

RIVER VALLEY POST-16 HANDBOOK

Company Operations

ADO SERVICES C.I.C.

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ADO RIVER VALLEY HANDBOOK for POST-16

River Valley is run by ADO Services C.I.C. (ADO), a Not For Profit Community Interest Company.

This handbook is designed to provide important guidelines to key areas for customers and service users to follow and form part of your acceptance to all the main ADO Terms and Conditions and Operational Procedures.

This handbook is designed for Post-16 students to read independently. We hope it will be able to provide important guidelines to key areas for you to follow and form part of your acceptance to all the main ADO Terms and Conditions and Operational Procedures.

1. Operating Hours and Site Access

The River Valley hours of operation are from **9.00am** to **3.00pm**.

Site access for vehicles is via the main gate entrance on Keats Road, where there is drop off and pick up parking spaces. The car park is accessible from **8.30am** for service users. We request that vehicles are not parked on Keats Road and our car park is utilised. Do not block any of our residential neighbour's driveways.

If you have a vehicle of your own and are attending for a full day, please ensure that you park on nearby streets, as opposed to parking in our small car park or on Keats Road. All neighbouring streets are not restricted.

The main customer reception area opens at **8.45am** to ensure prompt access for you. However, please note that due to our thorough risk assessment procedures in the morning, we are unable to welcome you into the main learning spaces until **9am**. To access the main reception, leave the car park on foot by walking out the small green pedestrian gate, before walking past the goat enclosure and then through the green customer reception door.

Staff members will then mark you as 'present' on our register, and you will then be invited into the relevant learning zone to start your day. It really is as easy as that!

If you arrive onsite early, it is recommended staying in your transport vehicle for safety in the car park until the main reception opens.

Please note: Vehicle owners park in the customer car park at their own risk. We cannot be held responsible for injuries or vehicle damage in the car park zone.

Our River Valley site is on a residential street, therefore it is not advised that students wait in the street or that transport takes up street parking for residents. Please respect our local residents and support the community by using our facilities and not blocking driveways.

2. Absence and Lateness

If you have not arrived on site by **9:15am** and ADO has not been advised accordingly, the ADO main office will contact the Parent-Carer, and or supporting professionals to confirm you have not arrived. Please note, that as you are a Post-16 student, we may contact you directly if you are absent to explore the reasons why.

To report absences or lateness, please call the main office number on **020 8850 6778**, selecting option 1 and then leaving a voice message, which will be emailed immediately to the River Valley staff team. Alternatively, please send an email to education@adoservices.co.uk that outlines the detail of any absence or lateness.

For more information and further guidance on attendance, please refer to our **Attendance Policy**.

3. A Day in our Post-16 Provision

Our day begins at **9.00am**. You will have 15 minutes to register, store your belongings away and prepare for the day.

You will then have one lesson from **9.15 to 10am** with a morning snack from **10 to 10.15am**. This is then followed by a further two lessons.

Post-16 students break for lunch at **12 Midday** for 45 minutes, with the afternoon register being taken from **Midday to 12.15pm**.

From **12.45-1.30pm** is the first afternoon lesson, followed by a short break from **1.30 to 1.45pm**. After the afternoon break, you then have one remaining lesson from **1.45-2.30pm**. (Please note that as standard, Post-16 students are actively encouraged to engage in 'Independent Learning' throughout our timetable and therefore you may see free periods in certain lesson slots). From **2.30 to 3pm** is our 'Relaxation and or Mindfulness' session. This time is where peer groups are supported by our staff and have the opportunity to engage in therapeutic activities that focus on the present moment, which is to help calm and regroup, prior to going home. Some students also access a 1:1 therapeutic session within the school day (based on assessment and referral request).

3pm is the finish time for you (unless agreed otherwise). You can be collected by transport or parent-carers. **However please note that standard procedure for any Post-16 student is to leave main site independently, whether you are making their own way home or being collected.** If this is not possible, then please ensure we are notified of the situation so we can best support you.

3.2 Peer Mentoring

At ADO we actively encourage and promote 'Peer Mentoring' on site. This means that we encourage older students to spend focussed lessons supporting those in younger key stages. By doing this, we see a positive effect throughout the setting including, more responsible attitude of older pupils and better social bonds across school years.

Peer Mentoring is an important part of our mission to promote 'Mutual-Respect' amongst students and mitigate any forms of prejudice or bullying.

3.3 Lessons and Curriculum

In our Post-16 provision, we encourage our students to play a big part of the subject choices. We appreciate that each of our students may be learning at a different pace and therefore allow you as individuals to take some responsibility and ownership over subject pathways.

