



**FRYLANDS WOOD
SCOUT OUTDOOR CENTRE**

Crew Handbook

Frylands Wood Scout Outdoor Centre
Managed by Lewisham Scout District Council
(Registered Charity No. 1001668)

May 2021

Welcome Back - Covid 19 Message

We are delighted to be able to open our gates again for groups to use our facilities!

As you would expect, things are a little different to your previous visits. We have updated our cleaning procedures, adapted our site and activity maximum capacities, are keeping a secure & confidential record of all visitors for track & trace, and a whole host of other things to keep both our visitors and staff safe.

There are signs around site to remind you about social distancing and good hygiene practices, and this document outlines the key points you need to know from our General Site Risk Assessment in relation to COVID-19. The full risk assessment can be found on our website.

- The duty manager's number can be found on the office door if you need to report a problem or ask a question.
- Wherever possible, please administer your own first aid. If you require assistance in an emergency, please call the duty manager who will arrange for someone (if available) to help with appropriate PPE.
- Anyone showing possible symptoms of COVID-19 must not come on site or, if they develop them while on site, must be isolated outdoors immediately and the management informed so the relevant track & trace procedures can be implemented. This may include providing proof of a negative test result.
- Certain toilets, urinals & sinks will be blocked off to assist with social distancing, and signs detailing maximum number of occupants have been placed on each toilet block. It is your responsibility to manage your group's use of the facilities and to ensure social distancing & good hygiene practices are maintained.
- Please ensure you bring hand sanitiser for your group to use. We have placed sanitiser at key locations, but this may not be convenient for your allocated locations.
- Change over times between facilities and equipment will take longer than usual due to the cleaning procedures we have implemented; we thank you for your patience while we carry them out.
- We would appreciate any help you can give us with cleaning the facilities and equipment that your group has used during your visit. Cleaning products & PPE can be supplied for this.
- During lockdown, many more people have been accessing the outdoors by visiting open access land and using public footpaths. As there is a public footpath through the campsite, please be extra vigilant for members of the public who may get confused on our many paths and tracks.

If you have any questions about the measures we have put in place, please don't hesitate to ask!



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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 have fun.

Frylands Wood is managed on a day-to-day basis by a team of employed staff including the Centre Manager, Barry Goswell. His wife Penny, is the Centre Administrator which is a voluntary position. At the time of writing, there is a Deputy Centre Manager and two Activity Instructors to support Barry. 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, cleaning 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 rules, policies and procedures and SOPs 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 of the Lewisham District Scout Council that is reproduced below:

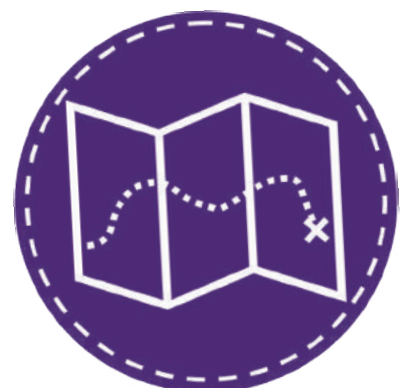
Lewisham District follows the Safety Policy of The Scout Association. It is the policy of The Scout Association to provide Scouting in a safe manner without risk to health, so far as is reasonably practicable.

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 and District Trustees; however the Frylands Wood Management committee is responsible for overseeing the implementation of this policy in respect of Frylands Wood. 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 Centre Manager at Frylands Wood.



On a day-to-day basis, the management of this policy will usually be delegated to the Duty Manager:

- To provide and maintain a safe place of work without risk to health.
- To provide systems and procedures for work that are safe and without risk to health.
- To provide and maintain plant and equipment for work that are safe and without risk to health.
- 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.
- 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.
- 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.
- 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 Duty Manager at Frylands Wood.





Activities

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:

- ArcheryGB Instructor Award OR Leadership / Supervisory Scout Permit
- In house training on RA, SOP & CoU
- Minimum of 1 supervised session
- Centre sign off
- Ongoing monitoring

Rifle Shooting:

- NSRA YPS Air Rifle (as a minimum)
- In house training on RA, SOP & CoU
- Minimum of 1 supervised session
- Centre sign off
- Ongoing monitoring



Climbing wall:

- Climbing Wall Instructor Award OR Leadership / Supervisory Scout Permit OR Girlguiding Climb & Ab Lv1 (or above) AND Tower Operating (tower specific) letter of competence from FWSOC external training provider.
- In house training on RA, SOP & CoU
- Minimum of 1 supervised session
- Centre sign off
- Ongoing monitoring

First Aid:

- All Centre staff are qualified First Aiders. All over 18 Crew members should be Scout First Response trained or equivalent.

