



Quality Assurance Pack

Updated January 9th 2019

INTRODUCTION

As one of the leading and longest established Outdoor Education Organisations in the country, Joseph Allnatt Centres Ltd has an exemplary record for safety and the welfare of its staff and customers.

The purpose of this document is to give a summary and provide evidence of the policies and procedures which Allnatt has in place, to assure all our customers of our sound professional approach to all the facilities and activities we deliver.

The nature of our business is that we teach activities both indoor and outdoor that may have a specific risk factor but in all cases this is addressed in a detailed risk benefit analysis to ensure a controlled environment.

We adhere to all HSE Legislation, are Founder members of the British Activity Providers Association, hold the Adventuremark and Learning Outside the Classroom Badge, are licensed to provide rock climbing under the terms of Aala, and always respond positively to constructive positive advice..

All policies, risk assessments, inspection reports and any other required documentation is available on request.

COMPANY DETAILS

Registered Office : Joseph Allnatt Centres Ltd.,
35 Ulwell Road,

Swanage, Dorset BH19 1LG

Company Number : 309970 London

VAT Number: 201127531

Trading As : Allnatt Outdoors

Shareholders : Matt Piper, Heather Tainsh, Denier Wright

Managing Director : Denea Wright BA(Hons), PGCE, DMS, APIOL

Insurance : Products and Public Liability Insurance cover of £10,000,000 through Activities Industry Mutual

Insurance Certificate No : B601627538G15 **Period :** 1st April 2018-31st March 2019

THE RESIDENTIAL CENTRES

Allnatt East Dene,
Bonchurch Village Road, Bonchurch,
Isle of Wight, PO38 1RQ

Manager : Ian Bell
ian.bell@allnatt.co.uk
01983 852374

Allnatt Swanage,
35 Ulwell Road, Swanage,
Dorset, BH19 1LG

Managers : Leah Rutter and Nicola Rutter
leah.rutter@allnatt.co.uk
nicola.rutter@allnatt.co.uk
01929 421075

ADVENTURE ACTIVITY LICENCE

Licence Number : L12217 / R0473
Valid from 12th June 2017- 12th June 2019

Currently Allnatt provide climbing which is the only activity within scope of the Adventure Activities Licensing Scheme. Where we provide other activities covered by the scheme we use responsible providers and have checked that they hold the necessary licence and that all their operational systems meet or exceed the necessary standards.

ADVENTURE MARK

Swanage Certificate Number : AAA101155
Valid from 25th January 2018 to 25th January 2020

East Dene Certificate Number : AAA101155
Valid from 25th January 2018 to 25th January 2020

LEARNING OUTSIDE THE CLASSROOM QUALITY BADGE

Swanage Certificate Number : R2QB101425
Valid from 25th January 2018 to 25th January 2020

East Dene Certificate Number : R2QB101424
Valid from 25th January 2018 to 25th January 2020

BRITISH ACTIVITY PROVIDERS ASSOCIATION INSPECTION

Allnatt Swanage Certificate Number : 15 06 / 021015

Last Inspected : 2017

Next Inspection due : 2019

Allnatt East Dene Certificate Number : 2018 / 022 / 27182007

Last Inspected : 2018

Next Inspection due : 2020

PROFESSIONAL MEMBERSHIPS

The Institute for Outdoor Learning : the Company is an organisational member and Allnatt Swanage is registered as an RPIOL training and accreditation Centre. Senior staff are active members of a number of sub committees.

The British Educational Travel Association : this organisation keeps us updated with current international travel trends and regulations.

The Institute for Earth Education : this organisation gives us a sound footing on which we have developed much of our environmental activity teaching and operations.

SAFEGUARDING

We believe that a child or young person should never experience abuse of any kind. All children irrespective of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse. Some children are additionally vulnerable because of the impact of previous experiences, their levels of dependency, communication needs or other issues.

We have appointed Designated Safeguarding Officers (DSO) at each Centre and for all Camps. Each centre has a Designated Safeguard Lead (DSL).

Swanage DSL call **01929 421075** or email leah.rutter@allnatt.co.uk

East Dene DSL call **01983 851374** or email ian.bell@allnatt.co.uk

We promote the welfare of all children and young people and take our responsibility to keep them safe seriously and sensibly. We train all our staff in comprehensive safeguarding procedures based on our Safeguarding policy. This takes into account providing access to all children and young people This includes providing access to all children and adults including those with behavioural difficulty, problems with physical ability eg mobility, hearing, sight etc., learning difficulties, cultural needs and religious observances, dietary needs and providing for extra carers and mentors.

