



Staff Member Responsible:	ABI
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The Gilberd School: Educational Visits Policy

Educational Visits and Off-Site Activities

Educational visits and learning away from the school site is actively encouraged and supported at The Gilberd School. The following statement by Judith Hackitt, CBE, Chair of the Health and Safety Executive perhaps defines our approach.

“The next generation is tomorrow’s workforce. Helping young people to experience and handle risk is part of preparing them for adult life and the world of work. Young people can gain this experience from participating in challenging and outdoor events made possible by organisations prepared to adopt a common sense and proportionate approach that balances benefits and risk.”

Revision Details	
June 2017	Page 18 and 19 – updated contact numbers for Essex County Council
April 2021	No changes
June 2021	Added sections into both staffing and supervision sections to provide guidance relating to partisan views.
December 2023	Page 3 - change of wording from encouraged to report to must report.
December 2023	Page 4 and 18 – Reference to staffing altered to remove reference to staffing ratios, as per guidance from OEAP April 2023.
December 2023	Page 18 – Checklist updated with advice from DSL.
December 2023	Page 6 – List of related policies updated.
December 2023	Page 9, 10, 11 and 12 – Staffing referenced in Appendix C updated.
December 2023	Page 13 and 14 – Appendix D Consent forms updated
December 2023	Page 15, 16, 17, 18, 19, 20 and 21 – Forms standardised.
December 2023	Page 20 – Guidance on Risk Assessment made explicit so that the specific students, their needs, how staff are assigned, how challenging behaviour is dealt with and any Safeguarding arrangements are considered.

Educational Visits Policy

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1. Authorisation – Legal Responsibilities

- The Headteacher, via the **Visits, Events and Trips Committee (VETs)**, must formally approve any educational visit or other off-site activity.
- The governing body must formally approve all foreign, residential and adventurous activity visits.
- The **Educational Visits Coordinator (EVC)** must: ensure educational visits meet the school's requirements. Support the Head and Governors with approval and other decisions. Assess the competence of prospective leaders and staff. Ensure risk assessments meet requirements. Organise training and induction. Ensure parents are informed and give consent. Organise emergency arrangements. Keep records of visits, accidents or incident reports. Review and monitor practice.
- The Visit Leader must: Be approved to carry out visit and be suitably competent and knowledgeable about the school and LA's policies and procedures.
- All staff carry a legal responsibility for the welfare of students in their care during any visit.

2. Types of Visits

- All visits to comply with this **Educational Visits Policy**
- All local visits to be approved by the **VETs Committee**
- Adventure activities, all residential trips, and trips abroad require authorisation by the Governors.
- This policy must relate to the Codes of Practice in place for such visits :

3. Risk Assessment

All visits must be Risk Assessed

- A risk assessment must be undertaken identifying **significant** risks and the precautions that will be implemented to reduce these risks to an acceptable level.
- Where these risks are controlled by generic control measures i.e. 'codes of practice or operating procedures, refer to the relevant sections of these documents.
- When using a 'provider', for example accommodation or adventurous activities, the group leader must contact them and obtain their risk assessments for these elements of our visit, or at least written evidence of their risk assessments.
- One risk assessment may cover a programme of similar activities, provided it is reviewed at least annually and consideration is given to the needs of the **individual students** on each occasion.
- All staff **must** report any safety concerns they have regarding the conduct of the visit, including near misses.

4. Parental Consent

Signed parental consent must be obtained for all trips and visits.

One parental consent will however, cover both one off visits as well as a programme of regular or ongoing activities during the student's time at The Gilberd. This includes trips such as Thorpe Park rewards trips as well as local visits such as activities Highwoods Country Park or school sports fixtures. Parents should still be informed whenever possible however, of when, where and what their child will be doing so that they have the opportunity to opt out. Residential trips require a unique parental consent form.

For "one off" visits, including anything outside of the local area or involving residential or adventurous activities, parents must be supplied with full information regarding the visit. This must be sufficiently comprehensive for parents not to be in a position to claim after the event that they were misled or uninformed about any of the following:

- Venue(s) and travel arrangements
- Dates and times of departure and return where visits exceed beyond the school day
- The nature of activities planned (including plan B)
- Kit list
- Arrangements for supervision
- Code of conduct or standard of behaviour expected during the visit
- Financial contribution expected from parents
- Insurance arrangements
- Contact system in case of emergency
- Any expectations placed on parents, for example to resume responsibility for their child in the event his or her conduct requires sending home from a visit outside of school hours.

