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## Information for Accompanying Adults:

The following information is intended to help prepare for your visit.

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- We appreciate your hard work in organising the visit; your role is crucial, and we value your contributions. If you need any support or have any questions, then please don't hesitate to get in touch.
  - A White Hall staff member will be allocated to coordinate your course for an enjoyable, challenging, and educational experience.
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### Before your visit:

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- Ensure parents or over 18s have received all relevant information. [Participant and Parent/Carer Information can be found here](#)
  - Ensure a [Consent/Participant Details Form](#) is completed for everyone visiting White Hall during your course (including both participants and staff). These **must** be arranged into activity groups before being brought to White Hall on the first day of your visit.
  - Use the information from your completed Consent/Participant Details Forms to populate your [Group Information List](#). Ensure this is returned to us in good time as this information is essential to the smooth and safe running of your course. Please read the [Group Information List Notes](#) before completing.
  - Appoint a designated safeguarding lead for your visit.
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### Behaviour Expectations:

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Please brief participants on the following expected behaviour whilst at White Hall Centre:

- All visitors are expected to follow White Hall rules for a safe and enjoyable experience:
  - Care for the centre sensibly.
  - Avoid actions that may harm or upset others.
  - Please stay off all activity equipment and away from ponds unless you are with a White Hall staff member.
  - Be aware of traffic on our site.
  - We have a zero-tolerance policy for drugs, smoking, and alcohol.





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## On arrival:

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There will be a short welcome meeting before splitting into groups. Your course coordinator will then explain the plan for getting settled in. Our standard arrival times for residentials are 12pm on Mondays and 2pm on Wednesdays. Although we will do our best, we may not be able to allow you into the building before these times.

### **Supervision of young people:**

- School staff/group leaders handle behaviour, mealtime (including responsibility for special diets), and pastoral supervision of participants.
- School staff/group leaders have responsibility for the supervision of participants during free time and overnights (a duty instructor will be always onsite and contactable for emergencies).
- It is the school's/visiting group's responsibility that appropriate safeguarding checks have been carried out for all accompanying adults.
- A visiting staff member is required to accompany each group.
- White Hall staff are responsible for the safety of participants during activities.
- Participation in activities by visiting staff is encouraged for the benefit of group members' confidence. Nevertheless, it is not mandatory, and if time constraints arise, priority will be given to young people and participants.
- Your group leader's preferences will determine your activity program. If adjustments are required, kindly inform us. Keep in mind that we need to coordinate activities with other visiting groups to avoid conflicts and ensure fantastic activity packages for all.
- We may need to adjust activity programs for safety and logistics.

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## Advice for visiting staff:

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### **Security:**

- All entrances are covered by CCTV and grounds surrounded by a wall/fence.
- Entrances can only be opened at night from the outside by a key or key code.
- Please ensure you do not leave any doors open when you leave the building.

### **Medical and first aid:**

- Your course coordinator will discuss any medical issues at your initial meeting.
- All White Hall instructors are first aid trained; however, we cannot administer any medication.
- We recommend that any participants with asthma bring a spare inhaler.
- Contact White Hall staff in the event of any emergency.





## Fire emergency:

- In case of alarm, escort students to the fire assembly point. White Hall staff will take a register and call the fire service if necessary.

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## Other information:

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## Valuables:

- Do not bring jewellery, valuables, or electrical items; we are not responsible for personal item loss or damage.

## Mobile phones:

- Discourage bringing phones; parents will be contacted in emergencies.
- Cameras and camera phones are not permitted in bedrooms for safeguarding reasons.
- Parents/Carers can contact White Hall using the numbers on the 'Participant and Parent/Carer Information' document.

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## Course Feedback:

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All courses are encouraged to complete evaluation forms on the last day however, we would love to hear your thoughts and welcome additional feedback via email to:

[Whitehall.centre@derbyshire.gov.uk](mailto:Whitehall.centre@derbyshire.gov.uk)

We would also love to get feedback directly from the course participants via the following link/QR code:

<https://forms.office.com/e/JP4F8bA1F6>



## Friends of White Hall Centre:

'The friends of White Hall Centre' charity supports White Hall in providing inspiring outdoor and adventurous activities. For more information on how you can get involved to support their work please visit:

<https://www.friendsofwhitehallcentre.com/help.htm>



**For queries during the course, contact the Course Coordinator or any available White Hall staff.**

