

TRUT

RELATIONSHIPS

WITH CLUBS

POLICY

Tees River Users Trust Limited

(Registration number 04179273)

The Slipway, North Shore, Stockton on Tees, TS18 2NL.

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11. **TRUT PURPOSE**

TRUT’s purpose is to support and expand water based sporting activities and facilities on the river Tees. It owns and operates the River Tees Watersports Centre for the benefit of member clubs and their members. With the support of various organisations including Sport England and Stockton Borough Council TRUT works to attract new members to rowing, dragon boating, canoeing, jet skiing and water skiing. TRUT clubs have provision for able bodied and disabled members.

TRUT is a not-for-profit organisation run largely by volunteers and was formed in 2001. It also hires out the Centre for functions, with income being used to reduce the cost of membership in order to attract more members from as wide a cross section of Tees Valley inhabitants as possible. It is an open access organisation with members spanning all ages from 12 to 75+ and from all walks of life.

1. **COMPACT WITH CLUBS**

This section sets out what Clubs can expect from TRUT and what TRUT is committed to do.

It aims to cover both softer aspects influencing relationships and harmony, as well as harder aspects such as policies.

1. **Welcoming Atmosphere and Club Soul**

There has been criticism that the RTWC has not always been welcoming and that there is no soul in the clubhouse. TRUT is committed to providing a welcoming feel and to removing obstacles to enjoyment of the facilities by members. However, members must be encouraged by Clubs to take advantage of the facilities. In order to give the building a “buzz” members need to be here and to be active. It takes people to do this. TRUT, which has very few staff and a volunteer Board, cannot do this. We can only provide good facilities and remove obstacles.

TRUT does currently provide bar opening on Tuesday, Wednesday and Thursday evenings for the benefit of members. These arrangements break even at best or make modest losses on direct costs and are provided as a service to members.

The RTWC can be booked for Club Member functions at no room charge.

Bar prices for mid-week evenings and member functions are set at a lower price than the commercial price charged for external functions.

1. **Inter-club activities**

TRUT will organise sporting and social activities for all Clubs from time to time in order to build inter-club relationships and spirit. Some activities such as bonfire night have been held for many years and are successful. Further activities will be organised from time to time. Frequency will depend on the degree of support from members. Ideas for functions are always welcome.

1. **TRUT Board and Staff**

The TRUT Board is made up of representatives of each of the Member Clubs and of National Governing Bodies. The Board operates the Centre, and fulfils its purpose to encourage and support water based sports on the Tees upstream from the barrage, on behalf of the Member Clubs.

TRUT provides a Manager to manage the RTWC supported by the Board; a Sports Activator to encourage new membership in tandem with Member Clubs; a cleaner to clean the upper floor of the RTWC; and staff to operate the bar for Club nights; member functions and external functions.

1. **Building standards**

TRUT will keep the upper floor clean and will maintain the building as a clean, modern facility.

Clubs using the lower floor boat house area are expected to keep it clean and tidy.

1. **Costs to Members and Functions Income**

TRUT will work to keep the costs to members of running the RTWC as low as possible. In part this is done through working to keep costs down. TRUT directors give of their time and experience to achieve as much as possible in cost reduction.

In part it is done through letting the building out for functions.

1. **River management etc.**

TRUT maintains many links with other local organisations such as Canals and Rivers Trust; Stockton Borough Council; Police; Enforcement; the River Users Group; Non Member Clubs operating on the Tees; etc.

Key issues addressed are –

* Antisocial behaviour (TRUT keeps a log of reported issues)
* Barrage Reach Timetable
* River cleanliness – trees; obstacles etc
1. **Administration**

TRUT will provide administration and policies to enable use of the facility by all Club members in an appropriate manner so that all Clubs and their members can benefit.

TRUT maintains insurance for its activities, including those of the Sports Activator, and maintains building security systems – fire alarms, security alarms and CCTV.

1. **Expectations of Member Clubs**
* Clubs will maintain lists of members; collect membership fees from those members including the TRUT membership fees and pay these fees over to TRUT on the agreed timetable.
* Clubs will arrange that they as Clubs and that their members abide by policies set by TRUT, and will influence the content of these policies through their TRUT Board representatives.
* Clubs will ensure that their members respect the facilities and act in such a manner as to reduce the workload to maintain the operability and cleanliness of the facilities. Clubs may wish to establish members’ rotas for tasks such as boathouse cleaning which can help to keep everything in good order and to reduce the costs of maintenance for the benefit of all.
1. **MEMBERSHIP AND INDUCTION**

See Appendix 1, which is designed to be given to new members. It includes a Membership Form, information about Membership Levels and Privileges, New Member Induction, and some general rules and guidance.

