

Provider Standards Questionnaire (Form SOE5)

To be completed by providers of outdoor education, visits and off-site activities to schools and education establishments.

Insert Name of Provider Organisation HERE: Canoe Adventures Ltd

The provider named above is asked to give careful consideration to the statements below and sign in the space at the end of the form that the standard of service provided will meet the conditions listed. Please write YES to all specifications you meet. Write NO for any specification you cannot meet. Write N/A against any specifications which do not apply to your provision.

Section 1 To be completed by ALL Providers.

Section 2 To be completed by Adventurous Activities Providers

Section 3 To be completed by Tour Operators

Section 4 To be completed by Providers of Expeditions outside of the UK

Section 1 - All Providers		Write YES, NO or N/A
1	The provider has public liability insurance for a minimum of £5 million.	Yes
2	The provider complies with the relevant health and safety regulations, including the Health and Safety at Work Act 1974 and associated regulations for visits/activities, and has a health and safety policy and recorded risk assessments which are available for inspection.	Yes
3	Accident and emergency procedures are maintained, and records are available for inspection.	Yes
4	The provider operates a policy for staff recruitment, induction and training that ensures that all staff with a responsibility for participants have the experience and competence to undertake their duties.	Yes
5	There is a clear and communicated definition of responsibilities between the provider’s staff and visiting staff regarding supervision and welfare of participants.	Yes

6	The provider has a Code of Conduct which will be employed where appropriate and supplied in advance of any booking. Visiting groups should adhere to the Code of Conduct.	Yes
Staffing		
7	The provider has a safeguarding policy covering staff recruitment, induction and training. To support this policy all reasonable steps are taken to check staff/volunteers, who will have access to young people, for relevant criminal history and suitability for work with young people. (i.e., UK DBS checks)	Yes
8	There are adequate and regular opportunities for liaison between school/organisation staff and the provider's staff to agree learning outcomes and to agree if necessary, any changes to the programme.	Yes
Inclusion & Environment		
9	The provider will take all reasonable steps to allow inclusion and participation of any young people who have special needs or have a disability, following a risk assessment process in line with The Special Educational Needs and Disability Regulations 2014, and the Equality Act 2010.	Yes
10	The provider encourages responsible attitudes to the environment and/or promotes wider sustainability issues as an integral part of the programme.	Yes
Vehicles		
11	All vehicles are roadworthy and meet the requirements of relevant regulations in the country in which they are being used.	n/a
12	Where applicable drivers are PCV qualified or operate with a small bus permit and local minibus driving assessment.	n/a
13	All drivers are appropriately insured and hold a valid licence to drive them on behalf of the provider.	n/a
Accommodation & Buildings		
14	A fire risk assessment has been completed, reviewed appropriately and meets the requirements of the Regulatory Reform (Fire Safety) Order 2005 (where applicable).	n/a
15	Security arrangements have been assessed and all reasonable steps taken to prevent unauthorised persons entering the accommodation.	n/a
16	Separate male and female sleeping accommodation and washing facilities are provided. Staff accommodation is suitably located to ensure adequate supervision.	n/a

Section 2 - Adventurous Activity Providers		Write YES, NO or N/A
17	The ratios of staff to young people for the activities confirm to those recommended by the appropriate National Governing Bodies (NGB) & LA, or, in the absence of this, the provider's Code of Practice informed by risk assessment.	YES
18	The provider maintains a written code of practice for activities, which is consistent with relevant NGB guidelines or in their absence, recognised national/best practice standards.	YES
19	Staff competences are confirmed by the appropriate NGB qualification for the activity to be undertaken, or staff have had their competences confirmed by an appropriately experienced and qualified technical adviser.	YES
20	The provider has assessed the first aid needs of employees and visitors/participants. There will be adequate and appropriate facilities along with access to a person with a valid and appropriate level of first aid qualification. Staff are practised and competent in accident and emergency procedures.	YES
21	All equipment used in activities is suited to the task, adequately maintained and monitored in accordance with statutory requirements and current good practice, with records kept on maintenance checks where necessary.	YES
22	Do you require participants to complete/sign any form of consent/waiver/disclaimer? IF SO, PLEASE SUBMIT A COPY OF YOUR FORM WITH THIS FORM	NO
23	Please state which national accreditation awards your organisation holds and the issuing body; ADVENTURE ACTIVITIES LICENSING SERVICE (on behalf of the HSE) DART HARBOUR & NAVIGATION AUTHORITY (on behalf of the SHDC) OFSTED (Registration number 2731749, Setting reference no 2731750)	

Adventure Activity Licence Authority	
24	If you hold a licence from the Adventure Activities Licensing Authority (AALA), please write the licence number and expiry date here; License no. L182754 Provider ref no. R1128 Exp. 11/10/2028

Section 3 - Tour operators / Package Holidays		Write YES, NO or N/A
Where tour operators deliver services using other providers e.g., ski schools, transport or accommodation, the tour operator must ensure that each provider meets the relevant specifications which apply to the country of operation.		
25	The Tour Operator complies with package Travel Regulations, including bonding to safeguard customers' monies.	N/A
26	Security in the case of Insolvency - There is an on-going legal requirement to have sufficient evidence of security for the protection of pre-payments in the event of insolvency under The Package Travel, Package Holidays and Package Tours Regulations 1992. This states that businesses offering "packages" must be able to provide this evidence at all times. Please tick to confirm that this is understood and will be complied with.	N/A
27	If abroad, the accommodation complies with fire, health and safety regulations, which apply in the country, concerned.	N/A
28	ATOL, ABTA or other bonding body name and numbers: N/A	

Section 4 – Overseas Expeditions or Fieldwork		Write YES, NO or N/A
29	The provider is a member of the Expedition Providers Association.	N/A
30	The Provider holds the Learning Outside the Classroom Quality Badge	N/A
31	The provider is accredited via the 'other party' route to meet the requirements of BS8848	N/A

Name of provider organisation	Canoe Adventures Ltd
Name	Hallam (Hal) Gillmore
Position held (form to be completed by owner, director, manager)	Director / co-owner
Signature	
Date	18/03/26
Phone	07977 178214
Email	hello@canoeadventures.co.uk
Website	www.canoeadventures.co.uk

Thank you for completing this form. Please return it to: *(School or Establishment to enter return details here)*