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 or 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 Manager, and;
- Not undertake any task that presents danger and for which authorisation and/or training has not been given.

Risk Assessment

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

Working with Children and Young People

The employed staff and volunteers at Frylands Wood from the UK are subject to The Scout Association's CE and DBS checks. The employed staff 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.

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. This also includes following the Centres DBS policy. The Scouting Yellow and Orange information cards are available in the office.

Accordingly the District is committed to:

- Taking into account in all its considerations and activities the interests and well-being of young people;
- Respecting the rights, wishes and feelings of the young people with whom it is working;
- Taking all reasonable practicable steps to protect them from physical, sexual and emotional; and
- 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:

- their behaviour is appropriate at all times;
- they observe the rules established for the safety and security of young people;
- they follow the procedures following suspicion, disclosure or allegation of child abuse;
- they recognise the position of trust in which they have been placed; and
- 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.



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CREW MEMBERSHIP



CREW MEMBERSHIP AND 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 as above.

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.

All adult crew must be members of The Scout Association's with details held on the Compass membership system. Upon joining crew you must become members of the Frylands Wood Service Crew Active Support Unit. The joining process can be completed / explained by the duty manager or the SAS manager. For existing members of the Scout Association, an additional role will be added via Compass.

To stay overnight as part of the Service Crew, those aged over 18 must have a satisfactory DBS clearance from The Scout Association. DBS clearances from other organisations, including Girl-GuidingUK are not acceptable. The DBS policy can be obtained by speaking to the Duty Manager.

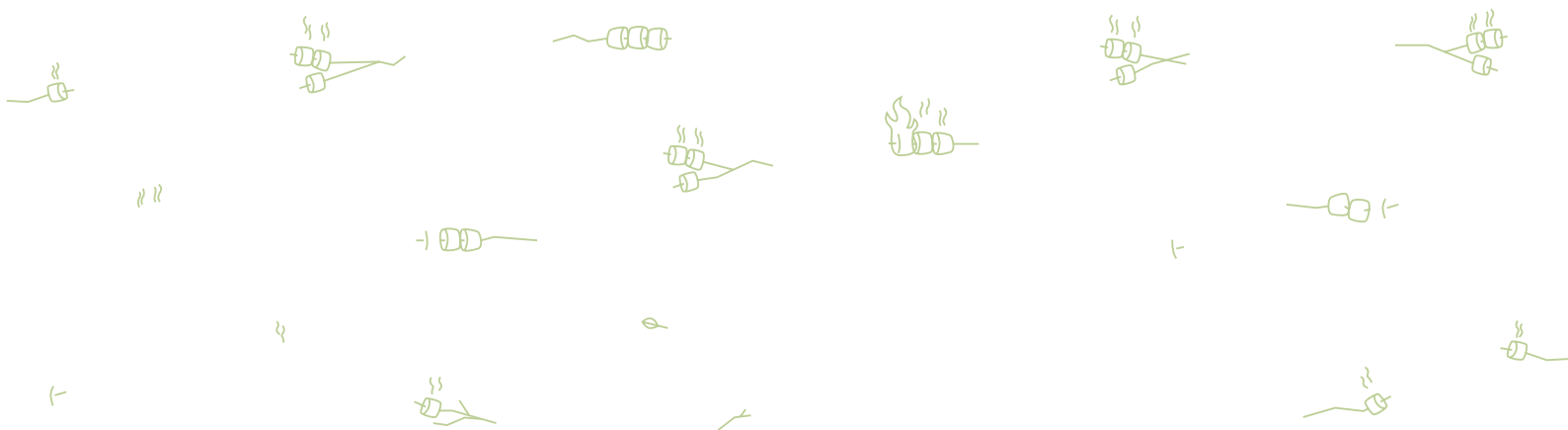
Explorer Scout Service Crews, i.e. those service crews containing an Explorer Scout, are subject to the rules and policies of Explorer Scout Nights Away events in Lewisham District, regardless of the District of origin of that service crew.

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 Crew Members must complete a Health & Emergency Contact form that will be held by the Centre. They will be securely filed in the site office for access by the Duty Manager if required.

