time and finally late evening once groups have settled down and post evening showers (if they have one!!). Cleaning bits for bottom toilets in the store on side of Crew hut, top toilets have own cleaning supplies in locked cupboard in ladies' side. When it's wet a quick squeezy over the floor prevents a build up of slippery mud and water. Make sure Slippery Surface signs are used. Please clean before leaving on Sunday for mid-week groups
- Hot and cold tap available on the outside of the Crew Hut opposite the Leaders toilet for cleaning use. Handle for the hot tap is in the key safe.

- Stop cock for top toilet block is now on the inside of the ladies side. Do NOT turn on the old stop cock outside

ACTIVITIES

- All activities should be set up and ready at least 5 minutes in advance of session start time and instructors should be ready to greet participants
- For those leading Climbing, Shooting or Archery, Crew members MUST have the relevant qualification and/or experience. For “Own instructor” sessions of the above, an up to date permit or certificate should be shown to the Duty Warden or Crew Leader before the session.
- All those responsible for instructing activities should be familiar with the risk assessment for that activity and for how it is run, copies of which can be found on the Frylands Wood website and in the office.
- When site users are instructing the activities themselves, equipment should still be made available in advance of the session and a member of Crew should be available to explain the activity, give a safety briefing to the instructor, and show them a copy of the relevant risk assessment.

PROVIDORE

- Check with the Duty Warden to see if and when the Providore Manager is on site. Liaise with groups re: opening times if they are not on site
- NO under 18s behind the counter in the providore on their own and on a routine weekend maximum of three people serving at once
- Check if the green recycling box in the store room needs emptying. Sweep and mop the Providore floor if required especially before you leave on Sunday

OTHER

- Litter and General Tidiness. Again have worked very hard on this area so don't walk past any litter or dripping taps etc. If you see something that looks wrong or is broken PLEASE tell us as we might not know and the next person to say it could be a customer.
- Waste and recycling bins. Check they are not full or smelling and empty if required. Usually found next to Assault Course, Archery range, Providore and on Activity Field if there. Wash with hose if gunge at the bottom. Check main bins by entrance are not overflowing are open additional bins as required (only have one at a time open as we pay per bin!)
- Trees. If you see any dodgy looking ones please note location and report to Barry.
- When using tools around the site, Crew Members should observe safety precautions and take into account their responsibilities within the Health and Safety policy. Crew members should not carry out procedures, or use equipment unless they have received appropriate training.
- At the end of the day, all equipment and tools must be returned to the correct store and locked away.
- No site vehicles or personal vehicles are to be used on site without the explicit permission of the Duty Warden and if agreed, to be used sparingly. Further guidance on the use of vehicles can be found on page 12.
- Toilets should be cleaned at regular intervals throughout the day. Specific times and procedures can be found on the Jobs List.
- Keep an eye on all site users and be prepared to assist them in any way you can.
- Crew Members should be friendly to all site users and should make them feel at home.
- Crew Members should always lead by example. Although it is a fun place to be, Service Crews must remember that they are here in a working capacity and this is not a holiday. The law of the Campsite is the Scout Law. Service Crews should stick to this and ensure that campers do as well.

At the end of your Service Crew

- Return and sign in your Hi-Vis vests.
- Return and sign in your radios.
- Return a ticked off Jobs List.
- Return a ticked off Crew Hut cleaning checklist (and other user checklists).
- Return all site keys.

If you have to cancel your Service Crew weekend for any reason, or have lower numbers than usual, then please let the Campsite Warden know as soon as possible and no later than a fortnight before the weekend if this is possible.

