



Viridor laing (Greater Manchester) Limited

Guidance on making a group visit to Viridor Laing (Greater Manchester) Ltd The Waste Experience Centres



 recycle for Greater Manchester



Contents

Introduction	3
What we will provide	3
Visit checklist	4
VLGM Safe Operating procedures and information	5
Risk Assessment - RA-SOP	5
CRB and vulnerable adults	5
Photographic Consent	5
Physical Protection and first aid	6
Personal property	6
Photography agreement	7
Post visit evaluation	7
Complaints	7
Contact us	8



Introduction

This guidance aims to inform all those responsible for the management of a site visit of the good practice identified, which allows visits to proceed with confidence, knowing that all reasonable precautions have been taken to ensure the safety of the participants.

What we will provide

Viridor Laing (Greater Manchester) Ltd (VLGM) is committed to providing a well organised, interesting, interactive visit.

We will provide an experienced, knowledgeable facilitator who will:

- Ensure the visit enables the participants to achieve the learning outcomes intended and as shown on the session plan
- Ensure that adequate arrangements are planned and implemented for the safety and well being of all participants while on the visit.
- Ensure that all staff are fully briefed as to their roles and responsibilities.
- Ensure that all participants conduct themselves with due respect for the working environment

On the confirmation of your visit, the VLGM visit leader will provide you with:

- A session plan
- Relevant risk assessment information
- Directions to the site
- 'making a site visit' guidance
- Ethnicity monitoring form (see page 7)

Terms used in this guidance

Group leader = the person who retains overall responsibility for the group for the duration of the visit E.g. Community group leader or youth worker.

Visit leader = the VLGM person responsible for coordinating and delivering the visit activities on the day. E.g. the VLGM Education officer



Visit checklist

Use this checklist to help you prepare for your visit

ACTION	ACTION DONE	Notes
Pre visit preparations		
When booking your coach for Pilsworth visits, please make it clear that they will need to stay for the first 1.5 hours to transport the group between the power plant and landfill site.		
Discuss / Agree arrival and departure times with VLGM visit leader also any special visit requirements e.g. SEN /mobility		
Read through and share the risk assessment action points with any staff who will be accompanying the group		
Agree roles and responsibilities with any staff / helpers who will be accompanying the group		
Inform group of the recommended clothing and footwear/ packed lunch as appropriate (see page 5)		
Provide a mobile phone contact to VLGM visit leader (unless already done so on booking form)		
On the day		
Bring a completed ethnicity monitoring information form for your group		
Be clear exactly <i>where</i> you are meeting the education staff as the education centres are not on the main sites at both the Bolton TRF site and the Pilsworth landfill site.		
Obtain and bring on the day a mobile phone and - a contact phone number for VLGM visit leader education staff in case of delay		



VLGM Safe Operating procedures and information

Risk Assessment - RA-SOP

VLGM has compiled an independent risk assessment to identify significant foreseeable risks to participants of Educational Site Visits. We have taken necessary precautions to reduce the risk of harm to an acceptable level while recognising that it cannot be entirely eliminated. The VLGM visit leader has a responsibility to ensure all participants adhere to company safety rules and regulations while on site and may enforce them where necessary.

You (and any other accompanying adults) should familiarise yourself with these risks / hazards and what precautions will be taken to minimise these risks. Any participant not complying with these regulations, thus placing themselves or other party members at risk, will be requested to withdraw from activities.

Group leaders are welcome to visit the site prior to a proposed visit by appointment only. The VL Officer will be happy to discuss the risk assessment and individual group needs and to assist the planning of a programme of work to ensure that participants get the most from their experience.

Split parties: During a visit and depending on the size of the party it may be necessary to split the group for periods of time into smaller groups. However, it is expected that the group leader will always be in a position to offer assistance promptly should the need arise.

Access issues:

Individuals with accessibility requirements will be assessed before admission to the plant / operational areas can be agreed but VLGM hopes to include all guests where practical.

CRB and vulnerable adults

VLGM Education Officers have undergone an Enhanced Criminal Records Bureau check. On any visit to our sites, there will be non CRB checked individuals (employees or members of the public). These individuals e.g. the site manager, may or may not be directly involved in the visit. For example, they may lead a small, accompanied group on site. However, the involvement of non CRB checked individuals will be minimised or managed and controlled. They will never be in a position where they will have prolonged, unobserved access to any vulnerable adults.