5. Staffing – competence and training

- There must be a qualified teacher in charge as Visit Leader. He or she must oversee the selection of students, and the appointment and delegation of responsibilities to other staff.
- All staff should be assessed for competency and training provided for visit leaders.
- The staff-student ratio must be determined as part of the risk assessment. (Appendix C)
- Staff may include teachers, teaching assistants, or other adult helpers. The visit leader must ensure that all staff understand their responsibilities, and are competent to assume these.
- School policy must be followed with regard to safeguarding checks.
- If adults other than employees or volunteers engaged by the school take charge of students, assurances of competence and suitability must be obtained.
- When political issues are brought to the attention of students, including by the activity and political expression of other students or staff, where this comes to the attention of the school, staff should offer students a balanced presentation of opposing views.

6. Supervision

- Responsibility for students extends for the full duration of the visit, including any period of 'down time' when students are not engaged in structured activity.
- The visit leader must determine when supervision must be 'direct' and when it may be 'remote':
- **Direct supervision** – students remain within sight and/or hearing of the member of staff in charge of their group. Group leaders must know for which students they are responsible, and students must know who is in charge of their group
- **Remote supervision** - students are allowed to operate unaccompanied in groups of 4 or more. They must be given clear instruction as to where they may go, what they may do, and when they must return, and must have a means of making contact in case of an emergency.
- A decision to permit remote supervision must be made on a careful assessment of the environment, the activity, the age and maturity of the students and any training they have received.
- Visitors or external staff should not present materials in a politically biased or one-sided way. Staff should avoid working with organisations that promote discriminatory views and challenge these if they become apparent.

7. Insurance

Gilberd School Insurance can cover all students on Educational and Off-Site visits but you must check with the finance office.

No forms of indemnity or 'insurance waivers' may be signed without reference to the school's Governors

8. Emergency Planning

- Group Leaders must have a means of making emergency contact with the other visit leader at all times.
- Group Leaders must have a means of making contact with the emergency services if required, plus access to first aid equipment and a nominated person with first aid knowledge.
- If the visit extends beyond school opening hours, two emergency school contacts must be identified, normally members of the school's leadership team. The emergency SLT contacts must have means of contacting Council officers in the event of a serious incident that requires additional support.
- A list of students with parental contact and medical information, must be held by the visit leader. A copy must also be left at school. Outside school opening hours, the SLT contacts must have access to this list.

9. Summary Checks

- Seek approval in principle from EVC / Finance manager.
- Complete proposal form. (Red form)
- Plan and prepare for the visit.
- Complete risk assessment and submission forms. (Orange form)
- Define roles and responsibilities of other staff and students.
- Ensure all relevant paperwork is completed. (Green form)
- Ensure effective supervision of students and what they do.
- Ensure students with Medical Needs and Mental Health issues are provided for (by sharing registers with Student Reception and the Safeguarding Team BEFORE confirming places with parents).

10. Links to other policies

- Safeguarding and Child Protection
- Equality
- Health and Safety
- Critical Incident Plan
- Charging and Remissions
- Supporting Students with Medical Needs
- Student Code of Conduct
- Staff Code of Conduct

Appendix A: Register of Visit Leaders

VETS Register of Visit Leaders									
Forename	Surname	Role/Subject	Category	Staff Code	Level of Experience (1-5)	First Aid Training	Renewal Date	Authorised to drive minibus	Approved by EVC

5 = Able to lead a foreign and/or adventurous activities trip. Has been an assistant leader on at least 3 previous trips (foreign or adventurous as appropriate) and has run one additional trip with oversight from a level 5 Group Leader.