1. **MEMBERSHIP FEES AND PRIVILEGES**

Each year TRUT agrees a budget and publishes membership fee rates and privileges. Membership rates vary according to the access members wish to have and the wat members wish to use the facilities. Membership categories include:

* Full Membership – with use of the facilities 7 days per week including early mornings and evenings
* Off Peak Membership – Monday to Friday, day hours only
* Social Membership
* Use of Slipway and Pontoon only
* Guest membership

Some members have key fob access to the RTWC and some categories are allowed to book the Centre at no charge for room hire. (see Appendix 1)

RTWC membership fees are paid to TRUT by member Clubs, who collect the RTWC membership fee as part of their overall Club Membership Fee. There is a contribution built into membership fees for gym usage. Gym fees like boat storage fees are subject to VAT.

The bar has two price lists. When open to members, prices are lower than those charged to external functions.

1. **RTWC CENTRE BOOKINGS**

In order to reduce membership fees, the RTWC is hired out for external functions, which contribute around 40% of the cost of running the Centre.

Clubs and Club Members (depending on membership class) may book the Centre – Bar, Function Room, and Kitchen. The Manager has a booking form which must be filled in to make a booking.

The gym, changing rooms and Club room are available to members and are not bookable.

However, when considering making an exclusive booking, consideration should be given to a number of factors, enabling all members maximum reasonable use and enabling commercial income to be achieved:

1. Club event bookings are free – Members with these privileges can book events for free only if they will be attending personally and if the event involves an immediate family activity. Events booked for businesses or for remote family or friends will be charged room hire. Club events will have alcohol served at member rates. Function rates will apply to all other events.
2. Shared access can work very well. As an example, over the New Years of 2016 and 2017 it was demonstrated that we can happily organise 30 or so external athletes to use the centre as a base for 10 days, going on the water 3 times per day (and paying to do so) without restricting access by others.
3. Aside from major annual events such as Regattas, clubs should only be able to have 2 bookings which restrict access to the centre at any one time. If provisional bookings are found not to be needed they should be released as soon as possible.
4. Restricted access should only be reserved when absolutely necessary, when sharing of the facilities is not possible.
5. Weekend days up to 11.00 am are especially busy for members of all clubs and should be preserved as open access unless more people are expected at a restricted event than the number of club members who will be disadvantaged. The Centre does after all exist primarily for its members.

There has also been an issue with Provisional RTWC Bookings – we lose income if Clubs reserve dates and then do not use them. Therefore, provisional bookings will be pencilled in but will not have any priority over firm bookings unless a booking form has been filled in fully and a deposit paid, if appropriate.

1. **CLUB KITCHEN POLICIES AND RULES**

There are two kitchens in the RTWC. A smaller one in the Club Room and the main kitchen, which is reserved for use in conjunction with Club and Outside Functions.

There are rules for use of the main kitchen which must be adhered to by anyone using this kitchen – please see the separate Policy document.

There are also rules for the Club Room Kitchen. Usage here does not need to comply with commercial kitchen rules, but good housekeeping and sensible use, as set out in the Policy, are required.

1. **BOAT STORAGE AREA**

TRUT provides boat storage facilities for some of the Clubs. A charge is worked out from the number of rowing seats in each boat (excluding coxswains), an equivalent boat space for dragonboats, or a total storage area used for canoes. Oars and other equipment associated with boat use are stored free of charge.

Fixed racks have been built to accommodate different size boats. Some boats are on trolleys that slide under the lowest fixed racks, and others are on trolleys that are stored in the aisles. All are subject to storage fees.

No charge is made for storage of Club’s safety / coaching launches.

Fees including VAT are payable by member clubs to TRUT. Tees RC offers storage of private boats to its members, who pay it a fee greater than that charged by TRUT. The TRUT fees for these boats are paid by TRC to TRUT.

TRUT is responsible for the allocation of racks to Clubs and tries to ensure that each Club’s requirements are met, subject to also working to ensure that the boathouse is full and earning maximum storage fees, again to keep overall membership costs as low as possible.

