Guidance for your residential

The Centre

Hindleap Warren is an Outdoor Education Centre set in 300 acres of the Ashdown Forest.

Hindleap is part of London Youth which is a charity supporting and challenging young people to become the best they can be. This is through hundreds of diverse community of youth organisations and our two residential centres – Hindleap Warren being one of these.

Our centre has 5 main accommodation areas, a large dining room and 5 indoor spaces that can be used as classrooms and breakout spaces. We also have a Sensory Room.

On arrival you will be greeted by a member of the team. We will also have a Manager in charge of your week who will be available throughout the residential for any queries, assistance or information needed. The Manager will also be on call every night in case of emergencies.

We will have a different member of our instructing team on duty every day. They are our Duty Instructor. They will be available in the centre out of session times and in the evening. They will also have a room in the centre overnight so you always have a point of contact if needed. The instructor can then, if needed, contact the Manager on call.

We are a **NUT FREE** centre. Please do not bring anything with you that contain nuts. We also ask that you make your group aware of this too.

If any staff/leaders from your group would like to familiarise themselves with our centre we are always happy to arrange pre-course visits to discuss residential details and answer any queries staff may have.

If you have any students who may benefit from a visit to the centre please do contact us. We will only arrange visits for students with their parents or careers if it has been organised through the group leaders or school.

Arrivals and Departures

For most groups visiting Hindleap, the expected arrival time at the centre will be discussed upon booking. This time will also be on your Activity Programme which will be sent to you via our programming team, this is usually 4-8 weeks before your visit.

The time organised for arrivals provides you as a group with enough time to be welcomed to the centre, have a tour and settle in. We will always do our best to provide you with access to your accommodation block as quickly as possible, however to ensure that all accommodation is cleaned to a high standard, on some occasions you may not be able to access your accommodation block until later in the day.

On the day of departure, we ask that as a group you have stripped the beds of the sheets, packed your bags and exited the rooms before activities start at 9am.

The Hindleap Manager will explain where your luggage needs to be stored after you have exited the rooms. If you have a specific reason why you need to continue using the bedrooms, please inform Hindleap's programming team before the residential begins. We will always do our best to accommodate a group's specific needs.

The Accommodation

We have 5 main accommodation areas which are split between two blocks, the Main Accommodation Area and the Central Accommodation Area.

The Main Accommodation Area is made up of our **Orange** and **Red** Zones with a small amount of rooms in between we class as our **Middle** Zone although not one of our main areas.

The Central Accommodation Area is made up of our **Blue** and **Yellow** Zones upstairs and our **Green** Zone downstairs.

Electronic keys are available for staff rooms; these keys also lock the Zone the room is part of. We suggest that young people do not bring any valuables with them. The centre cannot be held responsible for loss or damage to personal belongings.

Bed times and lights out are at the discretion of visiting staff.

Activities

All day time activities are included in the price you are paying for your residential. Hindleap staff will run the activities, though we require a minimum of one member of visiting staff with each activity group.

If you have booked a three- or four-night trip, Hindleap staff will run two evening activities during the week. If you have booked a two-night residential, we will provide one Hindleap staff led evening activity.

We can provide evening activities and games for leaders/visiting staff to deliver themselves either in our indoor classrooms or outside in the grounds. Please contact Hindleap for further information.

Catering

Please be aware that during busy weeks we may require your group to eat at specific times in the day. Meal times will be displayed outside the Dining Room and the Duty Manager will communicate this information to you on arrival as well.

On certain days in the year, we may not be able to provide a cooked lunch on your arrival day. We may require your group to bring a packed lunch provided by parents/carers. If this is the case, we will inform you well before the residential starts.

As previously mentioned, we are a **NUT FREE** centre so please do not bring anything with you that contain nuts. We also ask that you make your group aware of this too.

First Aid and Medical Information

It is **essential** that the centre is briefed prior to the residential of any disabilities, medical conditions or dietary needs of young people or staff attending Hindleap Warren. This should be at least 2 weeks before your stay so suitable changes or special arrangements can be made ahead of the visit.

The administering of medication is the responsibility of visiting staff whether this is during or outside of session time. We can supply a small fridge for a staff room if needed for medications.

First Aid incidents should be reported to the Instructor of the activity. If the injury occurs out of session time please find the Duty Instructor or the Manager in charge of your week. If neither can be found please ask at reception.

All our instructors are qualified First Aiders and will treat minor injuries. If a visit to hospital is necessary the Manager will assist you in organising transport for this.

The local hospitals are;

East Grinstead – The Queen Victoria
Haywards Heath – The Princess Royal

These are both very good hospitals with great facilities but occasionally, depending on circumstances they may send a young person to **Pembury Hospital** in Kent or Brighton's Children Hospital (**The Royal Alexander**).

We suggest that visiting staff have all children's medical details/forms with them on their residential stay with the contact numbers for the parents, relatives or carers in case an incident arises.

Supervision

Whilst on session Hindleap Instructors will lead on safety and supervision of activities, however, visiting staff and leaders are ultimately responsible for the group at all times for the duration of your visit.

We would ask that you ensure there are staff available at all times please to provide suitable supervision for the group and respond to their needs as appropriate. The Duty Instructor and Manager will always be available to assist you if needed.

What we need from you

After the booking is made and deposits are paid, Hindleap's Programming Team will be in touch about activities and accommodation. They will send you;

Activity Programme
Room Plan
Forms to Return

The ***Forms to Return*** **must** be sent back at least 2 weeks before your residential to us. This will ensure we can cater fully for your specific dietary needs. The Room Plan will be needed within the week leading up to your residential.

The Activity Group List can be sent ahead or arrive with you.

Please do not hesitate to contact the centre at any point with any questions you may have.

Each residential at Hindleap Warren is unique. There may be reasons why the information provided in this document does not apply to your group. If you have any questions, please call Hindleap Warren and ask for Liz Earley or Emma Atkins-Chafer (Operations Managers).

We hope you enjoy your residential with us.