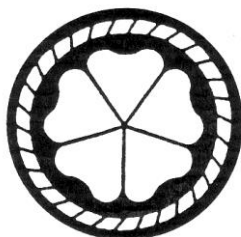


Educational Visits Guidance  
Critical Incident plan

# **Guidance for procedures in the event of a critical incident on Off-Site visits**

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**Great Bardfield Primary School**

**Agreed by Governors: June 2017**  
**To be Reviewed on or before: June 2018**

Last updated: June 2017

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### 1. Critical incident procedures

The head of establishment e.g. Headteacher, must have an agreed site emergency plan which can be put into operation in the event of a critical incident.

**A critical incident is defined as “when a member of an Essex County Council group has suffered a life-threatening injury, fatality or is in peril, including being lost”.**

#### Procedures to be followed in the event of a critical incident

**The Schools Communication team are the first point of contact to request critical incident support and will contact all services required immediately after receiving notification to ensure support is arranged. They will also collect and log closure notification in situations of closures due to weather, site issues or industrial action.**

**See Appendix 1 Guidance for schools for informing ECC in the event of a critical incident**

The Schools Communication team offer:

- Confidentiality, quick response and regular updates as required
- Tailored approach considering the support needs of the incident
- Point of communication to access support services

It is important that the relevant information is quickly and easily available, especially when groups are off-site and whatever the time of day or night.

- 1 The leaders in charge of any venture **must** have lists of names, telephone numbers and addresses. Mobile forms must be carried by all group leaders.
- 2 Similar lists to those above, along with relevant consent forms, must be readily available at the “home” establishment and emergency contact; these **must** include last minute amendments.
- 3 Out of office hours, a contact person should be nominated, prior to the visit, to act as the communication link with the party. There will be two persons if the overnight stay is for more than one night; those nominated should have a copy of lists including:
  - The names of all off-site participants, including adults, and details of their emergency contacts.
  - The planned itinerary, including base address and telephone number in case of emergency.
  - The names, telephone numbers and email of the travel and coach companies.
  - Details of the Lead teacher on the visit and the Critical Incident Management Team (CIMT)-table

## 2. Action to be taken by the lead teacher at the visit site in the event of a critical incident

1. Assess the situation.
2. Protect the party from further injury or danger.
3. In the case of a possible terrorist incident, priority to be running to escape with the party, or if this is not possible hiding with the party in as safe a place as possible.
4. Call the emergency services (999), as appropriate.
5. Administer First Aid.
6. State the nature of the emergency.
7. Give your name and address / location and telephone followed by:
  - The nature of the incident.
  - The number of individuals involved.
  - The condition of those involved and where they are located.
8. Ensure an adult accompanies any casualties to hospital
9. Phone school emergency contact person, **Lead Manager**, who will then contact ECC for further advice and form CIMT (Critical Incident Management Team)
10. It is probable that both staff and participants will be in a state of shock, therefore:
  - Remove the remainder of the party to secure accommodation and place under the care of a member of staff able to protect them from the attention of the press / media.
  - If necessary request the police to assist.
  - Calm and comfort participants and arrange for their evacuation.
10. Do not make any statements to press/media or allow anyone else to make statements other than expressions of sympathy.
11. Refer all media enquiries to the ECC Press Office  
Tel: 01245 434100 / 03330132800 Office hours – or 07717 867525 Out of office hours

## 3. Procedures for lead manager receiving notice of a critical incident

1. Calm and reassure the caller and then take down the following details:
  - Name and telephone number of the person making the call.
  - Name of the group.
  - Nature, date and time of the incident.
  - Details of injuries, hospital - has a staff member gone with the injured to the hospital? Who?
  - Are all party members accounted for?
  - Names and telephone numbers of those involved.
  - Action taken so far.
  - Instruct that a written log of all actions and conversations is kept.
  - Ask that anyone involved with the party give a short written account of the incident.
  - Telephone numbers for future communication (is there a fax, available for use?)  
For serious accidents where the media are involved try to identify alternative telephone numbers at 'home' and 'off-site' base, as other lines will quickly become jammed. It is not for the party leader or other members or Service Unit staff taking the message to discuss matters with the media.

**Under no circumstances should the name of any casualty be divulged to the media / press.**

2. Reassure the caller that swift action will follow.
3. Immediately form the Critical Incident Management Team.

4. Keep a record of all communication, including times, dates and messages given and received.

## 5. Procedures for the school Critical Incident Management Team (CIMT)

The Critical Incident Management Team should follow the guidance in Appendix 1: **Guidance for schools for informing ECC in the event of a critical incident** and Appendix 2: **New Schools Critical Incident procedure**, when dealing with a Critical Incident:

1. The CIMT should be provided with the following information:
  - Name and telephone number of the person making the call
  - Name of the group
  - Nature, date and time of the incident
  - Details of injuries, hospital – has a staff member gone with the injured to the hospital? Who?
  - Are all party members accounted for?
  - Names and telephone numbers of those involved
  - Action taken so far.
  - Ensure that a written log of all actions and conversations should be kept.
  - Ask that anyone involved with the party give a short written account of the incident
  - Telephone numbers for future communication (is there a fax. available for use?). For serious accidents where the media are involved try to identify alternative telephone numbers at ‘home’ and ‘off-site’ base, as other lines will quickly become jammed. It is not for the party leader or other party members of Service Unit staff taking the message to discuss matters with the media.

