



HOLY FAMILY
Catholic Primary School

Educational Visits, Trips and Learning Outside the Classroom Policy

The Governors of Holy Family Catholic Primary School have adopted Coventry City Council's Policy for Educational Visits, Trips and Learning Outside the Classroom (2011 with subsequent amendments as below). The school uses EVOLVE homepage (Coventry's on line visit notification and approval system), to which all staff have access.).

Revised 11/5/2012 to take account of OEAP National Guidance change and add requirement for Field Studies visits in mountain or moorland to follow the same standards as other adventurous activities.

Revised 20/6/2012 to change EDVIS11 form to National Guidance document 8p and to clarify the three categories of visit and requirements for approval.

Revised 18/12/2013 to take account of EYFS requirements and change terminology from CRB to DBS checks and CLYP to people's directorate, alter the contact details for Outdoor Education Adviser and update the current insurance details. Lowland leader award added to the qualification's matrix.

Revised 29/02/2016 to add Hill and Moorland award to qualifications matrix, revise emergency number for the LA, change in insurance requirements for schools who purchase from the LA.

Revised 15/12/2017 to take account of change from Basic Expedition Leader (Bel) to Lowland Expedition Leader (LEL), amend name of LA adviser and add information re: hiring a coach/coach marque and transporting in private cars

Revised 01/05/2020 to make reference to the CCC policy & Guidance for unaccompanied expeditions (including the Duke of Edinburgh Award)

Context

We believe that educational visits are an integral part of the entitlement of every child to an effective and balanced curriculum. Appropriately planned visits are known to enhance learning and improve attainment and so form a key part of what makes Holy Family Catholic Primary School a supportive and effective learning environment. The benefits of children taking part in visits and learning outside the classroom include (but are not limited to):

- **Improvements in their ability to cope with change and novelty**
- **Increased critical curiosity and resilience**
- **Opportunities for meaning making, creativity, developing learning relationships and practicing strategic awareness**
- **Increased levels of trust and opportunities to examine the concept of trust (us in them, them in us, them in themselves, them in each other)**
- **Improved achievement and attainment across a range of curricular subjects. Students are active participants not passive consumers and a wide range of learning styles can flourish.**
- **Enhanced opportunities for 'real world' 'learning in context' and the development of the social and emotional aspects of intelligence.**
- **Increased risk management skills through opportunities for involvement in practical risk-benefit decisions giving them the tools and experience necessary to assess their own risks in a range of contexts.**
- **Greater sense of personal responsibility**
- **Possibilities for genuine team working including enhanced communication skills**
- **Improved environmental appreciation, knowledge, awareness and understanding of a variety of environments.**
- **Improved awareness and knowledge of the importance and practices of sustainability.**
- **Physical skill acquisition and the development of a fit and healthy lifestyle.**

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1. Provision of Guidance

Holy Family School in conjunction with Coventry Council has formally adopted the “**Outdoor Education Advisers’ Panel National Guidance (OEAP NG)**” to replace the “**Policy and Guidance for Educational Visits 2007**”. This new guidance is available online at:

www.oeapng.info

It is a legal expectation that employees **must** work within the requirements of their employer’s guidance; therefore employees within the People’s Directorate **must** follow the **requirements** of “OEAP National Guidance”, as well as the requirements of this Policy Statement. They are also advised to follow any **recommendations** contained in OEAP NG.

2. Scope and Remit

This guidance applies to all those who have a responsibility for the management of young people, up to the age of 21, including vulnerable adults, taking part in off-site educational activities and visits organised by, and under the control of, representatives of any establishment, under the auspices of Coventry City Council’s People’s Directorate. They also represent strong guidance to the voluntary sector, and also to the organisation of adult activities and visits. However, when voluntary organisations are funded by the City Council these guidelines apply.

The guidance applies to any activity or visit led by full/part time staff or volunteers acting on behalf of the School regardless of whether or not the activities take place within or outside of normal working hours, including weekends and holiday periods.

For a more expansive explanation of legal expectations see the OEAP NG document: ***Underpinning Legal Framework***

3. Ensuring Understanding of Basic Requirements

As an employer, the school is required to ensure that its employees are provided with:

A. **Appropriate guidance relating to visits and LOtC activity.**

- The appropriate guidance for the management of outdoor learning and LOtC in Coventry is the OEAP National Guidance web site.

B. **Training to support the guidance to ensure that it is understood.**

- For those involved in managing and leading visits the relevant training courses are:

- 1) **Educational Visit Coordinator (EVC) Training – all establishments operating under this policy are required to have a current, Coventry-trained EVC in post.**
- 2) **Visit Leader Training – this course is recommended for all those who lead trips or visits** Currently there is no revalidation requirement. However, to ensure that leader competence remains current periodic refresher training is recommended.

