

**Cavendish Community  
Primary School  
Medical Conditions Policy  
and Guidance**



**March 2023**

## **The Policy**

This policy applies to all staff, Governors and volunteers working in the school. We recognise that teaching assistants, lunchtime supervisors, site personnel, administrative staff, student teachers and volunteers, as well as teachers, could be the first point of contact for a child.

## **Philosophy**

We believe that our school should provide a caring, positive, safe and stimulating environment, which promotes the social, physical and emotional development of the individual child.

## **Aims**

**Cavendish Community Primary School is an inclusive community that aims to support and welcome pupils with medical conditions.**

At Cavendish Community Primary School we understand that we have a responsibility to make the school welcoming and supportive to pupils with medical conditions who currently attend and those who may enrol in the future.

Cavendish Community Primary School provides all children with medical conditions the same opportunities as others at the school. We will help to ensure they can:

- ~be healthy
- ~stay safe
- ~enjoy and achieve
- ~make a positive contribution
- ~achieve economic well-being.

Pupils with medical conditions are encouraged to take control of their condition as soon as they are able to do so. Pupils feel confident in the support they receive from the school to help them do this.

Cavendish Community Primary School endeavours to include all pupils with medical conditions in all school activities(adapting activities where necessary)

Parents/Carers of pupils with medical conditions feel secure in the care their children receive at Cavendish Community Primary School.

At Cavendish Community Primary School all staff understand their duty of care to children and young people in the event of an emergency.

All staff at Cavendish Community Primary School are confident in knowing what to do in an emergency (see Cavendish Community Primary School Emergency protocol)

At Cavendish Community Primary School we understand that certain medical conditions are serious and can be potentially life-threatening, particularly if ill managed or misunderstood.

All staff at Cavendish Community Primary School understand the common medical conditions that affect the children of this school. The staff receive training on the impact this can have on pupils.

The medical conditions policy is understood by the whole school and local health community.

All pupils with medical conditions know which adults to see if their condition is causing them concern.

**2. The medical conditions policy is supported by clear communications to staff and parents/carers and other relevant stakeholders.**

The Medical Conditions Policy is available on the school website.

The majority of staff have basic first aid training and we aim for at least one fully paediatric trained first aider in each school phase. In Nursery, all staff must have paediatric first aid training. Additionally, there are currently four members of staff in the office with first aid training at work and one member of staff fully trained in paediatric & at work first aid.

All staff understand and are made aware of what to do in an emergency for the most common serious medical conditions at Cavendish Community Primary School (Asthma, Diabetes, Epilepsy, Anaphylaxis). Basic training is provided for all members of staff in these conditions. Members of staff with greater responsibility for children with medical conditions will receive training from medical practitioners.

All staff understand and are trained in the Cavendish Community Primary School general emergency procedures.

Cavendish Community Primary School has clear guidance on the administration and storage of medication at school.

Cavendish Community Primary School has clear guidance about keeping records.

Staff at Cavendish Community Primary School are aware of common triggers that can make medical conditions worse or can bring on an emergency.

All members of Cavendish Community Primary School know their roles and responsibilities in maintaining an effective medical conditions policy.

Pupils and parents are aware that inhalers for Asthma sufferers are accessible to the child at all times. For children in Nursery & Reception, asthma inhalers are kept in their offices. For children in years 1-4, inhalers are kept in the school office & children must go there to request their inhaler. As children grow in independence, more responsibility is given to them.

Children requiring on-going/long term medication have a care plan and a designated adult in charge of their medication. There is also at least one other adult who can stand in for absence. This medication may be stored in a locked cabinet in the classroom or if requiring refrigeration kept in the school office in the fridge.

Parents with children requiring short term medication (such as anti-biotics) are encouraged to administer medication outside of school hours. Where this is not possible, a member of the office staff will administer medication. The children are expected to remember when to come for medication though teachers and office staff will try to give reminders. Where the child needs assistance an agreement of adult support will be arranged with the headteacher.

Pupil and parents are aware that medication for nursery & reception children is kept out of the reach of children in their offices. For children in years 1-6 medication is kept in the school office, which is not accessible by children.

Where medication is administered by the school, the parents must sign an agreement to demonstrate their understanding of the process. (See 'Prescribed Medication Form')

**3. All staff understand and are trained in what to do in an emergency for the most common serious medical conditions at Cavendish Community Primary School**

Training is refreshed for all staff at least once a year.