We provide specialist career pathways in line with our ethos and as agreed with individual students prior to the start date, these pathways are listed below:

- Animal Science
- Equine Studies
- Adventure Sport
- Business Studies
- Health and Social Care
- Technology
- Countryside and Environment
- Functional Skills (Mathematics/English/ICT)

These career pathways will allow you to have access to recognised courses, which could lead to relevant qualifications such as AQA Unit Awards, BTECS, and Functional Skills.

You will be invited to attend 'Individual Learner Plan' meetings every 6 weeks, which will help you to set goals and manage your study progress.

Although we do have heated and lighted indoor spaces, our lessons are frequently delivered outside, so it is important to consider if this would suit you as an individual!

4. External Trips

You will occasionally leave the site with the supervision of staff members, for pre-planned external trips. This could include, but is not limited to, local open recreational spaces, parks, woodlands, therapy dog walking in nearby residential areas, fitness centres, outdoor water sport centres, climbing centres and equine facilities.

If you wish NOT to attend an external trip, you will need to ensure that we are updated so we can make other arrangements for you on that day.

If you display negative or challenging behaviour whilst on an external trip, we will follow our 'Behaviour Modification Policy' to take relevant action. (We are sure that this will not be necessary, as you will demonstrate maturity and be a responsible role model for your peers)!

5. Homework

Dependent on your chosen pathway, we may set weekly homework for specific subjects, and your submissions would work towards qualifications, such as AQA, BTEC or Functional Skills.

Any set homework will be discussed with you, and a clear due date and method of submission will be explained.

6. Transport

ADO does not organise transport to or from the setting. This must be arranged privately or through the supporting professionals. The ADO main office must be advised of the transportation plans so we know who to expect and can contact them in case of an emergency collection.

7. Subsistence

When attending our provision, we ask that you bring a healthy packed lunch and refillable water bottle. We also recommend bringing additional healthy snacks for break times (you are a growing teen after all)! We operate a healthy eating policy and like to ensure that our students bring lunches that are within our healthy eating policy guidelines.

We are happy to support you with alternative ideas for lunches should you need it.

As part of our promise to the environment, we ask you to be mindful of environmental factors, and therefore limit single use items such as plastic.

8. Clothing and Footwear Requirements

If you are attending ADO then you will be having lessons at the outdoor Poets Corner Centre location and therefore, you must be prepared to attend dressed in suitable named clothing and footwear for the occasion.

For all seasons, please ensure you attend in base layers including trousers or leggings. Skirts, shorts and dresses are **not** suitable for the Outdoor Education site as they provide little protection against weather and when in the woodland areas.

Sensible outdoor shoes are required, for example outdoor walking boots or wellies for wet or winter weather. CROCS, flip-flops or open toe sandals are **not** permitted as these are not suitable for our outdoor activities and do not provide foot support on uneven ground. In winter months, we recommend wellies should be worn with good quality thermal socks as this footwear can prove cold if worn for the full day.

We request that you attend with an appropriate bag, such as a backpack to store your belongings. There will be fresh drinking water available for bottle refills. Hand washing stations are supplied throughout our learning areas and hot water stations are also situated in multiple zones, in addition to a functioning hot shower that can be used in specific circumstances.

If you have turned up wearing inappropriate clothing that are either not conducive to the weather or for the activities they will taking part in, ADO Staff have the right to request that you wear spare, additional, or replacement clothing that we have. If you refuse to wear these items and if we feel this puts you at risk from injury or illness, ADO reserves the right to send you home. You can of course return later in the day if you are then dressed appropriately.

All ADO students must attend with a full change of spare clothes to avoid any emotional dysregulation or discomfort from any potential accidents that may arise.

You will have use of a locker for their bags during the school day.

8.1 Cold and Wet Weather

On cold days, please ensure that you attend with suitable thermal base layers of clothing to retain heat and keep you comfortable.

We ask that you have a named hat or cap suitable to the seasons. Gloves are required and waterproof gloves are highly recommended. A raincoat with a hood is a necessity for every day in attendance.

With the great British weather, who knows whether it will rain or shine so please attend prepared.

8.2 Hot Weather

Please ensure you attend with a suitable high factor sun cream (minimum factor 30), which you can apply directly when needed. If the weather is very warm, it may be advisable to bring insect repellent. Over-knee length shorts as minimum or leggings-cargo trousers with t-shirts must still be worn as this will provide some protection against sunburn or scratches in our forest and woodland areas. Skirts and dresses are not suitable attire for our activities and forest sessions.

Mobile Device and Phone Access

Students that are **NOT** in Post-16 are discouraged from bringing any smart or mobile device to ADO, however if this cannot be avoided, they will need to be handed over at our gate to staff at the start of the session and given back at the end.

As you are a Post-16 student, you will be asked to lock your phone away but you will be able to access it at break times (pending responsible behaviour).

