



RESCUE ONE ZERO

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 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 will start bringing everything to life, ready for the best part of the journey to begin - as you embark on the course 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 highly trained, 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.

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

Go well,

A handwritten signature in black ink, appearing to read 'Chris Dillon', with a stylized, flowing script.

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, as well as 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.

We have recently embarked on the next stage of our own journey, with the launch of our non-Centre based programmes, including our Rescue One Zero teambuilding days on school premises and our Wilderness Academy residential bushcraft experiences.

These programmes offer an excellent introduction to a life of adventure, whilst also serving as the perfect vehicle for practising key life skills, including teamwork, communication and decision making.

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 oc@entrust-ed.co.uk.

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

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 that 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.

Amendments/cancellation charges	
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.

Rescue One Zero has been specifically designed to meet the Outdoor and Adventurous Activities criteria for the PE and Sport curriculum. As such, schools may wish to use their PE and Sport Premium funding to cover the cost of this course.

Please note, for Rescue One Zero courses there is a minimum booking value of £750 (+VAT), which equates to a course size of 30 pupils. What that means is that we will happily run courses involving less than 30 pupils, but the price will still be £750.

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 and look under 'Plan your visit' and then 'Downloads for Leaders'.

What is my role and what are my responsibilities?

The principal areas which school staff are asked to take responsibility 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. School 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.

The Rescue One Zero teambuilding day also contains an element of upskilling for school staff, should they be interested. Entrust Outdoors instructors will be employing and sharing a number of effective teambuilding techniques during the day and teaching staff may wish to learn these skills themselves and then use them to further develop their pupils over the remainder of the year.

What information and documentation will I need to gather beforehand?

Around two months before your course the Rescue One Zero team will be in touch to help you pull together all of the final detailed information on your course. At this point you will need to start gathering information on the course participants, making sure you have up to date health information on all pupils. We would ask that you then please share this information with the Rescue One Zero senior instructor on the day of the course, highlighting where necessary any existing medical conditions or medications being taken.

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, which can be viewed at 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 working with groups. 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.

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. Course staff have undergone specific training in supporting people with a wide range of abilities.

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.

RESCUE ONE ZERO

The following details are specific to your forthcoming Rescue One Zero teambuilding day.

Overview

Blending outdoor education, personal development and adventure, Rescue One Zero is a fast-paced, full-day event, delivered on school premises. Whilst incorporating many of the mainstream aspects of PE and Sport (such as increased mobility, improved motor skills and higher levels of physical fitness), the programme's primary aim is to help schools create well-rounded individuals with firmly established interpersonal skills and healthy levels of emotional intelligence.

The day has therefore been designed as a themed teambuilding programme, which sees pupils tackling a range of challenging problem-solving activities, all of which serve as a powerful vehicle for personal development. Over the space of the day, pupils will have the opportunity to:

- Build their confidence and character
- Communicate constructively
- Increase their social awareness and manage their emotions effectively
- Understand risk, recognise hazards and make informed decisions
- Acquire practical outdoor skills
- Identify key aspects of effective individual and team performance
- Broaden their horizons and
- Develop the wider skills that are essential for future employability

Examples of some of the key life skills that young people will practise and develop include:

- Communication and cooperation
- Teamwork and collaborative effort
- Self confidence and decision making
- Problem solving
- Trust and consideration for others
- Resilience and perseverance
- Risk assessment
- Reflective learning

Format

As trainee members of an elite Crisis Response Team, pupils will spend the morning undergoing Basic Training, working on problem-solving activities in small groups and developing a range of team-related skills. By lunchtime,

team members will have completed their Basic Training, becoming fully-fledged members of the Crisis Response Team. At this stage they will be allocated the callsign *Rescue One Zero* and placed on standby, ready to deal with any crisis that might occur. The afternoon is then spent undertaking a series of missions, putting into practice all of the skills learnt during the morning session.

Activities will be a combination of physical and mental challenges, with each task lasting 20-25 minutes in duration. Teams will rotate through seven different challenges over the space of the day, with short coaching/reviewing sessions taking place upon completion of each task.

