

Safety, accreditation, and risk management summary 2025



Bendrigg recognises the need for visitors to assure themselves that the quality and safety of our activity provision and our risk analysis and management systems are adequately robust. The purpose of this document is to help organisers by providing the information usually required.

Adventures Activities License

The safety of outdoor activities is best assessed by the experience and expertise of the Adventure Activities Licensing Authority (AALA). Bendrigg is inspected on an annual basis and holds a licence issued by AALA for the safe conduct of activities it delivers, as required by law. License are granted by the Health and Safety Executive (HSE) acting at the Adventure Activities Licensing Authority. The inspection process covers the safety management of activities, which includes risk assessments, staff qualifications and the maintenance of equipment associated with the activities. Bendrigg undertakes to perform to the requirements and guidance of the Licensing Service and its inspectors and is also subject to spot inspections.

Bendrigg Licence number: L130002

Provider reference number: R0314

Association of Heads of Outdoor Education Centres (AHOEC)

Bendrigg has achieved the AHOEC GOLD Standard, which is an approved scheme of the Adventure Activities Industry Advisory Committee (AAIAC). The GOLD standard is also linked to two other awards; the Learning outside the Classroom Quality Badge (LOtC) and Adventuremark and therefore Bendrigg is the holder of all three awards. Attainment of these awards means that, in addition to the mandatory AALA inspection, Bendrigg has also been inspected in the following areas of our provision and has achieved the standard of 'excellent' in all:

- Customer care
- Facilities
- General conditions
- Environmental sustainability
- Safety management, policy, organisation and planning
- Quality assurance, measuring and reviewing performance



Insurance

Bendrigg holds Public Liability Insurance with an indemnity limit of £10 million for any one incident.

Acknowledgement of Risk

Bendrigg takes all steps to ensure the Health & Safety of visitors whilst at Bendrigg. However, visitors should be aware that certain inherent risks remain, which are integral to the activity, and which cannot be eliminated completely. The risk of serious injury is extremely remote but some activities may result in minor injuries; e.g. grazes, sprains and bruises. This is not a 'disclaimer' but serves to inform group leaders about what participants may experience. All visitors to the centre are asked to acknowledge the residual risk inherent in adventurous activities prior to their visit.

Risk Assessments and Risk Benefit Analysis

Bendrigg has a Health & Safety policy which includes generic risk/benefit analysis supported by site specific risk assessments. These are updated regularly and reviewed annually. They are held at the centre and are available for inspection at any time. In addition, daily risk assessments are carried out at morning meetings to take into account forecasted weather, staff changes, equipment availability, group abilities and the planned activity. Visiting staff are welcome to attend and contribute to these meetings. Dynamic risk assessments are carried out by activity staff during the activity to take into account local conditions and other continually changing factors. Where it has been deemed that the conditions are such that the risk of serious injury cannot be appropriately managed (i.e. due to poor weather or flooding etc.) then the activity will be modified or an alternative activity will be provided.

Transfer of responsibilities

The visiting group leader has overall responsibility for their group at all times. The Bendrigg Centre Director has responsibility for the programme, equipment, and facilities, and for operating the Centre to legal requirements. Bendrigg staff will be responsible for the safety and management of participants on all activities provided by Bendrigg. It is essential that visiting staff provide information regarding individuals and offer appropriate support to enable Bendrigg staff to properly perform their duties. Visiting staff retain a duty of care at all times for participants under 18. If a participant is withdrawn from the "led" activity for any reason, then the responsibility for those withdrawn will revert to the visiting staff. If, at any time, visiting staff are unhappy about an activity it is essential that they make their concerns known to Bendrigg staff at the earliest opportunity. Visiting staff may insist that any activity does not continue on the grounds of physical or psychological harm, or that the activity is not commensurate with their planned outcomes.

Child protection and safeguarding of vulnerable adults

Enhanced 'Disclosure & Barring Scheme' (DBS) checks are carried out on all Bendrigg staff including long-term and regular volunteers, trainees and student placements. All external doors can be locked at night to prevent entry by an intruder or to keep visitors within the security of the building and all visitors are directed to report to the office where they will sign in and be issued with a visitors badge.

Staff competence

All staff leading activities will hold the relevant National Governing Body qualification or have been assessed as competent by an appropriately experienced and qualified person, as required by the Licensing Service. Copies of certificates are available on site for inspection.

Fire protection

Bendrigg complies with current fire safety legislation, and we are inspected on a regular basis by Cumbria Fire Service to ensure Bendrigg's buildings meet the Council's Fire Safety standards.

Food safety

Bendrigg has a 5-star rating (Very Good) under the [Food Hygiene Rating Scheme](#).

Transport

Bendrigg has seven vehicles (of which six are wheelchair accessible) available for in-course transport. They comply with current legislation and Bendrigg operates these under a 'Section 19' minibus permit.

If you have any questions regarding our safety, accreditation or risk management processes, please get in touch on 01539 723766 or email bookings@bendrigg.org.uk.

We look forward to welcoming you to Bendrigg

Nick Liley
Centre Director
January 2025

The logo for Bendrigg, featuring the name 'Bendrigg' in a green, cursive script font, positioned above a thick, dark green horizontal line that spans the width of the page.