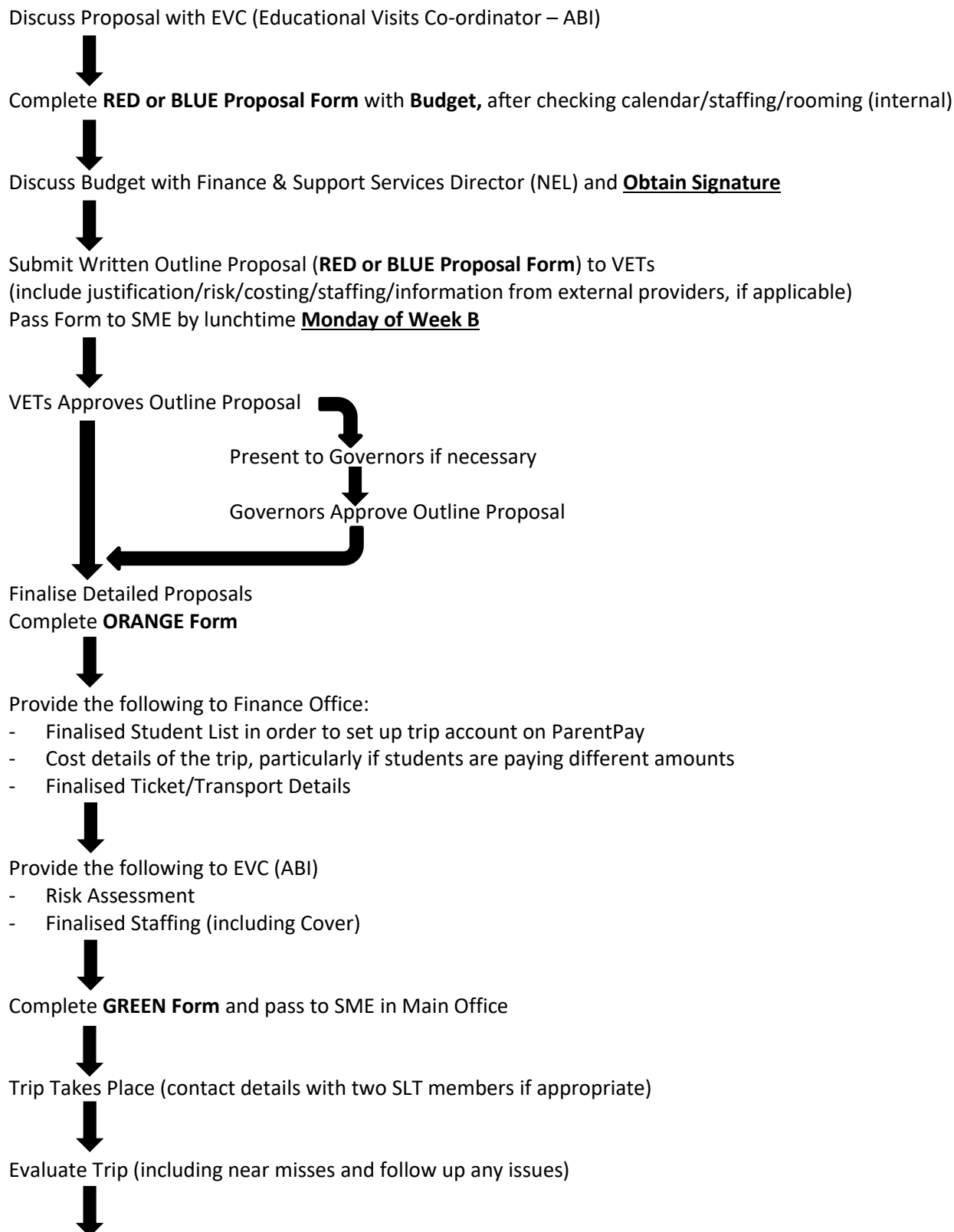
4 = Able to lead a domestic, residential trip. Has been an assistant leader on at least 2 previous domestic, residential trips and has run one additional trip with oversight from a level 4 or 5 Group Leader.

3 = Able to lead a domestic trip. Has been an assistant leader on at least 2 previous trips and has run one additional trip with oversight from a level 3, 4 or 5 Group Leader.

2 = Able to assist with foreign, adventurous or residential trip. Has completed Gilberd School training with EVC.

1 = Able to assist with local and domestic trips. Has been fully briefed and judged as competent by the Group Leader and EVC.

PROCEDURE FOR THE ORGANISATION OF A SCHOOL VISIT/EVENT/TRIP



Sign Off Accounts

STAFFING ON TRIPS
(Essex LA Criteria)

The minimum number of adults to accompany each party is set out below. Of this minimum number at least half shall be members of the teaching, non-teaching or youth service staff providing that there is at least one teacher or youth worker (except in (b.iii) below).

