



The Horstead Centre - COVID-19 Secure Plan – 2021.

How the Horstead Centre will adapt to ensure the safety of our staff and visitors during the COVID-19 pandemic.

The Horstead Centre provides residential experiences and bespoke activity days for children. We have the activities, the space, and the connection with nature that many of us have longed for during this pandemic. We hope this document will help our customers when considering how an experience at the Horstead Centre *can* be something to look forward to in 2021.

This plan describes the ways in which we will adapt each of the three core elements of our provision: **Indoor Spaces & Accommodation, Activities, and Catering**; in order to keep our staff and visitors safe by reducing the risk of infection and transmission of COVID-19.

Lateral Flow testing. The team at Horstead will be participating in workplace testing using lateral flow tests as part of our efforts to keep the Centre COVID-19 Secure.

Payment Security. Horstead Centre “*COVID-19 Booking Guarantee*” will ensure that bookings and deposits can move if necessary and with no additional charges. The balance of payment for all experiences with the Horstead Centre are requested only *after* they have taken place.

Additional Measures. The Centre has additional risk assessments and processes covering: each activity, returning to work, cleaning, staff rest-areas, staffing numbers, toilets and washing, sanitisation of kit and personnel, and supervision of groups.

This plan has been compiled in close reference to all of the relevant government-published documents relating to this pandemic and to our sector. It also takes into consideration guidance from our national activity governing bodies, Sport England, National Youth Agency, our insurer, and from Norfolk County Council.

All questions and discussions can be directed to the Centre Manager
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An overview of the experiences that the Horstead Centre plan to provide under different levels of restrictions.

IMPORTANT NOTE: This is accurate at time of publication but will necessarily change according to amendments and clarifications issued by Government and Local Authority. We have used the UK Coronavirus Alert Levels as a guide only. Changes to local and national guidelines will be monitored closely by the Centre.

| Risk Levels | Experiences on offer |
|-----------------------------|---|
| National Lockdown (Level 5) | <p>The Centre itself must remain closed but we <i>can</i> offer.</p> <ul style="list-style-type: none">• ZOOM sessions with schools, to run workshops, nature quizzes etc.• Our professional kitchen is available to hire |
| Level 4 | <p>Under the higher levels of risk and restriction the Horstead Centre <i>can</i> open, but only to limited groups in adherence with government and national governing body guidance.</p> <p>Climbing Cave, Caving and Zipwire are not available.</p> <p>We <i>can</i> offer: Bespoke Activity Days to small groups, families and school groups, which can be adapted to the requirements and preference of each group. Take away catering and packed lunches can be provided and educational visits particularly <i>are</i> allowed.</p> <p>Wellbeing Days. Be close to nature. Canoeing journey, Bushcraft, Campfire Cooking, Environmental Art.</p> <p>Adventure Days. An adventurous blowout! Climbing, Archery, Crate Stacking and Jacobs Ladder</p> <p>Classroom + Activity days. Supporting Learning. Classroom time at Horstead, combined with Team games, Low Ropes, Nature Walk or Canoe Trip.</p> <p>Instructors can visit <u>local schools</u> to run outdoor sessions with students who are attending, within their classroom bubbles.</p> <p>Visits from smaller groups and families are also welcome; we can build a bespoke activity day that meets your needs and wishes.</p> |
| Level 3 | As national and local levels of risk fall, our full range of activities will gradually become available. Fewer restrictions will be imposed on catering and indoor dining. We will accommodate people in overnight stays, although we will maintain a sole occupancy policy and may reduce capacity in each room when accommodating. Ratios between instructing staff and visitors will remain limited; for numbers see page 4. Hand washing, good ventilation and clear signage are still in place. |
| Level 2 | The Centre will be available for mixed groups up to a certain size for Birthday Parties etc. The larger rooms are available to hire; for essential training , to external providers. |
| Level 1 | Our full range of experiences is on offer but with some restrictions and safety measures still in place. Hand washing, clear signage, good ventilation, sole occupancy and certain restrictions on the use of space and catering still in place. |

COVID Secure Plan: 1. Use of Indoor Spaces & Accommodation

During some levels of restrictions we will not be able to offer overnight accommodation but we are happy to move a residential booking to a more suitable time, or to adapt the booking to Activity Days instead.

IMPORTANT NOTE: You must not visit the Horstead Centre if you have any COVID-19 symptoms, or if you have been in close contact with somebody who has symptoms or a recent diagnosis.

