

Information for parents/carers

Oxfordshire Outdoors prides itself on how it looks after children and students attending its centres; understanding how children and young people learn to cope with the unique outdoor learning experiences combining together with the residential element. We want to reassure you that your child is in expert, professional and experienced hands.

Learning is fun. Our courses are designed to develop independence; resilience and character. The ability to recognise what this feels like is a really important part of what we do.

From our years of experience we can guarantee Oxfordshire Outdoors staff will ensure:

- Each child's wellbeing is given the highest priority
- They know each child's name for the activity group they work with
- They are aware of individual medical or dietary needs
- Programme content is relevant to each child
- Appropriate equipment is used for all activities
- Appropriate catering is provided for each child, we recognise a child with specific dietary needs must be looked after
- The right balance of support and challenge is in place for all
- Each child experiences something special
- A Course Director is responsible for all aspects of your child's course

Risk statement

Adventurous activities have an inherent risk. In using a risk benefit approach Oxfordshire Outdoors staff will identify, plan for and mitigate such risks, ensuring each child is fully involved in the safety chain and in the safety management of the activity.

However, because of the environments in which we operate please understand that your child might experience the odd scrape,

bump and bruise.

Top tips for you

As the parent/carer please:

- Talk to your child about the course and what it involves. Help them with any specific concerns they may have, but try not to pass on your concerns. Being positive equates to a much greater chance of success for your child
- Ensure you complete all information within the timescales requested. This will really help your course organiser to complete their work
- Attend the parents evening as this will provide you with more information and will give you the chance to ask questions
- Be accurate with information. Please don't hold back any essential learning, medical or dietary need as this can be really important to the well-being of your child
- Help your child to pack and to recognise what is being packed (ideally labelled as well)
- Talk to your course organiser /visit staff and discuss any concerns about your child attending the course
- Celebrate the success with your child on return

Please don't send your child with:

- Bags of sweets and sugary drinks – a late night sugar rush does no-one any favours
- Expensive electrical items – this course is all about developing independence and not being reliant on gadgetry, including phones.
- Expensive clothing – it's an outdoor adventure based course and clothes will get wet and dirty

Lost property

However hard we try this just happens. If you find items have not returned home please:

- Contact your Visit Leader, who may have picked the item up
- If not contact the relevant centre to see if has been left behind. If it has we will ask you to pay through the appropriate postage, usually by bank transfer

Please ensure all personal items are labelled!

Complaints

Hopefully you won't have any, but if you do:

- Please contact your Visit Leader and raise your concern
- The Visit Leader will discuss this with the relevant centre and you will be provided with a response. We aim to do this within 5 working days.
- If you do not receive a response, or feel that your concern has not been adequately dealt with, please raise it directly with the Service Lead Chris Pierce on 01497 847272 or email chris.pierce@oxfordshireoutdoors.co.uk

Last but not least

If you have any queries or questions please contact your Visit Leader who will make sure you get the answers you need. A successful trip is a partnership between all involved.

To achieve success for your child, your Visit Leader and accompanying staff will have worked extremely hard and with long hours. If you can please acknowledge this, it will be much appreciated.