Please read the **Mobile Phone & Smart Device Policy** for all specific conditions for all age groups and services. Those needing a mobile phone for medical reasons may be exempt.

If your parent or carer needs to contact you during the day, this can be arranged via ADO on site mobiles. If this applies to you, please email your specific requests to education@adoservices.co.uk.

10. Medication

Staff members are only allowed to administer drugs if they have been prescribed by a doctor and staff members have written permission from the customer stating frequency and dosage.

If you have any allergies including hay-fever or fur allergies, we strongly recommend you provide a named GP prescription bottle of antihistamine or equivalent in order that we can support you onsite as required. If an allergy flare up is impacting your enjoyment and participation and we do not have any medication to administer, we will call the relevant contact to advise them and arrange collection (if required).

Members of the core ADO River Valley team are first aid qualified and are trained carrying a medical kit at all times.

Staff will administer first aid to you, if and when needed. If you or your Parent-Carer opts to **NOT** to receive medical attention, they must send a signed letter that is sent to the ADO business office and also confirm with them over the phone.

11. Photography

If you or your Parent-Carer does **NOT** want you to have images taken at ADO, we must receive a written email or letter to the ADO office and confirm via telephone at the point of when they are on-rolled.

As part of ADO's growth and development, photos may be used within the ADO website, social media platforms, paper promotions, display boards etc. The photos are to help illustrate our services. ADO will never link an individual's name to their photo, without further confirmation from parents-carers, or individuals themselves. ADO will never sell images or share them with third parties.

If you are completing qualifications such as AQA, Functional Skills or BTECs, ADO staff may need to photograph you completing practical work as part of the course evidence requirements. Photo permission is not required for this as evidence is a compulsory part of completing a course.

12. Challenging Behaviour

Due to the nature of students and young people referred to River Valley, challenging behaviour can arise. We ask for your maturity and responsibility as a Post-16 student. Please ensure that you channel any frustration you may feel at a situation into determination to follow the correct lines of communication. We have many staff and assigned individuals that are on site to help you if you need support surrounding your emotional regulation.

Full details can be viewed in our **Behaviour Modification Policy** in the ADO Library on our website. All challenging behavior is recorded within **Incident Forms** and the relevant contacts will be advised of incidents accordingly.

13. Safeguarding

At ADO, we take the safety of our students, staff and wider stakeholders very seriously. As a Post-16 student, we ask that you join us in taking responsibility for ourselves, and those around us.

If you have a concern relating to yourself or someone around you, please do ensure that you ask to speak directly to one of our friendly 'Designated Safeguarding Officers' (they can be found at the bottom of this handbook).

We appreciate that it can be nerve racking having to speak about a worry that you have, but it is something that has to be done in order to help explore and mitigate further concerns.

Please refer to our **Safeguarding Policy** for further information.

14. ADO Policies and Procedures

If you wish to read our full un-edited copies of all the relevant policies and procedures for the ADO Education team and all associated services, including the River Valley, they can be found on the main ADO River Valley website within the ADO Library at www.adorivervalley.co.uk.

15. Post-16 Provision Checklist

- Labelled Required Medication (including allergy medication if needed)
 - Packed Lunch
 - Snacks
 - Refillable Drink Bottle
 - Suitable Outdoor Clothing
 - Waterproof jacket/coat with hood
 - Warm Layers of Clothing
 - Cold Protection – Hat, Scarf, Gloves, Extra Socks
 - Heat Protection – Hat-Cap and Sun Cream (minimum factor 30)
 - Comfortable Waterproofed Trainers or Outdoor Boots (*Note: Footwear Can Get Very Muddy!*)
 - Wellies or Waterproof Outdoor Boots
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16. Important Contact Information

River Valley is located at:

Poets Corner Centre
19A Keats Road
Welling
DA16 3NB

The ADO main office is located at:

ADO Services CIC,
126 Upper Wickham Lane
Welling
Kent
DA16 3DP

ADO Contact Number – 020 8850 6778

Email – education@adoservices.co.uk

Main Office Hours – 8.30am until 5pm – Monday to Friday (Closed Weekends)

Key Staff

- **Kate O'Brien** – Head of Education, Site Designated Safeguarding Lead (DSL), SENCO Advisor, Quality Assurance
- **Victoria McHolland-Pilcher** – Proprietor, Director of Education, Senior DSO
- **Gary McHolland-Pilcher** – Chief Operating Officer, Health and Safety, Policies & Procedures,
- **Robert Jarvis**- Lead Outdoor Instructor and Manager, Designated Safeguarding Lead (DSL)
- **Joe Greenwood**- Land Support Supervisor, Health and Safety-Risk Assessment of Setting

We hope that you have found this handbook useful, thanks for reading.
