

# The Roseland Centre

## Hire & Residential Welcome Pack



This welcome pack contains vital information regarding your stay at The Roseland Centre using our accommodation and all its facilities.

**“Your gateway to nature’s playground”**

The Roseland Centre, St. Just-in-Roseland, Truro, Cornwall, TR2 5JA – Charity Number 1186095

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## 1) Introduction

A huge, warm welcome to The Roseland Centre!

Nestled amidst the Jurassic wonders and stunning scenery of south Cornwall's Roseland Peninsula, we are very proud to offer a haven for explorative, adventurous, cultural and developmental experiences and services for groups of all ages and individuals alike. Whether you're seeking inspiring outdoor learning, captivating and transferrable experiences, group training space, supportive courses for your team or collection of learners, volunteering opportunities indoors and out or simply a chance to reconnect with nature and lift your precious spirits and emotional intelligence, we endeavour to remain as bespoke as possible to provide and support not just the Community and environment we love, but beyond the County too.

Our Centre has lived through many lifetimes! The main 1893 building boasts a fascinating history and heritage being the local Methodist School of the Victorian era whilst the rest of the site has been developed periodically over the last 50 years. Since becoming the Charity we are now, the Centre has been beautifully renovated to the needs of our current custom and vision. The Roseland Centre is **your gateway to nature's playground** in an Area of Outstanding Natural Beauty.

We specialise in providing experiences and supportive activities for child to adult groups from all backgrounds and needs, facilitating residential school/youth activity camps, accommodating up to x30 participants with x4 supporting members/teachers. We also host volunteering events and host community-based services and workshops.

Let us help you reconnect with communities, yourself and each other whilst supporting and celebrating a purposeful and people centred local Charity.

We very much look forward to welcoming you to The Roseland Centre!

The TRC Team

## 2) Our responsibilities

To keep you safe, happy and informed whilst providing your “TRC experience” to you or your group.

## 3) Your responsibilities

### 3.1 Before arrival:

- Complete and return the TRC Booking Form.
- On receipt of the detailed programme/residential correspondence please check the information and allocate dorms for your group as appropriate, (using TRC Floor Plan as a guide if required).
- Complete the TRC Group Booking Register and return as above, (can also be done upon arrival).
- Make sure all dietary requirements, allergens, disability and medical needs are detailed on the TRC Participant/Guest Forms and returned to our enquiries/bookings team.
- Familiarise yourself with the full contents of this pack before arrival.
- Please take time to read this TRC Hire & Residential Welcome Pack and additional T&Cs.
- Please take time to read the TRC Parental/Guardian Acceptance of Risk Statement in full and use if required.
- You are welcome to request access to other documentation if needed, (TRC Normal Operating Procedures, TRC Policy Handbook, (including Policy Statement, General Policies and Safeguarding), TRC Residential Risk Assessment, TRC Privacy Policy, TRC Health Is Wealth Statement, TRC Power Cut Risk Assessment).

### 3.2 On arrival:

- You will be met by a member of our TRC Team.
- Please ensure you are familiar with our fire assemble point, (page 7), emergency contacts, (page 8).
- Please report any concerns regarding accommodation, activities, catering to our TRC Management Team as early as possible.
- Check in is normally 1230 hrs. This is to allow ample time for any previous group to vacate properly and the Centre cleaning/reset to take place before you arrive. On occasions, it may be possible to settle in earlier, but prior arrangement must be sought with TRC Management Team.
- Take part in your quick TRC Centre Induction with a member of TRC staff. All induction documents will need attention/signing by the Group Leader.
- Settle in, sort out sleeping arrangements, luggage and food storage - Have a brew - Enjoy!

### 3.3 Before departure:

- We ask kindly that groups leave the site respectively tidy and clean, (generally, how it was found).
- This includes:
  - Removing all belongings from dorm accommodation areas.
  - Remove all litter from all the rooms booked/used, during your residential experience.
  - Make sure that all washing up is completed, returned to its correct place and all catering areas are cleaned and returned to a tidy and presentable, hygienic condition.
  - Move tables, chairs and benches back to their original location or stacked neatly.

- Make sure all group clothing or footwear is removed from the TRC Drying Store.
  - Make sure all food is removed from the fridges and freezer, (unless otherwise arranged).
  - Report any damages or issues before departure, (see current T&C's for additional information).
  - Make sure all external doors and all windows are closed and locked if TRC staff are not present during your departure.
  - Leave the Centre site safely and quietly, take care pulling out into the adjoining road.
  - Shut and lock the Centre front gate if TRC staff are not present during your departure.
- Take care and hopefully see you again soon!

