



# Leader's handbook

Twelfth Edition September 2008

There are extensive changes to this handbook, so please read all of it to help plan your visit.



**INTRODUCTION** - We want you to enjoy your stay at Dalesdown. This advance information will help you in your preparation. (Further copies can be sent on request.)

**PLEASE USE IT IN YOUR PREPARATION AND BRING IT WITH YOU**

If you require an electronic version to use the text for your own publicity materials please contact the office.

**STAFF** - The Dalesdown Team will greet you on your arrival, help you settle in and make sure you know where everything is and how it works. The Group Leader will also be given an instruction file to assist them.

Although the Wardens live on site, the Group Leader takes responsibility for the Centre during the visit. The Wardens will be available to help, should you have a problem during your stay, or, when they are off-duty, you will be given an emergency phone number. Duty staff will come in just before your departure to check that all has gone well and go through the checking out procedures.

**KEYS** - The Party Leader will be asked to sign for :-

- keys for the front entrance doors
- a master key giving access to most internal doors
- access key for the Adventure Trail (if consent form is signed)

If there are visitors in your party who require keys to their rooms, keys may be issued from the office key cabinet at the group leader's discretion, who then assumes responsibility for their return.

**All keys must be returned on departure.**

**SECURITY** - **ALL** external doors must be locked and all windows shut (but not locked) if the party leaves the premises unattended. When in residence, all entry and exit should be restricted to the porch entrance.

**NB: Fire exits are to be used for emergency only.**

**FIRE** - a full fire detection system is installed and is tested weekly. The control panel is in the entrance lounge.

## Fire Precautions for Group Leaders

- **The Group Leader is responsible for:**
  - Bringing an accurate list of guests on site for roll call in case of evacuation of the building, should the fire alarms go off.
  - Making sure you have read and understood the fire safety notices in the building
  - Being familiar with the fire control panel operation
  - Being aware of the location & type of all fire exits and extinguishers
  - Being aware of automatic fire doors operation and risks of trapping fingers etc.
  - Familiarising your guests with fire procedures including the no smoking policy which is a legal requirement from 1<sup>st</sup> July 2007

### ● **Evacuation**

- Should the fire alarm sound, the building should be evacuated as quickly as possible through the nearest fire exit
- No-one should stop to collect valuables
- The group must assemble in the turning circle where a register of guests should be taken
- If safe to do so the Leader should consult the fire panel in the lounge to ascertain in which part of the building, and why, the alarm has been set off.
- The leader should only allow guests to re-enter once they have checked that it is safe to do so

*“assemble in the turning circle”*

### ● **Fire Fighting**

- Only attempt to fight the fire with an extinguisher if:
  - Trained to do so
  - There is absolutely no risk to your person and...
  - There is an easy and visible means of escape






### ● **999**

- If necessary call the Fire Brigade. You do not need coins when making a **999 call from the pay phone**. Give clear instructions for finding Dalesdown which are provided in the Leaders Guide.


## **The Fire Control Panel & Fire Drills**

-  Will be explained upon arrival at Dalesdown

## **Guests with disabilities**

-  Please consider the needs of any persons with disabilities within your group
-  Consider a 'buddy system'
  -  Hearing impaired (need someone to alert such a person of the alarms going off)
  -  Visual impaired (need someone to lead that person to a place of safety)
  -  Mobility impaired (need someone to help that person out of bed / out of the building quickly)

## **Camping**

-  Additional procedures relating to camping will be explained on arrival

**NB: Fire doors are for emergency exit only and must NOT be obstructed.**

**NB: If the fire extinguishers are discharged unnecessarily the party will be asked to pay for their re-charging.**

**HOUSE RULES** - are kept to a minimum, but all guests are expected to act with consideration for each other and our neighbours. **Please remember that Dalesdown is non-smoking and alcohol-free.**

**Noise** - Dalesdown is situated in a rural area with farms in close proximity. Please respect this by ensuring all noise is kept to a minimum especially late at night. Please note that for this reason **FIREWORKS ARE NOT ALLOWED.**

**Signs** - Please ensure that any signs placed in the lane are clear but discreet, avoiding garish colours, balloons, ribbons etc. Your visit is one special occasion, but if every visitor decorated the lane, you can understand that local people could find this annoying!

