

## Educational Visits Policy Document and Guidance

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	Educational visits policy document and guidance		
Policy Ratified by	Bramingham Primary School Leadership Team		
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Date Ratified:			
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# 1.0 Scope of policy

This policy applies to all educational establishments where Luton Borough Council (LBC) is the employer and is underpinned by the Outdoor Education Advisors Panel National Guidance (OEAP NG). It provides concise and supportive guidance for the planning and safe management of Educational visits and related activities.

## 1.1 Application to educational establishments

In a community educational establishment in Luton, the employer's legal duties are placed on Luton Borough Council (LBC). In turn, through the formal Scheme of delegation, certain responsibilities are placed on governing bodies and headteachers. In order for the system to work effectively, an educational establishment should set out its arrangements for Educational visits and this is most conveniently done in the Educational visits policy. Whilst having a policy is not, strictly speaking, a community educational establishment's legal responsibility, Luton Borough Council considers it to be an essential element of an educational establishment's health and safety management system.

1.2 This policy sets out specific responsibilities and arrangements for the safe management of Educational visits; however, school staff employed by Luton Borough Council should also make reference to National Guidance if further clarification is required.

1.3 In line with the National guidance, this policy document applies to all employees, irrespective of whether or not activities take place within or outside of normal working hours, (including weekends and holiday periods) whose work involves any one of the following:

- 1.3.1 direct supervision of young people undertaking experiences beyond the boundary of their normal operational base;
- 1.3.2 direct supervision of young people undertaking experiences that fall within the remit of Educational Visits and Learning Outside the Classroom (LOtC);
- 1.5. facilitating experiences for young people undertaking experiences beyond the boundary of their normal operational base;
- 1.5.4 deploying staff who will supervise or facilitate experiences of or for young people undertaking experiences beyond the boundary of their normal operational base.

## 2.0 Responsibilities

- 2.4 All persons involved in an educational visit have a specific responsibility which they should be clear about prior to the visit taking place and should refer to National guidance for further advice if required.

### [National Guidance: Establishment roles](#)

- 2.5 To help fulfil its health and safety obligations for visits, establishments must appoint an Educational Visits Coordinator (EVC) who will support the Head of Establishment (in small establishments it is likely that the EVC will also be the Headteacher or Manager).
- 2.6 In line with National Guidance, in appointing an EVC, establishments must ensure that their appointed person is:
- 2.6.1 Specifically competent. The level of competence required should be judged in relation to the size of the establishment as well as the extent and nature of the visits planned.
  - 2.6.2 An experienced Visit Leader with sufficient status within the establishment to guide the working practice of colleagues leading visits.
- 2.7 EVC's should attend the OEAP accredited EVC training and update training, as required.
- 2.8 EVC's are expected to support the Head of Establishment in ensuring that competent staff are assigned to lead and accompany visits.
- 2.9 EVC's are expected to support the Head of Establishment with approval and other decisions.
- 2.10 EVC's should ensure that a policy is in place for educational and off-site visits, and that this is updated as necessary, and readily available to staff, e.g. via EVOLVE.

## 3.0 Approval of Activities and Visits

- 3.1 The Local Authority delegates approval to the Head of Establishment for all visits, except those involving:
- 3.1.1 residential /overnight stay;
  - 3.1.2 an adventurous activity led by either establishment staff or an external provider;
  - 3.1.3 overseas element.
- 3.2 For all visits that include any of the above, establishments must seek approval from Luton Borough Council via EVOLVE.

- 3.3 In approving visits the Head of Establishment and EVC should ensure that the Visit Leader has been appropriately inducted / trained, and is competent to lead the visit.

## 4.0 Staffing and Supervision

- 4.1 Visit Leaders have overall responsibility for the supervision and conduct of the visit.
- 4.2 All supervisors must be competent to undertake their specific responsibilities during a visit.
- 4.3 No adult should accompany the group except as a designated supervisor with identified responsibilities. It is strongly advised that the inclusion of young people who are not on the establishment's roll (e.g. younger or older siblings or the children of accompanying adults) is discouraged for the following reasons:
- 4.3.1 a specific visit for a particular age group may not be suitable for these young people
  - 4.3.2 lines of responsibility can become blurred as the duty of care for these children sits with the parent rather than the establishment staff and Visit Leader
  - 4.3.3 the issue of divided loyalties can arise in an emergency or critical incident
  - 4.3.4 the insurance cover may not extend to unofficial members of the group.
- 4.4 It is not expected that Visit Leaders will formally assess the competence of parents who act as supervisors on occasional day visits, though careful deployment of these would be needed. Best practice would be to pair them with another supervisor whose competence has been formally assessed.
- 4.5 All supervisors must be aware of their responsibilities for the safety of the young people in their care at all times. They should have reasonable prior knowledge of the young people, including any special needs, medical needs or disabilities. This is especially important for residential visits when all young people, their parents and all supervisors should meet prior to the visit taking place. All supervisors should carry a list of the young people in their group with them at all times.
- 4.6 Each group must have sufficient "additional" supervisors to cover emergency or unforeseen circumstances, particularly with regard to residential visits, visits abroad and visits involving adventure activities.
- 4.7 Each young person must know which supervisor is responsible for him/her or his/her group.
- 4.8 Coach drivers and staff in museums, activity centres and at other destinations cannot be included in supervisory ratios. A supervisor or other employee of Luton Borough Council always holds the "duty of care" and it can only be

