



# RESIDENTIAL WELCOME PACK

ENTRUST OUTDOOR EDUCATION



**entrust**  
Inspiring Futures

## Welcome...

**Thank you** for making a booking with Entrust Outdoors. We are absolutely committed to making sure your experience with us is the best it can possibly be. We want you to feel inspired and for you to see a real and lasting difference made, as we journey with you along the way.

This 'Welcome' pack should contain most of the information you need at this early stage of your journey, but if there is anything else you need then just get in touch, either by e-mail to [oe@entrust-ed.co.uk](mailto:oe@entrust-ed.co.uk) or on 0333 300 1900. We'll be more than happy to help.

We won't actually look to finalise much of the detail around your course until about two months before the visit starts but there's still plenty we can do to support you as you plan your visit, launch it to others and answer all those questions that will no doubt pop up as we go.

Once we get nearer the time, we'll start working with you on the finer detail of your course, and that's when our great staff in the centres will start bringing everything to life, ready for the best part of the journey to begin - as you embark on the trip itself.

We have four fantastic centres here in Staffordshire, with one team of like-minded souls for whom exploring is a way of life. We've got great activities we can offer you, and wonderful places to visit with highly trained and well qualified instructors. Take a look at our website and watch our short films – it gives a real flavour of what we're about, and should be a useful resource for you - [www.entrustoutdoors.co.uk](http://www.entrustoutdoors.co.uk)

I am excited about the path ahead and very much look forward to our team sharing that journey with you.

Go well,



CHRIS DILLON  
HEAD OF ENTRUST OUTDOORS

## ABOUT ENTRUST OUTDOORS

Entrust Outdoors has a sixty-year pedigree of providing high quality outdoor education for children, young people and adults, with the skills and expertise to deliver a wide range of outcome focused activities.

At our four exciting residential centres spread across Staffordshire and an increasing number of more widespread seasonal camps we have ready access to a range of stunning natural locations throughout the UK. Here we encourage all our visitors to embrace our 'Explore and Inspire' theme and follow their own path of discovery and adventure.

All our activities are led by highly qualified, passionate, and active outdoor practitioners with great experience and some of this country's leading professional awards and training.

*'The children loved the whole week with all of the activities spot on and really engaging.*

*The offsite day to the Roaches was one of the best days out the school has ever had.'*

Pebble Brook Primary, Crewe

## SUPPORT AND GUIDANCE ALONG THE WAY

By now you will have signed and sent back your booking confirmation form, so your journey is well under way!

### Let's keep in touch

Hopefully, the guidance in this pack is going to be a useful resource for you but do remember our Customer Service team are only ever a phone call away on 0333 300 1900 or at [oecc@entrust-ed.co.uk](mailto:oecc@entrust-ed.co.uk)

We will keep in touch with you between now and your visit, just to make sure everything is going well and to see if there's anything we can do to support.

## How do I amend a booking?

We always seek to be as flexible and accommodating as we can with any booking. Changes to dates are often difficult to make, particularly during our busier periods, but changes in the numbers of participants and staff are usually easier to manage, as are most other changes. All we typically need is plenty of time to adjust to any proposed changes.

It's important for us to make sure we've got the right level of resources for you, and we also want to avoid you having to pick up any unnecessary cancellation charges, so it's important if there are any changes we get them out in the open early.

Please note that the 30% deposit per participant is non-refundable and there will be a 60% charge for any reductions in participant numbers made within 60 days of the start of the course. If you would like to amend your participant numbers, please do so in writing to [oebookings@entrust-ed.co.uk](mailto:oebookings@entrust-ed.co.uk)

<b>Amendments/cancellations Charges</b>	
Amendments/ cancellations made up to 40-days after signed confirmation received by Entrust	No charge
Amendments/ cancellations made after 40-days of signed confirmation received by Entrust and before 60-days of start of course	30% per participant
Amendments/ cancellations made within 60-days of start of course	60% per participant

## How do I pay for a booking?

Paying for a booking is straightforward. A non-refundable deposit of 30% per participant will be due 40 days after we have received your signed confirmation. Final payment (the remaining 70% plus any supplementary charges) will be due 30 days after the completion of the course.

We typically offer one free staff place for every ten course participants. For additional members of staff wishing to join the group, for some or all of the stay, there would typically be a charge of £20 B&B per night (subject to availability).

Additional meals will be charged at £5 per meal if required (i.e. a full 24-hour stay would be charged at £30.00 inclusive of meals).