Action for staff to take in an emergency for the common serious conditions at Cavendish Community Primary School is displayed in prominent locations for all staff in all staff rooms.

Cavendish Community Primary School uses Healthcare Plans to inform the appropriate staff (including support staff) of pupils in their care who may need emergency help. In addition a basic outline of children's needs including medical is provided to all supply staff for classes that they are responsible for.

#### **4. All staff understand and are trained in the school's general emergency procedures**

All staff know what action to take in the event of a medical emergency (see Cavendish Community Primary School Emergency protocol). This includes:

- + how to contact emergency services and what information to give
- + who to contact within the school.

If a pupil needs to be taken to hospital, a member of staff will always accompany them and will stay with them until a parent arrives. Cavendish Community Primary School tries to ensure that the staff member will be one the pupil knows.

Generally, staff should not take pupils to hospital in their own car. Cavendish Community Primary School has clear guidance from the local authority on when (and if) this is appropriate.

#### **5. Cavendish Community Primary School has clear guidance on the administration of medication at school**

Administration – emergency medication

All pupils at Cavendish Community Primary School with medical conditions have **easy access to their emergency medication.**

Pupils in year 5 & 6, are encouraged to carry and administer their own emergency medication, when their parents and health specialists determine they are able to start taking responsibility for their condition. Emergency medication for all other pupils is held in Nursery, Reception or School offices. Teachers are responsible for ensuring medication is accessible

on any off-site or residential visits. Pupils who do not carry and administer their own emergency medication know where their medication is stored and how to access it.

#### Administration – general

All use of medication defined as a controlled drug, even if the pupil can administer the medication themselves, is done under the supervision of a named member of staff at Cavendish Community Primary School.

Cavendish Community Primary School understands the importance of medication being taken as prescribed.

All staff at Cavendish Community Primary School are aware that there is no legal or contractual duty for any member of staff to administer medication or supervise a pupil taking medication unless they have been specifically contracted to do so.

There are several members of staff who are happy to take on the voluntary role of administering medication. For medication where no specific training is necessary, any member of staff may administer prescribed and non-prescribed medication to pupils under the age of 16, but only with the written consent of the pupil's parent.

Training is given to all staff members who agree to administer medication to pupils, where specific training is needed. The local authority provides full indemnity.

All Cavendish Community Primary School staff have been informed through training that they are required, under common law duty of care, to act like any reasonably prudent parent in an emergency situation. This may include taking action such as administering medication.

In some circumstances medication is only administered by an adult of the same gender as the pupil, and where necessary witnessed by a second adult.

Parents at Cavendish Community Primary School understand that if their child's medication changes or is discontinued, or the dose or administration method changes, that they should notify the school immediately.

If a pupil at Cavendish Community Primary School refuses their medication, staff record this and follow procedures. Parents are informed as soon as possible.

All staff attending off-site visits are aware of any pupils with medical conditions on the visit. They receive information about the type of condition, what to do in an emergency and any other additional support necessary, including any additional medication or equipment needed.

If a trained member of staff, who is usually responsible for administering medication, is not available Cavendish Community Primary School makes alternative arrangements to provide the service. This is always addressed in the risk assessment for off-site activities.

If a pupil misuses medication, either their own or another pupil's, their parents are informed as soon as possible. These pupils are subject to Cavendish Community Primary School's usual disciplinary procedures.

## **6. Cavendish Community Primary School has clear guidance on the storage of medication at school**

### **Safe storage – emergency medication**

Emergency medication is readily available to pupils who require it at all times during the school day or at off-site activities. If the emergency medication is a controlled drug and needs to be locked up, the keys are readily available and not held personally by members of staff.

### **Safe storage – non-emergency medication**

All non-emergency medication is kept in a secure place. Pupils with medical conditions know where their medication is stored and how to access it.

Staff ensure that medication is only accessible to those for whom it is prescribed.

### **Safe storage – general**

All medication comes to the school office, and the office staff, ensure a form is completed and medication is either stored with Nursery/Reception or in the school office. All medication is stored according to the instructions on the medication.

All controlled drugs are kept in a locked cupboard and only named staff have access, even if pupils normally administer the medication themselves.