Photographic Consent



VLGM may, on occasions, wish to publish features in news articles both internally and externally and may request that an individual gives consent before permitting any recording or publication of images.

Physical Protection and first aid

- Personal protective equipment (PPE) will be supplied by V LGM. All members of the party will be issued with a high visibility vest and hard hat and are expected to follow instructions of when to wear these. All participants are requested to wear sensible clothing appropriate to the time of year as obviously a significant proportion of the visit will take place outside.
- Good, strong sensible footwear suitable for an industrial environment is particularly important. No thin soled shoes (such as dolly shoes), high heels or open toed sandals. Please stress this on any pre visit correspondence to the participants
- There may be occasions when the group will be issued with protective safety glasses to protect from dust or ear defenders for noise.
- Participants will actively be discouraged from picking up or touching any items whilst visiting these waste management facilities. However, we advise that all visit participants cover wounds, cuts and grazes with water proof dressings.
- Hand washing facilities / hand wash gel will be available and their use encouraged during the visit.
- The Education Officers are nominated First Aiders and there will be additional trained first aid staff on each site and first aid kits available. VLGM reports and records all incidents as per company policy; however you may also need to follow your own incident reporting procedures.

Personal property

At the education centres, it will be possible to lock away personal items prior to going on site should it be necessary.



Photography agreement

Groups and individuals are welcome to take photographs during a visit but must agree to the following:

- To seek permission and approval for any individual images that you wish to publish in the public domain. In other words, if you wish to use a particular image on for example, a newsletter to home, a school website etc that will be seen outside of your school / organisation you will contact the education officers to approve that image.
We will reserve the right to take action should you use the image in any way described without having obtained prior approval.
- You are welcome to use other images internally, for example on powerpoint presentations, pictures on classroom wall displays etc without approval.

Unless you write to us specifically to the contrary, we will take your reading of this document as your agreement to comply with the above conditions.

Post visit evaluation

VLGM welcomes feedback on visits to assist future planning and is committed to improving standards in all areas. As part of this commitment we request that groups and participants take part in our evaluation and monitoring scheme by completing the forms provided at the time of the visit. We may be asked to report on visit numbers and ethnicity by Greater Manchester Waste Disposal Authority and request your support in providing this information prior to the visit.

Contingency

These visits are to operational sites and as such the site may be closed at short notice. In this event we will endeavour to make alternative arrangements for your activity to take place on the same day but circumstances may dictate that the visit is postponed. It is vital that mobile contact numbers have been exchanged prior to the visit for this or any other unforeseen problem with the visit e.g. transport, traffic, illness etc

Complaints

In the event that you are unhappy with your visit, you are encouraged to discuss it in the first instance with the Education Officer. However, should you wish to make a formal complaint please contact:
cimservice@gmwaste.co.uk
Phone: 01204 854210

We look forward to working with you and your group



Viridor laing (Greater Manchester) Limited

Should you wish to discuss anything with regard to your visit please use the numbers below.

Contact us

Education Officers:

Alison Heaton: 01204 374 223 (direct dial Hurstwood Court Bolton)

Denise Catley: 01204 374 222 (direct dial Hurstwood Court Bolton)

Postal address:

e mail: education@viridor-laing.co.uk

The Education Officer

Viridor Laing (Greater Manchester)Ltd

Unit 4 Hurstwood Court

Raikes lane Industrial Estate

Bolton BL3 2NP



Appendix 1

Ethnic and Cultural Heritage monitoring

Please give your best estimation of numbers or percentages of diversity within your group as below

category	Number individuals	
White British		
White Irish		
Any other white background		Please specify
Black or Black British Caribbean		
Black or Black British African		
Any other Black background		Please specify
Asian or Asian British Indian		
Asian or Asian British Pakistani		
Asian or Asian British Bangladeshi		
Any other Asian background		Please specify
Mixed White and Black Caribbean		
Mixed White and Black African		
Mixed White and Asian		
Any other mixed background		Please specify
Chinese		
Other Ethnic Group		Please specify



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