C. **Suitable systems and processes to ensure that those trained are kept updated.**

- For the purposes of day-to-day updating of information, EVCs and Visit/Activity Leaders are directed to the periodic EVC updates and notes on the EVOLVE visit notification and approval website: www.coventryvisits.org.uk

D. Access to advice, support and further training.

- Where an employee experiences problems with finding the material they are looking for, or require clarification or further help, guidance or bespoke training, they should contact their establishment's Educational Visits Coordinator (EVC), or the Local Authority Outdoor Education Adviser:

**Sarah Atkins
Plas Dol-y-Moch
Maentwrog
Blaenau Ffestiniog
Gwynedd
LL41 3YT**

**01766 510200
07943520599**

sarahatkins@plasdolymoch.co.uk

4. Approval and Notification

Holy Family School uses an online system for notification and approval called EVOLVE. A key feature of this system is that visits and LOtC activities requiring Local Authority approval are automatically brought to the attention of the Local Authority. Those visits and activities not requiring approval may be viewed, sampled or monitored.

The Local Authority retains to itself approval for all visits involving adventure activities or overseas travel. Such visits must be submitted to the Local Authority, via EVOLVE, at least 28 days before the departure date.

Approval for all other visits is delegated to the establishment head / manager. Establishment policy should set appropriate deadlines and systems for staff to seek this approval.

It is a requirement that all establishments operating under this policy use the EVOLVE system. For further advice and help on this contact the adviser.

There are four categories of visit:

Extended Learning Territory – e.g. Playing fields, Church, Allotments & local shops

- See Appendix 1 attached

Local visits with normal everyday hazards (within 20 miles of the school) – these must be planned, led and approved in accordance with the policy and guidance and establishments are encouraged to record them on EVOLVE but this is not a requirement – establishments may have other ways of recording these. Establishments are encouraged to develop a generic operating procedure/ extended learning environment to cover these visits.

Visits within the UK not involving adventurous activities – these must be recorded on EVOLVE and approved at establishment level before departure.

Visits outside the UK or visits involving adventure activities – these must be recorded on EVOLVE and approved at establishment level at least level 28 days prior to departure, to allow time for Local Authority approval.

5. Risk Management

The risk management of an activity/visit should be informed by the benefits to be gained from participating. The school uses a "Risk-Benefit Assessment" approach, whereby the starting point for planning should be a consideration of the targeted benefits and learning outcomes. This appreciation of the benefits to be gained, through participation, provides some objectivity to a decision that any residual risk (i.e. the risks

remaining after control measures have been put in place) is “acceptable”. HSE endorse this approach through their “**Principles of Sensible Risk Management**” and advocate that it is important that young people are exposed to well-managed risks so that they learn how to manage risk for themselves.

There is a legal requirement for the risk assessment process to be recorded and for suitable and sufficient control measures to be identified for any significant risks. There is no legal or Coventry City Council requirement to produce this risk assessment record in a particular format, however, a variety of possible formats can be accessed through EVOLVE. **All risk assessments must be attached electronically to the visit notification on EVOLVE.**

EVC training provides a framework for appropriate planning depending on visit complexity. This framework forms a spectrum from local visits, covered by a generic establishment policy, to complex overseas visits requiring detailed preparation and planning.

6. Emergency Planning and Critical Incidents

A critical incident is any incident where events go beyond the normal coping mechanisms and experience of the visit leadership team.

The school has an emergency plan in place to deal with a critical incident during a visit (see Appendix 2). All staff on visits are familiar with this plan and it is tested at least bi-annually and following any major staffing changes.

When an incident overwhelms the establishment’s emergency response capability; where it involves serious injury or fatality or where it is likely to attract media attention then assistance should be sought from the local authority.

**To activate support from Coventry City Council, the following telephone numbers should be used:
CSW Resilience Team 24 hour Emergency Contact. 02476 832 673
This number must not be issued to the public.
When calling this number ask the operator for the Duty Emergency Planning Officer.**

These numbers should be carried by both establishment base contacts and visit leaders, at all times during an off-site activity but should only be used in the case of a genuine emergency.

When calling you should state that you need support from People’s Directorate senior management; say who you are; which school/establishment and give brief details of the incident, the group, the location and a phone number you can be called back on.

Establishments must inform Coventry City Council Health and Safety section immediately following any serious injury or fatality.