The office staff, along with the parents of pupils with medical conditions, ensures that all emergency and non-emergency medication brought in to school is clearly labeled with the pupil's name, the name and dose of the medication and the frequency of dose.

All medication is supplied and stored, wherever possible, in its original containers. All medication is labelled with the pupil's name, the name of the medication, expiry date and the prescriber's instructions for administration, including dose and frequency.

Medication is stored in accordance with instructions, paying particular note to temperature.

Some medication for pupils at Cavendish Community Primary School may need to be refrigerated. All refrigerated medication is stored in an airtight container and is clearly labelled. Refrigerators used for the storage of medication are in a secure area, inaccessible to unsupervised pupils.

#### Safe disposal

Out-of-date medication is disposed in clinical waste bin. A named member of staff is responsible for checking the dates of medication and arranging for the disposal of any that have expired. This check is done at least three times a year and is always documented.

Sharps boxes are used for the disposal of needles. Parents obtain sharps boxes from the child's GP or paediatrician on prescription. All sharps boxes in Cavendish Community Primary School are stored safely and secure arrangements are put in place on a case-by-case basis.

If a sharps box is needed on an off-site or residential visit, a named member of staff is responsible for its safe storage and return to a local pharmacy or to school or the pupil's parent.

The Collection and disposal of individual's sharps boxes is the responsibility of the parents. Where necessary the school will arrange disposal with PHS services (clinical waste disposal).

### **7. Cavendish Community Primary School has clear guidance about record keeping**

#### **Data Collection forms**

Parents at Cavendish Community Primary School are asked if their child has any health conditions or health issues on the data collection form, which is filled out at the start of each school year. Parents of new pupils starting at other times during the year are also asked to provide this information on application forms.

#### Healthcare Plans

#### **Drawing up Individual Healthcare Plans**



Cavendish Community Primary School uses a Healthcare Plan to record important details about children with on-going medical needs at school, their triggers, signs, symptoms, medication and other treatments. Further documentation can be attached to the Healthcare Plan if required.

For children with allergies, an individual healthcare plan is created by the school so all staff have clarity about the allergies and treatment.

For children with Diabetes/Epilepsy, this Healthcare Plan, is created by the medical practitioner, parent & SENDCO. The Healthcare plan will be written by the medical practitioner sent to the parent & shared with the school. This is updated annually or more often as required.

For children with more complex medical needs 'A Medication & Medical Intervention Protocol' may be created with parent, SENDCO & medical practitioner outlining the information generally found in the Healthcare Plan as well as further detail on how to administer medication.

Children with asthma-although this is an on-going medical need do not have an individual healthcare plan, unless there is need is considered more complex and require further direction to be treated within school.

### **Medical Needs register**

The school collates & records a register of all children with medical needs, which is shared with key members of staff.

The responsible member of staff follows up with the parents any further details on a pupil's medical needs or if permission for administration of medication is unclear or incomplete. Further advice from the Local Authority will be sought where necessary.

### **Ongoing communication and review of Healthcare Plans**

Parents at Cavendish Community Primary School are regularly reminded to update their child's Healthcare Plan if their child has a medical emergency or if there have been changes to their symptoms (getting better or worse), or their medication and treatments change.

Every pupil with a Healthcare Plan at Cavendish Community Primary School has their plan reviewed at least once a year.

## **Storage and access to Healthcare Plans**

Parents and pupils at Cavendish Community Primary School are provided with a copy of the pupil's current agreed Healthcare Plan.

Healthcare Plans are kept in a secure central location at Cavendish Community Primary School (in the office).

Apart from the central copy, specified members of staff (agreed by the pupil and parents) securely hold copies of pupils' Healthcare Plans. These copies are updated at the same time as the central copy.

When a member of staff is new to a pupil group, for example due to staff absence, the school makes sure that they are made aware of (and have access to) the Healthcare Plans of pupils in their care.

Cavendish Community Primary School ensures that all staff protect pupil confidentiality.

Cavendish Community Primary School will share Healthcare Plan with emergency care staff, should an emergency happen during school hours or at a school activity outside the normal school day.

**Cavendish Community Primary School ensures that the whole school environment is inclusive and favourable to pupils with medical conditions. This includes the physical environment, as well as social, sporting and educational activities**

### **Physical environment**

Cavendish Community Primary School is committed to providing a physical environment that is accessible to pupils with medical conditions.

