



# Welcome Pack

## for Residential Groups

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## Visitor Information

Welcome to **Hill End!** We hope that you have a really enjoyable stay. In order to ensure you get the most out of your visit, please take a few minutes to read the following information and familiarise yourself with the facilities at Hill End. We also have the answers to frequently asked questions at: <http://hill-end.org/fag/>

The staff at Hill End are always happy to help - if you have any questions before, during or after your stay please don't hesitate to contact us. Reception is open Monday to Friday, 8:00am – 4:00pm. Give us a call on **01865 863510** or email us at and we will be able to assist.

We hope your stay is memorable with lots of fun and adventure! Don't forget to tweet us **@Hill\_End** or post us on Facebook!

## Getting here

### By Car/Coach

The easiest way to reach Hill end is by driving. If you are using satnav it is fine to use the postcode OX2 9NJ to find us. If you are coming via West Oxfordshire be aware that there is a toll bridge on the B4044 near Eynsham (5p for a car) that can be very congested at peak times.

There is ample free parking on site, but please note that on event days special arrangements are put in place. If you will be bringing a coach or other large vehicle please check arrangements in advance as we prefer coaches not to stay on site.

### Public Transport

From Oxford to the East, or Eynsham & Witney to the West, it is only possible to get most of the way to Hill End via bus. The stagecoach operated [S1 bus](#) runs approximately every 15 minutes and the nearest stop is for Farmoor/Oaken Holt House. From this stop there is no footpath for the last 400m to Hill End along the B4044, which is a fast and sometimes busy road so we do not recommend walking it. Arrangements should be made with your group leader in advance for pick-ups from the bus stop or another suitable location.

### Cycling

It is also possible to cycle to Hill End, however caution should be taken on the B4044 as it is a fast narrow road and currently has no cycle lane.

## Before you arrive

We recommend that you download and read a copy of this welcome pack, fire register and site map before your visit and bring this with you. We also advise you to complete your fire register beforehand if possible, as this will make the checking in process easier.

### Catering

Hill End does not have on-site catering facilities, and there are no shops within walking distance. It is therefore important to arrange food and drinks for your visit prior to your arrival as Hill End does not provide these. There is free access to drinking water at many places around the site.

If you would like catering for your stay, please ask us and we can direct you to a variety of local catering suppliers. You are also welcome to arrange a supermarket delivery to Hill End. A member of your group will need to meet the driver in the inner car park to receive this (or the outer car park gate out of hours to open this using the access code).

## What to Bring

All dormitories have beds with mattresses, bed sheets and one pillow, individuals will need to bring a sleeping bag, optionally also a sheet and pillow case, and all personal overnight essentials.

If you are a self-catering group using the North Dormitory, this building has a limited selection of crockery, cutlery and cooking equipment in a domestic-sized kitchen.

If you are a self-catering group using any other building with a kitchen you will need to bring all crockery, cups and glasses, cooking utensils, water jugs, any smaller pots and pans with you as these are not provided. We do have a selection of large cooking pots and trays suitable for larger groups

(Hint: Our groups often ask each member of their party to bring one personal plate, bowl, cup and their own cutlery. For young people, taking responsibility for their equipment and for keeping it clean can be a useful part of a trip away).

Our kitchens do have large fridges, freezers, toasters etc. Check the 'details' pages of our website for more information or contact us.

We provide limited amounts of cleaning equipment and washing-up liquid. We also provide toilet paper. We do not provide or hire outdoor clothing, towels, tea-towels, dishcloths, extra binliners, fire-lighters or matches. You can buy wood from us at a reasonable price (see below).

It is very dark on site at night, so bring torches if you will be on site late, especially if visiting in autumn and winter.

## What to Wear

All individuals will need to wear appropriate clothing and footwear for their planned activity. Outdoors this might mean waterproofs in wet weather, suncream and hats in the summer, extra warm layers in winter. If you are unsure on what to wear, please view the FAQs on our website.

## Checking In

On arrival please check in at reception. The office is open Mon-Fri (see above) so we would normally ask weekend visitors to collect keys in advance during these hours so that we can check that you have everything you need. We do appreciate that this is not always possible, so if you are planning to arrive during the weekend please contact us to arrange a check in time.

