

Kings International College for Business & the Arts

Outdoor Education & Off-site Educational Visits Policy

1. Introduction

- 1.1 Kings International College is committed to the provision of educational visits and outdoor education. Such opportunities enhance and enrich the learning experience and may even serve to change the course of a child's life. Educational visits and outdoor education can result in the development of self-esteem, interpersonal skills, independence, creativity and enhanced motivation. Kings International College is passionate about the need to ensure that our students gain an experience of other cultures and exposure to language learning with native speakers in their own country.
- 1.2 The value of off-site educational visits is well recognised by the Governing body and fully supported throughout the school. It is emphasised that a culture of safety must prevail and there is a need for careful planning and adherence to statutory procedures. Off-site educational visits must be well managed, information communicated and responsibilities recognised.
- 1.3 This document outlines the specific policies and procedures for Kings International College. It supplements and follows the advice and guidance contained within the following significant publications:
- Surrey County Council Guidelines for Educational Visits and Outdoor Education Activities.
 - The 'Health and Safety Responsibilities and Powers' statutory document published by the Health and Safety Executive in conjunction with the Department for Education and Skills (DfES).
 - The DfES document 'Health and Safety of Pupils on Educational Visits' (HASPEV)
 - The supplementary guidance published by the DfES –
 - Part 1 – Standards for LEAs in overseeing educational visits.
 - Part 2 – Standards for Adventure.
 - Part 3 – a Handbook for Group Leaders.

2. Roles and Responsibilities

- 2.1 The Group Leader is responsible for identifying the purpose of the visit and for following the procedures outlined in this policy document. It is important to realise that compliance with these procedures will be crucially important in protecting staff in the event of something going wrong. The Group Leader is responsible for completing the trip documentation online through www.surreyvisits.org.uk (see Appendix A). This requires the production of a risk assessment which is necessary for all off-site visits (see Appendix B). The risk assessment will take account of:
- Generic risks as published in the staff shared area.
 - Event Specific Risks as identified from a pre-visit or through knowledge or experience of the environment, accommodation, the leader's competence, the group and other factors such as transport.
 - On-going risks identified by the professional staff responding to changing circumstances and the success, or otherwise, of planned activities and procedures. This may involve inclusion of a 'Plan B' in the risk assessment produced prior to departure. The participants and staff will be fully briefed on the purpose and the risk assessment control measures. Participants are encouraged

to consider risks involved in an off-site educational activity and to assist in the design of appropriate risk management strategies that support their learning.

Provided these procedures are followed, the College will not take legal action against a teacher and, in the event of legal action by a third party, Surrey County Council will indemnify the teacher except in circumstances where the teacher has been found guilty of criminal negligence, assault, or criminal damage.

- 3.2 The Educational Visits Coordinator (EVC) is responsible for ensuring that all off-site activities follow the correct procedures. The person with these responsibilities will approve the group leader for every visit and check the written risk assessments to ensure good practice. In addition, the EVC has the following responsibilities and duties:
- Support the group leader in identifying the purpose for the visit and the selection, training and briefing of appropriate supervising adults.
 - Ensure that Criminal Records Bureau disclosures are in place where necessary.
 - Act as or arrange for an Emergency Duty Officer and draw up proper procedures to be followed in such an event. Current procedures are listed in Appendix C.
 - Keep records and make reports of accidents and “near accidents.”
 - Review and regularly monitor procedures
 - Liaise with the LA Outdoor Education Advisor to ensure the proposed visit complies with the LA regulations.
- 3.3 The Head of College is delegated by the Governing Body to approve all off-site educational visits. The Head of College is required to report a list of visits to the Governing Body for information on a termly basis.
- 3.4 The Governing Body satisfies itself that the appropriate procedures, risk assessment and control measures are in place and that the documented guidance notes are being followed. The Governing Body delegates responsibility for the approval of educational visits to the Head of College. The termly report to the Governors must be recorded in the minutes of the Governing Body.