**Pets** - Sadly pets cannot be allowed into Dalesdown.

**Guide dogs** - Will be permitted after discussion with the Manager.

Boundaries - Please observe and respect PRIVATE signs on the farm driveways around Dalesdown. Unless your group is on an official outing, it is important that they stay within the area bounded by the fence, so that they do not trespass. The 8-acre site is clearly defined by fences all around it.

**DAMAGE/LOSS OF ITEMS** - Any damage to or loss of equipment belonging to Dalesdown must be reported to the Managers immediately and may be charged for. Responsibility cannot be taken by Dalesdown for any loss of, or damage to, personal possessions belonging to visitors. It is the responsibility of the party leader to make arrangements for the collection of any property left behind by any member of their group. Because storage space is limited, *lost property can only be kept for 3 months*. It will then be disposed of.

**MEDICAL** - All visitors to Dalesdown are **responsible for their own arrangements for first aid and must provide their own supplies**.

Dalesdown staff cannot advise on treatment or supply first aid materials. Dispensing chemists are to be found in Steyning and Storrington. Worthing Hospital has a 24 hr A & E service (Tel 01903 205111) and is easily found taking the A24 into Worthing and following signs to the hospital. The GP practice which covers Dalesdown is based at The Village Surgery, Southwater - Tel 01403 730016 . Overnight, from 6.30pm to 8am, cover is provided on 01903 690111 or call NHS Direct on 0845 4647.

**ACCIDENTS** - All accidents must be reported and recorded. An accident report book is held in the Dalesdown office.

**DALESDOWN CHARGES** - see separate Tariff Sheet for details.

**DALESDOWN BURSARY FUND** - This Fund is made available to assist individuals who are disadvantaged in coming to Dalesdown. While it is likely that most applications will be made on behalf of children or young people, applications on behalf of adults will also be considered. The Fund's resources are limited and the details submitted for each application will enable the Committee to assess each enquiry.

The information will be used only for assessing suitability, and will be kept in strictest confidence and destroyed once a decision has been taken. Applications must be made on behalf of the individual by their Youth Group, School or Church Leader (sponsor) of the Dalesdown visit. When granted, the Bursary Fund will make a *percentage* contribution towards their costs. This will be made direct to your Organisation following the successful completion of the visit by the individual. It is hoped that the individual will make some contribution themselves and that other opportunities for funding help will also be explored.

**HEATING** - The building is warm and comfortable and is well-insulated. Central heating and constant hot water are supplied by an oil-fired boiler. Radiators have individual thermostatic controls and may be turned on or off as required.

**PAYPHONE** - For guests' use is situated in the corridor between the cloakrooms. The number is **01403 711437**. Please do not make the office telephone number generally available.

**KITCHEN** - The kitchen is large, well-planned and well-equipped with

- 2 x 6-burner Falcon Dominator Calor gas ranges
- domestic microwave oven
- 2 x 13 cu ft fridges, fridge/freezer & 2 chest freezers
- Winterhalter pass-through dishwasher
- 2 x 6-slot electric toaster
- Kenwood Chef mixer & liquidiser
- Hobart food mixer
- Robot Coupe food processor
- water still
- stainless steel food preparation tables
- electric grill
- saucepans, kettles, teapots etc
- cooking utensils, chopping boards, knives, bowls etc
- crockery, cutlery, serving dishes etc for 120

The outer porch has a stainless steel sink for vegetable preparation and electric potato peeler (not available in mid-winter).

Please ensure that your caterer has the detailed, separate kitchen information sheet with its plan of the kitchen layout and equipment before your visit.

**HYGIENE** - It is most important that high hygiene standards are observed at all times and it is highly recommended that all kitchen staff hold a food hygiene certificate and adhere to the FSA 'Safer food better business' guidelines (downloadable from our website).

Detergent, washing up liquid, J-cloths, matches etc are supplied. Spare cleaning materials, toilet tissue, paper towels etc are stored in the laundry room.