Agreement must be reached with TRUT before new items are stored. Only Club property and paid for private rowing boats can be stored. There is no provision for storage of individual’s personal equipment.

Fuel must not be stored in the boathouse in individual containers. Fuel may be stored in the fuel tanks of launches, but all other fuel should be saved in appropriate metal storage lockers.

**APPENDIX 1** 

# **Membership Form**

Name (in full) Date of Birth:

Address Home tel

 Work tel

 Mobile

Postcode Email

Club Club Membership No

Activity experience

How did you hear of the Centre?

Any coaching qualifications?

Membership type e.g. Full, Off Peak, Adult, Junior

### Questions?

Do you suffer from any medical condition that may affect your activities here? Yes / No

If Yes, please state:

Can you swim 50m unaided? Yes / No

I have read and understood these rules and my induction and understand the centre is not responsible for any loss/damage to personal or club equipment on the premises (including the boathouse). I agree to my information being held by TRUT on a data base and give consent to the use of any photographs of me on the web site and for other reasonable purposes.

Signature

(if under 18 then signed by a parent/guardian)

Print Signature Name Date:

Relationship if signing for under 18

For centre use only:

Centre Membership No. Fob Y/N? No. Front Door Key Y/N?

Issued by Signature

Induction by Date

Membership fees are paid through the Club of which you are a member at the appropriate rate for your type of membership.

# **RTWC LOGO BMP**Tel. 01642 628940

# **Centre Access**

TRUT offers members different levels of membership which come with different privileges:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Membership** | **Privileges** | **Access Hours** |  **Fob Access** | **Comments** |
| Full – All Clubs | Access to the wet area including gym (except when gym booked for another member club – mostly early evenings in winter).  | 7 days per week 6 am to 10.30 pm.Access to the dry area when open. |  Yes | Rights to book events in the RTWC at no cost.Rights to store a boat at the centre subject to available space paying the appropriate fee through member club. |
| Off Peak - TRC | Access to the wet area including gym  | Mon to Fri 9 am and 5 pm. Access to the dry area when open. |  Yes | Right to book events in the RTWC at no cost. No rights to store boats. |
| Off Peak – Tees Personal Watercraft Club | Access to the wet area including gym | During their allocated barrage reach times.Access to the dry area when open. |  Yes | Right to book events in the RTWC at no cost. No rights to store boats. Barrier Key provided. |
| Social and Club Coaching Members | Access to wet area and gym to support full and off peak members. | 7 days per week 6 am to 10 pm.Access to the dry area when open. |  Yes | Must be member of the TRUT member club or family of a TRUT member club member. |
| TBUSA | Access to slipway. Use of outside toilet and changing room. | 7 days per week6.00 am to 10.30 pm.Access to the dry area when open. |  No | Barrier Key Provided. |
| Wheelyboat Club – Club Officers | Access to slipway. Use of disabled toilets. | Daylight hours | Yes | Volunteers and helpers are free on the same basis as Helpers at events and non-participating parents |
| Helpers at events and non-participating parents | No use of sporting facilities | Access to centre when open for toilets/ kitchen / coffee etc |  No |  Only when with a member |
| Social Membership |  |  Access to dry area when open – i.e. essentially bar membership |  No | Would include access to the bar at weekends if we decide to extend opening hours. |
| Social and Gym membership | Access to the wet area including gym  |  Mon to Fri 9 am and 5 pm. Access to the dry area when open. |  Yes | Right to book events in the RTWC at no cost. |

**NOTES –**

* Anyone who uses the Centre, Car Park, Slipway, Regatta Steps or Pontoon must be a TRUT member. New members may pay the day rate on 5 occasions in the year. The day rate membership is waived for major events organised by clubs such as TRC Regatta; Powerhouse Regatta; TRC Long Distance Sculls.
* Right to book events at no charge for room hire – NOTE – Club events are free – Members with these privileges can also book events for free only if they will be attending personally and if the event involves an immediate family activity. Events booked for businesses or for remote family or friends will be charged room hire. Club events will have drinks served at member rates. Function rates will apply to all other events. Drinks provided by the event will attract a corkage charge. Please let the manager know promptly if you will not be taking up a booking.
* Club’s Life Members pay the same TRUT membership rates as other members according to their level of usage.
* Charging will be on the basis that Clubs provide names and membership grades to the Manager and TRUT will then calculate the payment required and invoice Clubs. Key fobs will be activated or deactivated according to the list.
* Anyone who is a member of more than one club will pay only one TRUT membership fee.
* The returnable deposit for key fobs is £10.
* The returnable deposit for barrier keys is £20.
* Nationally appointed coaches to a club who coach only but do not participate will be exempt from any membership fee but will be allocated a fob as requested.

