

Grove Wood Primary School

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



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Essex County Council

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1. School / establishment 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 following suggestions are intended as a guide to enable leaders to follow a course of action covering the main basic priorities. Obviously no such list will ever be finite and other actions may be necessary depending on the situation. However, 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. Consideration should be given to carrying a mobile phone.
- 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. (Example: when using an Essex County Council Outdoor Centre, a copy must be left with the manager.
- 3 Out of office hours, a contact person should be nominated to act as the communication link with the party. There should preferably 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 distribution, (i.e. names of leader / young people) if in separate groups, vehicles or boats.
 - The planned itinerary, including base address and telephone number in case of emergency.
 - The names, telephone numbers and fax of the travel and coach companies.
 - Details of the establishment emergency contacts or nominated officer, in the event of an emergency - Lead Manager (LM) / Critical Incident Management Team (CIMT).

2. Action to be taken by the leader / instructor (or by other staff) in the event of a critical incident

1. Assess the situation.
2. Protect the party from further injury or danger.
3. Administer First Aid.
4. Call the emergency services (999), as appropriate.
5. State the nature of the emergency.
6. 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.
7. Ensure an adult accompanies any casualties to hospital
8. Phone home emergency contact person – **Lead Manager** (and **Critical Incident Management Team Management** or **nominated officer**)
9. 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 434707

3. Procedures for lead manager or staff 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 notify a member of the Critical Incident Management Team.
4. Keep a record of all communication, including times, dates and messages given and received.

4. Procedures for the school / establishment Critical Incident Management Team (CIMT)

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 (including informing the ECC Press Office). This could include sending an officer to the incident site.
3. Contact with parents/guardians/relatives should be agreed with the party leader.
4. The CIMT member will decide who else to inform e.g. Employer Cabinet member / Governor.
5. Ensure Health and Safety Executive have been informed where appropriate.
6. Decisions relating to the organisation of services to bring the group home may well be made by the CIMT.
7. The CIMT member will collate and prepare a detailed report, arranging a visit to the site if necessary.

Key contact numbers

Schools Communications Team Critical incident contact	01245 434745	Office hours (9am - 5pm)
	07717 867525	Out of hours, weekends and public holidays

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

Please develop a management 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.

All of the above must have emergency packs. Guidance for this can be found at www.essex.gov.uk/educationalvisits (see Resources - Emergency Planning).

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

Name	Position	Home Tel.	Mobile Tel.	Work Tel.
Richard Green	HT			01268743445
Jane Grainger	SBM			01268743445
Jon Power	AHT			01268743445
Maria Chase	DHT			01268743445
Guy Blakesley	CofG			

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 www.essex.gov.uk/educationalvisits The SCS toolkit should be considered alongside all other legal requirements and schools 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.