Refer to OEAP NG documents and checklists

7. Monitoring

Coventry City Council will undertake sample monitoring of the visits and LOtC activities undertaken by its establishments. While Local Authority officers will undertake some monitoring there is a requirement that all establishments carry out monitoring of their visits. Such monitoring should be in keeping with the recommendations of OEAP NG. There is a clear expectation that the monitoring function is a delegated task, principally carried out through systems put in place by the establishment EVC.

Refer to OEAP NG documents and checklists

8. Assessment of Leader Competence

It is an expectation of this Policy that School leaders and their assistants have been formally assessed as competent to undertake such responsibilities as they have been assigned, in line with the OEAP guidance.

When assessing the competence of a prospective Visit / Activity Leader, (or Assistant Leader where they may take sole responsibility for a sub-group) a Head / Manager should make judgements about:

- The level of relevant experience
- Any relevant training undertaken
- The emotional and leadership ability to make dynamic risk management judgements and take charge of any emergencies that may arise.
- The level of knowledge of the group, the staff, the venue and the activities to be undertaken.
- Knowledge and understanding of the school procedures
- In some circumstances (e.g. first aid, adventurous activities) a formally accredited qualification may be required (see below).

Staff participating in off-site activities and visits must be aware of the extent of their duty of care and should only be given such responsibilities as are in keeping with the above guidance. It is particularly important that careful consideration of competence issues is applied to both newly qualified and newly appointed staff.

Establishment led Adventure Activities (including Duke of Edinburgh Award expeditions and Field Studies in Mountain, or Moorland environments):

Any member of staff leading groups on an adventure activity must be specifically competent. This can be demonstrated either by:

- a. Holding an appropriate National Governing Body (NGB) Award or
- b. Gaining Local Authority leader approval. This may be given to those with proven personal and leadership experience at a comparable standard to the NGB - application should be made to the Outdoor Education Adviser using EVOLVE.

For those supervising young people on walking expeditions (or Field Studies in these environments) the following are the minimum requirements:

Terrain / activity	Minimum qualification
Walking expeditions – lowland / non-remote terrain	Certificate in Basic Expedition Leadership or Lowland Leader Award
Walking expeditions - non-mountainous, hilly or moorland terrain	Walking Group Leader Award (WGL)
Walking expeditions - mountainous terrain	Summer Mountain Leader Award (ML summer)

For advice on appropriate qualifications for other adventure activities contact the Outdoor Education Adviser.

9. Role-specific Requirements and Recommendations

Roles and responsibilities

Visit leaders are responsible for the planning of visits but should involve both accompanying colleagues and the children in this process. Staff must make appropriate checks of any third party providers. Staff are advised to obtain outline permission for a visit, from the Head Teacher, before beginning to plan and certainly before making any commitments.

The EVC will support and challenge colleagues over visits and learning outside the classroom. (S)he is the first point of call for advice on visit related matters. The EVC will check final visit plans on EVOLVE before submitting them to the Head.

The Head teacher has responsibility for monitoring and final approval of all visits.

The Governors have responsibility for monitoring visit educational visits.

10. Charges for Off-site Activities and Visits

Heads/Managers, Curriculum Planners, EVCs and Visit/Activity Leaders must take account of the legal framework relating to charging, voluntary contributions and remissions as set out in sections 449 to 462 of the Education Act 1996. This is in accordance with the schools Charging & Remissions Policy

Refer to OEAP NG document: ***Charges for Off-site Activity***

11. Vetting and DBS Checks

Adults forming part of the staff team for a visit, who will work *frequently* or *intensively* with, or have *regular access* to young people or vulnerable adults, must undergo an enhanced DBS check before the visit.

For the purposes of this guidance:

- *frequently* is defined as "once a week or more";
- *intensively* is defined as 4 days or more in a month or overnight.

However, it must be clearly understood that a DBS check (or other vetting procedure) in itself, is no guarantee as to the suitability of an adult to work with any given group of young or vulnerable people.

The placement of an adult within a situation of professional trust (where young people could be vulnerable to physical or mental exploitation or grooming) should always be on the understanding that an overview based on a common sense risk-benefit assessment process has been considered.

Refer to OEAP NG document: ***Vetting and DBS Checks*** plus HR recruitment guidance for employees

12. Effective Supervision

In general terms, the Law does not prescribe activity-specific staffing ratios; but it does require that the level of supervision and group management is "effective".

Effective supervision should be determined by proper consideration of:

- age (including the developmental age) of the group;
- gender issues;
- ability of the group (including special learning needs, behavioural, medical and vulnerability characteristics etc);
- nature and location of the activity (including the type of activity, duration, skill levels involved, as well as the time of year and prevailing conditions,
- staff competence.

The EYFS statutory framework no longer sets out different requirements for minimum ratios during outings from those required on site. Staffing ratios are determined by considerations of the above.