**NEW MEMBER INDUCTION**

The Centre Manager or a deputy will welcome the new member and ask whether the member has been shown around the RTWC by a representative of the Club they have joined, so that new members understand the facilities available and their appropriate use. If not a tour will be arranged.

Tees River Users Trust Ltd is a not-for-profit organisation of member Clubs and runs the RTWC for the benefit of Club Members. TRUT’s income comes from Club member membership fees; boat storage fees; Bar sales; and Hire rates for Functions. Income is used to maintain and operate the building and to subsidise membership fees.

TRUT has a number of policies to ensure that the RTWC is kept in good order and used appropriately for the benefit of all members.

**Access**

The wet area can be accessed by key fob between 6.00 am and 10.30 pm. Outside these hours the Centre is locked and alarmed. The dry area can be accessed by key fob when the area is unlocked and not alarmed, typically during day hours and when the bar is open on Tuesday, Wednesday and Thursday evenings or when training is booked in the Function Room by Clubs. External and club booked events have priority in the Riverside Room and Bar. Gym access by fob is granted once the member has been inducted in gym use.

Doors should not be wedged open to permit access without a fob. Not only is this a security risk, but a number of doors are fire resistant doors to prevent the spread of fire, and in the past doors have been damaged by spraining the hinges leading to maintenance costs.

Beware activating the alarm by entering when the alarm is set. There are arrangements for security to attend and the call out charges are high. Please find or call a keyholder if the alarm sounds so the call can be cancelled.

Before leaving the building please check that all lights are turned off and all windows and doors are closed. Turn off and unplug electrical items such as fans, music players, and turn radiators back ON.

There is no access for non-members, except for family or friends accompanying a member but not participating.

**Health and Safety**

New members should be shown Fire Escapes and Fire Alarm points; the location of First Aid boxes, the Defibrillator; and the emergency personal/panic alarms near the doors to bays 2 and 4. In the event of the alarm sounding or if directed by a member of staff or keyholder, leave the building by the nearest exit.

On rare occasions, members have felt threatened for example by youths outside the Centre. There are very good relations with Stockton Enforcement and Police. If anyone has any concern that their enjoyment is being diminished even if there is no specific offence they should telephone 01642 607943 and ask for help. In the event of actual threat, phone 999.

TRUT staff have appropriate safeguarding certification for juniors etc. However, they are not available for supervising whilst waiting for lifts etc. Clubs have their own arrangements in line with their Governing Bodies for safeguarding for their coaches etc.

There are food-safety rules to govern the use of the Kitchen which can be explained if new members become involved in catering activities.

Before using the Gym and especially using free weights for training, members must be inducted into safe practice. Please see the RTWC Manager who will let you know who can provide this training.

Members should follow the water safety code of their own club. Wash hands after being on the river and cover cuts to avoid Weil’s disease; Don’t swim in or drink the river water; Be familiar with exit points on the pontoon and on the river bank should you fall into the water etc.

Report accidents and injuries to the Centre Manager as soon as practicable, and in addition to your club safety officer.

**Appropriate Dress and behaviour**

Members are asked to look after the furniture and room finishes for the benefit of everyone. This is a matter of common sense and good manners, for example;

* No wet or dirty clothing in the bar or function room. No sports kit in the bar.
* Cover any cuts, blisters etc.
* No black soled shoes for circuit training in the function room.
* No dogs (other than guide dogs)
* No alcohol to be brought into the centre
* No glass bottles to be brought in.
* Clear up litter and spills after use.

The RTWC is a non-smoking building. Smoking is only permitted outside the front door and on the balcony.

From time to time there have been problems with music being played at excessive volumes whilst athletes are training in the gym. Music is permitted to support training but must not be so loud as to be a nuisance to members of the public outside the building; not so loud as to be heard upstairs; and not so loud as to interfere with crew instructions being given when moving boats. TRUT has a music licence for functions. Members playing music too loudly could lead to the TRUT licence being revoked.

