

Chapter 20 - Post-visit review and evaluation

SUMMARY OF KEY POINTS – see rest of chapter below for full details

- On return from a visit, **it is generally good practice for Visit Organisers to review the visit with the other visit leaders and with relevant managers** and, if appropriate, to record any examples of good practice and lessons learned that might assist with the planning and leadership of future visits.
- **It is particularly important to record and review any accidents, incidents, or near-misses.** It is important that details are recorded as soon as possible after an incident whilst they are still fresh in the memory, preferably with signed witness accounts.
- **Serious incidents must be notified to RIDDOR (HSE's "Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995), and to the Local Authority using their standard forms and procedures.**
- **Post-visit reviews and evaluations may be recorded and stored on ROVER in section 20 or on the sample form at the end of this chapter or on any suitable alternative system developed by the school/establishment.**

20.1 What is the purpose of a post-visit review and evaluation?

- It is general good practice for Visit Organisers, on return from a visit, to review the visit with relevant managers and, if appropriate, to record any examples of good practice and lessons learned that might assist with the planning and leadership of future visits.
- In particular, it is important to record and review any accidents, incidents, or near-misses (i.e. dangerous incidents that nearly happened, but fortunately didn't).
- Leaders may feel embarrassed and awkward about relating such incidents, especially if it implies some level of negligence on their part, but they should be encouraged to do so, in order that:
 - similar incidents are avoided in the future by themselves or other leaders;
 - in the event of a future incident or enquiry, there is clear evidence that proper review procedures have taken place, and appropriate lessons learned and action taken.
- For visits that involve outside providers (e.g. residential accommodation, outdoor activity instruction), it is also useful to review and record the quality of services provided, for future reference by other leaders.

20.2 Where should a post-visit review be stored?

- Post-visit reviews and evaluations may be recorded and stored on ROVER in section 20.
- Alternatively, Appendix VGA 20.1 provides a sample form for reviewing visits.
- Alternatively, each school/establishment can develop its own internal system.
- If this form is used, it should be filed appropriately.
- Details about significant incidents or issues of concern should be brought as soon as possible (normally within 24 hours) to the attention of the Local Authority (including the LA Educational Visits Officer).
- Reviews of specific venues or service providers can be usefully shared with other users on the Council's Educational/Offsite Visits website www.eriding.net/educationalvisits - information should be sent in the first instance to the LA Educational Visits Officer.

20.3 Recording and reviewing accidents and incidents(see also sections 14.28 – 14.32)

- All significant accidents and incidents must be recorded fully as soon as possible after an incident, including:
 - the names of any casualties and any others involved;
 - the nature of any injuries and illnesses (e.g. the signs, symptoms and diagnoses);
 - any treatment given and action taken;
 - the names of any leaders/first aiders involved;
 - the cause of the incident;
 - the names and statements of any witnesses;
 - advice given and action taken by external services e.g. doctor;
 - the final outcomes (e.g. what diagnosis given and action taken by the hospital);
 - any lessons that can be learned, or actions that need to be taken to avoid any similar incident.

20.4 Where should accidents and incidents be recorded?

- It is important that details are recorded as soon as possible after an incident whilst they are still fresh in the memory, preferably with signed witness accounts.
- It is useful to take on a visit several blank photocopied pages from your establishment's accident book to record details of any incidents. These can then be copied or added to the main accident book on return home.
- Serious incidents must be notified to RIDDOR (HSE's "Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995), and to the Local Authority using their standard forms and procedures.

POST VISIT REVIEW AND EVALUATION FORM

This form can be completed by the Overall Group Leader after the visit, and filed in the school/establishment's central records. Details of significant incidents or issues of concern should be brought to the attention of all relevant managers and to the LA Educational Visits Officer and/or Safety Services team.

Name of School/Establishment/ Youth Group:	
Visit destination:	
Objective(s) of Visit:	
Date(s) of Visit:	
Name of Overall Group Leader:	
Number in Group	Boys: Girls: Supervisors:
Name of accommodation used (if applicable):	
Names of any venues/activities/ service providers used:	

Please comment on the following issues, if relevant:

Item	Score (1 to 10)	Comment
1. Pre-visit organisation, planning (e.g. were forms correctly completed and submitted for approval in time?)		
2. Young people/group members (e.g. any inclusion or behaviour issues?)		
3. Leadership, staffing and supervision (e.g. were staffing levels appropriate?)		
4. Visit objectives (e.g. were the objectives realised?)		
5. Standard and suitability of accommodation (e.g. comfort of beds, cleanliness, food, evening activities, value for money)		

6. Adventure Activities (e.g. quality of safety management, instruction, equipment)		
7. Risk Management (e.g. were risks reasonably assessed, recorded, and managed effectively?)		
8. Venues visited (e.g. quality/safety/suitability of services)		
9. Insurance/Finance (e.g. was insurance cover suitable and sufficient, any problems collecting money?)		
10. Travel and transport arrangements (e.g. standard and suitability of coach/ minibus)		
11. Overseas visit arrangements (e.g. support from tour operator, suitability of exchange hosts)		
12. Communication with parents and group members (e.g. were parents and group fully informed? medical and contact details correct?)		
13. Staff briefing and emergency procedures (e.g. staff awareness)		
14. Value for money		
15. Accidents, incidents and "near misses" (e.g. any significant incidents/ near misses? how well did staff deal with incidents? what lessons can be learned?)		

Overall Group Leader (name): _____

Signed: _____ Date: _____