4 Procedures for Off-Site Educational Visits

To ensure proper good practice and compliance with the necessary regulations it is expected that:

- 4.1 All group leaders will familiarise themselves with the advice and guidance available from:
<http://www.education.gov.uk/schools/adminandfinance/healthandsafety/responsibilities/a0013767/health-and-safety-on-educational-visits>
- 4.2 Training for group leaders will be arranged to include all aspects of supervision, on-going risk assessments (including being prepared to stop an activity that has become too hazardous) and how to deal with an emergency.
- 4.3 It is good practice for group leaders to use the checklist in Appendix D. In order to plan an off-site activity the EVC should be involved in discussing plans at an early stage. Residential and foreign trips must be discussed in principle in the preceding academic year. Routine or local visits such as games matches need to be planned ahead also. It may be possible to approve a series of events on an annual basis. No letter should be sent to parents and no financial commitment should be agreed until

all relevant approvals have been achieved. Before submitting an application form, any cover arrangements must be established with the Cover Manager (use Appendix E). Where possible, cover implications should be avoided by using CE days and Enterprise week for visits and trips.

- 4.4 An application form (see Appendix A) must be submitted to the EVC at least **two months** in advance for any educational visits which involve any of the following:
- hazardous activities
 - an overseas trip
 - a residential trip.
- After approval by the Governing Body, approval for these visits will then be required from the Head of Strategic Risk Assessment at Surrey County Council.
- 4.5 All other educational visits will require the submission of an application form (see Appendix A) at least **one month** in advance. Any applications which are submitted with less notice will not be considered for approval. If a detail of the trip has not yet been confirmed, it is better that the application is submitted with the required notice and changed, if necessary, at a later date.
- 4.6 A completed risk assessment form (Appendix B) must be attached to the electronic application form. External providers will have their own risk assessment documents that can be used to help in this process. For certain activities an Adventurous Activity Licence is legally required. (See the LA guidance or www.aala.org.uk) If this is the case their licence number need only be quoted instead of actually requiring their documents.
- 4.7 The initial letter to parents must be attached to the electronic application form for approval before being distributed to parents. This letter will be signed by the Head of College once he/she is satisfied that the letter is appropriate and fulfils the legal obligations. This will then be returned to the Group Leader for distribution to parents. All subsequent letters relating to the trip should be signed by the Group Leader.
- 4.8 Once the required approval has been given for an educational visit (indicated on www.surreyvisits.org.uk with a green flag), the letter should be sent to parents with an attached parental consent form (Appendix F) and behaviour contract (Appendix G). Upon return of these forms, the details should be summarised in a contact sheet (Appendix H), a copy of which must be provided for the Main Office, Duty Officer and Home Contact. The original consent forms must be retained by the group leader until the completion of the visit.
- 4.9 Before the visit takes place, the group leader must ensure that all supervising adults are familiar with the risk assessment and the Emergency Response Plan (Appendix C). Emergency Response Cards must be carried by all supervising adults. These are available from the LRC manager.
- 4.10 Evaluation Report: On return the Group Leader must report to the EVC and, where necessary, an evaluation report should be completed in order to achieve any learning about a 'near miss' or where an incident took place but fortunately did not require the completion of an Accident/Incident report form. Perhaps such a form was completed at the venue, however, this does not remove the need to place such an occurrence on the record at the 'home' establishment. A general evaluation of the visit will inform future visits and may be a useful check on the value of the risk assessments undertaken.

Policy approved by IEB:
Date of Content Review:
Date of Effectiveness Review:

