

**CHECKLIST FOR SENIOR MANAGER/HEADTEACHER (and/or EMERGENCY HOME CONTACT)
RESPONDING TO AN INCIDENT DURING AN OFF-SITE VISIT (Form A3)**

Your name:	Your position:	Date:	Time

BACKGROUND:

- Advice for leaders dealing with emergencies whilst on off-site visits is provided in Section 14 of ERYC Offsite Visits Guidelines and, during a visit, all group leaders should have immediate access to forms A1 and A2 (a flowchart that outlines emergency procedures and emergency contact details) or similar.
- This checklist provides guidance for a Senior Manager/Head Teacher (back at home) dealing with an emergency during an offsite visit. Schools/establishments should integrate this advice into their general emergency or critical incident management plan.
- When any group is on an off-site visit, the Senior Manager/Head Teacher (or a deputy or senior teacher if the Head is on the visit or is unavailable) should provide 24-hour emergency contact for the group. The Senior Manager/Head Teacher or Emergency Home Contact must have readily available details of the visit, including a list of all involved, contact arrangements with the group, and day and night contact details of parents and staff next-of-kin.
- Copies of the visit approval form(s), attendance list, visit details, parental consent forms and the staff contact list should provide the necessary information. On residential or after-hours visits, the Senior Manager/Head Teacher or Emergency Home Contact will need to have access to this information at home. Make sure that emergency arrangements will work after hours, at weekends and during holiday periods if visits are taking place at these times.

PLEASE NOTE:

The nature of your response will depend on the scale and seriousness of the incident. Not all this guidance will be relevant in every circumstance.

ACTION:

1. Maintain a written record of your actions using this pro forma and attached log sheet.
2. Offer reassurance and support. Be aware that all involved in the incident may be suffering from shock and may not act rationally or in their normal manner.
3. Find out what has happened. Obtain as clear a picture as you can:

Who has informed you of the incident? (usually the Overall Group Leader)

Name:	Status:	Telephone Number:	Additional Tel Number(s):
Where are they now and where are they going?			

N.B. Remind the group leader to follow the emergency procedures in the Visits Guidance.

**Confirm details of the visit/activity during which incident occurred
(check with details included in EV Approval form):**

Location and nature of activity/visit:			
Name of Overall Group Leader:		Contact telephone number(s) of Overall Group Leader	Accommodation base: Mobile: Phone box:
Total number of people on the visit:	Young People:	Staff:	Other Adults:

Details of the incident:

Date and time of incident:		Location:	
What has happened?			
People affected:	Name:	Injury:	Where they are / will be taken to:
Emergency Services involved and advice they have given:			
Names and locations of hospitals involved:			
Present and planned arrangements for remainder of pupils at the incident:			
Name of person in charge of the group at the incident:		Telephone Number(s):	

Who to inform - Remember:

- Keep a record of who is informed and of what on the log sheet so that people are not called twice.

Actions	Tick if done
Headteacher/Senior Manager – If not already involved/informed. Give full details	<input type="checkbox"/>
Staff - Depending on time and scale of the incident, inform relevant staff so that you can delegate tasks.	<input type="checkbox"/>
Parents/guardians of any injured group members - Immediately inform these parents of what has happened and where their son/daughter is. Record what their plans are, e.g. to travel to their son/daughter, any assistance they need and any means of communications with them (e.g. mobile phone number). In event of a major incident the police may give advice regarding naming badly injured people or fatalities. You may also need to inform next-of-kin of any staff who have been involved.	<input type="checkbox"/>
Parents/guardians of any other young people on the visit but not directly involved in the incident. Decide which parents/guardians should be informed and by who and contact them as appropriate. Parents/guardians should first hear of the incident from the school/establishment (or from the visit leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/next of kin are informed.	<input type="checkbox"/>
Chair of Governors (schools). Contact and inform the Chair of Governors.	<input type="checkbox"/>
The LA. Initial contact should be made via the 24 hour LA Emergency Contact line 01482 392999 Details of the incident will then be passed to the Director of CFAS, ERYC Educational Visits Officer and/or other relevant Council staff. The Council will also help to coordinate the following support if appropriate:	<input type="checkbox"/>
Assistance at school/establishment or at the site of the incident by LA officers, and/or others who may be able to provide support and expertise.	<input type="checkbox"/>
Provision of extra communications. In a major incident, the school/establishment may be inundated with calls from distressed parents/guardians and others. Extra telephones, fax lines, radio communication and other emergency support can be made available. In a major incident, an independent outside line is vital to ensure two-way communications.	<input type="checkbox"/>
Help with arranging travel and transport between the incident, parents and the establishment/school (the LA Transport Services Group 01482 395521 may be able to assist)	<input type="checkbox"/>
Contacting Council Press Office and arranging for them to deal with media enquiries and a press release (tel. 01482 391441)	<input type="checkbox"/>
For an incident occurring in another UK local authority, establishing links with that authority or, for an incident occurring abroad, communication via the Foreign Office (020 7270 1500), to British Consulate and foreign police and emergency services.	<input type="checkbox"/>
Insurers (if the group is abroad). If the visit is abroad, and the incident results in substantial medical or other expense, contact ERYC InsuranceTeam Tel: 00 44 (0)1482 394195. Any other insurers and tour operators used should be informed as soon as possible.	<input type="checkbox"/>
Other young people from the school/establishment and their parents/guadians. Decide what information you should give. Remember that information given must be limited until the facts are clear and all involved parents/next of kin are informed. In the event of a serious incident consider how to tell others and what support (e.g. from the LA Psychology and Behaviour Support Service - 01482 392254) distressed children and adults may require. Staff and pupils should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones).	<input type="checkbox"/>

1. Media Management

<ul style="list-style-type: none"> Introduce, if necessary, controls on entrances and telephones 	<input type="checkbox"/>
<ul style="list-style-type: none"> Ask the ERYC Press Office to deal with media enquiries and prepare a press statement to be agreed by the Director of CFAS and the Senior Manager/Head Teacher before release. Contact via the ERYC Press Office (01482 391440) or via the LA Emergency Contact lines (see above); 	<input type="checkbox"/>
<ul style="list-style-type: none"> At least initially, the school/establishment is advised to avoid responding to media enquiries and direct these to the LA Press Office. 	<input type="checkbox"/>

2. Reporting of accidents

<ul style="list-style-type: none"> Tell the staff involved to prepare a written report noting events and times. Inform the LA Safety Services Team on 01482 391110 who will advise on reporting procedures. Accident report forms should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours. 	<input type="checkbox"/>
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3. Next Steps

<ul style="list-style-type: none"> Review the incident and its implications with staff as soon as possible. Take advice from the LA's Educational Visits Officer and others on the range of support available to you from statutory and voluntary organisations. Arrange any immediate and longer-term support required e.g. help from the LA, counselling/ psychological support, legal advice from LA Legal Services Tel: 01482 393134, help from local churches or voluntary organisations. Monitor the situation and its effect on individuals for as long as necessary. 	<input type="checkbox"/>
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