LOtC BADGE

The Learning Outside the Classroom (LOtC) Quality Badge is the only nationally recognised indicator of good quality educational provision and effective risk management. The purpose of the Learning Outside the Classroom Quality Badge is to help schools identify good quality and safe provision, and to reduce red tape when planning educational visits. It incorporates existing safety standards for all types of activity and combines learning and safety into one easily recognisable accreditation for all organisations providing learning outside the classroom experiences.

If an organisation is displaying the LOtC Quality Badge schools can be assured that their venue has met required standards, so teachers do not need to carry out their own risk or quality assessments regarding the activities provided. The full list of criteria is available at <http://lotcqualitybadge.org.uk/quality-indicators-in-detail> The Outdoor Education Advisers' Panel endorses the LOtC Quality Badge and the majority of Local Authority Outdoor Education Advisers have indicated that they accept the award in place of some or all of their checks. You can view which Local Authority Outdoor Education Advisers support the LOtC Quality Badge by visiting the OEAP website <http://oeap.info/>

OPERATIONS

RESIDENTIAL ACCOMMODATION

- We ensure that groups are provided with dedicated accommodation areas
- Group leader rooms are close to children / student rooms
- Bunk beds are no more than two bunks high
- Each Centre has Fire Risk Assessments in place which are reviewed annually
- A Fire Drill is held for every school group on the first evening of their stay
- Fire Prevention arrangements are reviewed regularly, and Fire Fighting and Fire Alarm Systems are annually maintained and regularly tested
- Fire Evacuation Routes are clearly signed and kept free from obstruction
- Both Centres hold 5 * Hygiene Certificates and are fully competent in providing for all dietary needs.

TENTED CAMPS

Boys and girls are tented separately with Group Leader tents nearby.

Tented Camps have clear Fire Safety Procedures in place including a Fire Drill on arrival, Fire Prevention procedures which are clearly explained to all campers, and Fire Fighting equipment which is tested regularly.

ORIENTATION

On arrival all groups are given a thorough Orientation which includes the boundaries of the Centre, obvious hazards, Centre Systems which they must follow for their own safety and welfare and the tutor / children relationship and behaviour expectations.

SECURITY AND SUPERVISION

The programme given to each group shows when Allnatt staff will be supervising and when visiting staff will be supervising and makes it very clear when the baton of responsibility will be handed from one to the other. Children are supervised at all times.

An Allnatt Duty Person with a First Aid qualification is available 24 hours per day for Emergency Assistance. Whilst visiting Group Leaders are responsible for their group throughout the stay, in the event of an emergency the Duty Person will use their local knowledge and experience and give direction in consultation with the main group leader.

External doors are locked at night by the Duty Person.

Accommodation blocks are secure with Visiting Group Leaders given individual keypad codes for their own accommodation block only.

ENVIRONMENTAL AND CULTURAL RESPONSIBILITIES

We aim to conserve the natural environment, endorsing the principles of sustainable use and minimum impact. We are sensitive to the impact of our operation on the local community and cultural setting in which we work, and aim to minimise any adverse effect. We encourage knowledge, understanding and respect, and involvement of our staff in the communities in which they work.

STAFFING

All staff are DBS checked, trained thoroughly and monitored in the performance of their duties.

CORE STAFF

We have a very high level of experienced and well qualified permanent staff in both hospitality and teaching.

SEASONAL STAFF

We run a robust recruitment scheme for seasonal staff who are interviewed personally over an Interview Weekend, and their qualifications and references are verified.

All staff undergo a full Induction and Job Skills Training Programme.

We ensure continual assessment and monitoring of competences.

Operations are reviewed weekly to ensure continuous improvement and development.