All over 18 Crew Members must be aware of the Yellow, Purple and Green Cards and their duties in implementing them. All under 18 service crew members must be aware of the 'Orange Card.' All over 18 Crew Members must have attended a 'Safeguarding in Scouting' course. (copies of these cards can be found in the office.)

All over 18 Crew Members must 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. As Scouts we are guided by these values:

Integrity - We act with integrity; we are honest, trustworthy and loyal.

Respect - We have self-respect and respect for others.

Care - We support others and take care of the world in which we live.

Belief - We explore our faiths, beliefs and attitudes.

Co-operation - We make a positive difference; we co-operate with others and make friends.

- Knives are not to be worn around the campsite, unless appropriate to the activity being undertaken.
- Smoking, including pipes and vaping is not permitted outside of the dedicated smoking area. These areas are behind the main office and behind the Crew Hut BBQ. 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, please see the Frylands Wood Service Crew Alcohol Policy located on page 12.
- Substance abuse, i.e. the taking of illegal substances, or recreational drugs is NOT permitted, and may result in termination of your membership from The Scout Association and police involvement.
- 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.



Crew Dress Code

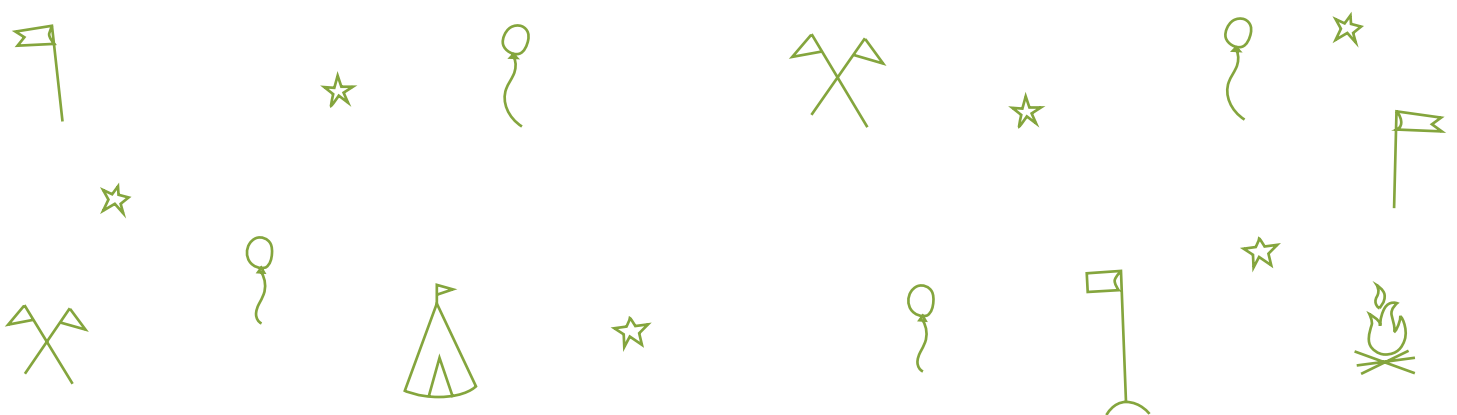
- Crew Members should wear appropriate clothing to the activity they are taking part in. If unsure, please ask.
- When on car park duty and at night, Crew Members should wear a Frylands Wood Crew high-visibility vest which can be found in the cleaning store.
- High-visibility vests will be available 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, or Personal Protection Equipment (PPE) will be issued or required as per the SOP's and RA's or 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.