discharged to another person in particular circumstances and in relation to medical care.

- 4.9 Where possible mixed gender groups should have male and female supervisors. Where this is not possible, the implications need to be carefully considered and management of these documented in the Event Specific Safe System of Work (ESSSoW).
- 4.10 All group members must be aware of the Event Specific Safe System of Work (ESSSoW) and its contents.
- 4.11 All group supervisors should be sufficiently competent to exercise appropriate control of the group and ensure that the young people abide by the agreed standards of behaviour as laid out in the ESSSoW.
- 4.12 Staff who are assigned to support the special needs of an individual, cannot be included in the overall staffing ratio. Their responsibility should not include the wider group.

## 5.0 Competence to Lead

- 5.1 It is commonly accepted that the competence of the Visit Leader is the single most important contributory factor in the safety of participants whilst on an educational visit.
- 5.2 Establishments should have a clear process for approving people to lead visits or activities which should ensure that leaders are accountable, confident and competent to lead the specific visits or activities for which they are approved.
- 5.2 To ensure accountability Visit Leaders should have been appropriately vetted and inducted into the establishment's policies and procedures.
- 5.3 To be deemed confident, establishments must consider the Visit Leaders ability to take charge of a situation whilst being aware of, and understanding, their abilities, as well as their limitations.
- 5.4 To ensure competence, Visit Leaders should be able to demonstrate their ability to operate effectively, and have sufficient relevant experience and knowledge of the activities, the group, and the environments in which the visit will take place.
- 5.5 All staff and helpers must be deemed competent to carry out their defined roles and responsibilities whilst on an educational visit.
- 5.6 The National Guidance sets a clear standard to which Luton Borough Council's Visit Leaders must work within which establishments should refer to for further advice if required.

[National Guidance: Approval of Visit Leader](#)

[National Guidance: Visit Leader](#)

- 5.7 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 accountability, confidence and competence issues are applied to both newly qualified and newly appointed staff.
- 5.8 Where a volunteer helper is a parent (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 Visit Leader's plans for group management. The Visit Leader should directly address this issue as part of the risk-benefit assessment and clearly communicate to the volunteer helper expectations regarding their role and remit whilst on the educational visit.

## 6.0 Requirement to Ensure Effective Supervision

- 6.1 The Law does not prescribe activity-specific staffing ratios; but it does require that the level of supervision and group management is "effective".
- 6.2 In line with National Guidance, effective supervision should be determined by proper consideration of:
- 6.2.1 The nature and duration of the visit and the planned activities.
  - 6.2.1 The location and environment in which the activity is to take place
  - 6.2.2 The nature of the group, including the number of young people and their age, level of development, gender, ability and needs (behavioural, medical, emotional and educational).
  - 6.2.3 Staff competence.
  - 6.2.4 The consequence of a member of staff being indisposed, particularly where they will be the sole leader with a group for any significant time.
- 6.3 The Early Years Foundation Stage (EYFS) Statutory Framework (updated 3rd April 2017) no longer sets out different requirements for minimum ratios during outings from those required on site. As with other age groups, ratios during outings should be determined by risk assessment, which should be reviewed before each outing.
- 6.4 Establishments should refer to National guidance for further advice if required.

[National Guidance: Ratios and Effective Supervision](#)

## 7.0 Vetting and DBS Checks

- 7.1 All paid staff and volunteers supporting educational visits should be recruited in line with the school's own Recruitment and Selection policy in accordance with the DfE guidance 'Keeping children safe in education (Sep 2021).
- 7.2 In line with National guidance, establishments must understand that a DBS check, in itself, is no guarantee of the suitability of an individual to work with

young or vulnerable people. The placement of an adult in a situation of professional trust with young or vulnerable people should always be subject to a robust engagement process as well as a DBS check if this is appropriate.

7.3 Establishments should refer to National guidance for further advice if required.

[National Guidance: Vetting and Disclosure and Barring Service \(DBS\) Checks](#)

## 8.0 Planning

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

8.1.1 the plan is based on establishment procedures and National Guidance

8.1.2 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

8.1.3 those in a position of parental authority have been, where required, fully informed and, where appropriate, formal consents given

8.1.4 Proportionate checks have been carried out on any providers who do not hold the LOTC Quality badge to ensure their suitability and that they have appropriate safety standards and liability insurance in place.