| Category | Measures in Place |
|--|---|
| Briefings and Welcome | All groups will be welcomed and briefed on our COVID-Secure measures upon arrival. This will happen within our largest rooms or outdoors. Sub-groups for activities will be chosen <i>before</i> the visit and so these briefings are likely to occur in those sub-groups. Bedrooms, toilets and dining facilities will also be pre-allocated to sub-groups and will be clearly marked. |
| Sanitisation and temperature checking | We will ask each visitor and staff member to take their temperature upon entering the Centre. Any person with a temperature consistently above 38C will be re-tested after 10 minutes and if necessary refused further involvement. Sanitisation is available throughout the Centre. Visitors will be reminded regularly to clean their hands, particularly when moving between outdoors and indoor spaces and before and after eating. |
| Space | Whilst subject to higher levels of restrictions, we can allocate spaces for socialising, eating and sheltering from weather to each sub-group. We have three large downstairs rooms but will aim to keep as much socialising outdoors if the weather permits. Additional Marquees will be sourced to support this. |
| Bedrooms | Bedrooms will be allocated before a visit. We will keep visitors who share a bedroom in the same groups for their activities and meal times, or combine them with one other sub-group. All visitors are asked to not socialise in each others rooms. Rooms are to be kept well ventilated when not in use. Adults will be allocated individual rooms where possible. During times of higher risk we will consider reducing the numbers in each bedroom. |
| Information | Each visitor will complete a medical and consent form which contains a COVID-Secure Statement. We ask that our group leaders also scan the NHS Test and Trace QR Code and follow the test and trace guidelines should anyone develop symptoms. |
| Face Coverings | Instructors, and adult visitors may be asked to wear masks indoors when not eating depending on the guidance at the time. |
| Distancing | We will ask all adult visitors to maintain a 1M+ distance whilst inside the building and we will provide more than adequate space to allow this. |
| Cleaning and Ventilation | The Centre will always be thoroughly cleaned and sanitised before <i>and</i> after each group's visit. Door handles and high-use surfaces will be wiped regularly down during the day. Ventilation is crucial and we will keep the Centre well ventilated throughout our visitors' stay. |
| Toilets | We have multiple toilet/washroom facilitates and we will allocate facilities to each sub-group that stay together for the whole visit. Instructors will use separate bathrooms and will be provided with adequate space for their breaks to happen whilst remaining 1M+ from each other. |

COVID Secure Plan: 2. Activities.

Some of the measures described below will reduce as restrictions are eased. We will also happily adapt our plan to suit the preferences and policies of our visitors so long as they still meet the requirements of our COVID Secure plan and risk assessments.

| Categories | Measures in place. |
|------------------------------|---|
| Briefings and Welcome | Upon arrival to each activity all groups will be welcomed and then briefed on our COVID Secure measures. Instructors will participate in a daily briefings to review and improve our activity COVID Secure processes. |
| Ratios | Ratios of visitors to instructors will be limited according to the level of restriction currently in place. No more than 1-8 in times of higher restrictions, moving to a maximum of 1-15 as the national and local risk decreases. |
| Activity Group Sizes | Our activity group sizes will be reduced in the highest levels of restrictions. 8 individuals per group ideally; moving to up to 15 in the lower levels. Groups must be composed of people who are in school or family bubbles under the higher tiers of restrictions and must not mix with other groups on activities. The same instructors and teachers/leaders will stay with their groups throughout the whole day where possible. |
| Activities | Some activities will not be available under the higher levels of restrictions. Climbing Cave, Zipwire and Caving involve close supervision and/or enclosed spaces and will not be open under the higher restrictions. All sessions will either be 15 mins shorter or fewer activities will be allowed during a full day. This is to allow time for sanitisation of equipment between groups. Where possible we will stagger sessions so that handwashing, drinks and toilet breaks between sessions can go ahead without crowding. |
| Distancing | Instructors will maintain a 1m+ distance from visitors, where possible. In certain circumstances this will have to be lessened for safety reasons ("clipping in" harnesses, archery coaching etc.) but masks will be worn when this happens. |
| Sanitisation | Sanitisation for staff and visitors is available at all activities, to be used before and after each "turn." The Centre will provide alcohol-based gel but also recommends that individuals bring their own if they would prefer. Handwashing with soap and hot water is essential when moving from activities to indoors; hot water and soap will be available within the allocated washrooms. |
| Equipment | All activity equipment will either be thoroughly sanitised before and after use, or quarantined for a minimum of 72 hours. |
| Weather | Most of our activities will go ahead in most weathers. However sometimes shelter from the elements, warming-up or changing facilities will be needed. Upon each group's arrival our staff will make it clear which space and facilities are allocated to each group for these purposes. |

COVID Secure Plan: 3. Catering

The Horstead Centre runs a professional kitchen and maintains the highest 5-star food hygiene standards. These measures represent the additional precautions that will be in place during times of higher risk.