Frylands Wood Site Vehicles – Safety Rules and Policies

- Drivers must hold a valid full driving licence.
- Only authorised Crew Members aged 25 or over may drive the site vehicles.
- To be an authorised driver, Crew Members must have received in house training on the use of site vehicles from the Campsite Warden or from the Chairman of the Operational Sub-committee, and sign a copy of the crew driving document agreeing to adhere to them, which can be located in Appendix 3.
- All drivers must observe the speed limit of 5 mph at all times. There must be no exceptions to this rule.
- Headlights must be turned on at all times, and exterior safety lighting should be switched on whilst the vehicle is moving. Indicators should be used for turning whilst driving.
- Oil, fuel and water should be checked before each use of the vehicle.
- Where seat belts are provided in vehicles, these **MUST** be worn at all times whilst the vehicle is moving.
- Passengers must not be carried in any part of the vehicle that is not designed to carry passengers. For further guidance on this in respect of tractors and other similar vehicles, please refer to the HSE document “Tractor Action.”
- Passengers must not, under any circumstances, travel in moving trailers.
- Any damage, mechanical or otherwise must be reported to the Duty Warden.
- The Duty Warden reserves the right to refuse permission to drive crew vehicles without question.

Failure to comply with these rules may result in appropriate disciplinary action

Vehicles on Site – General

- All cars should be parked in the Car Park. There is sufficient space at the rear of the Crew Hut for three vehicles. All other crew vehicles should be parked in the car park. Please do not park on the toilet block side of the Crew Hut.
- All signs and directions as to where to park should be observed.
- The site speed limit is 5 mph.

Driving beyond the road barriers

- This is for the purposes of dropping off kit and equipment, and drivers must have the explicit permission of the Duty Warden to drive beyond the internal gates.
- Vehicles must immediately return to the car park – we don’t want unnecessary fire hazards.
- Parents wishing to collect their children should park in the car park and walk.
- Advise customers that they may not be covered by their insurance, and that their vehicle is their responsibility.

Towing stuck vehicles

- The driver must request that their vehicle be towed or pulled. Remind them that damage is their responsibility.
- The owner must state where, on the vehicle, the towing point is situated.
- The vehicle must be switched off, but electrics still on as some cars rely on this for brakes and steering.
- Always have an extra person with you who can look out for hazards as you tow.

Useful Contacts

Should you wish to talk to anyone about the contents of the Service Crew Handbook, you may contact any of the people below. If your query is about a matter of policy either within Lewisham District or The Scout Association in general, please contact the District Commissioner.

Barry Goswell	Campsite Warden	07702 508 391
Penny Hann	Campsite Warden	(020) 8657 1154
Alan Britchford	Chair of the Frylands Wood Operational Sub-committee	07977 529 987
Tom Nixon	District Commissioner	07983 621 703
Lawrie Smith	District Chairman	(020) 8777 8206

In the event of a fire, serious injury or obvious crime then always phone 999 in the first instance, quote CR0 9AA as the post code and if calling from a mobile ask for London Fire or Ambulance Service or Metropolitan Police NOT Surrey if given the option as we're covered by the former. Inform the Duty Warden if you call 999 & if required activate the Emergency Contingency Plan.

Further useful contact information can be found in Appendix 4

Appendix 1 – Crew Folder Contents



Frylands Wood
Scout Outdoor Centre

Featherbed Lane
Croydon
CR0 9AA
Tel: 020 8657 1154
Fax: 020 8657 4069
www.frylandswood.co.uk
E: warden@frylandswood.co.uk

Registered Charity No. 1001668
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Folder Contents

- Crew Personal & Health Forms
- Activity Training Certificates
- First Aid Certificates
- Crew Handbook which includes Health and Safety Policy, General Crew Responsibilities & Warden's Contact Numbers
- Tick List for leaving Crew Hut
- Tick List for leaving Pems
- Tick List for leaving Campsites
- Emergency Evacuation Procedure
- Yellow, Orange & Purple Cards

Appendix 2 – Crew Personal Details Form



Frylands Wood
Scout Outdoor Centre

Featherbed Lane
Croydon
CR0 9AA
Tel: 020 8657 1154
Fax: 020 8657 4069
www.frylandswood.co.uk
E: warden@frylandswood.co.uk



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Personal Details & Health Information Form

Please complete the following as fully as possible in BLOCK CAPITALS.

