

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: Newquay Zoo (Libéma Zoo NQ Operations 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 - 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

Appendix 5

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.	Yes
12	Where applicable drivers are PCV qualified or operate with a small bus permit and local minibus driving assessment.	Yes
13	All drivers are appropriately insured and hold a valid licence to drive them on behalf of the provider.	Yes
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).	Yes
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

Name of provider organisation	Newquay Zoo (Libéma Zoo NQ Operations Ltd)
Name	Mark Norris
Position held (form to be completed by owner, director, manager)	Education Officer
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