Frylands Wood Service Crew Alcohol Policy

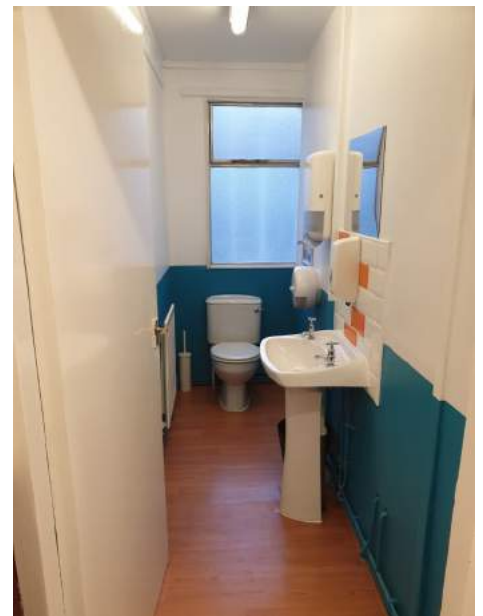
- Crew Members should adhere to The Scout Associations policy on Alcohol and Scouting which includes section 2.4d of POR and the Green Card.
- When Explorer Scouts are present, alcohol must not be consumed for the entire duration of the event.
- During family crews, consumption of alcohol is entirely at the discretion of the Crew Leader. All other rules contained in this policy still apply.
- Alcohol must only be consumed by over 18 years old Service Crew at the end of the working day. Once Alcohol has been consumed that crew member should not interact with customers.
- 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 at anytime.
- 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.



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 Manager.
- Any breakages, damage or accidents must be reported to the Duty Manager.
- 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.





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CREW RESPONSIBILITIES



WHEN ON CREW

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 Centre Manager. Each Crew will have a designated Crew Leader. The Crew Leader is responsible for working with the Duty Manager 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 stating your service crew weekend

- 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 Centre Manager, which should be available on your arrival.
- Collect Hi-Vis vests if needed. Every crew member will be given their first crew polo t-shirt free of charge. Additional clothing can be purchased – speak to Deputy Centre Manager.
- 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.
- Please Park in the main car park, all Crew vehicles must be returned to the Car Park and not parked on the Bunny Drive side of the Crew Hut.

At the end of your service crew weekend

- 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 Centre Manager know as soon as possible and no later than a fortnight before the weekend if this is possible.



GENERAL CREW DUTIES

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

Toilets:

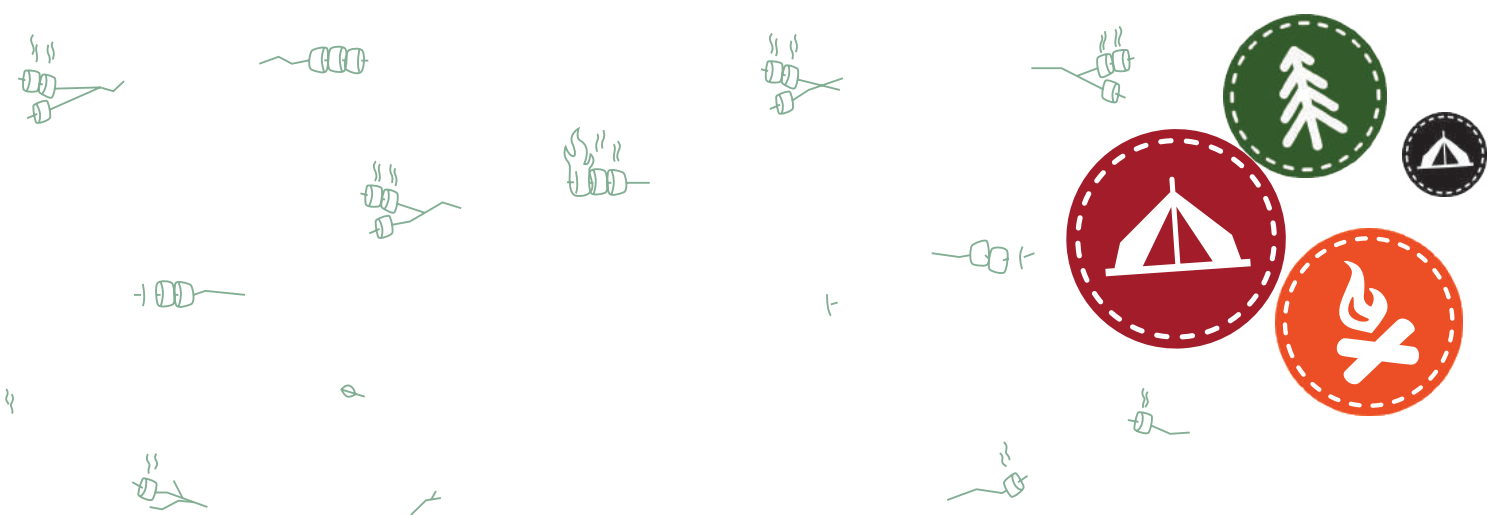
- Previous feedback has shown that there is room for improvement. Normally activities start at 10am so toilets are usually given a thorough clean before then. Checked again (especially toilet rolls and hand towels) and cleaned as required at regular intervals, usually, lunchtime, dinner time and finally late evening once groups have settled down and post evening showers (if they have one!!). Cleaning equipment for bottom toilets can be found in the Cleaning cupboard on side of the Office. The top toilets cleaning cupboard can be found locked in the 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 ready for mid-week groups.
- Hot and cold tap available on the outside of the Crew Hut opposite the Leaders toilet for cleaning use.
- Stop cock for top toilet block is now on the inside of the ladies' side.