ORGANISATIONAL STRUCTURE AND RESPONSIBILITIES

Managing Director : Den Wright

Overall responsibility for :

- Teaching Ethos inc Education, Inspiration and Play
- Health, Safety and Welfare Policy
- Quality Assurance
- Programme Design
- Staff Training and CPD

Allnatt Swanage	Allnatt East Dene
<p>Centre Managers : Leah Rutter and Nicola Rutter Responsible for Centre Operations, the Residential Experience and the quality of the Teaching Programmes</p>	<p>Centre Manager : Ian Bell Responsible for Centre Operations, the Residential Experience and branding</p>
<p>Head of Teaching : Fiona Flynn Responsible for : Risk Benefit Management of activities and teaching locations Logistical Programmes Recruitment, training and monitoring of seasonal tutors Equipment maintenance</p>	<p>Head of Teaching : Karen Chislett Responsible for : Risk Benefit Management of activities and teaching locations Logistical Programmes Recruitment, training and monitoring of seasonal tutors Equipment maintenance</p>
<p>Fieldwork Coordinator : (current vacancy) Responsible for : Risk Benefit Management of fieldwork sessions and teaching locations Logistical Programmes Equipment maintenance</p>	<p>We do not currently offer fieldwork at East Dene</p>
<p>Lead Trainer / Technical Advisor This is the qualified expert who oversees each activity and the role is critical to the safe operation of all activities. The names of the individual activity Lead Trainers are shown on the next page.</p>	<p>Lead Trainer / Technical Advisor This is the qualified expert who oversees each activity and the role is critical to the safe operation of all activities. The names of the individual activity Lead Trainers are shown on the next page.</p>
<p>Teaching Team A combination of permanent, seasonal, freelance and sub contracted providers Responsible for : the delivery of quality educational and inspirational teaching programmes</p>	<p>Teaching Team A combination of permanent, seasonal, freelance and sub contracted providers Responsible for : the delivery of quality educational and inspirational teaching programmes</p>

ACTIVITY AND STAFF COMPETENCE MATRIX

	DETAIL	LEAD TRAINER	EXPERIENCE / QUALIFICATION	RATIO
PRE PLANNING	Allnatt Training Programme	Denea Wright	Managing Director	
ORIENTATION	Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 30
FIZZICAL FUN	Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 30
FLEXERCISE	Allnatt Training Programme	Tented Camps : Nicola Rutter	Centre Manager	1 : 30
PERSONAL SKILLS	Archery Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Archery GB Archery GB	1 : 15
	Bakery Allnatt Training Programme	Allnatt Swanage : Zoe Winter Allnatt East Dene : Karen Chislett	Head of Catering Head of Teaching	1 : 15
	Campcraft Bushcraft Survival Skills Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 15
	Navigation Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 15 and 1 : 30
	Low Ropes External Provider : Brenscombe	Allnatt Swanage : Vertex	ERCA Instructor	1 : 12
	Scramble Course Allnatt Training Programme	Allnatt East Dene : Karen Chislett	Head of Teaching	1 : 15
	Tree Climbing External Provider : Goodleaf	Allnatt East Dene : Paul Mc Cathie	Lantra	2 : 15
	High Ropes External Provider : Brenscombe	Allnatt Swanage : Vertex	ERCA Instructor	1 : 10
Climbing Tower External Provider : Young Adventure Solutions	Allnatt Swanage : Eddie Young	MIA Technical advisor for Climbing Walls	2:15	

	DETAIL	LEAD TRAINER	EXPERIENCE / QUALIFICATION	RATIO
PERSONAL SKILLS	Water Sports on the sea External Provider : Fore Adventure, Wight Water and Adventure Activities IOW	Allnatt Swanage : Dan Scott Allnatt East Dene : Scott Gardner Owen Burson	NGB qualification as required for each individual activity	1 :12
	All swimming Pool activities including Water Skills and Snorkelling. Allnatt Training Programme	Allnatt Swanage : Nicola Rutter Allnatt East Dene : Karen Chislett	RLSS Lifeguard trainer RLSS Lifeguard	1 :15 and 1:30
TEAM BUILDING	Blindfold Trail Allnatt Training Programme	Allnatt Swanage : Leah Rutter Allnatt East Dene : Karen Chislett	Centre Manager Head of Teaching	1 :15
	Classic Team Building Allnatt Training Programme	Allnatt Swanage : Leah Rutter Allnatt East Dene : Karen Chislett	Centre Manager Head of Teaching	1 :15
	Pioneering ballistas, bridge build and improvised raft building Allnatt Training Programme	Allnatt Swanage : Nicola Rutter Allnatt East Dene : Karen Chislett	Centre Manager Head of Teaching	1 :15
	Pulling Together Allnatt Training Programme	Tented Camps : Nicola Rutter	Centre Manager	1 : 15
	Pirates Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 :15
	Smugglers Allnatt Training Programme	Allnatt East Dene : Karen Chislett	Head of Teaching	1 : 15
FIELDWORK FOCUS	Bay and Beach Studies Allnatt Training Programme	Allnatt Swanage : Nicola Rutter Allnatt East Dene : Karen Chislett	Centre Manager Head of Teaching	1 :15
	The Seaside : Past, Present and Future Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 :15