July 2011
September 2012
September 2013

Appendices

Appendix A – Completing the online application form at www.surreyvisits.org.uk

Appendix B – Risk Assessment Form

Appendix C – Emergency Response Plan

Appendix D – Checklist for all off-site activities

Appendix E – Cover arrangements

Appendix F – Parental Consent Form

Appendix G – Behaviour Contract

Appendix H – Contact Sheet

Appendix I – Frequently Asked Questions

GUIDANCE ON COMPLETING AN ONLINE APPLICATION FORM

1. Type www.surreyvisits.org.uk into the address bar.
2. Login with your user name in the form of: 'Surname Initial' (e.g. Cooksey I) and your password which is available from the LRC manager.
3. When you enter the system for the first time you will need to change your password to something you will remember. Do this by clicking on 'My Details' then 'Password' and then enter and confirm your new password and click 'update'. Then click on 'continue' and then 'cancel.' You are back to the main menu page.
4. To complete an application form, click on 'Visits' on the left hand side of the page. Then click on '+ Visit' below your account name. You will then need to complete all parts of the form as directed. These are automatically saved as you progress, so you can log out and return to the form at a later time.
5. Under 'Visit Type,' please be aware that any visit, except for those in the 'none of the above' category, will require approval from Surrey LA. This will be indicated at the end of the process.
6. When you arrive at the page requesting a D.O. (Duty Officer) this must be the Head of College or a Vice Principal. You must seek their approval to act as the Duty Officer before completing the form. The 'Duty Officer 2' (Home Contact – see Appendix I) does not need to be a member of SLT. This person will deal with routine matters and serve as a link between parents and trip staff for anything which is not regarded as an emergency.
7. On the page for attachments, you must ensure that a completed risk assessment is uploaded onto the form (use Appendix D). This can be achieved by clicking on '+ Document' and then type the visit name in the box 'Name of Attachment' e.g. 'Geography Field Trip.' Then click on 'Browse' and find your completed risk assessment by searching through the drop down menu 'look in.' When you have found your document, select it and click 'open.' Finally, click 'attach.' This document will now be attached to your application form.
8. On the same attachments page, under 'other' you must attach your completed letter to parents. This can be uploaded in the same manner described in 7. above.
9. When you submit your form at the end of the process, you will be asked to send email notification to the EVC. Do this to ensure that the EVC knows that an application form is waiting on the system for their approval. Do not send incomplete forms to the EVC.
10. When the approval process is complete this will be indicated in your user area of the website by a green flag next to the trip application you have submitted.

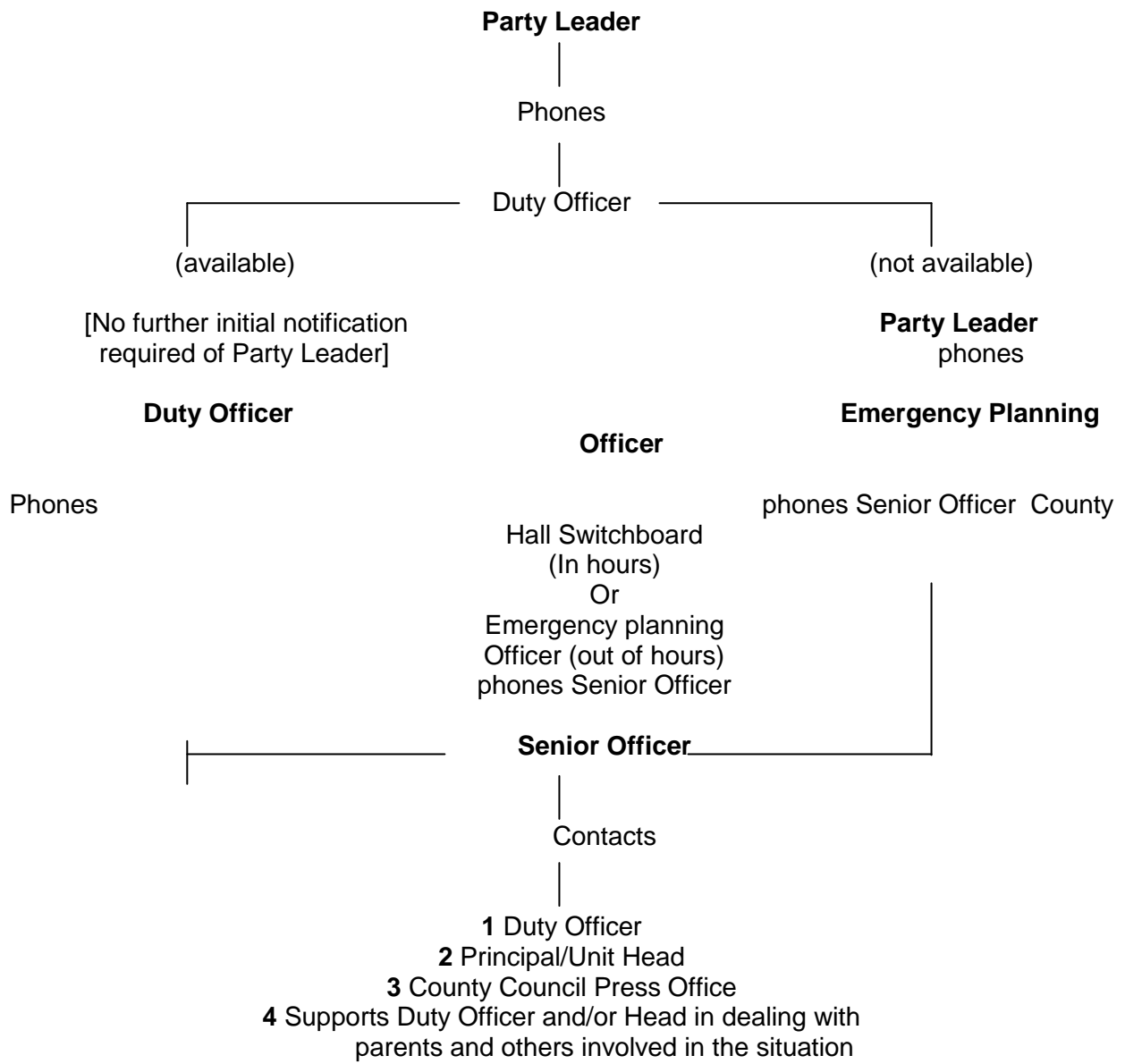
Any questions about this process should be submitted to the EVC by email.