**Maintenance**

Please report any faults or damage to the facilities to the Manager, either in person, or by entry of a note in one of the maintenance logs – on the table outside the manager’s office, or in the doorwell of the internal stairs.

**ENJOYMENT**

**The aim of the Manager and TRUT is that all members enjoy their membership. Please enjoy the Centre and the companionship of other members of all clubs. If you have any suggestions for improvements or for additional services that would improve the offering, please do let us know.**

**APPENDIX 2 – KEYS, FOBS AND SECURITY**

Notification to All Front Door Key Holders - Dry Area Security

If you require a key, please make an application to The Manager for a replacement Key and Alarm Fob

In order to manage security a restricted number of keys only will be issued as in the past. Those who would like to have a key must have the support of their club committee.

APPLICATION FOR KEY AND FOB

River Tees Watersports Centre

Front Door Key and Alarm Fob Application Form

Name

Club

Contact Number

Reason to have key

Signed                    Signed for Club Committee

Date                    Date

Responsibility and Conditions of Key Holders

Issue of Front Door Key and Alarm Fob is subject to agreeing with the following Terms and Conditions.

A key and fob will be issued upon receipt of £20 refundable deposit.

Replacement lost or damaged key or fob are chargeable at £20 each

The Key holder will retain the key and fob and is allowed to use it themselves or a nominated deputy **only**.

When opening up and un-setting the security alarm, the Key holder will check that the dry area has been previously secured correctly.  Any deficiency in security must be reported to the Manager.

When locking and alarming the dry area, the Key holder must ensure that

* All persons have left the area.
* All external doors and windows are locked or secured.
* All lights are switched off.
* Allow time for the alarm to set (the sounder will stop) and check that it has before leaving the car park

In the event of a Fire Alarm, the Key holder will be the ‘responsible person’ and ensure that the procedures set out in the Fire Action Plan are carried out. (Training will be provided)

The Key holder must report any accidents, injuries, and damage or security issues to the Manager

The Key holder will ensure that the highest standard of behaviour and cleanliness is maintained and report any concerns or issues to the Manager.

**If you are the key holder who unlocked the building, you have a duty to ensure that it is locked again after you leave. If you are leaving the RTWC for an outing on the river and there are other members around, the centre may be left secured by key fob entry only. However if you are leaving the RTWC and may not return for more than an hour you must advise other members present and lock and alarm the centre, unless another key holder is present and accepts responsibility for locking and alarming the Centre when they leave. This key holder must be informed that they are responsible for the security of the area.**

If the alarm is triggered due to failure to lock or improper use of key or fob and the monitoring service attends the Centre, the costs will be charged to the Key holder.

The Manager and Board of TRUT can remove the rights of a Key holder to use a key and fob if the terms and conditions are not met.

RECEIPT FOR KEY AND FOB

I ……………………………………. Accept possession of the front door key and security alarm fob for the River Tees Watersports Centre and agree to abide by the terms and conditions of a Key holder as set out below:-

A key and fob will be issued upon receipt of £20 refundable deposit.

Replacement lost or damaged key or fob are chargeable at £20 each

The Key holder will retain the key and fob and is allowed to use it themselves or a nominated deputy **only**.

When opening up and un-setting the security alarm, the Key holder will check that the dry area has been previously secured correctly and has been previously secured.  Any deficiency in security must be reported to the Manager.

When locking and alarming the dry area, the Key holder must ensure that

* All persons have left the area.
* All external doors and windows are locked or secured.
* All lights are switched off.
* Allow time for the alarm to set (the sounder will stop) and check that it has before leaving the car park

In the event of a Fire Alarm, the Key holder will be the ‘responsible person’ and ensure that the procedures set out in the Fire action Plan are carried out. (Training will be provided)

The Key holder must report any accidents, injuries, and damage or security issues to the Manager

The Key holder will ensure that the highest standard of behaviour and cleanliness is maintained and report any concerns or issues to the Manager.

If leaving the Dry area for more than 10 minutes, the area must be locked and alarmed unless another key holder is present. This key holder must be informed that they are responsible for the security of the area.

If the alarm is triggered due to failure to lock or improper use of key or fob and the monitoring service attends the Centre, the costs will be charged to the Key holder.

The Manager and Board of TRUT can remove the rights of a Key holder to use a key and fob if the terms and conditions are not met.