(a) Visits of More Than One Day's Duration

- (i) Two adults for a party not exceeding 20 young people and, for a larger party, one additional adult for each additional 15 young people or less. A party of both sexes should be accompanied by adults of both sexes.
- (ii) Where a party is participating in an educational cruise, an exchange/study visit, or residing in a County establishment and some supervision is provided by the cruise operator, or by the staff of the receiving establishment, the proportion of adults may be reduced to one adult for each 15 young people.

(b) Visits of One Day or Less

Two adults for a group of young people (approximately 30 young people) and, for a larger party, two adults for the first 20 young people plus one additional adult for each additional 20 young people or less; except that:

- (i) Only one adult, who shall be a member of the teaching or youth service staff, need accompany a party if that party consists of less than 20 secondary age young people.
- (ii) On a visit where door –to-door transport is provided by coach, to a place of entertainment, museum or art gallery, each party of young people shall be accompanied by a minimum of two adults or by at least one adult, in the case of a visit to a museum where the young people will be under the supervision of museum staff. At least one of the accompanying adults must be a member of the teaching or youth service staff.
- (iii) Only one member of the school teaching staff or a responsible adult nominated by the Headteacher need accompany a group of 6 or less young people on a visit of less than half a day which is confined to the locality and does not involve adventurous activities. **The nominated person should be recorded with the Headteacher and general parental consent should also be obtained.**

STAFFING RATIO**Visits of One Day or Less**

Staff	Students
2	20
3	40
4	60
5	80
6	100
7	120
8	140
9	160
10	180
11	200
12	220
13	240
14	260
15	280

2 staff members for the first 20 students
(1 may accompany a group of less than 20)
(2 may accompany a group of 30)
(+1 for every 20 after that)

Visits of More Than One Day's Duration

Staff	Students
2	20
3	35
4	50
5	65
6	80
7	95
8	110
9	125
10	140
11	155
12	170
13	185
14	200
15	215

2 staff members for the first 20 students
(+1 for every 15 after that)

Staffing on Trips

Decisions about the staffing and supervision should take account of:

- The nature and duration of the visit and the planned activities;
- The location and environment in which the activity is to take place;
- The nature of the group, including the number of participants and their age, level of development, sex, ability and needs (behavioural, medical, emotional and educational);
- Staff competence;
- The consequence of a member of staff being indisposed, particularly where they will be the sole leader with a group for any significant time.

When planning a repeat visit or a series of activities, it is important to review the previous plan (no matter how well it worked in the past) to ensure that it meets current group needs and any other changes (e.g., time of year).

A useful framework for assessing requirements for ratios and effective supervision is **STAGER**. See OEAP National Guidance document [1b "Foundations"](#):

- **Staffing:** who is needed/available? The plan must work within the limits of available numbers, abilities and experience.
- **Timing:** How will the time of year or time of day affect the visit and its staffing? If the visit takes place out of the establishment's normal working hours, or at a weekend or during holidays, how will this affect staffing and the availability of support back at base?
- **Activities to be undertaken:** what do you want the group to do and what is possible?
- **Group characteristics:** prior experience, abilities, behaviour and maturity, sex, any specific individual needs.
- **Environment:** indoors or out; a public space or restricted access; urban, rural or remote; quiet or crowded? Do not overlook environments to be passed through between venues. For residential visits consider the accommodation and surrounding area. For outdoor environments, consider remoteness, the impact of weather, water levels and ground conditions. Consider the implications of current guidance about avoiding infection during an epidemic.
- **Remoteness:** do the activities take place within the establishment grounds, close to it or at a distance? Will communications between the group and base be straightforward? How easy will it be to summon help in an emergency, and for emergency services to reach the group?

Ratios

Staffing ratios are a risk management issue and should be determined through the process of risk assessment. It is not possible to set down definitive staff/participant ratios for a particular age group or activity. Some employers, guidance documents and governing bodies do set out minimum ratios, but these should be regarded as starting points for consideration rather than being definitive, as they may be appropriate only where the activity is relatively straightforward, and the group has no special requirements.