## 4) Health, safety and general

### 4.1 Major hazards:

The Roseland Centre is located just over ½ km from St Just Creek which leads into the Carrick Roads, (The River Fal). The creek is a tidal body of water with no real fencing or public restrictions on access. There is an obvious riverside, public bridle path that circumnavigates the creek and from St Just-in-Roseland Church, creates several looping hikes that split off in many ways – one being a route that takes you all the way to St Mawes Castle.

Apart from the obvious dangers of tidal rivers and creeks there are other hazards that need to be considered along the riverside. The low tide exposed muddy riverbeds around St Just Creek and beyond, have been known to endanger walkers who have ventured out into them, unfortunately becoming stuck up to the knee, with a rising tide. We advise no walking out into the sinking mud at any state of tide, anywhere along the river.

There are no major hazards onsite, but potentially minor hazards could exist dynamically. A full copy of our current TRC NOP, (Normal Operating Procedures), and TRC Residential Risk Assessment can be made available upon request.

### 4.2 Smoking:

There is no smoking on TRC site except around the fire circle that is located within the north of the site, outside. This needs to have been agreed with by the Group Leaders and TRC Management Team. We respectfully ask all users to refrain from smoking whilst on activity or inside the Centre. A full copy of our current TRC Smoking Policy can be made available upon request.

### 4.3 Shoes:

All guests who participate in an outdoor activity-based experience with TRC are informed of the suggested outdoor footwear guidance. With this, acceptable shoes whilst on activity are:

- Trainers/laced shoes.
- Hiking boots/outdoor shoes.
- Wellington boots, (no whilst taking part in paddles sports).
- Closed toe wetsuit boots/beach shoes, (for beach or paddle sport activity).

The following footwear is not advised outdoors around TRC site or on activity:

- Flip flops.
- Open toed sandals e.g. 'reefs'.
- Heels, evening shoes.
- Crocs.
- Bare feet.

We ask that shoes are not worn into the dormitory rooms or shower rooms and all muddy or wet footwear is kept in the TRC Drying Room until needed. Apart from this, clean shoes, comfy slippers, or socks can be worn around the inside of the Centre main halls and other facilities.

#### 4.4 Cover up policy:

We ask that everyone wears at least a no revealing t-shirt and a pair of shorts throughout their visit/stay, (even on warm, sunny days). This is essentially for safeguarding purposes and also to protect participants from any potential strong sunshine.

#### 4.5 Sleeping arrangements:

Our current TRC policy is that groups are normally separated by gender in rooms. Where group members identify as other genders by preference, sleeping arrangements can be discussed with them or the Group Leader/s and reasonable adjustments can be accommodated where appropriate.

#### 4.6 Inside lights out:

Although we are surrounded by supportive neighbours, we suggest that respectively 2100hrs - 2200hrs onward is quiet time both inside and out and that inside lights are dimmed around 2200hrs to completely out by 2300hrs. Also see **Lights around the external of TRC** and **Campfire**.

#### 4.7 Fire procedures:

During your visit to TRC you will be responsible for the fire safety for your group. Please make sure you and your group understand what to do and where the emergency assembly area is. Below is an outline of procedures you need to follow as a group and be aware of during your stay.

During the normal office hours, TRC Management staff should be present at the Centre and be able to assist with evacuation and roll call. Please see the timetable below:

TRC Office Hours:

- *Monday*            *0930hrs – 1630hrs*
- *Tuesday*           *0930hrs – 1630hrs*
- *Wednesday*      *0930hrs – 1630hrs*
- *Thursday*          *0930hrs – 1630hrs*
- *Friday*             *0930hrs – 1630hrs*
- *Saturday*          *Open if group residing*
- *Sunday*            *Open if group residing*

TRC has appropriate, serviced and inspected/certificated firefighting equipment, (see TRC Fire EAP).

#### 4.8 Action on hearing the alarm or discovering a fire:

1. Sound the alarm unless already actioned using the “break boxes” supplied, (see TRC Fire EAP).
2. Make sure yourself and the entire group evacuate to the emergency assembly point immediately.
3. Dial 999 and ask for the fire brigade services and follow any other instructions they advise.
4. Assemble the group and take a register using the TRC Group Booking Register Form.
5. Confirm that everyone is out of TRC building.
6. Contact the TRC Management Team and let them know the situation, (see page 8).
7. Do not return to the building until authorised to do so.