The dishwasher leaves crockery very hot and it dries quickly, but tea towels will be required to dry all cutlery and the plastic beakers. (A few will be provided.)

*Any breakages or any breakdown of equipment must be reported.*

**CATERING** - For those unsure of catering for themselves, names of local Christian caterers can be given on request. Groups must make their own arrangements with them, making separate payments to Dalesdown and the caterer. You are advised to book a caterer as early as possible, so that your needs can be met.

**FOOD** - Please restrict consumption of food to the dining room. Food should not be taken into the bedrooms or the Laing Room. **All** food must be removed at the end of your stay. **NB:** There is a cold drinks machine in the dining room as well as an outside drinking fountain.

**CLEANING** - The building will be clean on your arrival. Before you leave, we ask you to restore its good order, leaving it as you would like the next party to find it. The Centre is often in use again within 2 hours of your departure. You are asked to vacuum all the rooms your group has used and to leave the kitchen (especially the stoves) and the cloakrooms clean. Please do not mop the kitchen or cloakroom floors but sweep them thoroughly. Cleaning equipment is kept in the laundry room and rear porch and materials are provided. Cleaners are employed during the week, but Dalesdown is a large building and we do expect all users to leave the premises tidy and clean. Your work helps to keep your costs down. **Please build time into your programme to do this before you leave.**

**RUBBISH** - Space is limited so you are asked, please, to compact rubbish as much as possible. Please sort and place all rubbish in the appropriate large wheeled bins (outside, by the kitchen entrance). Unfortunately, recycling is not made available by the local authority at the present time.

**SHOPPING** - Should you need any emergency supplies the nearest shops are at the Honeybridge Lane Camp Site and Old Barn Nursery, although these will be more expensive. The next nearest shop is in Ashington (Co-op/PO) in London Road, open daily (3 miles). There are large Tesco supermarkets at Horsham (A24) and at Shoreham (A27), also Sainsbury's at Horsham and Worthing, each about a 20-minute drive.

There are smaller Somerfield supermarkets in Storrington and Steyning. The 'Golden Plaice' in Ashington (3 miles) supplies fish and chips, burgers, kebabs, pies etc and orders can be placed in advance for collection (Tel 01903 89344). There is a McDonalds and BP shop on the A24 towards Horsham at the junction with the A272.

**TRAVEL** - From the A24, Dalesdown is reached by a narrow winding country lane and then a narrow farm drive and access is easier using smaller vehicles rather than larger coaches. Although access is possible for full-size coaches, we would encourage the use of smaller coaches or minibuses.

If you plan to come by coach, please ask us in good time to send directions and a map to your driver(s). Names of coach companies familiar with Dalesdown can be provided on request. (NB Because of overhanging branches, double-decker vehicles cannot negotiate the lane.) If you choose to come by coach, we would advise that you also arrange to have one car on site in case of emergency.

Because Honeybridge Lane narrows severely beyond Dalesdown, groups are strongly advised to approach the Centre from the A24 only.

**VISITORS** - Please make sure that your speaker and any other visitors you expect to join your party have directions to find their way and know from what time they can arrive.

**LOUNGES** - The entrance lounge is a good-sized room for meetings or relaxation, it is carpeted and furnished with easy chairs and small tables. The TV monitor, DVD and video players are kept in the lounge, but on a trolley which can be moved wherever you need to use it.

The outer sun lounge, a large double-glazed conservatory, with its bench-seating, provides another room to use or place to sit and enjoy the view - as well as a place to leave muddy boots or trainers!

Room 15 provides a useful, separate, small lounge area ideal for prayer meetings, staff room or office.

**LAING ROOM** - houses the large indoor games equipment; an OHP, whiteboards & an interactive whiteboard. (NB You will need your own whiteboard pens, acetates and flip chart paper.) PA equipment now includes a 4-channel, 8-input PA system; a Carlsbro 3-channel, 6 input, 100 watt mixer amplifier; one cordless and one corded microphone; CD and cassette players; and an induction loop system. There is a Keyboard (Casio WK 1200) with 50 copies (+ 2 music) of the Spring Harvest '98 songbook. A Communion set is available on request and is kept in the office.