Appendix B
Kings International College for Business & the Arts

Risk Assessment Form

Risk assessment for:		Date:	Depart time:.....	Return Time:
Year Group/s:		Department:		
Assessed by:		Date:	Authorised by:	Date:
Hazards	Identify Individual Risk	Who Manages It?	By Doing What?	

Appendix C
EMERGENCY RESPONSE PLAN



Card to be carried by all supervising adults on educational visits.

IN CASE OF FATALITY OR EMERGENCY :

- Inform local emergency services
- Inform duty officer Work tel: Home tel: Fax: Mobile number:
- If duty officer unavailable, call SCC Duty Emergency Planning Officer (tel: **07831 473039**)
- You will be answered by either:
 - The SCC Emergency Planning Officer - quote OPERATION DUKE
 - or - An duty answer phone – quote OPERATION DUKE, leave a message and your number. **You will be called within 5 minutes**
 - or - A messaging service - quote OPERATION DUKE, leave a message and your number. **You will be called within 5 minutes**
- DO NOT SPEAK TO PRESS OR MEDIA Refer to County Council Press Officer Daytime tel: **0208-541 8996/9962** Out of hours tel: **0208 541 7920**

Try to prevent staff and young people phoning home until contact has been made with your Duty Officer or Emergency Planning Officer

When contacting duty officer or emergency planning officer be prepared to give the following information:

- Quote 'operation duke'
- Your full name
- The telephone number you are calling from
- Name of group involved
- Exact nature of the incident
- Is a fatality involved? Has it been confirmed? By whom?
- Full name(s) and ages of injured person(s)
- Exact nature of injuries
- Whether local police or emergency services have been informed
- Whether any next of kin have been informed, if so, how?
- If contacting Emergency Planning Officer, name and number of unobtainable duty officer

CHECKLIST FOR ALL OFF-SITE ACTIVITIES

The following checklist may prove useful in the planning and administration of an educational visit, but it must not be used in isolation and the relevant sections of the guidelines must be read in full. Simple day visits not requiring transport or involving hazardous activities may not need to be processed in this way but the list may still prove useful as an 'aide memoire'.

'Who' is the most appropriate person to perform the task, not necessarily the party leader. A name or initial should be used.

'When' indicates when the task needs to be completed.

'Done' shows that the task has been carried out – the box should be dated.

	Who	When	Done
Initial Planning			
Have the aims and objectives been set?			
Will the visits, aims and objectives be linked to part of a structured programme of classroom learning, prior to and following the visits?			
Has the date been initially identified?			
Has the venue been initially identified?			
Has the composition of the group been identified?			
Have the supervisory requirements been identified?			
What is the cost and who will pay?			
Initial approval from EVC and head of establishment.			
The venue			
Has a venue been chosen, having considered best value, soundness of reputation and its ability to meet the aims and objectives?			
The preliminary visit			
Has a preliminary visit been undertaken?			
Has the checklist been completed if appropriate?			
Risk assessments			
Has a satisfactory risk assessment been completed?			
Have the young people been involved in the risk assessment?			
Have all outcomes of the risk assessment been shared with all appropriate members of the party?			
If appropriate, has the risk assessment been approved by the LEA?			
Have any contractors' risk assessments been checked by the Adventure Activities Licensing Authority or the LEA?			
Staffing			
Have staff been identified and booked with the Cover Manager?			
Are the members of staff capable of meeting any special needs that might be in the party?			
Do staff need any special training or qualifications?			
Is there an appropriately trained first-aider available to the party at all times?			
Have all supervisors understood and agreed their roles and responsibilities with the party leader?			
Has a hierarchy been put in place and made clear to all in the party?			
Have all staff signed a medical disclosure form identifying any			

