

Recycle 1st Education Centre

Guidance for visiting community groups



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Introduction

This visitor guide aims to inform all those responsible for the management of an Education Centre site visit; good practice that allows visits to proceed with confidence, knowing that all reasonable precautions have been taken to ensure the safety of the visitors.

Please read these guidelines carefully. A checklist has been provided to assist you in planning your visit.

Terms of reference

Recycle First is the public facing brand of the partnership between Kier and Cheshire West and Chester Council. This partnership is responsible for the 14 year recycling and waste management contract for the West Cheshire area.

Group leader

This is the person who organises the visit to the Education Centre and retains overall responsibility for the group for the duration of the visit.

Education Officer

This is the Recycle First member of staff who is responsible for co-ordinating and delivering the visit activities on the day.

Visit agreement

The following responsibilities must be agreed between the Recycle First team and the school prior to the Recycling Centre visit:

Responsibilities of the Recycle First team

We are committed to providing a well organised, interesting and interactive visit. We will provide an experienced knowledgeable facilitator who will:

- Ensure the visit enables the group to achieve the learning outcomes intended and as discussed with the group leader.
- Ensure that adequate arrangements are planned and implemented for the safety and well being of all participants while on the visit.
- Ensure that all staffs are fully briefed as to their roles and responsibilities.
- Ensure that all participants conduct themselves with due respect for the working depot environment.

On confirmation of your visit we will provide you with:

- A session plan (confirmation of your visit requirements)

- Relevant risk assessment information
- Directions to the site
- ‘Making a visit’ guidance

Responsibilities of the visiting group leader

Responsibility lies with the group leaders for the management of participants activity and pastoral care (if appropriate) during the centre visit. However, the Recycle First Education Officer will assist the group leader in ensuring a safe and productive visit.

Specifically the group leader is responsible for:

- Maintaining good order and discipline and dealing with persistent misbehaviour.
- Supervising participants during activities and supervising movement of the group around the site (to and from the transport, depot tour and between activities) and ensuring safety instructions are adhered to by all visitors.
- Dividing participants into activity groups
- Informing the Education Officer of anything that has implications for any participant's health and safety, their general welfare or the good order of the visit as a whole.

- If applicable, ensuring that the group is accompanied with the correct adult to child ratios and that those additional adult helpers are clear about their roles and responsibilities and sharing actions from the risk assessment all of which is stated on page 6.
- Adhering to the photography agreement on page 8.

Recycle First Operating Procedures and Health and Safety information

Risk Assessment

All visit organisers must follow their own visit guidelines (if applicable).

Recycle First has compiled an independent risk assessment to identify significant foreseeable risks to participants of educational site visits. We have taken necessary precautions to reduce the risk of harm to an acceptable level while recognising that it cannot be entirely eliminated. The Recycle First Education Officers have a responsibility to ensure all participants adhere to company safety rules and regulations while on site and may enforce them where necessary.

Group leaders and any other accompanying adults should familiarise themselves with these risks/ hazards and what precautions must be taken to minimise these risks.

Any participant not complying with these regulations, thus placing themselves or other party members at risk, will be requested to withdraw from activities. Recycle First Officers have the right to terminate the visit if there is any bad behaviour that will put any visitors at risk.

Pre Visits

Group leaders are welcome to visit the site prior to a proposed visit by appointment only. The Education Officer will be happy to discuss the risk assessment and individual group needs and to assist the planning of a programme of work to ensure that participants get the most from their experience.

The Education Officer will require a list of visitors specific medical conditions and allergies before a visit takes place. For example, allergies to wasp stings and if the visitor carries an EpiPen auto injector.

Staffing Ratios

For those groups visiting with under 18 year olds: it is expected that visits to the site will be adequately staffed by the visiting group (as appropriate). As a minimum, Recycle First will accept the following ratios:

Ages 7 - 11: 1 adult: 8 children and the Recycle First Education Officer

Ages 12-18: 1 adult: 15 young people and the Recycle First Education Officer

If meeting these ratio requirements proves a barrier to you being able to participate the Recycle First Education Officer will be more than happy to discuss specific options.

Higher adult to child/vulnerable adult ratios will generally be needed where the party includes participants who have physical, emotional or learning difficulties or any medical condition pertinent to their participation in activities offered.

Individuals with accessibility requirements will be assessed before admission to the plant area can be agreed. Recycle First will make every effort to include all guests where practical.

Split Parties

If you are visiting with a particularly large group please contact the Recycle First Education Centre to discuss options and arrangements.

Recycle First is limited to the number of visitors who can participate in any single site tour. Therefore, during a large group visit, parties of over 15 will be divided into groups by the Recycle First Education Officer. One group will take part in the site tour whilst the others will remain in the education centre. All groups will get the opportunity to tour the working depot.