Dormitories are **available from 12noon**, but we can arrange luggage storage if necessary by prior arrangement. Trolleys are available to use and are located in the car park. If you prefer we can arrange for your luggage to be taken up to your dormitory. If you require this service please let us know before your visit.

You will be asked for your fire register on check-in (for more information regarding fire registers please refer to the health and safety information below).

**Gate Code:** The barrier on the driveway closes after office hours. Please ask a member of staff for the code. No code is required to exit the site.

## In an Emergency

Familiarise yourselves with the Fire Information for each building. Please remember there is NO SMOKING anywhere on site.

- If an alarm sounds and you **know** what has caused it, EVACUATE and contact centre staff.
- If an alarm sounds and you **do not know** what has caused it, EVACUATE and call the fire brigade, meet them in the car park and escort them to your building. Please then call the centre staff.

In the event of an emergency please give the emergency services our address:

**The Hill End Centre, Eynsham Road, Farmoor, Oxford, OX2 9NJ.**

A responsible adult should go to the field gate next to the inner car park to meet the emergency services. If access into the field is needed in an emergency, there is a spare gate key in a red smash box behind the large welcome sign in the car park.

Please ensure that people within your group with additional needs have an assigned helper to direct them during an emergency situation. Anyone with PEEPs (Personal Emergency Evacuation Plan) should follow their plan as intended.

## Out of Hours Contact – Emergency Use Only!

We are hope your stay will be a stress free experience, if however, you do experience an emergency please use the numbers below.

Site and Operations Manager – David Millin:	07584 174670
Centre Director - Lucy Crittenden:	07928 810889
Office Assistant – Rebecca Upright:	07815 799938

## Health and Safety

### Safeguarding

Safeguarding is our primary aim. Please remember you are responsible for the children in your care. Please ensure they are supervised at all times including break times. We ask that adults are identifiable to their specific group. If any additional adults join your group, they need to be met at the entrance by the group leader.

### First Aid

First aid is the responsibility of the group leader. You will need to ensure that you bring a first aid kit with you and arrange for a qualified first aider during your visit.

### Medicines

The group leader has the responsibility for the visitors in their care. Hill End staff will not assist with the administering of any medication.

## **Fire Register**

A fire register template will be sent to you via email along with the welcome pack. The group leader must enter all visitors onto the fire register, please mark adults, 16+, with an 'A', if the occupancy changes, you must amend your register. The group leader must sign their names to say the fire drill has been carried out at the beginning of each visit, including operating your PEEP's (personal emergency evacuation plan). All individuals with a PEEP must have a '\*' next to their name.

Please keep one copy with you and another copy in the red fire register box outside the staff block located next to reception – this is a legal requirement. A member of staff will explain where the box is. If in doubt, please ask.

Please make a note of where the fire extinguishers and assembly points are located within your hired facility.

## **Electrical safety**

All of the Portable Electrical Equipment at the centre is PAT tested annually. If you wish to bring electrical equipment onto the site this must have a current PAT test certificate. This will normally be supplied if you hire in equipment, but it is the group leader's responsibility to ensure that personal electrical equipment, such as mobile phone chargers, are compliant.

## **Group Insurance Requirements**

Residential visits organised by Oxfordshire County Council employees do not need to arrange insurance cover, as they are covered by the county council's insurance arrangements. All other groups visiting Hill End are required to arrange their own Public Liability Insurance; we have the right to request and retain a copy of this if required.

## **Risk Assessments**

Hill End has in place all risk assessments for the site and activities it leads and is subject to an independent annual Health and Safety inspection. In accordance with the Outdoor Education Advisers Panels' National Guidance for Educational Visits, Hill End does not send out its risk assessments but assures users that they are in place, and staff are happy to discuss any aspect of the site and activities to assist visitors with producing their own risk assessments.

## **Traffic Control**

Vehicles must be left in the car park, unless an arrangement has been agreed with us in writing prior to your visit. Any vehicle allowed by us onto the site must drive at 5mph and with hazards on and return to the car-park immediately after access. Children must not play in the car park or driveway. Groups are advised not to walk along the Eynsham Road, this is forbidden to Oxfordshire County Council groups by order of the authority.