medical needs they have?			
Have all Criminal Records Bureau checks been satisfactorily completed? Allow 10 weeks for this process.			
Have a duty officer and a home contact ('Duty Officer 2' on the electronic form) been identified?			
Preparing young people			
Have the young people been involved in the preparation and planning of the visit?			
Do the young people know what standard of behaviour is expected of them?			
Do the young people know any rules and regulations they must adhere to?			
Do the young people know who their leaders are?			
Have the young people been properly prepared, trained, qualified and tested to undertake the planned activities?			
Do the young people possess hidden identity cards?			
Do they know what to do if lost or separated?			
Do they know what to do if approached by a stranger?			
Have pocket money limits been identified?			
Preparing parents and carers			
Are parents and carers fully aware of what all aspects of the visit entail, including cost, timings, venue and activities?			
Have parents and carers given informed consent for all activities to take place?			
Have parents and carers disclosed medical details and given medical consent?			
Have parents and carers given consent to use the various methods of transport involved?			
Have parents and carers attended a pre-visit briefing and question-and-answer session?			
Has dietary information been gained?			
Are parents and carers aware of the kit list?			
Has a phone tree been set up to communicate with parents and carers?			
Does the party leader have emergency contact details for all parents and carers for the duration of the visit?			
Health and general welfare			
Has first aid been considered as part of the risk assessment?			
Has appropriate first aid equipment been brought on the visit?			
Are designated supervisors aware of and suitably trained to administer young people's medication?			
Have all young people's medicines been collected and clearly labelled?			
Are dosages and timings for medicines clearly understood?			
Do you have the contact details of local doctors and hospitals?			
Do all party members have the appropriate clothing for either cold or very hot conditions?			
Equipment			
Has a kit list been issued to the young people?			
What equipment should the school/youth group take – including party and leader equipment?			
What equipment will the contractor provide?			
First aid kit(s)?			
Transport			

What are the transport needs?			
Obtain quotes (reputable rather than cheapest).			
Check insurance.			
Has transport been finally agreed and booked?			
Have the relevant public transport services been made aware where and when your party will be travelling with them?			
If parents' cars are used, have they confirmed that they possess adequate insurance, tax, and MOT, where appropriate?			
Is there back-up transport in the event of an emergency or a breakdown?			
Hazardous activities and higher-risk environments			
Has approval been sought from the LEA?			
Have the activities been checked by the Adventure Activities Licensing Authority?			
Has someone (usually the LEA) checked activities not covered by the Adventure Activities Licensing Authority?			
Finance			
Costing (produce)			
Communicate to parents			
Collection schedule – devise			
Collection schedule – communicate			
Receipts – start			
Receipts – end			
Bursary			
Account/Balance sheet			
Refunds – calculate/give out			
Pocket money – calculate			
Pocket money – communicate			
Insurance			
Check cover for visit			
Communicate level of cover			
Communications			
Plan schedule of communications			
Emergency communications (plan and tell parents)			
Mobile phone for party leader?			
Accommodation (where appropriate)			
If centre has not been used before, describe and confirm suitability with head of establishment			
Check if hot water/showers			
Fire drills and procedures			
Fire exits			
Local Authority Registration check (if one exists)			
Environment			
Out of bounds areas identified			
Communicated?			
Marked?			
General			
On-site phone numbers			
24-hours contact number for site			
Approval – received from:			
Head of establishment			
EVC			
Governors			

LEA			
Post-course evaluation			

Kings International College for Business & the Arts
College Trip – Quote for Cover

Section 1: To be completed by Party organiser & passed to Cover Office

Trip Details

Name of trip:..... Date:.....

Dept:..... Date of Trip:.....

Details of trip:.....