Please also complete the appropriate Scout Application form to join the Frylands Wood Service Crew Active Support Unit

Full Name:	
Crew Name:	Crew Leader:
Scout Group:	Role & Membership no:
Home Address:	DOB:
	Home phone no:
	Mobile phone no:
	Email: (Please only supply an address if you read emails!)
Emergency Contact One	Emergency Contact Two
Name: Relationship: Contact no(s):	Name: Relationship: Contact no(s):

Please complete the following as fully as possible, as in the event of you requiring emergency treatment, it will help the medical authorities in deciding is the most appropriate treatment

National Health Number:	Date of last Tetanus injection:
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Doctor's Name: Address: Tel no:	If receiving Hospital treatment; Hospital name: Tel no: Hospital no: Consultant\Speciality:
Any known allergies: YES/NO (delete as applicable) If yes please give details:	Medical History Please list anything significant (e.g. heart problems, epilepsy, diabetes, asthma)
Medication: Any medication? YES / NO Please list ALL medication, regular or occasional, with dosage and storage instructions. It is ESSENTIAL that the Crew member brings enough regular medication for the duration of the Crew, in their original containers, clearly labelled with name, product and dosage details.	
Medication Generic & Brand Name	Dosage Details (quantity, times, storage)

Emergency Permission (Under 18 year olds only)

I give my permission for any Frylands Wood First Aider to give treatment for any illness or injury. I also give my permission for First Aider, Crew Leader or Duty Warden to give consent for any necessary hospital/medical treatment provided reasonable attempts have been made to contact me.

Medication Available on Site (Under 18 year olds only)

The following may be available from the First Aid team, please indicate which can or cannot be used

Dosages will be in accordance with the manufacturer's/supplies recommended doses.

Paracetamol (tablets & elixir)

YES / NO

Ibuprofen (tablets & elixir) - not for asthmatics	YES / NO
Chlorphiramine e.g Piriton (tablets & medicine) - for allergies	YES / NO
Antacid e.g. Gaviscon, Rennies (tablets and medicine)	YES / NO
Simple Linctus (cough mixture)	YES / NO
1% Hydrocortisone cream (not on face)	YES / NO
Insect bite cream, e.g. Waspeze, Anthisan	YES / NO
Calamine Lotion (for sun burn)	YES / NO

I give permission for the above, as indicated, to be given at the appropriate dose.

Name of Parent/Guardian:
Signature of Parent/Guardian: Date:

Crew are expected to supply their own sun creams/blocks/moisturisers. We request that Crew who wear glasses bring a spare pair if possible, Crew who wear contact lenses must bring sufficient supplies.

ALL CREW MEMBERS:

Have you Crewed at Frylands Wood or any other campsite before? YES/NO		
If yes, please give details:		
Please print off any certificates of relevant training courses you have completed and hand them to the Warden, e.g. First Response, NSRA, GNAS, LANTRA, CLIMBING		
Have you read and do you agree to the Crew Handbook? Yes/No		
Crew Date:	Members	Signature:

I will inform the Crew Leader or Duty Warden if any of the information given on this form changes before any Crewing takes place.

Appendix 3 – Crew Driving Document and Agreement

- Drivers must hold a valid full driving licence.
- Only authorised Crew Members aged 25 or over may drive the site vehicles.
- To be an authorised driver, Crew Members must have received in house training on the use of site vehicles from the Campsite Warden or from the Chairman of the Operational Sub-committee, and sign a copy of the crew driving document agreeing to adhere to them, which can be located in Appendix 3.
- All drivers must observe the speed limit of 5 mph at all times. There must be no exceptions to this rule.
- Headlights must be turned on at all times, and exterior safety lighting should be switched on whilst the vehicle is moving. Indicators should be used for turning whilst driving.
- Oil, fuel and water should be checked before each use of the vehicle.
- Where seat belts are provided in vehicles, these MUST be worn at all times whilst the vehicle is moving. Passengers must not be carried in any part of the vehicle that is not designed to carry passengers. For further guidance on this in respect of tractors and other similar vehicles, please refer to the HSE document “Tractor Action.”
- Passengers must not, under any circumstances, travel in moving trailers.
- Any damage, mechanical or otherwise must be reported to the Duty Warden.
- The Duty Warden reserves the right to refuse permission to drive crew vehicles without question.