**DINING ROOM** - There are four round tables which comfortably seat nine each and six rectangular tables which can seat up to six each. In addition there are 12 Go Pack collapsible tables which seat up to eight each (and can also be used for crafts) stored in the Laing Room. There is also a Coke machine available to dispense cold cans of various drinks, should you wish to use it.

**BEDROOMS** - 64 beds are arranged in 14 small dormitories (see floor plan on centre page). Rooms 4 & 5 have en-suite cloakroom and shower facilities, and room 6 a wash basin. If additional beds are required, 15 air beds and pillows can be made available.

A covered mattress and pillow are provided, and guests are asked to bring their own bedding - a sleeping bag (or duvet and sheet), pillow case, towel and personal toilet requisites.

Some emergency linen and blankets are available for a **few** guests should they forget their own bedding. A charge of £5 to cover hire and laundry is made per set. Spare mattress covers are available in case of 'accidents'.

**BABIES** - Two travel cots are available, but bedding is NOT supplied. A special trolley with changing mat and baby bath is kept in the shower room by the kitchen. Two high chairs with reins are also provided.

**CAMPING** - By arrangement, between April and October, parties' own tents and caravans can be accommodated. The use of tents and caravans is offered as an overflow facility only, and not as an alternative to using the Centre. Campers must pay the full individual charge per night, but no site fees will be charged. Please see guideline about total numbers on site on page 19.

**CLOAKROOMS** - Are arranged in two main areas with toilets, showers and basins in each. The water temperature of the showers in the main cloakrooms is fixed, and maintained at a comfortable, but not hot, temperature, for children's safety. There is a separate cloakroom with a shower for guests with a disability, with easy wheelchair access. A further small cloakroom, with a shower, is located near the kitchen.

ST bins in the ladies' cloakroom should be emptied daily. Spare bags are stored in the ladies' cloakroom and in the laundry room.

**LAUNDRY** - A washing machine and tumble drier are available, with easy-to-follow instructions. Detergent is provided. No additional charge is made for their use.

**OFFICE** - Your master key will give you access to the office (while guests are in residence, the alarm will not be set). A Tannoy system for making announcements within the building and a photocopier are available for your use. (Charges for photocopying will be added to your invoice at the end of your stay.) Other office equipment, eg desks and computers etc **CANNOT** be made available to visitors.

**INTERNET ACCESS** - There is now wireless Internet access available for all, at the discretion of group leaders. Should you wish to use this facility, please ask at the office on arrival.

**SHOP** - There is a small shop to provide for visitors' needs. It stocks sweets (you may use it instead of bringing your own tuck shop if you choose), toiletries, greeting cards, Dalesdown postcards & stamps, and children's pocket money novelties. Groups at Dalesdown are trusted to pay for all goods sold, using the under-counter money box. **ALL** use must be supervised and opening restricted to specific times. When not in use, please ensure that the door is kept locked.

**RESOURCES** – A small supply is available in the shop. Other youth and children's work materials can be obtained from Rainbow Ministries at [www.rainbowministries.co.uk](http://www.rainbowministries.co.uk) or phone 01376 517922 or follow the links from the Children Worldwide website [www.childrenworldwide.co.uk](http://www.childrenworldwide.co.uk)

**Puppets** - for use in children's work can be purchased from Jenny Wright, PO Box 4529, Worthing BN14 9WH Tel: 01903 526275



## Outdoors

Football field

Volleyball net, basketball posts,

Five-a-side football goals\*

### **NEW: 40ft Skittle Alley**

Giant draughts board, Outdoor table tennis table

Crazy golf course

Adventure Trail (see separate guide)

Children's play area (under 11s)

Miles of local public footpaths

Brick-built BBQ

Bonfire site\*\*

\* It is essential that if these goal posts are moved, the restraining weights and chains are also moved and kept in place.

\*\* Bonfires - please use the marked site. You may help yourself to any tree stumps, wood off-cuts, etc collected for this purpose.