Names of staff requiring cover:

Section 2: Completed by Cover office and returned to Party Organiser

Cover

Cost of cover:£.....

Please note that arrangements have been made with Supply Agencies to provide the above cover.

You must notify the cover office immediately:

- Date has changed
- Staff have changed
- Trip has been cancelled

Section 3: To be completed by Party Organiser and passed to Finance Office

Transfer of funds

Total cost:£.....

Transfer date:.....

Account reference:.....

Authorised signature:.....

PARENTAL CONSENT FORM

Kings International College for Business & the Arts

1. General Consent

A journey to _____ (place)

from _____ (date) to _____ (date)

I wish my son/daughter _____ (name of child) of Form _____

to be allowed to take part in the above-mentioned school journey and, having read the attached letter, agree to his/her taking part in any or all of the activities described.

I have ensured that my child understands that it is important for his/her safety and for the safety of the group that any rules and any instructions given by the staff in charge are obeyed.

I accept that, if my son/daughter does not meet the requirements as to conduct, he/she may be returned home, accompanied by an adult, before the end of the journey and that I may be required to bear the cost of this; also the cost of any loss or damage caused by my son/daughter which is not covered by the School's insurance.

2. Medical Information

Please **delete and complete** the following as is appropriate:

My child has _____ no illness, allergy or physical disability *

_____ the following illness or physical disability *

**Cross out which does not apply*

Which necessitates the following medical treatment:

I consent to any emergency medical treatment necessary during the course of the visit.
I consent/do not consent* to my son/daughter being given a mild painkiller (paracetamol) if considered necessary by the party leader.

**Delete as applicable*

3. Dietary Requirements

Please outline any specific dietary requirements for your son/daughter:

4. Declaration

I undertake to inform the Trip Leader as soon as possible of any change in the medical circumstances between the date signed and the commencement of the journey.

I may be contacted by telephoning the following numbers:

Parent 1 Work: _____ Parent 2 Work: _____
Parent 1 Home: _____ Parent 2 Home: _____
Parent 1 Mobile: _____ Parent 2 Mobile: _____

My home address is: _____

If not available at above, please contact:

Name: _____ Relationship to student _____
Telephone number: _____
Address: _____

Name, address and telephone number of family doctor:

Signed _____ Parent/Guardian

Appendix G

BEHAVIOUR CONTRACT

Name of student Date of birth

Address

.....
.....
.....

Telephone Number

I (name) of (form)

understand and accept the code of behaviour for Kings International College and I will not:

- a) smoke
- b) drink or buy alcohol, if under the age of 18, or subject to parental permission
- c) carry/buy a weapon of any sort
- d) buy/carry explosive material or anything which could cause a fire
- e) behave in such a way as to endanger others
- f) carry a mobile phone
- g) intimidate or ridicule others through any type of bullying (including cyber-bullying)

I will:

- a) listen to and obey instructions from members of staff
- b) return to base promptly at the given times
- c) behave in a courteous and respectable manner
- d) remain always in groups of no fewer than four

Student's signature

Parent's signature

Date

FREQUENTLY ASKED QUESTIONS

Answers to most queries can be found by consulting the exhaustive guidelines from Surrey County Council which can be found in a PDF document in the staff shared area. However, there are some questions which are asked so frequently, it is worthwhile providing answers below in this readily accessible format:

Q. What are our insurance arrangements?

A. We use the insurance package which we have bought back from the County Council. Our insurer is Chubb Insurance Company of Europe and our policy number is 64770398. Details of this scheme are available on pages 3 – 4 of the SCC guidelines. Parents should be informed about the nature and extent of the insurance being taken out on their behalf. Some trips may require additional insurance arrangements e.g. expeditions abroad and winter sports.

Q. What is my duty of care as a supervising adult?

A. Adult supervisors in charge of young people during a visit are considered to be *'in loco parentis.'* They have both a duty of care towards those young people and a common-law duty to act as a reasonable, prudent and careful parent would in similar circumstances. Adult supervisors should not hesitate to act in an emergency and to take life-saving action in an extreme situation.

Q. What is the required supervision ratio?

A. This is no single recommendation as the ratio must be based upon the nature of the activities being undertaken and your associated risk assessment. However, as a minimum there should be 1 adult for every 10 – 15 young people, with at least two adults on every visit. For mixed groups there should be both male and female adults present. On residential or foreign visits, the ratio should be reduced to 1 adult for every 10 young people.