Activities:

- All activities should be set up and ready at least 10 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 Manager or Crew Leader.
- All those responsible for instructing activities should be fully trained and signed off for each activity that they run. This will include understanding the risk assessment and standard operating procedures, plus correct use and maintenance of equipment.
- 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 get them to sign a copy of the conditions or use.

Providore:

- Crew should never write in their own tab or serve themselves, get another crew member to serve you.
- Check with the Duty Manager to see when the Providore Manager is on site. Liaise with groups re: opening times if the Providore Manager is 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.
- Restock shelves and displays as required.
- Check if the green recycling box in the storeroom needs emptying. Sweep and mop the Providore floor if required especially before you leave on Sunday.



Other:

- Litter and General Tidiness. Again, we 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 next to the Summer House. 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 unstable trees or large broken branches (aka "Hangers"), please note location and report to the Duty Manager.
- 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 Manager and if agreed, to be used sparingly.
- 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.





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USEFUL INFORMATION



USEFUL CONTACTS

During your stay if you need help or advice please contact one of the numbers below

Duty Manager	Duty Manager phone	07703 569655
Barry Goswell	Centre Manager	07702 508391
Nick Smith	Deputy Centre Manager	07887 762381
Vicki Armitage	Deputy Chair of The Management Committee	07891373165
Chris Ellinson	Deputy Chair of The Management Committee	07751083642
Jennifer McCullough	District Commissioner	07885203394
Mike Jackson	District Chairman	07905 294205
Scout HQ & Info Centre		0845 300 1818 or 0208 433 7100 (office hours) 07977 539630

EMERGENCY SERVICES

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.
If calling from a mobile ask for London Fire, London Ambulance Service or Metropolitan Police NOT Surrey if given the option.

New Addington Emergency Minor Treatment Centre

Emergency Minor Treatment Centre
Parkway Health Centre, New Addington, CR0 0JA
Tel: 020 8251 722

Open 8am till 8pm

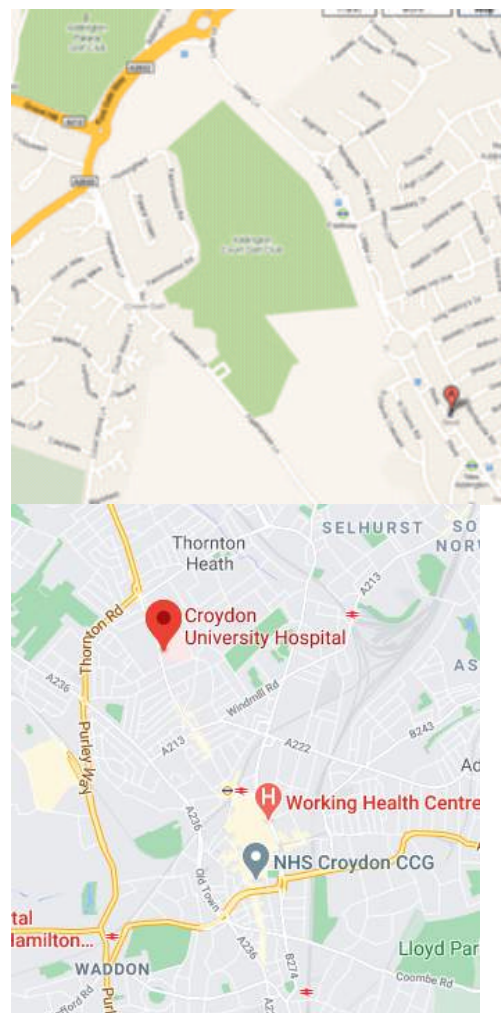
Croydon University Hospital

Croydon University Hospital
530 London Rd, Thornton Heath CR7 7YE
Tel: 020 8401 3000

Open 24/7

Site Office Location

[///leap.salsa.dinner](http://leap.salsa.dinner)





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