

# Education Resource Centre

## Frequently Asked Questions

### **How can Fiddler's Ferry Power Station help our school/club/institution/group?**

Our mission statement is to provide an educational resource to the local community showing how Fiddler's Ferry Power Station and other Scottish and Southern Energy sites produce electricity in a sustainable way. We can offer an experience to suit the needs of visiting groups with related areas of the curriculum be it energy, electricity, sustainability, habitats, specific coursework objectives, etc. We can also offer our classroom to local groups who simply need somewhere to meet. Occasionally we come out to schools/institutions for certain events please ask for details.

### **Can me and my family come?**

Sorry. For security and resourcing reasons we can only facilitate community groups such as schools, colleges, scout groups, etc. Though you're more than welcome to come as part of a recognised community group. Visit [www.scottish-southern.co.uk](http://www.scottish-southern.co.uk) > corporate responsibility > education to see other SSE "drop in" places you can visit.

### **How much does it cost?**

The Education Resource Centre is a resource for the community and therefore free.

### **How early do we have to book to come to Fiddler's Ferry?**

Demand can be high so the sooner you book the better – ideally at a least month in advance. We will try and squeeze late bookings in although often this is not possible.

### **How many people can we bring to Fiddler's Ferry?**

That depends on what you want from your visit and how many station guides are available. If you simply want a coach tour of the site then you are limited to the number of seats on the coach (minus two for our station guides).

The Education Resource Centre can take up to 60 primary school children on certain days depending on the availability of our station guides. For secondary schools and general visits you are limited to 40 people depending on when you wish to come.

### **When are you open?**

We have no formal opening and closing times but most visits are between 9:30 and 2:30pm. We bring in station guides to suit the needs of your visit which means we can offer some week nights and weekends. Please ask for details.

### **Can I previsit the Education Resource Centre for Risk Assessment purposes?**

We take safety extremely seriously and would recommend a previsit to give you a flavour of the day. We have a number of risk assessments which we'd be happy to send to you.

### **How long is a visit?**

Primary schools and Secondary key stage 3 visits tend to be a day. Key stage 4 tends to be half a day. Please discuss your requirements with us and we'll do our best to accommodate you.

### **Can we buy food on our visit?**

Sorry, currently the answer is no. If you're staying all day its best to bring a packed lunch and snacks. Please consider the environment and keep packaging to a minimum. You can eat on our eco-picnic area if the weather's nice.

### **What type of site tour can we expect?**

Generally for primary schools we can offer a bus tour of site on our main roads. Generally for secondary schools and general visits we can offer a site bus tour and a visit to our control room. The availability of tours is dependant on operations so we cannot guarantee access to site but such instances are rare.

We can offer technical tours for more professional institutions but there is a significant personal protective equipment (PPE) requirement. Please ask for details.

### **What size/type of coach should we get?**

If you wish to have a bus site tour you'll need to include two spaces for our station guides to guide you around site and explain what you're looking at so you need to consider this when hiring a coach.

If you're walking to the control room as part of your tour then we try to get a station guide for every 8 people so you need to make sure you have enough seats.

If you're a small group its worth getting a smaller coach because we can then go down some of the minor roads to look at more areas of plant.

### **How long is the tour of site?**

A coach tour takes about half an hour. A visit to the control room takes an addition half hour. Technical tours will take longer – please ask for details.

### **Why do we need two roll calls?**

We need two lists of your group (including the coach driver) in the unlikely event of a station emergency. We leave one at our gatehouse when we enter site and we keep one with us on the tour.

### **Why can't we go into the turbine hall?**

The PPE requirement to go into the turbine hall is significant and we need an engineer to deliver a duty of care in these potentially hazardous areas. Currently we can only resource this for technical institutions.

### **What protective equipment do we need?**

There is no PPE requirement for a non-technical visit as you're not going onto any areas of plant that have hazards that require PPE.

### **Can we take photos on site?**

Sorry no. For security reasons we can't allow photos of site however we can facilitate a team, photo at the Education Resource Centre. We can also provide some approved images of turbines, generators, trains, etc. Please ask for more details.

As you can imagine we take security very seriously and any photo's you take on site will have to be deleted/destroyed. This may mean your tour will have to be cut short.

### **Where does the coach go when it arrives?**

Once you've turned in from the traffic lights, park on the immediate left in the area reserved for buses. A member of the ERC team will come out to greet you.

### **Can we arrive by car?**

You will need a coach for a site tour. If however you are just using the Education Resource Centre you can arrive by car. You will need to reverse park in our visitor's car park on the right and report to the gatehouse. As you can imagine as an industrial site our parking is limited at certain times so you may have to park on our contractors' car park opposite the visitors' car park.

### **Do we need a first aider?**

The ERC and associated areas is regularly risk assessed and checked to maintain a high standard of safety.

We ask any group bringing children to bring a first aider with them because they are more used to dealing with children and are more likely to know medical histories e.g. allergies.

### **Who is responsible for us when we come?**

We are proud to offer a facility for our local community and will endeavour to keep this as safe as possible. All our activities are risk assessed but require the compliance of students and teachers. Although we conduct ourselves in a proactive way to maintain

high standards of behaviour from pupils we are not responsible for “telling off” pupils. If behaviour becomes a problem the visit will have to end for safety reasons.

**Where can I get more resources?**

We have a number of publications at the Education Resource Centre. Many of these are available online at [www.scottish-southern.co.uk](http://www.scottish-southern.co.uk) .