Refer, in particular, to OEAP NG documents: ***Group Management and Supervision*** and ***Ratios and Effective Supervision***

13. Early Years Foundation Stage

Establishments with EYFS provision must ensure that the requirements of the Statutory Framework are met. Of particular note here are the requirements for a qualified paediatric first aider to accompany any visit and the requirements for staffing qualifications.

14. Checking Providers and Venues

All visits should be thoroughly researched to establish the suitability of the venue and to check that facilities and third party provision will meet group expectations. Such information gathering is essential in assessing the requirements for effective supervision of young people. It is a vital dimension of risk management.

Wherever reasonably practicable, it is good practice to carry out a preliminary visit. Establishment policy should clarify the circumstances where a preliminary visit is a requirement.

It is good practice for Visit Leaders to take full advantage of the nationally accredited, provider assurance schemes that are now available, thus reducing bureaucracy.

Examples of such schemes include:

- AALA licensing
- LOtC Quality Badge
- Adventuremark

EVCs and Leaders must be aware under what circumstances an AALA licence is a legal requirement, and ensure that in this case only licensed providers are used. Leaders are reminded that the AALA license is an assurance of safety, it does not accredit educational or activity quality.

The school takes the view that where a provider holds one of the above accreditations, there should be no need to seek further assurances. **Where a provider of activities does not hold one of these accreditations they should be required to complete a Provider Questionnaire (National Guidance document 8p).**

15. Insurance

The usual insurance arrangements for public liability and employers' liability insurance will apply to off-site activities and visits as will the personal accident covers where these have been selected as part of the service level agreement.

For those establishments that are covered by the Council's insurance arrangements additional school journey insurance can be purchased through EVOLVE. The system will give you a choice to select the Council's insurance arrangements or to indicate that you have made your own arrangements. Apart from overseas visits the school always elects to take the additional Coventry City Councils visit insurance cover. In respect of Overseas visits specific travel insurance policies are purchased.

A copy of the summary of cover for the Council's arrangements can be found at Appendix A-Insurance Cover Summary.

16. Inclusion

Every effort should be made to ensure that outdoor learning activities and visits are available and accessible to all, irrespective of special educational or medical needs, ethnic origin, gender or religion. If a visit needs to cater for young people with special needs, every *reasonable* effort should be made to find a venue that is both suitable and accessible and that enables the whole group to participate fully and be actively involved.

The school takes all *reasonably practicable* measures to include all young people. The principles of inclusion should be promoted and addressed for all visits and reflected in establishment policy, thus ensuring an aspiration towards:

- an entitlement to participate
- accessibility through direct or realistic adaptation or modification

- integration through participation with peers

Employers, Heads/Managers, Curriculum Planners, EVCs and Visit Leaders should be aware of the extent to which Inclusion is or is not a legal issue.

- The Equality Act 2010 states that the responsible body of a school must not discriminate harass or victimise a pupil (to whom one of the protected characteristics applies Disability; Gender reassignment; Pregnancy and maternity; Race; Religion or belief; Sex and sexual orientation) in the way that it affords the pupil access to a benefit, facility or service or by not affording the pupil access to a benefit, facility or service. There is a duty to make reasonable adjustments.

Refer to OEAP NG document: ***Inclusion***

17. Including parents within the staff team

All staff and helpers must be competent to carry out their defined roles and responsibilities (see section 8 above).

Where a member of the leadership team (staff or volunteer) is a parent of, or otherwise in a close relationship to, a young person taking part in the visit they should be made aware of the potential for their relationship to compromise the safety management plan (particularly in the event of an accident). The Visit Leader, EVC and establishment head must be aware of this possibility and ensure it is addressed as part of the Risk-Benefit assessment.

18. Transport

Careful thought must be given to planning transport to support off-site activities and visits. Statistics demonstrate that it is much more dangerous to travel to an activity than to engage in it and establishments must follow the specialist guidance provided in Coventry City Council's transport policy.

The level of supervision necessary should be considered as part of the risk management process. Due consideration must be given to issues of driver-distraction when considering the required level of supervision for a specific group of passengers.

The Visit Leader should ensure that coaches and buses are hired from a reputable company.

Transporting young people in private cars requires careful consideration. Where this occurs, there should be recorded procedures and the driver must have adequate insurance cover i.e business use.