**Under no circumstances should the names of any casualty be divulged to the media / press.**

2. The CIMT should speak directly with the group leaders to determine the precise details of the incident and to determine the appropriate course of action to be taken by the group and by CIMT.
3. The Lead Manager should contact ECC Communications Team-see contact numbers in table below.
4. Contact with parents/guardians/relatives should be agreed with ECC before calls are made.
5. The CIMT will decide who else to inform.
6. Ensure Health and Safety Executive and Essex County Council Health and Safety have been informed where appropriate.
7. Decisions relating to the organisation of services to bring the group home may will be made by the CIMT.
8. The CIMT will collate and prepare a detailed report, arranging a visit to the site if necessary.

### Key contact numbers

Schools Communications Team	01245 434745	Office hours
Press Office	03330 132800	Office Hours

	07717 867525	Out of hours, weekends and public holidays
Emergency Contact Team – Emergency Only!	07767298483	Out of Hours Emergency (If no contact above)

## 5. Template for Critical Incident Management Team - emergency telephone numbers

Contact tree based on the following:

- Confirm with the manager and be clear that you both understand roles and responsibilities regarding emergencies
- This is in addition to any local contact tree i.e. below management level that you have in place
- Please respect the confidentiality of this information.

During term time there needs to be two emergency contacts for every visit. Out of term time there will need to be two emergency contacts for every visit PLUS a specific nominated senior officer.

Emergency training information can be found at [www.essexvisits.org.uk](http://www.essexvisits.org.uk) (see Resources – Jig-saw Icon – Visit Emergency Training Courses)

### School / establishment contacts - Lead Manager / Critical Incident Management Team

Name	Position	Home Tel.	Mobile Tel.	Work Tel.
Alison Kerrell	Headteacher	01376 331453	07876 653306	01371 810252
Susan Aldred	Deputy Head		07876 683055	01371 810252
Liz Crow	SMT		07946 406073	01371 810252
Heather Berkley	Business Manager		07960 339135	01371 810252
Joe Jones	Chair Governors		07946 495148	

Please note this information is intended for guidance purposes only. This information needs to be used in conjunction with training, proven advice and any specific advice which may be relevant, such as educational / off-site visits, commissioning and procurement, child protection, insurance and transport. ECC schools must take specific advice on adventurous activity management through guidance found on the Educational Visits Website : [www.essexvisits.org.uk](http://www.essexvisits.org.uk) Educational establishments need to make sure of their own legal position when contracting / commissioning goods or services. It may be appropriate for the school to take their own legal advice.

APPENDIX 1 :

## Guidance for schools for informing ECC in the event of a critical incident

### 1. Background

In the event of a critical incident / emergency involving school pupils and / or school staff each school should have their own up-to-date and tested emergency / business continuity plan for managing critical incidents.

Examples of critical incidents impacting on schools include:

- Death or serious injury of a pupil / member of staff in school or on a school trip
- Child protection incident (individual or collective abuse)
- Events which result in higher than normal absences (e.g. infectious diseases such as influenza or meningitis)
- Major fire
- Building collapse
- Natural disaster, such as flooding
- Missing person(s) / abductions
- Intense media interest.

### 2. The School Incident Management Plan - roles and responsibilities within schools

The Governing Body is responsible for ensuring that appropriate policies and procedures are created and maintained.

The Headteacher must have an agreed site emergency plan, which can be put into operation by the school in the event of a critical incident. A deputy or assistant headteacher should be nominated to cover in the absence of the Head. In the case of school trips or other out of school / offsite activities, the adult(s) in charge should be clearly identified in advance to avoid any confusion in the event of an incident.

### 3. Informing the Local Authority - key contact numbers

Please have precise details of the incident before informing Essex County Council (ECC) via the numbers listed below.

Schools Communication Team	01245 434745 / 07894963922	Office hours (9am - 5pm)
Press Office	07717 867525	Out of hours, weekends and public holidays

Outside of office hours if you are unable to make contact with the Press Office as above, in the event of a major incident which impacts the wider community e.g. a natural disaster or chemical spill, please contact the Emergency Planning Team on 07767 298483. This number should only be used in a case of extreme emergencies when the Press Office has been unobtainable.

Where notification of a critical incident is received from a school during office hours, the Schools Communication team (who should be your first point of contact) will establish what

form of support is required immediately and who should be contacted within ECC. This might typically involve any one, or a combination, of the following:

- Educational Psychology Service
- Press Office – if support is required for dealing with the media
- Health and Safety Advisory Service
- Emergency Planning Officer
- Executive Director
- Cabinet Member.

If an incident occurs 'out of office hours', the Emergency Duty Service, for both serious situations affecting vulnerable children and for other major incidents affecting the school, will alert the appropriate contacts within the Schools, Children and Families Directorate and elsewhere within ECC.

#### **4. Information that will be required in the event of a critical incident**

The following details will be required from the school when informing the ECC of a critical incident:

- Name and telephone number of the person making the call
- Name of school / establishment and location (town)
- Nature, date and time of the incident – onsite or off-site?
- Names and telephone numbers of those involved
- Action taken so far
- Telephone number(s) for future communication. For serious accidents where the media are involved, try to identify alternative telephone numbers at 'home' and at an 'offsite' base, as other lines will quickly become jammed.

*Last updated: April 2016*

#### **Disclaimer**

This document provides guidance for school management teams and governors involved in incidents affecting school pupils and / or staff at the school (onsite or offsite). It offers advice on who to inform at Essex County Council and what information will be required. The advice is general in nature and schools will still need to maintain their own School Incident Manage