Failure to comply with these rules may result in appropriate disciplinary action

Vehicles on Site – General

- All cars should be parked in the Car Park. There is sufficient space at the rear of the Crew Hut for three vehicles. All other crew vehicles should be parked in the car park. Please do not park on the toilet block side of the Crew Hut
- All signs and directions as to where to park should be observed.
- The site speed limit is 5 mph.

Driving beyond the road barriers

- This is for the purposes of dropping off kit and equipment, and drivers must have the explicit permission of the Duty Warden to drive beyond the internal gates.
- Vehicles must immediately return to the car park – we don’t want unnecessary fire hazards.
- Parents wishing to collect their children should park in the car park and walk.
- Advise customers that they may not be covered by their insurance, and that their vehicle is their responsibility.

Towing stuck vehicles

- The driver must request that their vehicle be towed or pulled. Remind them that damage is their responsibility.
- The owner must state where, on the vehicle, the towing point is situated.
- The vehicle must be switched off, but electrics still on as some cars rely on this for brakes and steering.
- Always have an extra person with you who can look out for hazards as you tow.

I have read, understand and agree to adhere to these rules. I have received in-house training on the use of site vehicles from either the Campsite Warden or the Chairman of the Operational sub-committee.

A copy of this signed agreement will be kept in your personal file in the Crew Folder.

Signed:..... Date.....

Name:.....

Appendix 4 – Other Useful Contacts & Emergency Activity Cover

For a non-emergency problem that you cannot resolve or are unsure about, then contact the following people in the specific order listed unless told otherwise in a Crew list due to holidays

Barry Goswell (Warden) = 07702 508391

Duty Warden = In Crew Hut or mobile number should be on the office door if Barry or Penny are not on site

Alan Britchford (Frylands Chairman) = 07977 529987

Lawrie Smith (District Chairman) = 020 8777 8206 or 07947 407699 (try land line first)

Adedeji Rodemade (District Treasurer) = 07424 069389

Tom Nixon (Lewisham DC) = 07983 621703

Chris Ellison (Deputy Lewisham DC) = 07751 083642

Scout HQ & Info centre = 0845 300 1818 or 020 8433 7100 (Office hours) or 07977 539630 (24hr line)

Other useful contact information in no particular order

Gas

Boiler & Cookers = Slic Mechanical, Office = 020 8462 9686, Ian = 07713 114747, Lee = 07527 910780

Calor Gas = 020 8874 9693, Acc no 71420838, Delivery point 71421005

Electricity

Supplier = Opus

Supply Number = 1900044426482

Emergency contact number = Southern Eastern Network = 0800 783 8866 (Area 19)

Note Alan Britchford plus Chris Vickers & David Pearcy in Scout 4X4 section below can offer help & advice re: general electrical problems.

Drains

Drains & Mains, John = 07771 586759 or 01322 380772

Trees

Tree Reasons who have wood yard & help manage site woodlands consist of;

Kevin Curran = 07840 665840 or Eamon Curran = 07877 329512

Ray Wickenden = 07990 998304 & Andy Kerwin (see below) also hold chainsaw license.

In emergency can also contact Andy Green (Oakdene Forestry) = 07742 633713

Phone, Broadband & PCs

BT account number = LS70162082, Phone issues = 0800 032 8751, Broadband issues = 0845 600 7020

Overhead cable issues = Open Reach = 0800 023 2023

Staff PC password = contingent

BT router & additional wireless router in Warden's house. Printer & CCTV hubs in cupboard in the training room.

(Passwords to CCTV program, Wireless network, Hotmail & Google Docs available from Alan)

Wasps, Rats, Ants or other pests (not human type!)