19. Planning

Planning should reflect the consideration of legal and good practice requirements, ensuring:

- The plan is based on establishment procedures and employer guidance.
- All staff (including any adult volunteer helpers) and the young people to be involved, have a clear understanding of their roles and responsibilities, including their role in the risk management process.
- Those in a position of parental authority have been fully informed and, where appropriate, formal consents have been obtained.
- Proportionate assurances have been obtained from any providers.
- Designated emergency contact(s) have been identified that will work on a 24/7 basis where required.
- All details of the activity provision are accessible to the emergency contact throughout the period of the activity.

It is strongly recommended that at a very early stage of the planning process, the staff team identify the benefits and learning outcomes that the activity (or range of activities) might achieve. A record of these outcomes will help keep the plan focussed and also be a vital part of the risk management process in providing some objectivity in a "Risk Benefit Analysis".

To reduce bureaucracy and encourage activity, establishments need to take account of the legalities regarding a requirement for formal consent. When an activity is part of a planned curriculum in normal curriculum time and no parental contributions are requested, then a formal consent is not necessary. However, in the interests of good relations between the establishment and the home, it is good practice to ensure that those in a position of parental responsibility are fully informed.

This supports the move towards developing a generic operating procedure, at establishment level, for regular or routine activities. Such a procedure should make it clear how these local visits will be managed.

The degree of complexity of a particular plan will need to reflect the nature and complexity of the several variables that can impact on any given activity. These variables can be remembered as “**SAGED**”:

- **S**taffing requirements – trained? experienced? competent? ratios?
- **A**ctivity characteristics – specialist? Overnight / accommodation issues? ‘down’ time? near water?
- **G**roup characteristics – prior experience? ability? behaviour? special and medical needs?
- **E**nvironmental conditions – like last time? impact of weather? water levels? Other people?
- **D**istance from support mechanisms in place at the home base – transport? residential?

Visits Abroad

Visits Abroad require detailed planning to commence well in advance and the head must be kept up to date with progress. Checks must be made on any third party providers and permission from the head teacher to use them be obtained before any deposits are paid. Third party providers who hold the LOTC quality badge (see above) do not require further checks. Those who do not hold this accreditation should complete and return an EDVIS 11 form which visit leaders should scrutinise. The head will need to submit final plans to the Local Authority 28 days before the departure date.

Visit Leader Emergency Action Card – see Appendix 3

These are available for staff to take on visits – see Appendix 3.

Mobile Phones

In line with the School’s mobile phone policy photographs of children can only be taken on the school mobile phone for school use only. The school mobile should be the only phone used on the trip.

20. The Value and Evaluation of LOtC

The Ofsted report "[Learning Outside the Classroom – How Far Should You Go?](#)" (October 2008) makes statements in the strongest terms to support the value of LOtC, including the fact that it raises achievement. Heads, Managers, EVCs and Visit Leaders are strongly recommended to familiarise themselves with the main content of this report.

Of particular note is the finding that ‘*even where LOtC is highly valued and provided to a high standard, it is rarely evaluated with sufficient rigour*’ – i.e. in the way that classroom learning is evaluated – and a methodology to address this is provided within OEAP NG document: **Rigorous Evaluation of LOTC**

Appendix A – Summary of Insurance Cover



School Activities

Here is a summary of the Cover provided by the School Activities Policy, which is underwritten by Chubb Insurance Company of Europe SE (the Company) through Coventry City Council (Insured)
Chubb Insurance Company of Europe SE is a European Company incorporated in England and Wales and registered under company number SE13 whose registered address is 106 Fenchurch Street, London EC3M 5NB.
Authorized and regulated by the Financial Services Authority.

A full copy of the Policy Numbered 64817713 is available on request from Coventry City Council, 3rd Floor, Spire House, Coventry CV1 2PW

DURATION

The Policy provides cover for children, employees and any authorized adult or child in the event of injury or loss whilst on any trip authorized and organized by the school involving travel outside the designated school boundaries.
Cover operates from the time of leaving the school boundaries until arriving back within the school boundaries for trips of less than one day's duration. For trips of more than one day's duration cover includes travel directly from the Insured Person's home address to the place of official assembly at the commencement of the trip and travel directly from the official place of dispersal to the Insured Person's home address upon completion of the trip.

SIGNIFICANT FEATURES AND BENEFITS

Personal Accident - £20,000 for Accidental Death, Loss of one or more Limbs, Loss of sight in one or more Eyes, Total loss of Hearing in one or more ears, Total loss of Speech, Permanent Total Disablement and up to £50,000 for Permanent Partial Disablement

Overseas Medical Expenses - Unlimited

Repatriation Expenses - Unlimited

Travel Expenses – Unlimited

Chubb Assistance – see details below

Personal Property - up to £3,000 (limit £1,000 for any one article)

Delayed Personal Property (after at least 6 hours) – purchase of essential clothing or toilet items up to £1,000

Money – up to £2,000 for Money (limit £1,000 for coins and/or banknotes)

Travel Documents - up to £1,000

Cancellation, Curtailment Rearrangement and Replacement Expenses – up to £10,000

Travel Delay – Up to £500 per Insured Person where delay in excess of 6 hours caused by strike, breakdown or weather conditions.