## **Security**

Please ensure any buildings hired are locked when not in use and any valuables are carried with you. Dormitory rooms cannot be locked individually and do not have lockers or a safe.

## During your stay

Once you have checked in and collected your keys, please check that you are happy with your building and, if you are self-catering, that you are able to operate the industrial kitchen ovens (using the information on the notices). If you have any concerns or queries, please contact us immediately.

### WiFi

Much of the Hill End site is covered by our guest wifi which is available for use by group leaders. Login password: HillEndGuest!

### Food hygiene

We do not provide food or utensils, & only limited cleaning materials. It is the sole responsibility of users to ensure that facilities such as cookers, sinks, wash hand basins, preparation areas and fridges are used safely. In particular users must ensure that they follow good practice with regards to prevent cross contamination, cooking, chilling, cleaning, temperature control & stock rotation.

### Alcohol and Smoking

Hill End has a strict no smoking and no alcohol policy. If you intend to sell or consume alcohol you will need to apply for a Temporary Event Notice from the council, with permission of the Hill End Centre. Please see link below or ask us for further information.

<http://www.whitehorsedc.gov.uk/services-and-advice/business/licensing/temporary-events-notices>

### Waste and Recycling

Please ensure that you use the waste and recycling bins in your building with bin liners, and dispose of these afterwards into the main Grundon bins in the inner carpark. A list of what can and can be recycled or disposed of on site is displayed in the buildings.

We do not currently collect food waste for health and safety reasons, so please dispose of all food waste with your general rubbish.

### Wood

If you are planning on having a campfire please use your designated firepit area only. Wood and kindling can be purchased from us for a small additional fee. There is NO foraging for firewood allowed from the grounds, as this will damage the woodland ecosystem and reduce the wildlife available for visitors to enjoy.

### Boundaries

Groups are asked not to enter buildings not assigned to them. The surrounding agricultural and wooded land is private. If you require access to Wytham Woods you will need to apply for a (free) permit from Nigel Fisher, Conservator, at Wytham Sawmill Office, Keepers Hill, Wytham, Oxford, OX2 8QQ. You can also apply for a permit online: [www.wythamwoods.ox.ac.uk/permit](http://www.wythamwoods.ox.ac.uk/permit)

### Infection control and notification

If any of your party suffer from any of following symptoms during their stay you must notify a member of staff immediately: Diarrhoea; Vomiting; Stomach cramps or pain; Nausea; Fever.

Those responsible for such an individual must ensure that they seek medical treatment from a doctor or GP as soon as possible. Anyone suffering from such symptoms must leave the site as soon as reasonably practicable. Ideally they should have as little contact with others as possible and have their movement restricted while on site.

Unfortunately, if any of your party are suffering from those symptoms before arrival on site we will not be able to accept them.

## Hill End Code of Conduct

At Hill End we want everyone to have a special and memorable visit in a beautiful, safe and secure environment. We are a charity with limited resources, and we therefore ask all of our visitors to respect both the site and our visitors. Please share the below information with your groups helping to raise awareness around our code of conduct.

### Ground Rules

- Play free, run free, be free
- Explore and discover
- Have FUN!

### Site Behaviour

- We regret that dogs are not permitted on site, with the exception of guide dogs
- Smoking is not permitted on site, in or around the buildings.
- After 10:00pm we ask groups to keep noise to a reasonable level
- Please leave all plants and flowers where they are growing
- Do not disturb animal and insect homes, they are sensitive habitats
- Recycle litter where possible, otherwise dispose of litter in the Grundon bin
- Do not disturb the farm animals grazing on the site. If visitors do come into contact with the farm animals, please wash hands before meals.

### Cleaning

If you have any concerns regarding the cleanliness of the facilities, please speak to a member of staff. Visitors will be expected to leave the facilities in a clean condition, acceptable to our standards below.

Much of our maintenance is done by our brilliant volunteers, and we appreciate your help in keeping the buildings and grounds clean and tidy.