Advanced Bird & Pest Control

Main contact is Peter Cox = 07840 643439

Run by Paul Cox, office number = 01622 844722

Lost or Injured Animals

Croydon Council Dog Warden = 020 8657 5410

RSPCA Croydon = 07548 840 934

Quads Bike, Photocopies, Man with a Van & Tractor

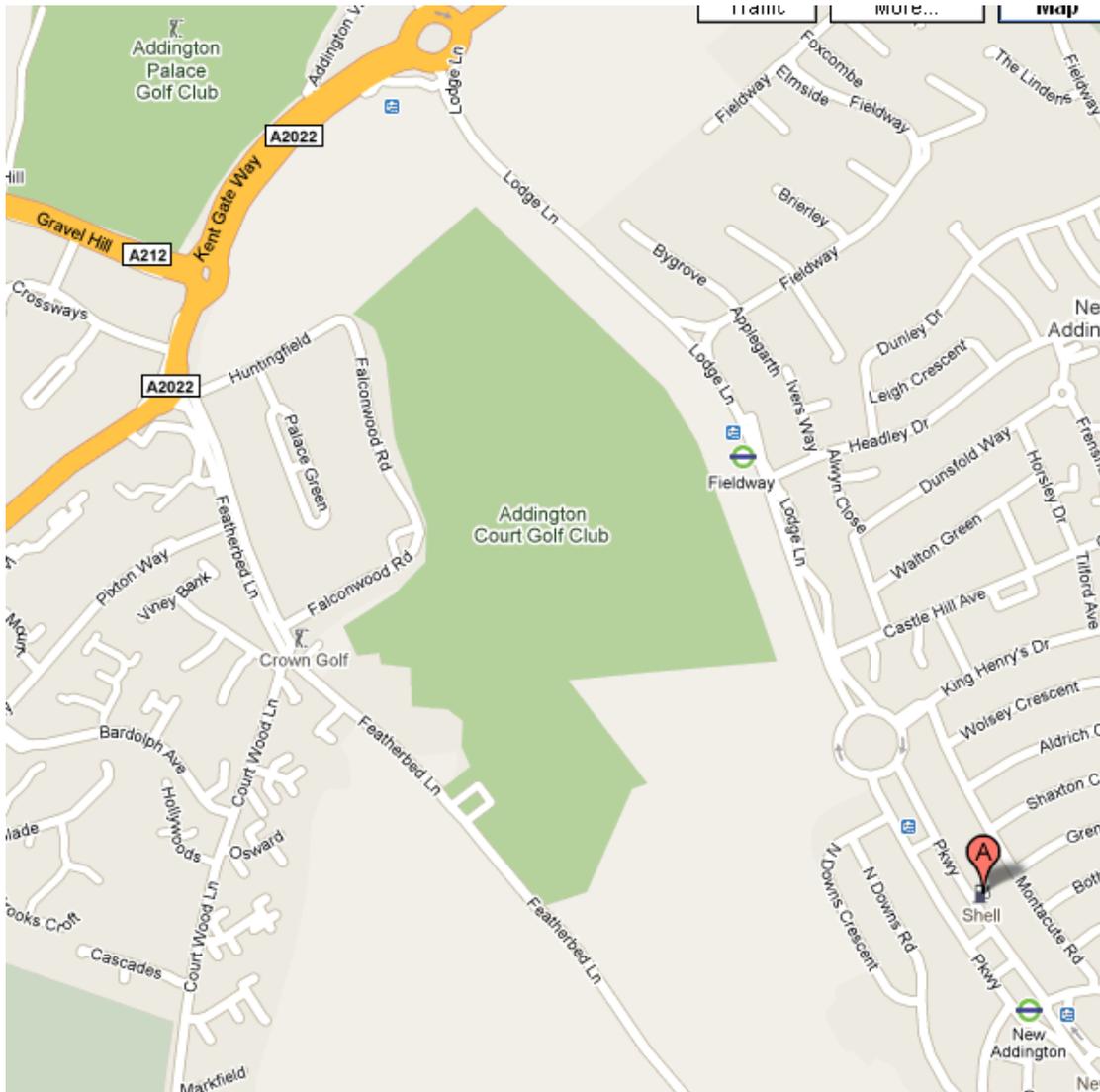
Andy Kerwin = 07831 383131

Scout 4X4

Help with towing stuck vehicles or moving large items

Chris Vickers = 07949 876333 or David Pearcy = 07746 707299

New Addington Emergency Minor Treatment Centre



Emergency Minor Treatment Centre

Parkway Health Centre

Parkway

New Addington

CR0 0JA

Tel: 020 8251 7225

The following people have kindly agreed to be available for contact should you receive extra bookings or require extra cover.