During these sessions, pupils will be encouraged to review their performance, examine what they have learnt about themselves so far as individuals and as a team, and consider how they might apply that learning to the next session. In this manner, young people participate in an exciting outdoor activity day with their friends, whilst simultaneously undertaking basic personal development training.

For further details, see the sample itinerary at Annex A and the Frequently Asked Questions section at Annex B.

ANNEX A: SAMPLE ITINERARY

Pupil Nos	Min 30. Max 120
Year group	KS2/3
No of teams	Min 2. Max 8
Team size	12-15

Basic Training task 1	Hoverball
Basic Training task 2	Ski Race
Basic Training task 3	Trapdoor
Basic Training task 4	Memory Masters
Mission 1	Hazmat
Mission 2	Explosives Factory
Mission 3	Finale: The Grid

Course objective 1	Teamwork
Course objective 2	Communication
Course objective 3	Problem solving
Course objective 4	Decision making
Course objective 5	Physical fitness
Course objective 6	Trust
Course objective 7	Consideration
Course objective 8	Self confidence
Course objective 9	Resilience
Course objective 10	Risk management
Course objective 11	Increased mobility
Course objective 12	Reflective learning

Time	Team 1	Team 2	Team 3	Team 4
0745	Arrival and set-up			
0830	Brief school staff			
0905	Trainee members of the Crisis Response Team assemble for their Basic Training			
0910	Introduction to the day and icebreaker exercises			
0945	Basic Training begins. Pupils work in teams on a series of problem-solving tasks			
1035	Break			
1100	Basic Training continues			
1150	Review of individual and team performance. Basic training ends			
1200	Lunch			
1300	Icebreakers and energiser exercises. Teams are placed on standby...			
1315	Catastrophe strikes and team missions begin			
1320	Mission 1	Mission 1	Mission 2	Mission 2
1345	Mission 2	Mission 2	Mission 1	Mission 1
1410	Mission 3/Finale Exercise			
1445	Group review, conclusion and certificates			
1500	End			

ANNEX A: FREQUENTLY ASKED QUESTIONS

What are the timings for the day?

The day is designed to fit around usual school timings, starting around 9am (once Registration is complete) and finishing around 3pm, with break and lunch times running as normal. See the itinerary overleaf for full details.

How large will the teams be?

Teams will usually be comprised of up to 15 pupils, depending on the size of the overall year group. Most of the tasks, however, involve splitting each team into smaller sub-teams to maximise participation.

What is the minimum/maximum course size?

The minimum course size is 30 pupils. The maximum is 120.

As a school, what facilities do I need in order for you to be able to run the day?

Rescue One Zero works best when laid out on a grass field and ideally requires an area approximately half the size of a football pitch. That said, the activities can also be set up on concrete if necessary.

What clothing do pupils need to wear?

The intention is for pupils to be outside all day and so they should be advised to dress accordingly. There is a risk that they may get ever so slightly dirty. In general, however, no specific clothing is needed; it just needs to be comfortable and appropriate for conducting light physical activities.

How many staff do I need to supply?

School staff numbers on the day should be in keeping with your usual school ratios, although we would normally recommend one member of school staff for every fifteen pupils. As a general rule, we like to involve the teaching staff as much as possible. As such, there are plenty of opportunities to assist the instructors with the activities, should individual staff members so wish.

I have a pupil who is injured/physically less able/has special educational needs. Can they still get involved?

Of course. The activities are very inclusive and can cater for all levels of physical ability.

What if the weather is bad?

If the weather looks to be less than ideal, Rescue One Zero can be run indoors (eg. in the school hall), providing there is sufficient space. Briefings at the beginning and end of the day can be held indoors and, if necessary, all of the tasks can also be brought inside. As such, when booking a course, it would be good practice to arrange access to a large indoor space, such as the gym or school hall, as well as ensuring that there is access to sufficient outdoor space.

Have staff undergone DBS Disclosure checks?

All Entrust delivery staff have undergone DBS Enhanced Disclosure checks.

Do you have a Risk Assessment that I can see?

A comprehensive Risk Assessment for the day is available from the Rescue One Zero Coordinator.

Discover More
www.entrustoutdoors.co.uk



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