As part of the 'Accessibility Plan' the school reviews the accessibility of the site for all pupils annually.

Cavendish Community Primary School's commitment to an accessible physical environment includes out-of-school visits. The school recognises that this sometimes means changing activities or locations.

## **Social interactions**

Cavendish Community Primary School ensures the needs of pupils with medical conditions are adequately considered to ensure their involvement in structured and unstructured social activities, including during breaks and before and after school.

Cavendish Community Primary School ensures the needs of pupils with medical conditions are adequately considered to ensure they have full access to extended school activities such as school discos, school productions, after school clubs and residential visits.

All staff at Cavendish Community Primary School are aware of the potential social problems that pupils with medical conditions may experience. Staff use this knowledge to try to prevent and deal with problems in accordance with the school's anti-bullying and behaviour policies.

Staff use opportunities such as PHSE, relationships & safety education lessons to raise awareness of medical conditions amongst pupils and to help create a positive social environment.

## **Exercise and physical activity**

Cavendish Community Primary School understands the importance of all pupils taking part in sports, games and activities.

Cavendish Community Primary School ensures all classroom teachers, PE teachers and sports coaches make appropriate adjustments to sports, games and other activities to make physical activity accessible to all pupils.

Cavendish Community Primary School ensures all classroom teachers, PE teachers and sports coaches understand that pupils should not be forced to take part in an activity if they feel unwell.

Teachers and sports coaches are aware of pupils in their care who have been advised to avoid or to take special precautions with particular activities.

Cavendish Community Primary School ensures all PE teachers, classroom teachers and school sports coaches are aware of the potential triggers for pupils' medical conditions when exercising and how to minimize these triggers.

Cavendish Community Primary School ensures all pupils have the appropriate medication or food with them during physical activity and that pupils take them when needed.

Cavendish Community Primary School ensures all pupils with medical conditions are actively encouraged to take part in out-of-school clubs and team sports.

### **Education and learning**

Cavendish Community Primary School ensures that pupils with medical conditions can participate fully in all aspects of the curriculum and ensures that appropriate adjustments and extra support are provided.

If a pupil is missing a lot of time at school, they have limited concentration or they are frequently tired, all teachers at this school understand that this may be due to their medical condition.

Teachers at Cavendish Community Primary School are aware of the potential for pupils with medical conditions to have special educational needs (SEN). Pupils with medical conditions who are finding it difficult to keep up with their studies are referred to the SEND coordinator. The Cavendish Community Primary School's SEND coordinator consults the pupil, parents and the pupil's healthcare professional to ensure the effect of the pupil's condition on their schoolwork is properly considered.

Pupils at Cavendish Community Primary School learn about what to do in the event of a medical emergency.

### **Visits/Trips**

Risk assessments are carried out by Cavendish Community Primary School prior to any out-of-school visit and medical conditions are considered during this process. Factors this school considers include: how all pupils will be able to access the activities proposed, how routine and emergency medication will be stored and administered, and where help can be obtained in an emergency.

Cavendish Community Primary School understands that there may be additional medication, equipment or other factors to consider when planning residential visits. This school considers additional medication and facilities that are normally available at school.

**Cavendish Community Primary School is aware of the common triggers that can make medical conditions worse or can bring on an emergency. Cavendish Community Primary School is actively working towards reducing or eliminating these health and safety risks.**

Cavendish Community Primary School is committed to reducing the likelihood of medical emergencies by identifying and reducing triggers both at school and on out-of-school visits.

School staff have been given training on medical conditions. This training includes information on how to avoid and reduce exposure to common triggers for common medical conditions.

Full health and safety risk assessments are carried out on all out-of-school activities before they are approved, including residential visits, taking into account the needs of pupils with medical conditions.

Cavendish Community Primary School reviews medical emergencies and incidents to see how they could have been avoided. Appropriate changes to the school's policy and procedures are implemented after each review.

**Each member of the school and health community knows their roles and responsibilities in maintaining an effective medical conditions policy**

Cavendish Community Primary School works in partnership with all interested and relevant parties including the school's governing body, all school staff, parents, employers, community healthcare professionals and pupils to ensure the policy is planned, implemented and maintained successfully.

The following roles and responsibilities are used for the medical conditions policy at Cavendish Community Primary School. These roles are understood and communicated regularly.