Name	Number	Archery	Rifles	Climbing	Guide Climbing
Joe McEvelly	07918 858981	YES	YES	YES	YES
Jimmi Bates	07908 817097			YES	
Sam Linley (Explorer)	07904 187115			YES*	
Glenn Hall (Explorer)	07786 517845	YES		YES*	
Dave Dixon	07710 105141	YES	YES	YES	
Morgan Fuller	07969 466908	YES	YES	YES*	
Cheryl Stonebridge	07725 057832		YES		
Paul Houghton	paulhoughton1@hotmail.co.uk or 020 8852 4673		YES		
John Sweeney	07766 762219	YES			
John Povey	07778 582038	YES	YES		
Bob Holness	07777 629488	YES	YES		
Luke Cohen	07842 959980			YES	YES
Stephen Grace	07941 482525	YES		YES*	
Mel Fuller	07989 079739			YES	
Tom Nixon	07983 621703	YES	YES	YES	YES

*These people are competent to set up & belay climbing sessions but either don't have a Scout permit or have restrictions specified so require another permit holder to be present during the session.

Appendix 5 – Emergency Contingency Plan



Frylands Wood
Scout Outdoor Centre

Featherbed Lane
Croydon
CR0 9AA
Tel: 020 8657 1154
Fax: 020 8657 4069
www.frylandswood.co.uk
E: warden@frylandswood.co.uk

Registered Charity No. 1001668
Managed by Lewisham District Scout Council



Frylands Wood Scout Outdoor Centre EMERGENCY CONTINGENCY PLAN

Purpose of the plan is to ensure that, in the event of a major incident on or affecting the Frylands Wood Scout Outdoor Centre, arrangements are in place to provide a planned response to alleviate danger to persons and / or the environment and to facilitate attendance of the emergency services and / or the evacuation of the area.

Contents

Outline of actions in event of emergency incident:

Duty Warden, Incident and Assembly Officers, Crew, Group Leader

Appendix 1 - Duty Warden Action List

Appendix 2 - Incident Officer Action List

Appendix 3 - Assembly Point Officer Action List

Appendix 4 - Crew Leader Action List

Appendix 5 - Group Leader Action List

Definition of a Major Incident

A major incident is an occurrence either immediate or delayed, which could lead to individuals and groups being exposed to high risk factors.

Activation of the Plan

Whilst there are many varieties of incident which could threaten groups on the campsite, the four greatest risks that could constitute a major incident are:

- Fire/smoke spreading rapidly across the campsite that could originate on or off the campsite
- flooding
- air disaster : Frylands lies on a number of flight paths
- terrorism

RESPONSE TO AN INCIDENT

General

The Duty Warden is normally understood to be the Warden or person appointed to act as Warden in his/her absence

Additional telephone /mobiles should be used to make outgoing calls, leaving the main telephone free for incoming calls.

Know location of staff lists, key holders and contacts, group lists and home contacts

Access to site for emergency vehicles

Normal access to the site is via Featherbed Lane and offers immediate access for emergency vehicles responding to an incident at any part of the site.

Every effort must be made to ensure that this access is kept clear to allow for prompt response of the emergency services.

There is an alternative entrance via Pear Tree Farm.