4.9 The fire assembly point is:

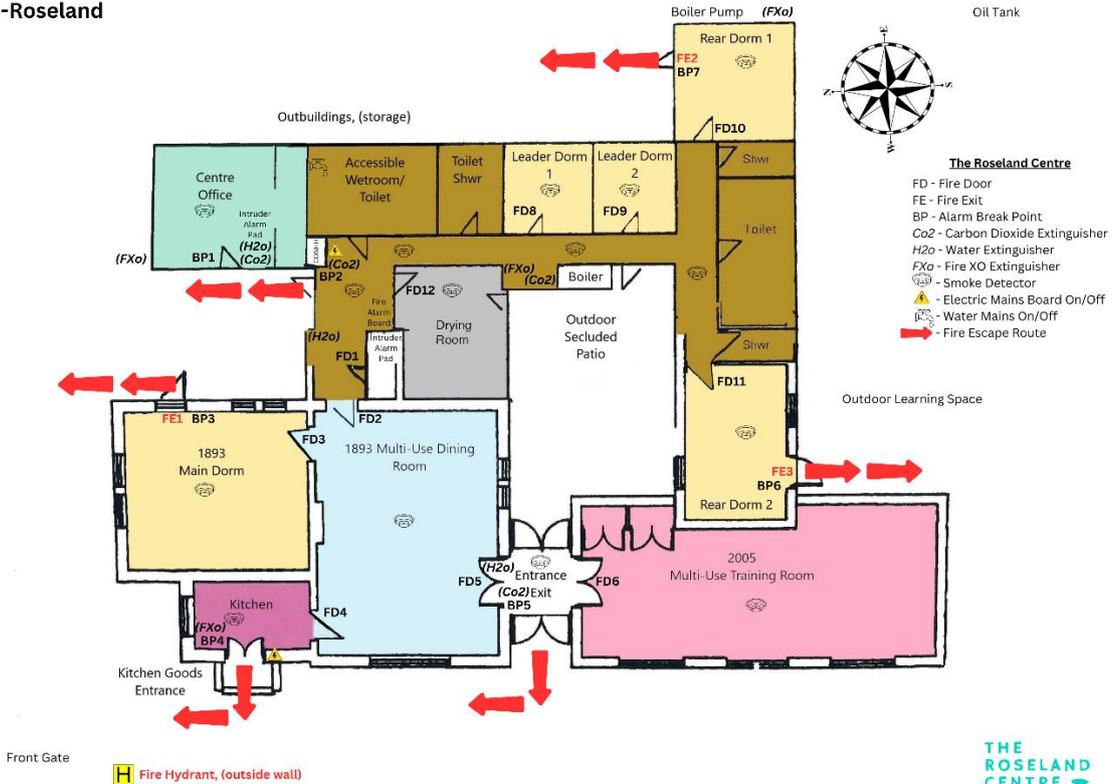
**Around the Campfire located north of the Centre building.**

Current, evacuation plan is shown below and is also located in every Centre room. Please ask everyone to have a set of shoes under their bunk if possible and a coat nearby, in the event of an evacuation in the middle of the night/wet weather, etc.

For all children at primary schools, an evacuation drill on their first night of residential is essential. This will be timed and recorded in the TRC Fire Records File. All other groups can request an evacuation drill. Please see the CM/DCM to arrange this.

The Roseland Centre  
St Just-in-Roseland  
Truro  
Cornwall  
TR2 5JA

**FIRE MEETING POINT**  
**X**



Anyone can use a fire extinguisher when used as a “first aid firefighting appliance” – this simply means when used for escape purposes, for instance when evacuating a building and the exit route is blocked by fire, an extinguisher can be used to subdue, control or even extinguish the fire in order to exit the building safely. In this instance, the operative can follow the manufacturer instructions and operate the extinguisher without training, [Who is responsible for using a fire extinguisher? | Fire Protection Association \(thefpa.co.uk\)](http://www.thefpa.co.uk).

4.10 Lights around the external of TRC:

Externally there is a selection of lighting. These provide good coverage for the majority of the site, entrances, walkways and gated front entrance. In addition to this, when walking around the Centre or external site at nighttime, it is recommended that participants carry a torch with them as well. We ask that all external lights are respectfully switched off when not needed or by 2100hrs - 2200hrs latest unless needed in an emergency.

#### 4.11 Car Parking and vehicles:

- Please stick to the speed limits within St Just-in-Roseland and indeed on The Roseland Peninsula. There can be many agricultural vehicles on the road locally, occasional flooding, livestock being moved between fields and lots of seasonal traffic.
- When parking at the Centre please park onsite, responsibly and within the tarmac area.
- We would kindly ask that no vehicles are parked on the pedestrian path/road parallel to the Centre or within The Bowling Green residential area.
- At the time of writing, there is currently free parking at the south end of the hamlet near the obvious “T” junction, (off the A3078).
- We ask that vehicles bigger than a 16-seater minibus do not attempt to enter TRC carpark.
- Although there is a lockable front gate, vehicles are left inside at the driver/owner’s risk.