Staffing

In some cases, there may be only one leader on a visit, or on a particular activity during a visit. If this is the case, participants (or any adult helpers) should be competent to manage in the event of the leader being taken ill or injured and should, as a minimum, know what to do to contact the establishment and get support.

Staffing, especially for visits to remote locations or overseas, should take into account how the group will be supervised effectively given the possibility of a leader becoming indisposed or having to leave the group, for example to accompany a sick child to hospital.

During some activities, staff inexperienced in that activity may need to be counted as participants rather than leaders when considering ratios.

There is no absolute requirement for participants to be accompanied by staff of the same sex, even on residential, but if this is not to be the case then there should be a sound plan to manage the potential issues involved, including the needs for privacy, safeguarding and pastoral support. See OEAP National Guidance document [6g "FAQ – Staff Supervising Mixed-Sex Groups"](#).

If a leader or helper is the parent of a young person taking part in a visit, there is the potential for them to be distracted by the needs of their own child when their responsibility extends to all or some of the group. This could compromise group management, particularly if there is a serious incident. The potential to be distracted can be avoided if a parent is not allocated a leadership role with direct responsibility for their own child. Sometimes this may not be possible (e.g., when a class teacher has their own child in their class). In this case consideration should be given to other ways to manage the risk, for example by ensuring that other leaders are available.

Frequently Asked Questions – Must a Mixed-Sex Group be Supervised by a Mixed-Sex Leadership Team?

There is no absolute requirement for a mixed-sex group to be supervised by a mixed-sex leadership team. However, if this is not to be the case then there should be arrangements in place to manage foreseeable issues.

Factors to consider might include:

- the sex, gender orientation, age, maturity, ability and confidence of the participants;
- needs for privacy and safeguarding;
- needs for guidance and personal care;
- the length and remoteness of the visit;
- the nature of any residential accommodation;
- the planned activities;
- the availability of peer support or support from other adults (for example, from staff at a residential centre or hostel, or from another establishment sharing the same accommodation);
- the need for gender-specific role model

The Gilbert School

FORM OF CONSENT OF PARENT/CARER FOR YOUNG PERSONS PARTICIPATION IN AN ORGANISED EDUCATIONAL VISIT

VISIT TO : *****

1. I apply to you for a place on this visit, the details of which have been received and noted by me, for my child. _____ (Full name and Form)

2. I agree (tick as applicable to trip/activity):

To pay to you my full share of the expenditure which you properly incur in organising the recreational visit/activity, as advised; £**.**

3. I understand that the monies or any part of it may not be returnable unless:

- I cancel the place before you incur any expenses or enter into any commitments, or you cancel the visit for any reason and some money remains after meeting all expenses and commitments.

4. I also agree to authorise members of staff during the course of the visit to approve such medical treatment for my child as is deemed necessary in an emergency on the advice of a qualified medical practitioner. I set out below any medical condition from which my child is suffering, together with details of the treatment required. Please state any special medical/dietary requirements. Please note meals are not provided unless specifically advised in original information letter.

Medical or dietary details: _____

5. My child is eligible for Free School Meals (Please tick accordingly)

6. I will support the school in upholding high standards of behaviour.

7. I agree that items of value (particularly phones and other electronic items) are brought at students' own risk.

8. I agree to collect my child promptly on their return / My child can make their own way home.

9. My child has permission to travel on the school minibus YES/NO

Signature of Parent/Carer _____ Name of Parent/Carer _____

Contact telephone number _____

Payment Options (please tick preferred method)

Parent Pay Online Pay Point Letter

Appendix D – Consent Form without Payment

The Gilbert School

FORM OF CONSENT OF PARENT/CARER FOR YOUNG PERSONS PARTICIPATION IN AN ORGANISED
EDUCATIONAL VISIT

VISIT TO:

1. I apply to you for a place on this visit, the details of which have been received and noted by me, for my child.

_____ (Full name and Form)

2. I agree to authorise members of staff during the course of the visit to approve such medical treatment for my child as is deemed necessary in an emergency on the advice of a qualified medical practitioner. I set out below any medical condition from which my child is suffering, together with details of the treatment required. Please state any special medical/dietary requirements.

Medical or dietary details: _____

3. My child is eligible for Free School Meals (***Please tick accordingly***)
4. I will support the school in upholding high standards of behaviour
5. I agree that items of value (particularly phones and other electronic items) are brought at students' own risk.
6. I give permission for my child to travel on the school minibus.
7. I agree to collect my child promptly at ***** / My child can make their own way home.