	DETAIL	LEAD TRAINER	EXPERIENCE / QUALIFICATION	RATIO
FIELDWORK FOCUS	Habitat Studies Allnatt Training Programme	Allnatt Swanage : Nicola Rutter Allnatt East Dene : Karen Chislett	Centre Manager Head of Teaching	1 : 15
CREATIVE PLAY	Beach Games Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 15
	Den Building Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 15
	Tales and Legends Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 30
CELEBRATION	ABC Quiz Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	1 : 30
	Campfire Allnatt Training Programme	Allnatt Swanage : Fiona Flynn Allnatt East Dene : Karen Chislett	Head of Teaching Head of Teaching	2 : 30
OFF SITE OPEN COUNTRY	Fishing Boat Trip External Provider Swanage Angling Centre	Allnatt Swanage : Tom Greasty	Boat Captain	1 : 10
	Mountain Biking External Provider: Brenscombe	Allnatt Swanage : Brenscombe		1 : 12
	Rock Climbing Allnatt Training Programme	Allnatt Swanage : Eddie Young (External Technical Expert)	MIA	1 : 12
	Trailblaze Coastal Journey Allnatt Training Programme	Allnatt Swanage : Leah Rutter Allnatt East Dene: Karen Chislett	Centre Manager Head of Teaching	1 : 15
	Trailblaze Adventurous Expedition Allnatt Training Programme	Allnatt Swanage : Leah Rutter Allnatt East Dene: Karen Chislett	Centre Manager Head of Teaching	1 : 15

	DETAIL	LEAD TRAINER	EXPERIENCE / QUALIFICATION	RATIO
REFLECTION	In the Woods Allnatt Training Programme	Denea Wright	Managing Director	1:15
	On the Beach Allnatt Training Programme	Denea Wright	Managing Director	1:15
FIELDWORK Secondary	GCSE & A-level topics	Allnatt Swanage: (Vacant)	Fieldwork Coordinator	

LEAD TRAINERS AND TECHNICAL CONSULTANTS

NAME	ROLE	EXPERIENCE WITH ALLNATT	CURRENT QUALIFICATIONS
Denea Wright	Managing Director	40 years	BA (Hons), PGCE, DMS, APIOL Assessor
Leah Rutter	Allnatt Swanage Centre Manager	17 years	B.Ed Science in the Environment APIOL RPIOL Internal Facilitator 1st Aid at Work Archery GB Advanced Forest and Field Craft Skills BCU 1* kayak and canoe Designated Safeguarding Officer
Nicola Rutter	Allnatt Swanage Centre Manager	9 years	BSc (Hons) Marine Biology BSAC snorkel instructor 1st Aid at Work ERCA Ropes Course Instructor ERCA Ropes course Rescuer RPIOL and internal facilitator BCU 2* Kayak and canoe RLSS Pool/Lifeguard Trainer/Assessor
Fiona Flynn	Allnatt Swanage Education Manager & Head of Teaching	8 years	MSc Wildlife Conservation and Management BA Natural Science Zoology RPIOL CELT Award Emergency Response First Aid Archery GB
Karen Chislett	Allnatt East Dene Head of Teaching	16 years	BSc (Hons) Conservation Biology 1st Aid at Work RLSS Pool Lifeguard STA Level 3 Pool Plant Operations Archery GB Advanced Forest and Crafts Skills Safeguarding (DCPO)

ALLNATT OUTDOORS TRAINING PLAN

Allnatt has developed a robust and thorough training plan aimed to induct seasonal staff and freelance staff, and we provide all staff with on job training in all the activities that we offer so that they have a rounded and stimulating time teaching during the season. Continuous professional development is provided for the Core Teaching Team. We are currently developing an Apprenticeship Scheme for Outdoor Leaders.

FOR FURTHER DETAILS OR CLARIFICATION OF ANYTHING IN THIS DOCUMENT :

Please contact : Denea Wright,
Managing Director
22 Gardens View,
Bournemouth
Dorset
BH1 3QA

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Mobile : 07770 777463
Email : denea.wright@allnatt.co.uk



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