



HEARTS ACADEMY TRUST

Critical Incident Plan for school trips: Incident Protocols

*This policy is to be read in conjunction with the
School visits and incidents policy located on the Trust
website :- [HEARTS Academy Trust Policies](#)*

Adopted:	June 2019
Reviewed:	November 2022
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HEARTS Academy Trust is committed to providing a happy, caring and safe learning environment for all within a values led context, where everyone feels valued and grows in confidence and independence.

We promote **HAPPINESS** through a creative, exciting and practical curriculum, which generates a love of, and interest in, learning and a resilience and hope which supports us through challenging times.

Great value is placed on pupils' self **ESTEEM** which is developed through a positive and motivated attitude to learning, a healthy lifestyle, good social skills, self-discipline and a positive self-image.

We promote the highest standards of **ACHIEVEMENT** in all areas of the curriculum and help all pupils to fulfil their potential regardless of gender, race or ability.

We foster **RESPECT and RESPONSIBILITY** for all by establishing good relations between the school, home and community. Pupils are taught respect for themselves, others and the environment. They are also taught to take full responsibility for their own choices and responsibility for themselves and their community.

We encourage **TRUTH** and honesty in all aspects of school life – relationships, work and the curriculum and learn to trust and accept others' individuality and uniqueness.

We develop **SPIRITUALITY and SERVICE** so that calm, quiet, reflective times which support deep thought are part of school life and beauty is appreciated. We promote a service culture that reflects our duty to support and show compassion to all members of the community and not just ourselves.



Children at the HEART

The Trust adopts all OEAP policies and guidance relating to school trips which can be found at www.oeapng.info

ANY trip taking children out of the school gates must be approved by the school EVC and/or Head.

- For every trip a simple complete risk benefit assessment is to be completed and submitted to the school EVC for approval through evolve.
- Initial Assessments are to be carried out and approved at the first stage of planning the trip. (e.g. before you even book the trip / coach/ adults etc.)
- Before organizing a trip, it is expected there will be a brief meeting with the EVC to discuss requirements / policy before any formal plans are made. Slip given as evidence.
- Ratios for trips are dependent on the discretion of the school EVC and will be decided on a number of factors and no longer an arbitrary number based on age. (However, a trip over 1:10 is unlikely to be approved) All adults must have a DBS from school or a risk assessment.
- For on-going trips eg swimming: one generic assessment is to be completed by the lead teacher and the approval for this visit will continue until the EVC decides it is no longer applicable. However, the EVC must authorize the trip each time you are leaving school
- Consent forms can be obtained from the office. First aid kits and health forms must be taken at all times.

**The risk assessment to be completed and submitted to the EVC through evolve.
SLT to tick off checklist as any trip leaves the building**

Incidents Contents

1. School / establishment incident procedures
2. Action to be taken by the leader / instructor (or by other staff) in the event of an incident
3. Procedures for lead manager or staff receiving notice of an incident
4. Procedures for the school / establishment / Critical Incident Management Team (CIMT)
5. Template for Critical Incident Management Team - emergency telephone numbers

1. School / establishment incident procedures

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

An incident is defined as “any incident that involves serious illness, significant injury (e.g. broken bone) or a lost child”.

Procedures to be followed in the event of an 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 access to lists of names, telephone numbers and addresses for staff and pupils. 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 professional contact person should be nominated to act as the communication link with the party and therefore ensure they are in an appropriate state and capable of supporting the group if required. 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).

If a child goes missing/ an incident occurs, you must:

1. Alert staff at the venue / 999 if needed
2. Alert the lead teacher who will notify the EVC or Emergency Contact they will then follow the critical incident procedures and notify the correct people at the LEA etc. if needed EVC / SLT will
3. call Head teacher / EHT who will communicate with the CEO
4. The CEO will inform the Chair of Trustees

The Schools Communication Team should be contacted on **0333 013 9880** (office hours). The press office can be contacted on 03330 132800 (office hours) and **07717 867525** (out of hours, weekends and public holiday).

Your lead teacher will make the decision (along with the critical incident team) about the next steps, but please follow the guide below until you are notified.

Please remember to take your children's health forms, any medication needed and a first aid kit. You must inform EVC of ANY "near misses" after the trip.

2. Action to be taken by the leader in the event of an incident

1. Assess the situation.
2. Protect the party from further injury or danger.
3. To inform all persons present that personal telephone communication is to be restricted.
4. Administer First Aid if required.
5. Call the emergency services (999), as appropriate.
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 home emergency contact person – Lead Manager (and Critical Incident Management Team Management or nominated officer)
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.
11. Do not make any statements to press/media or allow anyone else to make statements other than expressions of sympathy.

12. Refer all media enquiries to the ECC Press Office – ALL Press contact must be made by The Trust Business Manager or if unavailable by the Trust CEO or a nominated Trustee of the Trust.

<u>Press Office</u>	03330 132800	Office Hours
	07717 867525	Out of hours, weekends and public holidays

3. Procedures for lead manager or staff receiving notice of an incident, (after EVC/Emergency contact has made their decision)

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. 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 to 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. 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 via the SCF Communications Team). 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. Chair of Trust /LAB.
5. Ensure Health and Safety Executive and Essex County Council Health and Safety 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

SCF Communications team	0333 013 9880	Office hours (9am – 5pm)
Press office (out of hours)	07717 867525	Out of hours

5. Critical Incident Management Team - emergency telephone numbers are stored confidentially and only shared internally

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.oeapng.info

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. 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.

Submitting form:

- **UK day trips: complete the standard risk assessment and give to EVC at least 4 days (however the expectation is that the assessment will be carried out at the initial stages of planning so 2 weeks before a trip is advised)**

Residential trips: complete the standard risk assessment and give to EVC at least 7 days before visit

- **Adventurous activities/ trips out of UK: complete the standard risk assessment and give to EVC at least 4 weeks before visit. EVC will then submit to the Local Authority for additional approval if he deems necessary.**

At present we use the EVOLVE system to submit and approve forms

School emergency contact details

1. Where the HOS is on the visit the Exec Head is the first emergency contact. Where they are not the HOS is. They should have access to the risk visit for the visit. The group leader should provide this.
2. Second contacts should also be arranged from senior staff at the school (usually senior teachers/school business manager).
3. The numbers of contacts should be carried by group leaders at all times throughout the visit.
4. The emergency contacts at school must have family contact for all pupils accessible throughout the visit (including weekends if needed).
5. It is the responsibility of the emergency contact to speak to parents (individually if needed).
6. Parents should be kept well informed throughout the emergency. This can be via twitter if it is a minor incident such as a delayed coach. Parents must understand before the visit that by not signing up for twitter, email or other media used by the school they may experience a delay in communication.
7. The emergency contact will establish whether further help is needed at the emergency site.
8. A full record of the incident must be kept and ensuing contact with parents/media.
9. The emergency contact will also keep the CEO informed throughout and discuss contact with parents.
10. The CEO will communicate with the Chair of Trustees.