**PLEASE REMEMBER THAT FIREWORKS ARE NOT PERMITTED.**

**WALKS** - On your arrival, you will be given maps of our local footpaths. It is imperative that you **KEEP** to the paths and follow the country code. The driveways around the site are private, and for access only. You are asked **NOT** to allow your party to trespass and spoil the good relationships we have with our neighbours. Please make sure that everyone leading a walk is given a map.

## **LOCAL FACILITIES**

Follow the links from our website [www.dalesdown.org.uk](http://www.dalesdown.org.uk)

**SOUTHWATER COUNTRY PARK** - 01403 731218

Walks, orienteering, play area

**WARNHAM NATURE RESERVE** – 01403 256890

Walks, woodland, pond dipping

**ADUR OUTDOOR ACTIVITIES CENTRE** - 01273 462928

Canoeing, climbing, mountain biking, orienteering etc

**SWIMMING** Burgess Hill 01444 876000

Littlehampton 01903 725451 / 734567

Horsham 01403 219200

Steyning 01903 879666

Worthing 01903 231797

Christ's Hospital School - pool is sometimes available for private hire - phone 01403 247572 **12**

BOWLING	Worthing	01903 230835
	Horsham	01403 274642
	Hove	01273 290300

### **TOURIST INFORMATION:-**

Follow the links from our website [www.dalesdown.org.uk](http://www.dalesdown.org.uk)

Also	Worthing	01903 221307
	Horsham	01403 211661
	Brighton/Hove	01273 292599
	Littlehampton	01903 721866

### **HEALTH & SAFETY AND LEGISLATION**

**ELECTRICAL EQUIPMENT** - To comply with current safety regulations any electrical equipment (eg PA, stage lighting, computers etc) brought onto the premises should have a current (less than one year old) Portable Appliance Test certificate, evidenced by the appropriate sticker on the appliance.

If guests bring small electrical appliances (eg mobile phone chargers), these appliances must be British Standard approved and wired to a British Standard approved plug with the correct fuse. Do not use more appliances on an outlet than the socket is capable of taking (the maximum is 3 kilowatts). No electrical appliances are to be used in the bathrooms or showers.

### **MUSIC / VIDEO / WORDS - LEGAL REQUIREMENTS**

#### **Music**

It is a legal requirement for the playing of live music whether Radio, CD, DVD, Video, Live etc., that the premises be licensed.

#### **Video**

It is a legal requirement for the playing of DVD or Video that the premises be licensed with the Video Licensing Authorities (CVLI).

## **Words & Music**

It is a legal requirement for copying and using words and music for Christian worship that a (CCL) licence is held.

## **Usual Conference Centre Practice**

It is usual practice for Christian Conference Centres to require that Groups using their premises obtain an events / performance licence to cover the duration of their visit at a cost, upwards of £12 per day.

## **Dalesdown Position**

### **Music**

Dalesdown have arranged for the Laing Room and Lounge areas to be licensed for all live and recorded music. This covers all groups at no extra cost to groups using the Centre.

### **Video**

Dalesdown have purchased a Video Licence which covers all groups at no extra cost to groups using the Centre.

## **Words & Music**

This licence is transferable and can be used at Dalesdown if your Church / Group already has such a licence. Printed song books already have an 'inbuilt' licence arrangement. Dalesdown will assume that if you are using any reproduced material that your Church / Group is doing so under your own licence and reporting the 'song usage' to CCL as per your usual arrangements. Otherwise please let the staff here know which songs have been used during the weekend for our annual return to CCL.

## **GROUPS' OWN ACTIVITIES EQUIPMENT**

Groups planning any other activities involving equipment not provided by Dalesdown should first seek the permission of the General Manager prior to the group's visit. Evidence should be provided that a full Health and Safety risk assessment for the activity has been carried out and that adequate Public Liability Insurance is held by the group for that activity.

## **GUEST SAFETY LIMIT**

While the Centre can sleep 64 with a further 15 air beds available for use, when numbers are further increased by campers and caravanners on site, visitors must be aware that all facilities will be stretched. For your safety and comfort, we would suggest that 100 people should be your upper limit.

**CHECKLIST**- Each guest needs to bring -

**SLEEPING BAG, PILLOW CASE AND TOWEL**