POETS CORNER CORS PROCEDURES

Company Operations

ADO Services C.I.C

Incorporating ADO River Valley

Version 1.3 ©2023

Current Version Valid from 1st May 2023

Reviewed by the Chief Operations Officer	May 2023
Next Review by the Chief Operations Officer	May 2024
Latest Update by ADO River Valley	May 2023

1. Emergency Procedures Overview

These maintenance procedures for Poets Corner are used for those procedures used to prevent emergencies, maintain equipment, assets and utilities. These procedures should be used as a strict guideline on the process, reporting and recording that should be followed.

This procedure is valid for the following sites:

The Outdoor Healthcare and Education Centre, 19A Poets Centre Corner, Keats Road, Welling, DA16 3NB

This procedure links directly with a number of policies including the **Fire (Emergency) Evacuation Policy, the Fire Risk Assessment Report for Poets Corner and the Health and Safety Policy** which are all reviewed annually.

In addition, the reporting mechanism will be reported to the **Central Operational Recording System (CORS)** which is an online portal. The online portal is completed and then authorised accordingly. The records are then stored online.

The CORS procedures are valid for both the ADO River Valley School and ADO Therapy demises at the location.

2. Fire and Emergencies

The correct procedures for Fire and other Emergencies where action or evacuation is required can be found within the **Fire (Emergency) Evacuation Policy**.

Preventative and assessed hazards and dangers can be found within the **Fire Risk Assessment Report.**

Other operational and day to day hazards and risks will be processed by the corresponding Risk Assessment specific to that operation.

Testing and Recording will be carried out as follows:

- **Fire Drill** – At least twice per year as per statutory requirements.
- **Smoke Detectors** – To be checked and tested once per month
- **Fire Extinguishers (Visual)** – A visual check should be completed once per month
- **Fire Extinguishers (Maintenance)** – An inspection, service and maintenance should be performed once per year by a qualified preferred supplier
- **Signage** – All site signage should be visually checked once per month

In addition, all incidents shall be reported on the **Online Portal** and recorded.

3. Hot Water and Heating

The Poets Corner site has a hot water cylinder installed in the medical bay. The cylinder provides hot water to all respective hot water taps on the site, including the student shower.

The water supply is regulated to 43 degrees Celsius.

Testing and Recording will be carried out as follows:

- **Hot Water Supply** – Tested at the furthest point from the hot water cylinder once per month
- **Plumbing** – All plumbing should be checked (hot and cold) at least twice per year or in the event of cold weather where temperatures exceed zero degrees Celsius to the negative, once per day.
- **Hot Water Cylinder** – This should be inspected and tested once per year by a qualified plumber-electrician.

Heating is supplied by 2Kw Electric Storage Heaters in each building. These heaters are set to room temperature and should not be adjusted by either staff or students. These will be checked on a regular basis and during certain months of the year, they will be turned off at the fused spur.

4. Lighting

Poets Corner has a mixture of mains 240v LED lighting and solar powered LED lighting. Classrooms and staff rooms all have 240v mains LED lighting strips conforming to standards of at least 800 lux. Outside lighting is 240v mains LED spotlights for key staff and student areas and solar lighting panels in other areas to enhance visibility for winter early evening sessions.

Emergency lighting in case of unit failure or power cut are powerful 1000 lux battery charged units which can be deployed immediately where required.

As the site is used during daylight hours, lighting is generally only required, other than the classrooms and main staff room during British Wintertime.

Testing and Recording will be carried out as follows;

- **Outside Lighting** – Once per month during November to April, as applicable
- **Emergency Lighting** – To be tested once per month during November to April

5. Data, WIFI and Internet

River Valley has a point-to-point feed of guaranteed bandwidth for its internet connection. Once delivered on-site, there are 6 separate access points for WIFI to each building or learning zones. In the event of broadband failure, the main router has the capacity to use 4G mobile data for its internet connection.

In the event of total failure, key staff can use the facilities at the main office at 126 Upper Wickham Lane, until the failure and fault has been rectified.

Company critical data is stored on network attached solutions in the main head office for security and data protection. This is accessed at Poets Corner via a secured VPN connection to the relevant folders. In the event of failure of the VPN, data can be stored locally and then restored-backed up as necessary.

The data and internet systems are checked daily as a matter of operational course, with automated administrator messages to denote failure.

All reduced service or outages will be reported.

6. Centralised Recording

All records shall be saved on a central record holding all the designated, checks, inspections, maintenance, servicing and any other changes made to each specific task.

The central record will be held for authorised staff to change only on the central data network server.

The records shall be kept in the **Central Operational Recording System (CORS)**.

The records also include data sheets for recording the electric meter and a number of security measures, including features that can be found on the End of Day Procedures.

7. Review

All ADO policies and procedures follow ITIL guidelines to ensure version control, change control and release management of any documents. As a matter of policy, documents can be updated at any time to reflect changes to ADO procedures, legal changes, OFSTED directives or any other reason to ensure the policies and procedures are accurate and correct. This involves consultation with stakeholders, the ADO Management Committee and approval from the directors. All policies and procedures are reviewed at the very least on an annual basis. Regular communication through newsletters, social media, text systems and through our website within the ADO Library is part of our Release Management.

8.Contact

This document was produced by the ADO Operations Consultancy Team using the guidance provided by JCQ. This version supersedes any previous versions and will be reviewed annually.

All correspondence with regard to this policy, or any other operational policy and procedure should be directed to the ADO Business Operations and Support Executive by e-mailing gmp@adoservices.co.uk or calling 0208 855 6778, requesting to speak to Gary McHolland-Pilcher or in writing, ADO Services CIC, Head Office, 126 Upper Wickham Lane, Welling, Kent, DA16 3DP.