- Please clean and disinfect all food preparation areas before and after use.
- Please remove all food from the fridges and freezers, wipe out and leave switched on.
- Clean the top of the cooker, take out all oven trays to clean and replace.
- Sweep and mop the floors.
- Clean showers, sinks and toilets, removing soap and toothpaste marks.
- Remove rubbish and put in the large bins in the inner car park.
- Please wipe and stack tables and chairs as they were found on arrival.

**PLEASE LEAVE THE SITE CLEANER THAN YOU FOUND IT!**

Thank you for your help

## Checking Out

Groups need to be checked out of their dormitory by 10am, failure to do so may incur a charge. If you require your luggage to be bought down from your dormitory in the morning we would be happy to help, just let us know before or on arrival. If a space is provided to hold luggage that's not a problem, please just let us know.

If you are checking out over the weekend then please let us know a departure time so that we can assist you. Keys returned out of office hours should be deposited via the letter box in the outbuilding in the inner car part (next to the welcome sign).

Thank you for choosing to visit Hill End, we really hope you enjoyed your time with us. Feedback is highly valued, and we would really appreciate you taking the time to complete a review online or feedback via the form that can be found at the back of this pack.

We hope you will visit us again soon!

The Hill End Team.

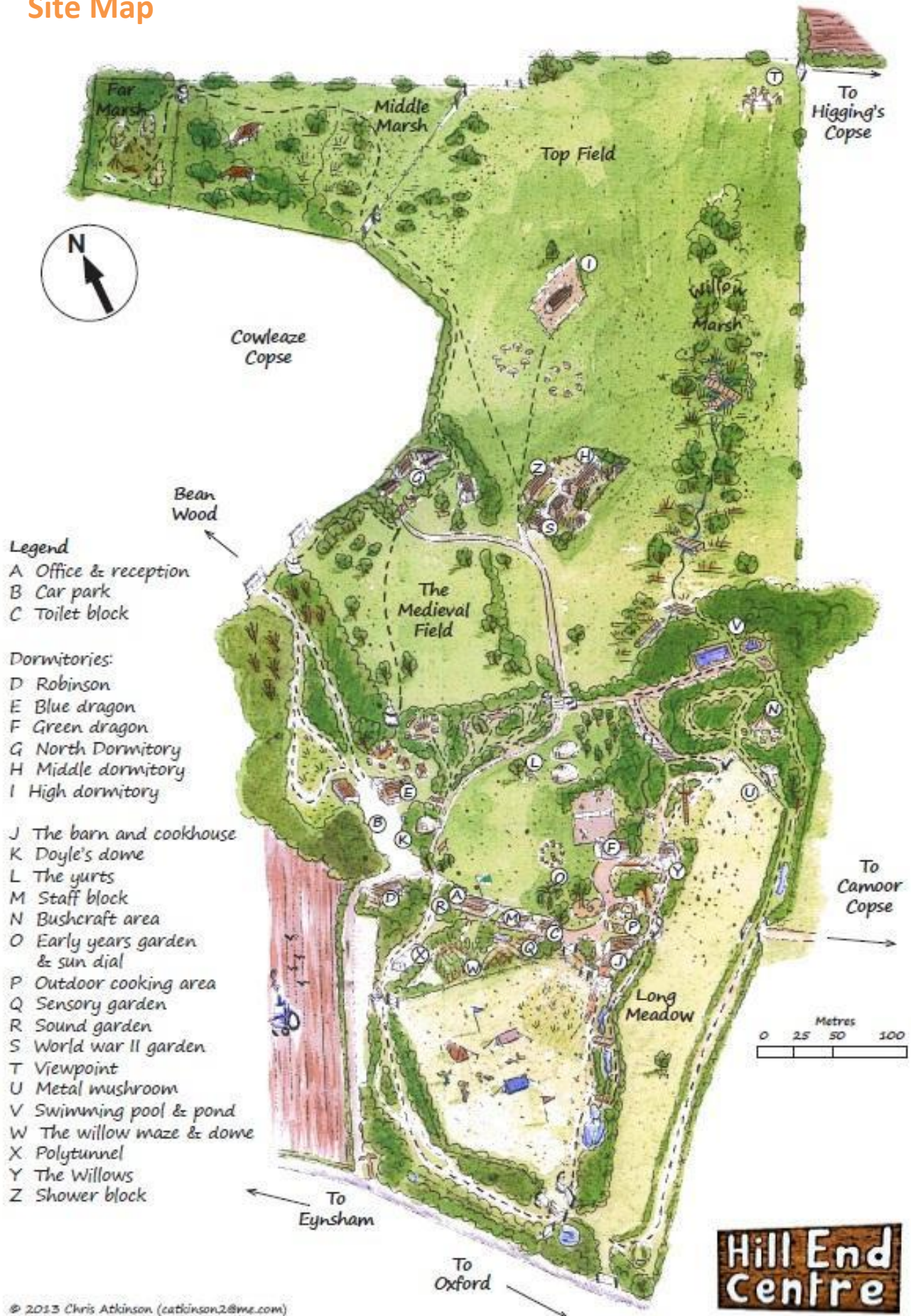
## Other Useful Contacts

Reception                      The Hill End Centre                      01865 863510

<b>Ambulance</b>	<b>Emergency</b>	<b>999</b>
	<b>Non-emergency</b>	<b>111</b>
<b>Police</b>	<b>Emergency</b>	<b>999</b>