#### 4.12 Safeguarding and accidents:

Toilets and showers - TRC has plenty of individual toilet and shower facilities for everyone to use within the Centre. We recommend that group leaders use the accessible wet room for the duration of the booking, (see the TRC Floor Plan if needed).

Accommodation - we recommend that adults do not share rooms/tents with children unless they are presented as a family group. Aside to this specifically, there may be situations where groups may have an adult in the same room/tent as a young person to support specific needs. On these occasions we ask that a detailed risk assessment/NOP is carried out by the visiting group and this decision is communicated with TRC Management Staff. The current TRC Safeguarding Policy is available upon request.

Accidents, incidents and disclosures - during your stay when you are not on planned activities you will be responsible for your own safety provision. This includes providing your own first aid kit and first aider. If needed TRC staff can assist.

You need to inform TRC staff if:

- You or a member of your group become injured or ill during your stay.
- You notice something potentially dangerous around the site.
- You have a safeguarding concern.

#### 4.13 Security:

The following security procedures are in place:

- We ask that the front gate is locked by 2200hrs.
- A member of TRC staff will be contactable for the overnight duration of your stay.
- You are welcome to add a “sleep in” member of TRC staff to your booking where needed. This will be costed at £50/night and be timed from 2230hrs-0830hrs, (TBC).

#### 4.14 Centre alarm system:

Connected to the mains with emergency battery power back up. Key operated for testing, etc.

**4.15 Phone numbers:** TRC Office/TRC staff: 07940098860

**4.16 Centre Address:** The Roseland Centre, St Just-in-Roseland, Truro, Cornwall, TR2 5JA.

**4.17 What3Words:** ///teaching.tastes.websites

#### 4.18 Local emergency services/facilities:

<b>Immediate risk to life</b>	<b>Fire, Police, Ambulance, Coastguard</b>	<b>999</b>
Main 24hrs A&E	Royal Cornwall Hospital, Treliske, Truro, TR1 3LQ	Non-emergency: 01872 250000
Falmouth daytime A&E only	Falmouth Community Hospital, Trescobeeas Road, Falmouth TR11 2JA cornwallft.nhs.uk	Non-emergency: 01326 436600
Pollution (land, rivers)	Environment Agency	0800 80 70 60
Pollution (sea, beach)	Coastguard	01326 317575
Power Cuts	Western Power Distribution (local electricity)	Emergency: 105 or 0800 6783 105 / non-emergency: 0800 365 900
Road closed, trees down	Council Highways (CORMAC)	0300 1234 222
Safeguarding Adults and Children	Multi-Agency Referral Unit <a href="#">Child protection and safeguarding - Cornwall Council</a>	0300 1231 116

## 5) Centre Facilities.

**5.1 Dormitories:** There are x5 dorm rooms at TRC, with double/triple glazed windows, central heating, carpeted floors and close to the showers/toilets - sleeping a total of x34.

- 1893 Main Dorm – x4 triple and x1 double bunk, (double can be split into x2 singles) - sleeps maximum x14.
- Leader Dorm 1 – x1 double bunk – sleeps maximum x2.
- Leader Dorm 2 – x1 double bunk – sleeps maximum x2.
- Rear Dorm 1 – x4 double bunks – sleeps maximum x 8.
- Rear Dorm 2 – x4 double bunks - sleeps maximum x8.



We ask that:

- All participant belongings are stored under the bunk beds, (to prevent an obstruction in the event of a fire/emergency).
- If any participant is prone to sleepwalking, please ensure they sleep on the bottom bunk.
- Bunks remain fixed to the wall, please do not try to unclip any fixtures.
- Do not attempt to disassemble any bunks or move the layout around, (speak to TRC Management if this is needed).
- Only x1 person in/on each bed.
- Any extra volunteers will need to camp or find alternative accommodation.