Employer

**This school's employer has a responsibility to:**

- + ensure the health and safety of their employees and anyone else on the premises or taking part in school activities (this includes all pupils). This responsibility extends to those staff and others leading activities taking place off-site, such as visits, outings or field trips
- + ensure health and safety policies and risk assessments are inclusive of the needs of pupils with medical conditions

- + make sure the medical conditions policy is effectively monitored and evaluated and regularly updated
- + report to parents, pupils, school staff and the local authority about the successes and areas for improvement of this school's medical conditions policy
- + provide indemnity for staff who volunteer to administer medication to pupils with medical conditions.

#### Head teacher

##### **This school's head teacher has a responsibility to:**

- + ensure the school is inclusive and welcoming and that the medical conditions policy is in line with local and national guidance and policy frameworks
- + liaise between interested parties including pupils, school staff, special educational needs coordinators, pastoral support/welfare officers, teaching assistants, school nurses, parents, governors, the school health service, the local authority transport service, and local emergency care services
- + ensure the policy is put into action, with good communication of the policy to all
- + ensure every aspect of the policy is maintained
- + ensure that information held by the school is accurate and up to date and that there are good information sharing systems in place using pupils' Healthcare Plans
- + ensure pupil confidentiality
- + assess the training and development needs of staff and arrange for them to be met
- + ensure all supply teachers and new staff know the medical conditions policy
- + delegate a staff member to check the expiry date of medicines kept at school and maintain the school medical conditions register
- + monitor and review the policy at least every 2 years
- + report back to all key stakeholders about implementation of the medical conditions policy.

#### All school staff

##### **All staff at this school have a responsibility to:**

- + be aware of the potential triggers, signs and symptoms of common medical conditions and know what to do in an emergency
- + understand the school's medical conditions policy
- + know which pupils in their care have a medical condition and be familiar with the content of the pupil's Healthcare Plan
- + allow all pupils to have immediate access to their emergency medication
- + maintain effective communication with parents including informing them if their child has been unwell at school

- + ensure pupils who carry their medication with them have it when they go on a school visit or out of the classroom
- + be aware of pupils with medical conditions who may be experiencing bullying or need extra social support
- + understand the common medical conditions and the impact it can have on pupils (pupils should not be forced to take part in any activity if they feel unwell)
- + ensure all pupils with medical conditions are not excluded unnecessarily from activities they wish to take part in
- + ensure pupils have the appropriate medication or food with them during any exercise and are allowed to take it when needed.

#### Teaching staff

##### **Teachers at this school have a responsibility to:**

- + ensure pupils who have been unwell have opportunities to catch up on key learning that has been missed
- + be aware medical conditions can affect a pupil's learning and provide extra help when pupils need it
- + liaise with parents, the pupil's healthcare professionals, special educational needs coordinator and welfare officers if a child is falling behind with their work because of their condition
- + use opportunities in the curriculum to raise pupil awareness about medical conditions.

#### School nurse or school healthcare professional

##### **The school nurse at this school has a responsibility to:**

- + help update the school's medical conditions policy
- + help provide regular training for school staff in managing the most common medical conditions at school
- + provide information about where the school can access other specialist training.

#### First aider

##### **First aiders at this school have a responsibility to:**

- + give immediate help to casualties with common injuries or illnesses and those arising from specific hazards within the school
- + when necessary ensure that an ambulance or other professional medical help is called.

## Special educational needs coordinator

### **Special educational needs coordinator at this school have the responsibility to:**

- + help update the school's medical condition policy
- + maintain the school medical conditions register
- + know which pupils have a medical condition & which have special educational needs because of their condition
- + ensure teachers make the necessary arrangements if a pupil needs special consideration or access arrangements in exams.