	<b>Non-emergency</b>	<b>101</b>
<b>Fire</b>	<b>Emergency</b>	<b>999</b>



# Site Map







In event of an emergency please give Emergency Services this address:

Hill End, Eynsham Road, Farmoor, Oxford, **OX2 9NJ**

 **Fire / Police / Ambulance**      **999**

 **Non - Medical Emergencies**      **111**

<b>WHAT CAN GO IN YOUR RECYCLING BIN?</b>			
<b>YES PLEASE</b>		<b>NO THANK YOU</b>	
<b>PAPER</b>	NEWSPAPERS	<b>PAPER</b>	ALL BLUE ROLL
	MAGAZINES		HAND TOWELS
	CATALOGUES		
	CARDBOARD		
	PAPER		
<b>METAL</b>	RINSED ALUMINIUM CANS	<b>METAL</b>	FOIL
	RINSED STEEL CANS		
<b>PET PLASTICS</b> (ALL EMPTY AND CLEAN)	COLOURED/CLEAR DRINK BOTTLES	<b>PLASTIC</b>	LIDS
	CLEAR/BLUE MINERAL WATER BOTTLES		CLING FILM
	CORDIAL BOTTLES		YOGHURT/CREAM POTS
	OIL BOTTLES		ICE CREAM CARTONS
	WHITE/CLEAR BIN BAGS		BLACK BAGS
<b>HDPE PLASTICS</b>	COLOURED/CLEAR DETERGENT BOTTLES	<b>GENERAL</b>	WOOD
	FABRIC CONDITIONER BOTTLES		POLYSTYRENE
	BLEACH/CLEANING FLUID BOTTLES		FOOD WASTE
	HAIR CARE/BATH/SHOWER BOTTLES		TEXTILES
<b>PLEASE PUT GLASS IN THE SPECIAL GLASS WHEELIE BIN <u>NOT</u> THE RECYCLING BIN – THANK YOU!</b>			

<b>WHAT CAN GO IN YOUR GENERAL WASTE BIN?</b>			
<b>YES PLEASE</b>		<b>NO THANK YOU</b>	
<b>PAPER</b>	ALL BLUE ROLL		PLASTERBOARD
	HAND TOWELS		
			LIQUIDS
<b>METAL</b>	FOIL		PAINTPOTS (EMPTY OR FULL)
<b>PLASTIC</b>	LIDS		TYRES
	CLING FILM		
	YOGHURT/CREAM POTS/ICE CREAM CARTONS		FLOURESCENT TUBES
	FOOD CONTAINERS		
	BLACK BAGS		ELECTRICAL ITEMS (MONITORS/KEYBOARDS/KETTLES ETC)
<b>GENERAL</b>	<b>GLASS – IF THE GLASS WHEELIE BIN IS FULL</b>		CLINICAL WASTE
	POLYSTYRENE		
	FOOD WASTE		SAWDUST OR POWDER
	TEXTILES		
<b>PLASTIC</b>	LIDS		
	CLING FILM		
	YOGHURT/CREAM POTS		
	ICE CREAM CARTONS		