**5.2 TRC Kitchen:** This small but effective space was once the entrance and cloakroom to the 1893 Methodist School. There are near perfect Victorian tiles protected under the current flooring. The kitchen facilities boast:

- Commercial Oven.
- Commercial overhead grill.
- Microwave.
- Domestic dishwasher.
- Double sink.
- Separate hand wash sink.
- Fridge and freezer space.
- X2 four slice toasters.
- Bean to cup coffee machine.
- Recycling station.
- Plastic plates, bowls and cups.
- Full cutlery range.
- Full use of utensils and cooking apparatus/pots and pans, etc.
- Hot and cold temperature probes.
- Access to our Safer Food Better Business folder for reference and best practice guidance.
- Seating and tables to sit up to x40.
- A clean and functional kitchen/catering space.
- At time of writing our Food Standards Agency Food Hygiene rating is currently 5.



We ask that:

- The kitchen is to be kept clean and tidy at all times.
- Food safety and hygiene is the responsibility of the visiting group when “self-catering”.
- Please save energy by switching off all appliances, (except fridge and freezer), when not in use.
- After your stay, please return all items to their correct locations.
- An extra charge may be invoiced for crockery or cleaning equipment not washed and or dried properly.
- Please declare any damaged or missing items as it occurs but most certainly before departure, (depending on the circumstances this may need to be billed for).

**5.3 1893 Multi-Use Dining Room and 2005 Multi-Use Training Room:** These rooms are fitted and arranged for generic and bespoke use. The Dining Room is an integral part of the historic 1893 build and the Training Room much more recent, being 2005. The 1893 room boasts triple glazing, both have central heating and a multi-use offer, please discuss needs prior to visit, (day hire/residential, etc). Users, with the support of TRC staff members, can within respect and boundaries of use, set up these rooms for their booking/needs.



We ask that:

- All tables and chairs are cleaned and returned to either a folded, neat stack or left up as required, (please liaise with TRC staff).
- Please do not place any blue tac or sticky tape on the walls, use the notice boards as shown in your induction.
- All books are replaced in the library.
- Any play equipment/musical instruments/art resources are replaced neatly.

**5.4 Toilet and shower facilities:** These facilities have:

- 2 toilet cubicles with shared sinks.
- 2 individual shower rooms with heated towel rails.
- 2 accessible wet room/shower/toilet with sink and heated towel rail.

(please see photos on the following page).



**5.5 Drying and washing facilities:** For most stays the need to wash clothes and dry them out is not required. However, if required there is a washing machine in the TRC Drying Room, please supply your own detergent, etc.

We ask that:

- Laundry is not left in the washing machine when a wash cycle has completed, where it could be hung up in the TRC Drying Store to dry.
- Nothing other than domestic detergent and freshener are used in the machine.
- Any mud, sand, etc, is shaken off clothing outside before being loaded for a wash cycle.
- Please do not overload the washing machine.
- If any issues occur with the washing machine, please let TRC Management Team know asap.

**5.6 External water tap:** This is located by the Centre Office, (not drinking water).

**5.7 Campfire:** We were lucky to have x1 permanent fire-square style campfire onsite, located in the north of the site. Please follow the rules below when in use.



We ask that:

- Keep the fire flames around adult knee height.
- Supervise your group safety well.
- If you are cooking on the fire, you have full responsibility of food and hygiene standards and general health and safety, (TRC NOP and Safer Food Better Business documents available on request).
- Keep the build of the fire inside the obvious fire square structure.
- Only use dry/dead wood for your campfires. Please no damp or green wood.
- Do not burn plastics or highly flammable fuel/explosives.
- Any users with long hair tie it back and be aware of any flammable clothing, blankets, etc.
- Please fill the buckets/water containers provided, keeping them by the fire pit during use, in case of emergency extinguishment.
- At the time of writing TRC has an amount of chopped and whole logs in the wood store located in the north of the site. This can be chopped further if needed. Dead and dry kindling can occasionally be found under some of our bigger onsite trees after windy conditions or purchased locally in St Mawes and Portscatho convenience stores.
- Do not cut any living trees or shrubs for any stage of firewood.
- After use, please extinguish the fire with your filled water bucket, making sure it has sufficiently cooled before leaving.
- Please only burn natural wood, nothing machine, coated, painted, soaked or treated, filled with screws or metal fittings, etc.
- We ask that campfires and general outdoor evening activity/ambience is respectively reduced and ultimately closed between 2100hrs and 2200hrs.

- **5.8 Barbeque:** We currently have a gas barbeque which is available to hire for events or self-led day events/residentials.



Please do email if you have any further questions.

[enquiries@theroselandcentre.org](mailto:enquiries@theroselandcentre.org)

Thank you so much for your interest - We hope that you enjoy your time at THE ROSELAND CENTRE.

Many thanks – Enjoy!

[www.theroselandcentre.org](http://www.theroselandcentre.org)

*The TRC Team and Trustees*

THE  
ROSELAND  
CENTRE