## **What are the Terms & Conditions?**

A copy of our standard terms and conditions is available on our website. Please go to [www.entrustoutdoors.co.uk](http://www.entrustoutdoors.co.uk) and look under 'Plan your visit' and then 'Downloads for Leaders'.

## **Promoting the Visit**

Our Entrust Outdoors website and particularly the short films therein have been developed with a view to helping you promote the trip in school. These should prove to be useful resources for encouraging that all important early engagement with participants and parents alike.

Where practicable, for new schools which haven't visited any of our centres before, we will come out and help you with your first parent presentation.

Please visit our website to view our short films - [www.entrustoutdoors.co.uk](http://www.entrustoutdoors.co.uk)

## **Planning Your Programme**

It's usual when a booking is made that there is some discussion on programme content and on the activities to be undertaken. It's good for us to know what activities you are interested in and also how we can help build the programme to achieve your identified outcomes.

If you have expressed any preferences at the time of booking or in the period up until the centre teams pick up the programmes (around 2-3 months before your visit is due to take place) we'll be sure to record these and pass the information on. The centre teams will then work with you to agree and finalise the planned programmes, at the same time as finalising participant numbers and accommodation allocations.

Due to the nature of outdoor learning there are many things, not least the weather, which can make late programme changes beneficial. We won't suggest or make any

changes which we don't think are necessary or advisable, and we'll always discuss any proposed changes with you first.

## **What's my role and what are my responsibilities?**

The principal areas which visiting staff are asked to take responsibilities for are in the pastoral care and effective supervision of their group. We run all of the daytime structured activities but do find that course aims and objectives are most successfully achieved when visiting staff play an active role in supporting their delivery. Visiting staff know the individuals and the group and this knowledge is of huge importance in helping steer activities so as to maximise the benefits to those individuals and to the group as a whole.

During the evenings we have structured activities that are available, but you may be asked on some evenings to lead a particular activity. These will be straightforward, with all the necessary guidance, resources and support provided.

Settling residential groups at night and maintaining good behaviour throughout a visit are key roles for visiting staff. Centre staff will not usually go to the accommodation areas unless there is a need to do so but will always be around to support and give first aid if required.

Visiting staff are responsible for dealing with any pastoral problems such as homesickness, and for contacting parents and/or school in the event of an accident or illness. Visiting staff will also typically be responsible for administering medication.

Visiting staff are always separately accommodated and close to their group overnight so as to be immediately available to them if needed - something which will reassure parents.

During activities, visiting staff should not feel under pressure to 'join in' and it should be left to their discretion and the activity leader's judgement as to the level of involvement.

We like to keep courses 'busy' but there are always some periods of unstructured activity or 'down time', often after a structured activity session has ended or before or after a meal. Although centre staff will do what they can to help supervise groups during these times the responsibility for effective supervision still rests with the visiting staff.

## What information and documentation will I need to gather beforehand?

Around 2-3 months before your visit the centre team will be in touch to help you pull together all the final detailed information on your course, including an agreed activity programme and accommodation allocations showing who is staying where etc. At this point you will need to start gathering all that vital information on the course participants, making sure you've got signed parental consents and, nearer the time, up to date medical and health information. Blank parental consent forms and medical forms are downloadable from our website together with kit lists and other useful bits of information. Please go to [www.entrustoutdoors.co.uk](http://www.entrustoutdoors.co.uk) and look under 'Get in Touch' and then 'Downloads for Leaders'.

The Outdoor Education Advisers' Panel have produced some excellent and very comprehensive guidance on the management of outdoor learning, off-site visits and learning outside the classroom. You can view it at [www.oeapng.info](http://www.oeapng.info)

## STAYING SAFE, KEEPING WELL & HAVING PEACE OF MIND

Safety is our number one priority. All our staff are enhanced DBS checked and have undergone extensive and rigorous training in all aspects of safety management relevant to their roles.

### First Aid

We will always have a trained first aider on-site when residential groups are with us at the centres or out on activities. Entrust Outdoors is a recognised first aid training provider.

### Medication

Visit leaders need to ensure necessary medication is brought with anybody who needs it and, where necessary, take charge of it. If someone suffers from hay fever, asthma, epilepsy, or diabetes, it is essential that medication, including inhalers etc., is brought, even though it may not be required. Parental approval should be gained to dispense any prescribed medication.