Q. Am I expected to be 'on-duty' day and night on residential trips?

A. No. Residential visits are very demanding of supervisors and it is extremely important that staff are given some time off when they are not 'on duty'. Otherwise, supervisors may become overtired, reducing their ability to effectively supervise activities. Time off is likely to be in the evenings and should be organised through some sort of rota system that ensures adequate supervision at all times. Those designated as 'on-duty' should either be directly supervising the party or be immediately available as required.

Q. A student with a serious allergy is coming on my trip and may require administration of adrenaline by epipen. I am not trained. Can I prevent this student from joining the trip?

A. No. You must either ensure that a member of staff who has received training accompanies the trip or that you watch the training video which is available from the LRC manager.

Q. What is a hazardous activity?

A. All school journeys are potentially hazardous. However, some activities are clearly more hazardous and visits involving these activities will require approval by Surrey County Council in addition to that of the school. The following activities would be regarded as hazardous: Bathing,

College Management/College Handbooks/Policies

Version no.: 3

Summer Term 2011

Canoeing/boating, Caving, Climbing, Flying, Gorge Walking, Hill/Mountain Walking, Riding, Rowing, Sailing, Ski-ing, Sub-aqua sports, Swimming. This list is not exhaustive and advice should be sought from the EVC if you are in doubt. No hazardous activity should be engaged in when such an activity was not notified on the application form.

Q. What can parents be charged for?

A. It is first of all necessary to decide whether the journey is a 'curriculum-related activity' or an 'optional extra' as defined by the 1988 Education Act. All journeys taking place mainly (i.e. more than 50%) within school hours are automatically deemed to be curriculum related. Where overnight stays are involved the test is based on the number of half days (ending at noon or midnight) of school missed compared to the total number of half days away. Journeys outside school time but which are required for an examination syllabus are also considered to be curriculum related.

Consequently, journeys which fall mainly outside school time and are not required for an examination are 'optional extras' and may be charged for.

On curriculum-related journeys it is only permissible to charge for Board and Lodging. However, it is permissible to ask for *voluntary contributions* towards the cost of such journeys. The letter to parents must make it clear that it is a voluntary contribution, that there is no obligation to contribute and that no pupil will be disadvantaged if a contribution is not made. It can, however, make it clear that without a sufficient number of voluntary contributions the trip will be unable to proceed.

Q. What information needs to be included in the letter to parents?

A. All of the following where applicable:

- Name and address of destination and any other bases; date of visit and duration;
- Travel arrangements including time, dates and places of departure and return (and arrangements for notification of delays), method of travel;
- Passport and visa requirements;
- Whether minimum numbers of pupils required; if so, arrangements for refunding money if number not attained.
- Itinerary, including dates and places of overnight stays;
- Details of anticipated activities and visits in which the pupils will be allowed to participate and whether included in the cost/voluntary contribution of the trip.
- Cost/voluntary contribution and method of payment; details of banking money; name of staff responsible for money; deposit and date after which deposit cannot be returned if cancelling;
- Insurance cover and name and address of insurers including details of what insurance is provided, what insurance is not provided, and optional extras that are suggested;
- Health formalities (i.e. inoculations) and the need to inform the school of any health problems concerning the pupil;
- Name of the group leader and members of staff accompanying the party; arrangements for supervision generally and during specific activities;
- Name and address of travel company through whom arrangements are made;
- Advice on clothing, equipment and pocket money;
- Code of conduct;
- Contact details of the Home Contact ('Duty Officer 2' on the application form).

Q. What is the role of the Home Contact?

A. This is referred to as 'Duty Officer 2' on the online application form, but is different to the role of the Duty Officer. The Duty Officer is the first point of contact for the group leader in case of an

emergency - a fatality or a serious illness or injury. The contact details of the duty officer must not be given to the parents. The Home Contact ('Duty Officer 2' on the application form) provides a channel for communication between parents and the group leader. This can be used for routine matters; for example, to inform parents of delays. The contact details of the Home Contact must be provided to the parents in the letter so that they can contact the group leader if necessary. The Home Contact must retain a copy of the Contact Sheet detailing the contact details of the parents and he/she must be able to contact the group leader at any point during the visit.