The group leader should bear this in mind when considering the staffing arrangements for the visit, also taking into account the nature of the participants and experience of the accompanying staff concerned.

CRB Checks and Child Protection

Recycle First Education Officers have undergone an Enhanced Criminal Records Bureau (CRB) check.

There will, however, be non CRB checked individuals working on the site that may or may not be involved with the visit.

This involvement, if any, will be managed and controlled by the CRB checked Recycle First Education Officers. Non CRB checked personnel will never be in a position where they will have prolonged, unobserved access to any children or vulnerable adults.

Photographic Consent

Recycle First may, on occasion, wish to publish features in news articles both internally and external and may request that an individual gives consent before permitting any recording or publication of images.

Physical Protection and First Aid

Personal Protective Equipment (PPE) will be supplied by Recycle First. All members of the party will be issued with a high visibility vest and are expected to follow instructions of when to wear these. All participants are requested to wear sensible clothing appropriate to the time of year as significant proportion of the visit will take place outside.

Good, strong sensible footwear suitable for an industrial environment is particularly important. No thin soled shoes, high heels or open toe sandals. This is a working depot and there are often materials such as broken glass around.

Participants will actively be discouraged to pick up or touch any items whilst touring the facility. However, we advise that all visitors cover wounds, cuts and grazes with water proof dressings.

Hand washing facilities/ hand wash gel will be available and their use is encouraged during the visit.

Recycle First Education Officers are nominated First Aiders and there will be additional trained first aid staff on site and first aid kits available. Recycle 1st reports and records all incidents as per company policy, however some youth groups may also be required to follow their own incident reporting procedures.

Personal Property

At the education centre it is not possible to lock away any personal items prior to going on site. Please ensure that valuable items are not brought along on the visit or if necessary placed with the Group leader to look after.

Recycle First staff are not responsible for visitors personal items or for any that go missing.

Please note that no food should be brought along on the visit.

Group Photography agreement

Groups and individuals are welcome to take photographs during the visit but must agree to the following:

- To seek permission and approval for any individual images that you wish to publish in the public domain. If you wish to use a particular image on, for example, a newsletter to home as school website etc that will be seen outside the school/ organisation you will contact the Recycle First Education Officers to approve that image.

We will reserve the right to take action should you use the image in any way described without obtaining prior approval

- You are welcome to use other images internally, for example, on a power point presentation pictures on wall displays etc without approval.

Unless you write to us specifically to the contrary, we will take your reading of this document as your agreement to comply with the above conditions.

Post Visit Evaluation

Recycle First welcomes feedback on visits to assist future planning and its commitment to improving standards in all areas. As part of this commitment we request that groups and participants take part in our evaluation and monitoring scheme by completing the forms provided at the time of the visit.

Contingency

These visits are to an operational site and as such could be closed at short notice. In this event we will endeavour to make alternative arrangements for your activity to take place on the same day but circumstances may dictate that the visit is postponed. It is important that mobile contact numbers have been exchanged prior to the visit for this or any other unforeseen problems with the visit such as transport, traffic and illness.

We look forward to working with you and your group

Should you wish to discuss anything with regard to your visit please contact us:

Matthew Davies – Waste Doctor

Tel: 07816 589912

Kier
Leslie Road
Winsford
Cheshire
CW7 2RB

matthew.davies1@kier.co.uk

Liz Ellis - Recycling Awareness Officer

Tel: 01244 973574

Waste Management
Cheshire West and Chester Council
Phoenix house
Clough Road
Winsford
Cheshire
CW7 4BD

Liz.ellis@cheshirewestandchester.gov.uk

Complaints

In the event that you are unhappy with your visit, you are encouraged to discuss it in the first instance with the Waste Doctor. However, should you wish to make a formal complaint please contact:

Liz Ellis

Liz.ellis@cheshirewestandchester.gov.uk



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Visit Checklist

Use this checklist to help you prepare for your visit

Action	Action completed	Notes
Pre visit preparations		
Discuss/ agree arrival and departure times and transport method with the Recycle 1 st Education Officer also any special visit requirements e.g mobility.		
Read through and share the risk assessment action points with any staff who will be accompanying the group.		
Agree roles and responsibilities with any staff/ helpers who will be accompanying the group		
Inform group of the recommended clothing and footwear as appropriate.		
Provide a mobile phone contact to Recycle 1 st visit leader (unless already done so on the booking form)		
On the Day		
Obtain and bring on the day a mobile phone		

and a contact phone number for the Recycle 1 st Education staff in case of delay		
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