Outline of Responsibilities

The Duty Warden

The Duty Warden will assess the situation from information received and if there is any sign of risk affecting a large area of the site, he/she will, without delay

- activate the emergency warning signal (siren outside providore) to warn everyone to collect their group and proceed to the campsite office and then as directed
- Activity Field can accommodate 1000 and can be exited via Pear Tree Farm
- Farleigh Field can accommodate 2000 and has exit to Golf Course
- notify the emergency services (999) of the circumstances in detail
- inform the Incident Officer and all other staff which assembly point is to be used

The Duty Warden will remain in or close to the camp office to facilitate co-ordination of a response to the incident. The camp office becomes the Emergency Operations Centre, unless circumstances dictate that the office be at risk when the Duty Warden will move to the Warden's house.

Site Staff

Those members of staff allocated with specific emergency duties, listed below, will, on hearing the alarm, commence those duties and report their situation to the Duty Warden by radio or other means at regular intervals.

Members of staff not allocated specific emergency duties will immediately report to the camp office for briefing and allocation of duties by the Duty Warden.

Incident Officer

The Incident Officer will go to the scene of the incident and will report or confirm details of the incident to the Duty Warden

Ascertain from Group Leaders within the incident area that all of their group have been accounted for. If there are any missing, with the assistance of the Group Leaders, identify possible locations. Inform the Duty Warden immediately.

Without exposing anyone to danger, and, if possible, every effort should be made to direct operations which will deal with the incident until relieved by the emergency services

Assembly Point Officer

The Assembly Point Officer will go to the camp office to collect lists of groups, crew on the site, the names of their leaders and the loud hailer.

Go to the agreed assembly area to check off the groups as they arrive.

Notify the Duty Warden / Incident Officer / emergency services where appropriate

- of any group arriving at the assembly point who cannot account for the entire group and any information on their possible location.
- of groups on the list who do not report to the assembly area
- any group unaccounted for

- when all groups are accounted for
- report progress at regular intervals

Act under further instructions from the emergency services or the Duty Warden

Be prepared to assist the emergency services if the decision is made by them to evacuate the area.

Duty Warden / Incident Officer(s) / Assembly Point Officer(s) have labelled fluorescent waistcoats

Crew

All other site staff should report to the Assembly Point Officer

Group Leaders

- An Evacuation Procedures sheet is handed to each group on arrival.
- All Group Leaders attending camps / activities at Frylands are expected to be familiar with the Evacuation Sheet, the assembly points and what to do on hearing the alarm signal.
- On the sounding the alarm, they will assemble their group and escort them by the safest route possible to the designated area and report to the Assembly Officer and account for the personnel in their group.

APPENDIX ONE - DUTY WARDEN ACTION LIST

1. Take into account the nature of the emergency and all information available
2. Select the most suitable Assembly Point taking into account the location of the incident and type, wind direction and other weather conditions.
3. Inform all staff of assembly point and activate the alarm signal (siren outside providore).
4. Confirm Incident and Assembly Officers are in place and establish / maintain radio contact
5. Dial 999:
 - state type of incident and request assistance
 - give exact location of incident within the site
 - inform them that you have activated the site emergency plan
 - inform them of the designated assembly point
 - give some ideas of numbers and ages on the site
 - give information concerning LPG cylinders
 - request an ETA
 - request that a local authority duty officer is informed if emergency accommodation is required.
6. Do not replace the handset - keep the line open - until told to do so by the operator and answer any further questions
7. Inform alerted officers of emergency services ETA
8. Confirm that alerted officers have taken up their positions and that the evacuation to assembly point is proceeding.
9. Keep a date/time log of all actions taken / decisions made / messages received throughout the incident
10. Do not leave the vicinity of the office unless specifically requested by an emergency services officer in charge and return as soon as possible.
11. Wear the fluorescent waistcoat at all times
12. Allocate Crew members to duties, e.g. accompany the emergency services to the incident
13. Call a debriefing meeting as soon as is practical.