| Category | Measures in Place |
|--|--|
| Menu Choice | All groups will offered various catering choices before their visit. This is usually settled upon roughly 5 weeks in advance of a visit. Under the higher levels of restrictions we can provide packed lunches or hot “takeaway” food during Activity Days. This will be prepared and made available for collection from the dining room or for eating in each groups allocated dining area. <i>*Takeaway food options include pizza, jacket potatoes etc.</i> |
| Serving | During the very highest levels of COVID restrictions, kitchen staff will not serve food directly to customers. They will prepare it and present it ready for collection from the dining room. Condiments will be provided in individual sachets and drinks pre-poured into disposable cups. Under eased restrictions we will resume serving in person. The task of serving is allocated to the same staff that have prepared the food. |
| Dining Areas | Whilst subject to higher levels of restrictions, it is possible to allocate multiple spaces for eating. We have three large downstairs rooms allowing us to keep visitors in the same groups that they are allocated to for their activities and bedrooms. Food can be collected from the Kitchen without visitors going through each other’s dining rooms. |
| Staffing | During COVID restrictions, only named kitchen staff will be involved with preparing, cooking and serving of food. Under higher levels of restrictions they will not use the other areas of the Centre at all, and will access the Kitchen through a separate entrance instead. In the event of a key member of Kitchen staff having to self-isolate, the Centre will provide food from a local reputable catering company or shop. |
| Sanitisation and temperature checking | All Horstead staff will take their temperature upon entering the Centre. Any person with a temperature consistently above 38C will be re-tested after 10 minutes and if necessary refused entry to the building and activities. Kitchen staff will regularly wash their hands with sanitizing soap and hot water and will remind guests to do the same before eating. |
| Face Coverings | Kitchen staff may be asked to wear face coverings when preparing food, plating up and serving, depending on the guidance at the time. |
| Distancing | Kitchen staff will maintain a 1M+ distance from each other whilst preparing food. |
| Cleaning and Ventilation | The Kitchen is always be kept meticulously clean; this is the responsibility of the Head Chef to facilitate. Our kitchen, equipment and utensils etc. will be fully cleaned and sanitised before <i>and</i> after each group’s visit. Door handles and key surfaces especially will also be regularly cleaned down during the day. Everything possible will be sterilised. We will keep the Kitchen well ventilated throughout. |
| Toilets | Kitchen staff have access to separate toilet/washroom facilitates from the other staff and visitors. |

Supporting Documents:

Below is a list of some of the contributing documents used in the development of this plan. This is not an exhaustive list and some of this guidance will change over time. The Horstead Centre is committed to monitoring both national and local guidance and we will adjust our provision and procedures accordingly.

For providers of educational visits and sports to schools and to the public.

DfE: [Schools coronavirus \(COVID-19\) operational guidance \(publishing.service.gov.uk\)](https://www.gov.uk/government/publications/schools-coronavirus-covid-19-operational-guidance)

BEIS + DCMS: [Providers of grassroots sport and sport facilities: Guidance for people who work in grassroots sport and sport facilities](https://www.gov.uk/government/publications/providers-of-grassroots-sport-and-sport-facilities-guidance-for-people-who-work-in-grassroots-sport-and-sport-facilities)

DfE: [Keeping Children Safe in Out of School Settings](https://www.gov.uk/government/publications/keeping-children-safe-in-out-of-school-settings)

DfE: [Protective Measures for O OSSs. – 29th March onwards](https://www.gov.uk/government/publications/protective-measures-for-oosses---29th-march onwards)

DCMS: [Coronavirus \(COVID-19\): grassroots sports guidance for the public and sport providers](https://www.gov.uk/government/publications/coronavirus-covid-19-grassroots-sports-guidance-for-the-public-and-sport-providers)

Reopening and becoming COVID Secure

Cabinet Office: [Guidance: Coronavirus \(COvid-19\): Meeting with others safely \(Social Distancing\)](https://www.gov.uk/government/publications/guidance-coronavirus-covid-19-meeting-with-others-safely-social-distancing)

DCMS: [Working safely during coronavirus \(COVID 19\)](https://www.gov.uk/government/publications/working-safely-during-coronavirus-covid-19)

HSE - www.hse.gov.uk/coronavirus/working-safely/index.htm

Cabinet Office: [Re-Opening Certain Businesses](https://www.gov.uk/government/publications/re-opening-certain-businesses)

BEIS + DCMS: [Hotels and other guest accommodation - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/hotels-and-other-guest-accommodation-working-safely-during-coronavirus-covid-19-guidance-gov-uk)

UK Hospitality: [COVID19 SECURE GUIDELINES FOR HOSPITALITY BUSINESSES](https://www.hospitalityuk.org/covid19-secure-guidelines-for-hospitality-businesses)

ACAS [Coronavirus \(COVID-19\): advice for employers and employees](https://www.acas.org.uk/advice/coronavirus-covid-19-advice-employers-and-employees)

Food.gov.uk - [Adapting restaurants and food delivery during COVID-19](https://www.food.gov.uk/advice/adapting-restaurants-and-food-delivery-during-covid-19)

Defra: <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

National Youth Agency (NYA) -

[Managing youth sector activities and spaces during covid-19](https://www.gov.uk/government/publications/managing-youth-sector-activities-and-spaces-during-covid-19)

[Providing youth activities during covid-19 lockdowns](https://www.gov.uk/government/publications/providing-youth-activities-during-covid-19-lockdowns)

Outdoor Education Advisers' Panel (OEAP) - Norfolk County council has adopted their guidance.

<https://oeapng.info/downloads/download-info/>

Please contact us.

We invite all prospective visitors to the Horstead Centre to contact the manager in the first instance, to discuss how we can work together to make each individual visit safe, responsible and enjoyable.

Thank you.

William Mills

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