I have received Fire Safety and Security training for the premises.

Signed  ……………………..            Date  ………………………..

Named Deputy …………………………………………………………….

Signed  ……………………..            Date  ………………………..

**APPENDIX 3 – ANTI-SOCIAL BEHAVIOUR**

From time to time there has been trouble with youths on the pontoon and around the RTWC especially in warm evenings. In general it has been possible to manage the situation, but Club members can feel intimidated. Each year in advance of the summer, a multi-agency meeting is held with Stockton Council and appropriate agencies including Enforcement and the Police. Visits are made to schools to warn school children of the risks of swimming in the river. Regular patrols are also activated to pass by the RTWC.

On rare occasions, members have felt threatened for example by youths outside the Centre. There are very good relations with Stockton Enforcement and Police. If anyone has any concern that their enjoyment is being diminished even if there is no specific offence they should telephone 01642 607943 and ask for help. In the event of actual threat, phone 999.

Could crew members please ensure that they have the following numbers in their mobile phones for swift action:

|  |  |
| --- | --- |
| **Enforcement Team (20 hours a day)****Anti-social Behaviour hotline** | **01642 607943** **(07.00 am – 3.00 am)** |
| **Local Police** | **01642 326326 / 01642 607114** |
| **EMERGENCY** | **999** |
| **CCTV Surveillance** | **01642 528989** |

**basic advice:**

Try to avoid trouble rather than to deal with it. When youths are on the pontoon it should not be assumed that they are all hard heads but should be politely and firmly asked to move explaining that boats and swimmers / jumpers don't mix. In many cases they will move. If they don’t any further approach is best left until sufficient members have arrived to re-enforce the message. If in doubt apply common sense. Call the Enforcement Team if reasoning has no effect.

Centre Staff are under instructions not to put themselves at risk. Please back them up if they try to move groups on, but if a polite request doesn't work then the Enforcement Team should be called. This should bring out a patrol.

If you feel unsettled; for example by a group gathering on the pontoon then call the **Stockton Enforcement Team on 01642 607943**.

You may contact the **Local Police on 01642 326326 or 01642 607114** however they will probably pass the call on the Enforcement Team, unless it is an emergency or a report of a crime.

Call **999** if you are threatened or attacked; for example with:

* verbal threats to your or others well-being and / or safety
* stones / missiles thrown at boats, crew members, etc

There is camera surveillance of the front of RTWC from the opposite river bank, and there are also cameras on the Infinity Bridge. The **CCTV Surveillance Team** should keep an eye on developments and they can be contacted on **01642 528989**.

Do **not** put yourself or others at risk.

Do **not** leave the RTWC Boathouse with doors open, or equipment outside, unless there are other members there.

Do **not** leave the doors to the balcony open if there is nobody in the Riverside Function room.

**Panic AlarmS**

**RTWC Boathouse**

There are two x Panic Buttons located on the front wall near doors 2 and 4.

These are yellow break glass units.

They are assessable but not very visible due to items stored around them.

The panic buttons have been tested and are operational.

These can be used instead of a 999 call but only when someone feels in danger of a physical attack.

On activation:

1. The intruder alarm sounds
2. Stockton Council Monitoring Service / Stockton Security Centres staff are alerted
3. They will train their CCTV onto the RTWC and these images can be relayed to Police HQ
4. Simultaneously they will also inform the Police
5. The Police send their team to attend

These items should be tested on a three monthly cycle and details recorded in the maintenance log book.

This and all other tests are the responsibility of the Centre Manager.

**RTWC INCIDENT REPORT FORM**

You must report **all** incidents to your club’s TRUT (RTWC Management Board) representative who will compile a report for TRUT and copy to the Centre Manager. A Full report is made regularly to the SBC River Users’ Group which is attended by Enforcement and the Police.

Please record the incident as detailed below:

|  |  |
| --- | --- |
| Day & Date of incident: |  |
| Time of incident: |  |
| Location: |  |
| Name of reporter / crew member: |  |
| Club: |  |
| Description of incident: |  |
| Numbers involved: |  |
| Names (if known) & descriptions: |  |
| Injuries sustained: |  |
| Damage caused: |  |
| Action taken: |  |
| Panic button activated: |  YES [ ] NO [ ] |
| Details of any Police or Enforcement Team involvement: |  |