Signature of Parent/Carer _____

Name of Parent/Carer _____

Contact telephone number _____

***Please return this form to _____ in the _____ department by _____
or place in the green post box in student reception.***



Proposal for School Based (*On-site*) Event

All visits, events and trips run by The Gilberd are run to benefit our students. There is usually a cost or risk to other activities in the school and it is vital these are considered. Please complete this form, having checked the school calendar and any cover implications, and return to **SME** for consideration by VETS by **Monday lunchtime of Week B**.

School Based Event:	
Proposed Date:	
Lessons Affected:	Am Tutorial Lessons: 1 2 3 4 LT1 PM Tutorial 5 All day: Y / N After School From: To:
Event Organiser:	
Other Staff:	
Year Group(s) & Number of Students:	
Educational Benefit: (Include: who, where, how, why, when)	
Rooms to be used:	
Any other possible impact to be considered: (e.g., kitchen, caretakers, calendar, parking, IT equipment.)	
Is a risk assessment required?	

Signed by Visit Leader/Event Organiser:

Date:

Approved by VETS:

Date:



Proposal for School Visit/Event/Trip (Off-site)

All visits, events and trips run by The Gilberd are run to benefit our students. There is usually a cost or risk to other activities in the school and it is vital these are considered. Please complete this form, having checked the school calendar and any cover implications, and return to **SME** for consideration by EVC and VETS by **Monday lunchtime of Week B**. Please talk to ABI if support is needed.

Venue /Destination of Visit/Event/Trip:		
Proposed Date(s)		Daytime / Evening/Weekend/Overnight
Group Leader/Event Organiser:		
Other Staff:		
Year Group(s) & Number of Students:		
Educational Benefit: (Include: who, where, how, why, when)		
Risk of Negative Impact: (Include timings, staff affected, lessons affected opportunity to catch up on missed work.)		
Cover required: (Please outline lessons requiring cover.)		
Cost: Give an accurate breakdown of costs and discuss with NEL and obtain signature (see reverse).		

Signed by Visit Leader/Event Organiser:
Approved by VETS:
Governor Approval Required: Yes/No

Date:
Date:



School Visit/Trip/Event: Finances

Visit/Event/Trip to:

Proposed Date(s):

Visit Leader/Event Organiser:

<u>PLEASE COMPLETE FULLY</u>	<u>TOTAL</u>
Student entry/ticket costs	
Staff entry/ticket costs	
Coach/transport costs	
Additional activity costs	
Equipment hire/purchase	
Student refreshments	
Staff refreshments	
Support staff overtime	
Private mileage recharge	
Reprographics	
Postage	
Misc expenses	
Subtotal	£
Admin Fee @ 5%	£
ParentPay charge @ 1.29%	£
TOTAL COST	£

Proposed charge per student = £_____ (total cost ÷ number of students)

Signed by Visit Leader/Event Organiser:

Date:

Signed by Finance:

Date:



VETs Checklist

(To be completed at least 3 weeks prior to visit and handed to SME)

Visit/Event/Trip to:

Date of Visit/Event/Trip:

Visit Leader/Event Organiser:

Other Staff involved:

Planning Consideration	Date Completed	Staff Signature
If using a commercial organisation or provider, has it been approved by VETs/DSL/Governors?		
Does the DSL recommend any further safeguarding checks?		
Has evidence of risk assessments been gained in writing from external providers?		
Is a pre-visit required?		
Are proposed staffing levels adequate as per <i>STAGER</i> approach?		
Are first aid arrangements adequate?		
Has a risk assessment been completed and attached to this form?		
Have roles & responsibilities of staff been clarified?		
Have hazards travelling to/at destination been identified and suitable control measures introduced? (significant findings/ risks assessed must be listed on a separate form)		
Has a person been allocated responsibility for briefing on local fire & health & safety rules?		
Have the individual needs of all participants been considered (eg: SEND, medical and discussions with relevant HOY/SENCO/DSL taken place)?		
Is a meeting with parents/carers required for all students? Individuals?		
Have security arrangements at the venue been assessed?		
Have financial details been cleared and signed off by the finance office?		
Has cover for staff been approved / arranged?		