Hi-Jack and Kidnap - £250 per day up to a maximum period of 50 days

Personal Liability – up to £5,000,000

Overseas Legal Expenses – up to £50,000

SIGNIFICANT EXCLUSIONS - (See General Exclusions and the Specific Exclusions under each section of the Policy document)

Insured Persons engaging in active service with the Armed Forces of any nation, war within the Insured Person's country of permanent residence, Insured Persons over the age of 80, Insured Persons travelling against the advice of a medical practitioner, Suicide or intentionally inflicting self-injury, engaging in flying or other aerial activity except as a passenger, Any in-patient hospital treatment or emergency Repatriation Expenses incurred without the approval of Chubb Assistance. Loss of Personal Property not reported to the police, transport carrier or other authority within 48 hours of discovery.

CANCELLATION

The Policy may be cancelled by the Insured by giving the Company 30 days prior written notice. The Policy may be cancelled by the Company by giving the Insured 30 days prior written notice to the last known address of the Insured except that five days prior written notice will be given when cancellation is for non-payment of premium. Notice shall be made via recorded delivery.

CHUBB ASSISTANCE

Phone	+44 207 895 3364	Email:	medicalassistance@chubb.com
Group Policyholder	Coventry City Council	Policy Number:	64817713

Chubb Assistance is designed to provide children, teachers and other accompanying adults with advice and assistance should they become ill or sustain injury during a journey abroad.

Chubb Assistance is manned 24 hours a day, 365 days a year by multi-lingual assistance coordinators, experienced in managing medical assistance cases with hospitals and clinics worldwide.

Chubb Assistance has the resources to provide repatriation by air ambulance or scheduled services depending on the circumstances and this can include a fully qualified escort.

Chubb Assistance includes a highly qualified team of medical consultants and nursing staff, on hand at any time to coordinate any medical assistance cases, arranging hospital admissions and ensuring that the most appropriate treatment is provided.

Chubb Assistance has the ability to arrange direct billing with a network of hospitals and clinics worldwide, which guarantees the payment for treatment provided.

When using Chubb Assistance please make sure you have the following information available:

- X The name of the Group Policyholder, School and Policy number.**
- X The telephone or facsimile number where an Insured Person can be contacted.**
- X The Insured Person's address abroad.**
- X The nature of the emergency or the assistance required.**

PLEASE REMEMBER

- X The teacher/leader should always carry this Summary and a copy of the E Assistance card with them.**
- X Keep a separate record of the telephone and email address.**
- X Give details to a travelling friend, relative or colleague just in case they are unable to make the call themselves..**
- X Always contact Chubb Assistance before incurring substantial expenses.**

CLAIMS PROVISIONS

In the event of a claim, the Insured or the Insured Person shall give notice by the most expeditious means to the following address:

Chubb Insurance Company of Europe SE, 106 Fenchurch Street, London, EC3M 5NB

Telephone – 020 7956 5000 or E mail - cahukclaims@chubb.com confirming the facts in writing, with as much information as possible and quoting the policy number.

COMPLAINTS PROCEDURES

Any complaint should in the first instance be addressed to the intermediary who arranged the Policy or alternatively contact the Accident & Health Manager. Should the matter not be resolved to your satisfaction, write to the Managing Director of Chubb. They can be contacted at the following address:

Chubb Insurance Company of Europe SE 106 Fenchurch Street London EC3M 5NB

Telephone 020 7956 5000

Should you remain dissatisfied you may have the right to refer the matter to the Financial Ombudsman Service at:

183 Marsh Wall London E14 9SR

Telephone: 0207 964 1000

Alternatively you may contact The Association of British Insurers (ABI) for assistance:

The Association of British Insurers Consumer Information Department 51 Gresham Street, London, EC2V 7HQ

Telephone 0207 600 3333

Following these procedures will not affect your legal rights.

LAW

The Policy shall be governed by, and construed in accordance with, the law of England and Wales.