## Transport Safety

We operate a fleet of mini-buses and a coach under a standard vehicle operator's license issued by the Traffic Commissioner. This means all our drivers are trained and qualified bus and coach drivers and the vehicles themselves are kept and maintained to exacting standards. If alternative transport is contracted in this is always from established operators of whom we have prior experience as vetted suppliers.

## Water Safety

Some of our activities take place in, on or near water, with the majority taking place on very sheltered water such as canals, suitable sections of lakes and calm sections of rivers at normal levels. Weak swimmers and non-swimmers can often still participate at such venues. All staff leading activities with water hazards are suitably qualified and experienced to do so, having been trained to various syllabi of National Governing Bodies (NGBs) such as the Royal Yachting Association, British Canoeing, Mountain Training and the British Caving Association.

## Fire Safety

All our centres have up to date fire detection systems installed that are subject to regular testing and inspection. For all residential courses a full 'practice' is conducted early in the course to ensure emergency procedures are known and followed.

## Food Allergies

All our centres are 'nut free' and our caterers are highly competent in advising on and providing for a wide range of special dietary requirements and allergen avoidance. Please advise dietary needs in plenty of time before your visit - ideally with 4-weeks' notice if possible to [oc@entrust-ed.co.uk](mailto:oc@entrust-ed.co.uk)

## Accessibility & Inclusivity

We try to be as inclusive as possible and will go to great lengths to try and make sure all course participants are treated respectfully and fairly, with every chance to meaningfully participate. Centre staff have undergone specific training in supporting people with a wide range of abilities. All our centres, although 'outdoors', are still very accessible, with each centre having appropriate accommodation and washroom facilities. Murray House at Standon Bowers is particularly well equipped to accommodate visitors with complex and specialist needs.

## Security

All centres have intruder alarms fitted as standard. Duty staff will remain on site at all times when groups are in residence, with premises locked and secured.

## Risk Management

It's what people do that is important, not necessarily what is written down, and we are expert in what we do. We employ a sensible, proportionate and dynamic approach to risk management, ensuring we use our expertise to maintain the highest standards. Risk assessments and operating procedures, both specific and generic, shape and inform our practice and our culture.

The benefits to people of engaging in outdoor learning are at the heart of our risk management processes. Where there are risks identified these will be managed effectively but it is often the case with some adventure activities that a degree of risk remains in order for the activities and the intended outcomes to have value, worth and meaning.

Risk assessments are available on request, although it should be noted that much of their content is quite technical and not likely to be readily appreciated without a level of activity specific knowledge. That's one reason why we have looked to a variety of independent agencies for independent inspection and accreditation, such as the Council for Learning Outside the Classroom, from whom all our centres have received a 'Quality Badge'. Recognising such nationally accredited, provider assurance schemes not only reduces unnecessary bureaucracy and teacher workload but is often more meaningful to an employer than simply gathering in risk assessments.

## Overnight Arrangements

We will always have a first aid trained member of our staff on site when there are groups staying at our centres and they'll always make sure you know where to find them in case you need them during the night.

## Pocket Money

The centres all have tuck shops that typically open once a day. As well as a range of sweets and drinks they also have a great range of souvenirs to take home. For a full five-day stay we recommend no more than £20 in change as pocket money is brought.

## Duties

An important part of centre life is making sure we all look after one another and that the place is kept neat and tidy. To this end we ask most groups to help by carrying out certain simple 'duties' that are allocated to them. There are many wider benefits to this approach, such as developing life skills, community action and teamwork.

## Lost Property

Although children and young people are encouraged to look after their own belongings during their stay we do ask for all the help we can get in ensuring nobody leaves anything behind. Labels in clothing and initials on torches and shoes are really useful. Should anything go missing we advise parents to contact the school first and if that fails to e-mail a description of the lost item(s) to [oecc@entrust-ed.co.uk](mailto:oecc@entrust-ed.co.uk) indicating the dates the visit took place, from which school and to which centre. Lost items are only kept for a few weeks before being recycled or given to charity.

## Communications and Contact

Part of the joy of being at the centres is that there are precious few screens and not much call for participants to stay tied to their phones. For safety reasons we ask that access to phones is tightly controlled, and advise that for most participants phones are best off left at home. To enable effective communication between school staff at

the centre and those back in school, however, we recommend a preferred mobile number is used.

Discover More  
[www.entrustoutdoors.co.uk](http://www.entrustoutdoors.co.uk)



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