Itinerary

Date / Time	Venue	Activity
<p><i>EG: Friday 6th December 2013</i></p> <p><i>Between 11.00am and 1.00pm</i></p>	<p><i>Bluewater shopping centre</i></p>	<p><i>Students to complete survey on customer use. Personal shopping also allowed.</i></p>

Please attach appropriate Risk Assessment (Local or Foreign / Residential / Adventurous)

Signed by Visit Leader/Event Organiser:

Date:



The Gilbert School Risk Assessment (Local)

Visit/Event/Trip to:

Date of Visit/Event/Trip:

Visit Leader/Event Organiser:

Hazard List significant hazards which may result in serious harm or affect several people	Who may be affected	Risk rating H, M, L	Control measure List existing controls or note where the information may be found (e.g. information, instructions, training, systems or procedures)	Any further action List the risks which are not adequately controlled and proposed action where it is reasonably practical to do so	Is risk adequately controlled?

Note your risk assessment must take into account the specific students and their needs on this trip. Consider how you assign staff; how you will deal with any poor/challenging behaviour; what the safeguarding arrangements will be and how you will liaise with your ST link if needed.

(Continue on another sheet if necessary.)



(Final checklist to be completed by the Visit Leader/Event Organiser)

This must be completed and handed to SME in the main office prior to the visit leaving, along with a completed register of students.

Visit /Event/ Trip to:

Date of Trip:

Group Leader/Organiser:

Other Staff:

		Visit Leader signature	Date
I have checked and handed in Risk Assessment to school office.			
Parental consent forms have been returned for all students.			
I have briefed parents and staff and made behaviour expectations clear to all.			
I have arranged two Senior Team contacts and they are: (For trips outside of normal school office hours only.)			
Primary Contact Name:	Number:	Second Contact Name:	Number:
I have collected the school mobile phone & first aid kit.			
Emergency cards for students have been collected and will be distributed (if allowing remote supervision).			
Meeting points/times arranged and staff/students made aware of them.			
Contact and emergency details are held by Visit Leader /Event Organiser <i>and</i> Senior Team contacts. (If trip runs outside of school office hours)			

Signed by Visit Leader/Event Organiser:

Date:

Received in Main Office:

Date:

Received in Main Office:

Date:

The Gilberd School
Brinkley Lane, Colchester, Essex, CO4 9PU
Tel: 01206 – 842211 Fax: 01206 – 854756

**ACTION TO BE TAKEN BY THE GROUP LEADER IN THE
EVENT OF A MAJOR EMERGENCY**

- (1) Assess the situation.
- (2) Protect the party from further injury or danger.
- (3) Render first aid.
- (4) Contact emergency services, as appropriate.
- (5) Give information clearly regarding:
 - a. Location
 - b. Nature of the Incident
 - c. Number of Individuals Involved
- (6) Ensure an adult accompanies any casualties to Hospital.

**NB: It is probably that both members of 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, enlist the Police to assist in this.
- ✓ Calm and comfort participants and arrange for their evacuation.
- ✓ Get members of staff and other adults involved in keeping a written log of all actions and conversations.

Contact your nominated member of SLT (Tel _____) and try and arrange the use of a telephone line that will be exclusive to you (two lines if possible). Get the nominated member of SLT to inform parent(s) of student(s) directly involved.

- Do NOT make ANY statements to press/media, or allow anyone else to make statements other than expressions of sympathy.
- Refer all press/media to the Essex County Council Press Office (Tel: +44 3330132800 or +44 7717867525 if out of hours).

- The School will inform Essex County Council Schools Communication Team (Tel: 01245 – 434745) where required and Health & Safety Executive where an accident which resulting in major injury or loss of life has occurred (0345 300 9923).

PROCEDURES FOR CONTACT PERSON OR STAFF RECEIVING NOTICE OF A MAJOR EMERGENCY

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 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 is involved, try to identify alternative telephone numbers at 'home' and 'off-site' as other lines will quickly become jammed. It is not for the party leader or other members of the group or staff taking the message to discuss matters with the media.

Under no circumstances should the name(s) of any casualty be divulged to the media/press.

- Reassure the caller that swift action will follow.
- **Immediately notify a member of SLT.**
- Keep a record of all communication, including times, dates and messages given and received.