FINANCIAL SERVICES COMPENSATION SCHEME

Chubb subscribes to the Financial Services Compensation Scheme. This provides compensation in case any of its members, in specified circumstances, are unable to meet any valid claims under their policies. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met (100% if the insurance is legally compulsory). Compensation will only be available to commercial customers in limited circumstances. Further information can be obtained from Chubb at the address above, or from the Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers,

1 Portsofen Street,

London E1 8BN

Tel: 020 7892 7300

Appendix 1 Extended Learning Territory

Boundaries

The boundaries of the territory are shown on the attached map. This area includes the following frequently used venues:

- A Playing fields
- B Church
- C Allotments
- D Shops

We use this area on a frequent basis for a variety of learning activities and approved staff are allowed to operate in this area without completing the visit approval process so long as they follow the agreed standard operating procedure. The EVC and the office maintain a list of currently approved staff.

Operating Procedure

The following are potentially significant hazards within our extended territory:

- Road traffic
- Other people / members of the public / animals
- Losing a pupil
- Uneven surfaces and slips, trips, falls
- Weather conditions
- Activity specific issues when doing environmental fieldwork (nettles, brambles rubbish etc)

These are managed by a combination of the following:

- The head or deputy must give verbal approval before a group leaves. (not strictly necessary if you have clearly identified competent staff and are confident in your standard procedure and the fact that staff will follow it)
- Only staff judged competent to supervise groups in this environment are approved. A current list of approved staff is maintained by the EVC
- The concept and operating procedure of the extended learning terrain is explained to all new parents when their child joins the school.
- There is always a minimum of two adults. Staff are familiar with the area, including any 'no go areas' and have practiced appropriate management techniques.
- Children have been trained and practiced standard techniques for road crossings in a group. (This is easy to do with some simple road markings in the playground – with a little practice this can become drilled and slick as everyone knows what is going to happen)
- Children are fully briefed on what to do if they become separated from the group. This needs a decision and will depend on the area you are in – return to school, wait where they are, go to x and ask for help, etc)
- All remotely supervised work in the extended territory is done in 'buddy' pairs as a minimum.
- Children's clothing and footwear is checked for appropriateness before leaving school and staff carry additional spare clothing, a survival blanket and a first aid kit
- Staff carry student medical information and emergency contact details (collect this from the office on the way out) (A simple SIMS report is pretty quick to run off if you have the format set up but you may have other ways – if you really are literally 'just across the road' you are close enough to base to have someone bring this information to you. What is important is that leaders are aware of any relevant medical conditions of children they take out)
- Staff will deposit in the office a list of all pupils and staff, a proposed route and an estimated time of return. A school mobile is taken with each group and the office have a note of the number.
- Appropriate personal protective equipment is taken when needed (eg gloves, goggles)

Appendix 2 Emergency procedure

The school's emergency response to an incident is based on the following key factors:

1. There is always a nominated emergency base contact for any visit (during school hours this is the office).
2. This nominated base contact will either be an experienced member of the senior management team or will be able to contact an experienced senior manager.
3. The visit leadership team and the emergency base contact will both have relevant medical and emergency contact information on all the trip participants (including staff).
4. Both the visit leader(s) and the base contact know to request support from the local authority in the event that an incident overwhelms the establishment's emergency response capability; involves serious injury or fatality or where it is likely to attract media attention.
5. The following role specific emergency action cards are carried by:
 - a. The visit leader
 - b. The first point of contact (eg the office receptionist)
 - c. The designated base contact senior manager
6. This procedure is tested through both desk top exercises and periodic scenario calls from visit leaders

VISIT LEADER EMERGENCY ACTION CARD
This card must be carried by all staff accompanying a visit.

In the event of an incident overwhelming your team's coping mechanisms use the following to guide your actions:

1. **REMAIN CALM - Assess the situation.**
2. **Safeguard yourself and then any other uninjured members of the group. Make sure all other members of the party are:**
 - ✓ **accounted for**
 - ✓ **safe**
 - ✓ **adequately supervised**
 - ✓ **briefed to ensure that they understand what to do to remain safe.**
3. **DELEGATE ASSISTANT LEADERS IF POSSIBLE SO YOU CAN KEEP AN OVERVIEW OF EVENTS AND TO ALLOW 'CONCURRENT' ACTIVITY**
4. **Call emergency services (999 or 112) as appropriate.**
5. **Attend to any casualties**

Once the immediate emergency is contained:

- **Inform the school/establishment emergency contact or, if unavailable, the Local Authority**
- **Liaise with and take advice from emergency services if they have attended the scene.**

This is (your name) from (establishment). This is an emergency and my phone number is (see below). I am requesting help from the establishment /LA. We are a party of (no) at (place). Then give brief details of the emergency plus any action you have taken and what you need the establishment / LA to do