## Local doctors and specialist healthcare professionals

### **Individual doctors and specialist healthcare professionals caring for pupils who attend this school, have a responsibility to:**

- + complete the pupil's Healthcare Plans provided by parents
- + where possible, and without compromising the best interests of the child, try to prescribe medication that can be taken outside of school hours
- + offer every child or young person (and their parents) a written care/self-management plan to ensure children and young people know how to self manage their condition
- + ensure the child or young person knows how to take their medication effectively
- + ensure children and young people have regular reviews of their condition and their medication
- + provide the school with information and advice regarding individual children and young people with medical conditions (with the consent of the pupil and their parents)

## Emergency care services

### **Emergency care service personnel in this area have a responsibility to:**

- + have an agreed system for receiving information held by the school about children and young people's medical conditions, to ensure best possible care

## Pupils

### **The pupils at this school have a responsibility to:**

- + treat other pupils with and without a medical condition equally
- + tell their parents, teacher or nearest staff member when they are not feeling well
- + let a member of staff know if another pupil is feeling unwell
- + treat all medication with respect
- + know how to gain access to their medication in an emergency
- + if mature and old enough, know how to take their own medication and to take it when they need it
- + ensure a member of staff is called in an emergency situation.



## Parents/Carers

**The parents/carers of a child at this school have a responsibility to:**

- + tell the school if their child has a medical condition
- + ensure the school has a complete and up-to-date Healthcare Plan for their child
- + inform the school about the medication their child requires during school hours
- + inform the school of any medication their child requires while taking part in visits, outings or field trips and other out-of-school activities
- + tell the school about any changes to their child's medication, what they take, when, and how much
- + inform the school of any changes to their child's condition
- + ensure their child's medication and medical devices are labelled with their child's full name
- + provide the school with appropriate spare medication labelled with their child's name
- + ensure that their child's medication is within expiry dates
- + keep their child at home if they are not well enough to attend school
- + support the school in helping the child to catch up on lost learning
- + ensure their child has regular reviews about their condition with their doctor or specialist healthcare professional
- + ensure their child has a written care/self-management plan from their doctor or specialist healthcare professional to help their child manage their condition.

**This policy is linked to the Cavendish Community Primary School First Aid Policy & Cavendish Community Primary School Emergency Procedures.**

## **Further advice and resources**

### **The Anaphylaxis Campaign**

PO Box 275  
Farnborough  
Hampshire GU14 6SX  
Phone **01252 546100**  
Fax **01252 377140**  
[info@anaphylaxis.org.uk](mailto:info@anaphylaxis.org.uk)  
[www.anaphylaxis.org.uk](http://www.anaphylaxis.org.uk)

### **Asthma UK**

Summit House  
70 Wilson Street  
London EC2A 2DB  
Phone **020 7786 4900**  
Fax **020 7256 6075**  
[info@asthma.org.uk](mailto:info@asthma.org.uk)  
[www.asthma.org.uk](http://www.asthma.org.uk)

### **Diabetes UK**

Macleod House  
10 Parkway  
London NW1 7AA  
Phone **020 7424 1000**  
Fax **020 7424 1001**  
[info@diabetes.org.uk](mailto:info@diabetes.org.uk)  
[www.diabetes.org.uk](http://www.diabetes.org.uk)

### **Epilepsy Action**

New Anstey House  
Gate Way Drive  
Yeadon  
Leeds LS19 7XY  
Phone **0113 210 8800**  
Fax **0113 391 0300**  
[epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)  
[www.epilepsy.org.uk](http://www.epilepsy.org.uk)

## **Long-Term**

### **Conditions Alliance**

202 Hatton Square  
16 Baldwins Gardens  
London EC1N 7RJ  
Phone **020 7813 3637**  
Fax **020 7813 3640**  
[info@ltca.org.uk](mailto:info@ltca.org.uk)  
[www.ltca.org.uk](http://www.ltca.org.uk)

### **Department for Children, Schools and Families**

Sanctuary Buildings  
Great Smith Street  
London SW1P 3BT  
Phone **0870 000 2288**  
Textphone/Minicom **01928 794274**  
Fax **01928 794248**  
[info@dcsf.gsi.gov.uk](mailto:info@dcsf.gsi.gov.uk)  
[www.dcsf.gov.uk](http://www.dcsf.gov.uk)

### **Council for Disabled Children**

National Children's Bureau  
8 Wakley Street  
London EC1V 7QE  
Phone **020 7843 1900**  
Fax **020 7843 6313**  
[cdc@ncb.org.uk](mailto:cdc@ncb.org.uk)  
[www.ncb.org.uk/cdc](http://www.ncb.org.uk/cdc)

### **National Children's Bureau**

National Children's Bureau  
8 Wakley Street  
London EC1V 7QE  
Phone **020 7843 6000**  
Fax **020 7278 9512**  
[www.ncb.org.uk](http://www.ncb.org.uk)