APPENDIX TWO - INCIDENT OFFICER ACTION LIST

1. On hearing the campsite alarm signal, report to the Duty Warden by any means possible and obtain information about the nature and location of the incident. Collect a working radio.
2. Travel by quickest means to the incident. Do not put yourself or others in danger
3. Wear the identifying florescent waistcoat at all times. Arrange for it to be brought to you if necessary; do not divert to collect it.
4. Assess details at the scene of the incident
 - number of casualties and nature of incident
 - damage sustained
 - whether any further risks to life or property
 - safest route to designated assembly area decided by Duty Warden
 - estimate of resources needed to deal with incident
 - if any groups have missing persons
5. Report to Duty Warden any potential risks from use of the evacuation routes
6. Direct available personnel to deal with injured persons and remove them to a place of safety and to reduce any potential threat without further exposure to risk.
7. Ensure every non-essential person is directed to the assembly area and know who is remaining at the incident and who is reporting their absence to the Assembly Officer.
8. Be aware of all personnel working at the incident and ensure that none place themselves in unnecessary danger.
9. Report on progress to Duty Warden at frequent intervals.
 - Fully brief emergency services when they arrive
 - the extent of the incident
 - numbers and locations of any casualties
 - locations of any LPG cylinders
 - location of hydrants and other water supplies
 - Remain at incident to provide assistance or advice as required to the emergency services that of course are in charge.
10. Keep notes / information ready for debriefing

APPENDIX THREE - ASSEMBLY POINT OFFICER ACTION LIST

1. On hearing the campsite alarm signal, report to the Duty Warden by any means and obtain information about the nature and location of the incident.
 2. Travel to the Warden's office to collect:
 - collect working radio
 - lists of groups camping on site
 - information about groups temporarily booked off-site
 - your identifying florescent waistcoat, to be worn at all times
 - keys to open gates to road and gates from campsite.
 - a loud hailer
 3. Make your way to assembly area identified by Duty Warden taking note of any obstructions or hazards on access routes and notify Duty Warden accordingly.
 4. On arrival at the assembly area, unlock all gates and locate yourself in a prominent position.
 5. As Group Leaders report, check them off on your list. Require them to account for every person on the list as being present at the assembly area.
 6. If a group leader cannot account for one or more of the group, or a group fails to arrive, try and discover where last seen or what last doing. **Report this information directly to Duty Warden** and instruct Group Leader to advise you if they arrive.
 7. Instruct each Group Leader to keep the group together in their designated area. Keep access routes clear.
 8. Notify the Duty Warden of all groups that have fully accounted for all members.
 9. Remain at the assembly area until instructed otherwise. Be available to provide developing information about the incident to Group Leaders.
 10. If it becomes necessary to evacuate Frylands Wood Scout Outdoor Centre to another location, follow instructions from the Duty Warden or members of the emergency services. **In this case, establish the safest route you are to follow.**
 11. Call the Group Leaders and detail the further evacuation arrangements
 12. Maintain contact with the Duty Warden and report any developments, **in particular any missing persons.**
 13. When all visitors and crew have been accounted for and if, after consultations with Duty Warden and the emergency services, the decision is taken to evacuate Frylands Wood Scout Outdoor Centre, **The Assembly Point Officer (and/or representatives) will travel to the designated evacuation centre. Until instructed otherwise, you are to assume the role of the official representative of the Scout Association, responsible for the welfare of the campers at the evacuation centre.**
- This should be made quite clear to anyone who questions your instructions to them.**
14. Keep notes / information ready for debriefing

APPENDIX FOUR - CREW LEADER ACTION LIST

1. Locate all Crew Members
2. Report to Assembly Point Officer for further instructions

APPENDIX FIVE - GROUP LEADERS ACTION LIST

Make all leaders and members of your group aware of these instructions.

Keep an up-to-date group list with you at all times

On hearing the alarm, assemble the group. If any of the group are missing, try to ascertain where they are most likely to be. **To avoid any danger at this stage, do not send anyone looking for them.**

Escort your group to the Warden's office, near the main gate, quietly and by the quickest and safest route where you will be directed to an Assembly Point (either Activity Field or Farleigh Field). Do not delay. Avoid the main entrance as far as possible, as this is the main emergency services access route.

Report names and last location of any missing persons known at that time direct to the Assembly Officer and notify any hazard possible due to LPG.

Keep your group together at the assembly area and liaise with the Assembly Officer.