- **Consider the physical needs of the group in terms of shelter, refreshments, transport/repatriation.**
- **Consider the emotional needs of the group such as removing them from the scene, providing emotional support (they can often do this for each other), giving them useful things to do.**
- **Control communications - prevent group members from using telephones/mobiles or going online until approval is given.**
- **Keep a written log of all actions taken, conversations held and a timescale.**
- **Refer all press, media, parental or other enquiries to the Local Authority press office.**
- **Inform the British Consulate/Embassy if abroad.**

EMERGENCY NUMBERS

Name	Telephone	Mobile
My telephone number		
School/Establishment	024 76 333631	TBC
Nominated base contact	Head/Deputy or SBM	
Head/Manager	024 76333631	tbc
Local Authority (office hours)	02476 831 500	
LA Comms Centre (out of normal hours)	02476 833 333	
Local accommodation/hotel (if residential)		
Travel company (if appropriate)		
British Embassy/Consulate		
Other:		

INITIAL CONTACT EMERGENCY ACTION CARD

This card must be available to any staff likely to take incoming phone calls.

In the event of receiving an emergency call from a group on a visit follow the actions below:

1. Take down the following information:
 - **Who is calling?**
 - **What is their role in the group? (eg visit leader, member of staff etc)**
 - **What number can they be called back on?**
 - **What establishment are they are from?**
 - **What has happened? What is the nature of the emergency?**
 - **What is their current location?**
 - **What is the number and status of any casualties?**
 - **What is the total number of people in the party?**
 - **Are they staying where they are or moving? If moving where to?**
 - **What help do they require?**
2. Reassure them and tell them they will be called back once you have contacted a senior manager (within 30 minutes).
3. Note the time of the call
4. Contact staff in the following priority order and give them the information you have noted
5. Keep all notes you have made.

EMERGENCY NUMBERS

Name	Telephone	Mobile
Head teacher		
Deputy Head teacher		
Assistant Head teacher		
Local Authority (office hours)		
LA Comms Centre (out of normal hours)		

SENIOR MANAGER EMERGENCY ACTION CARD

In the event of being alerted to an emergency on a trip or visit use the following to guide your actions:

- 1. STAY CALM – consider the actions you need to take and the people you need to contact to help you. Decide what immediate help you need and contact these people.**
- 2. TAKE CHARGE of the incident until relieved by a more senior colleague**
- 3. Contact the group in difficulty to reassure them, get up to date information and keep them informed of your actions**

DELEGATE TASKS AS AND WHEN POSSIBLE / APPROPRIATE TO ALLOW YOU TO MANAGE THE SITUATION AND ALLOW FOR ‘CONCURRENT’ ACTIVITY

IT IS ESSENTIAL THAT ONE PERSON IS CLEARLY DESIGNATED AS CONTROLLER OF THE INCIDENT RESPONSE AND THAT IT IS CLEAR TO ALL WHO THIS IS.

Some or all of the following will need to be considered:

- Inform your own senior managers – establish a Critical Incident Management Team (CIMT) and Incident Controller
 - Possible required roles (combine if insufficient staff)
 - Overall Controller
 - coordinator / contact with group (consider keeping the same person to always speak to the group leader)
 - Communications (could be a number of people dealing with different aspects)
 - Logistics – arranging transportation, accommodation etc for group and any travelling team
 - Resources - eg office space, reception for any visitors (parents, media etc), refreshments / food
 - Record / log keeper
- Inform the LA and, if media interest is possible, the LA communications team. The LA will implement an emergency plan to give support to you, the party, and the parents.
- Keep a log of all actions, communications and decisions including people involved and times
- Arrange alternate and additional phone lines so that incoming calls do not swamp communications. Consider other means of communication such as internet, email and text
- Liaise with the LA over provision of links with emergency services, media, tour operators, insurance companies etc. - as appropriate,
- Carry out the actions required by the visit leader
- Inform governors
- Is a ‘travelling team’ needed to provide support at the scene / in country?
- Arrange for the return or onwards travel of the party or arrange transport for parents to the scene / hospital
- Control communications and flow of information to the affected group, parents, other establishment staff (beware of other establishment staff inadvertently starting rumours circulating)
- Control information to the media – use the expertise of the LA communications team and direct all media enquiries to them
- Make arrangements for any visitors to the establishment seeking information
- Arrangements for meeting the group back in Coventry and returning children to parents
- Consider the possible need for future emotional support and care for anyone involved (don't forget other staff, young people and the incident response team as well as those directly involved)

EMERGENCY NUMBERS

Name	Telephone	Mobile
Leaders telephone number		
School/Establishment		
Head/Manager		
My own number		
Local Authority (office hours)		
LA Comms Centre (out of normal hours)		
Local accommodation/hotel (if residential)		
Travel company (if appropriate)		
British Embassy/Consulate		
Other:		