8.1.5 designated emergency contact(s) have been identified that are available on a 24/7 basis if required

8.1.6 all visit details and participant contact information are accessible to the emergency contact throughout the period of the visit.

8.2 It is strongly recommended that at a very early stage of the planning process, the provisional staffing team hold a group discussion in order to identify the benefits and learning outcomes that the activity (or range of activities) might achieve. Rigorous evaluation of these outcomes is essential and therefore should be prioritised and appropriately targeted. A record of these outcomes will help keep the plan focused and also be a vital part of the risk management process in providing some objectivity in a "Risk Benefit Analysis".

8.3 In accordance with DfE guidance on Health and Safety on educational visits (2018) establishments need to take account of the legalities regarding a requirement for formal consent. A school must always get written consent for nursery age children. For children over nursery age, written consent is not needed for most trips, as they're part of the curriculum. However, it is good practice to tell parents about them. Written consent is usually only needed for trips that:

- need a higher level of risk assessment
- are outside normal school hours

8.4 The degree of planning complexity will need to reflect the nature and complexity of several variables that can impact on any given educational visit. Establishments are encouraged to use the SAGED approach to ensure all aspects have been considered:

- 8.4.1 **S**taffing requirements – trained? experienced? competent? ratios?
  - 8.4.2 **A**ctivity characteristics – specialist? insurance issues? licensable?
  - 8.4.3 **G**roup characteristics – prior experience? ability? behaviour? special and medical needs?
  - 8.4.4 **E**nvironmental conditions – like last time? Impact of weather? Water levels?
  - 8.4.5 **D**istance from support mechanisms in place at the home base – transport? Residential?
- 8.5 Visit planning must include consideration of the question: ‘What are the really important things that we need to do to keep us safe?’ It should focus on the real risks and issues associated with the specific educational visit that are in addition to the everyday level of risk.
- 8.6 Alternative arrangements (a ‘Plan B’) should be considered and included within the planning process.
- 8.7 EVOLVE provides a means of recording planning during the visit planning stage, and enables the EVC and Headteacher to monitor, contribute and support the activity.

## 9.0 Preliminary Visits and Provider Assurances

- 9.1 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.
- 9.2 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.
- 9.3 The decision about the use of an external provider is the responsibility of the Visit Leader, EVC, and Head of establishment. The Local Authority does not ‘approve’ external providers or tour operators.
- 9.4 It is highly recommended that Visit Leaders take full advantage of organisations and providers who hold the LOtC quality badge which is a nationally recognised standard.
- 9.5 Where a provider holds the LOtC quality badge, no further action is required from the establishment other than to check the suitability of the provider in relation to the intended aims or learning outcomes for the particular visit. Establishments should NOT ask to see copies of their risk assessments.
- 9.6 Where providers do not hold the LOtC quality badge, it is a requirement that establishments obtain from them a completed and signed copy of the OEAP Providers Form.

### 9.6.1 [Providers Form](#)

- 9.7 The Providers Form should be sent to the provider at the time of making a provisional booking and no deposits should be committed prior to its satisfactory completion and return.
- 9.8 If the Provider has made any alterations to the wording of the form or is unable to comply, then you must discuss this with the Provider, and if necessary seek advice from the Local Authority prior to making a commitment with them.
- 9.9 Establishments should refer to National guidance for further advice if required.

### [Using External Providers and Facilities](#)

#### [Checklist - Assessing a Provider](#)

## 10.0 Risk Management

- 10.1 Routine visits that involve no more than everyday levels of risk and are covered by establishment procedures and policies should require minimal planning or preparation beyond what is needed to make best use of the learning opportunity. They are simply lessons in a 'different' classroom.
- 10.2 When one or more aspect of an educational visit cannot be managed adequately by existing establishment procedures and policies a specific risk assessment will need to be undertaken. This may be due to distance from the establishment, the nature of the activities, the environment or venue(s), the nature of the particular group, the need for specialist leader competencies, or any combination of these.
- 10.3 The risk management of an activity should be informed by the benefits to be gained from participating. Luton Borough Council strongly recommends a "Risk-Benefit Assessment" approach, whereby the starting point for any risk assessment should be a consideration of the targeted benefits and learning outcomes. This appreciation of the benefits to be gained through participating provides objectivity to a decision that any residual risk (i.e. the risk remaining after control measures have been put in place) is "acceptable". HSE endorse this approach 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.
- 10.4 There is no requirement for establishments to produce a risk assessment in a particular format; but there is a legal requirement for the process to be recorded and for suitable and sufficient control measures to be identified for any significant risks i.e. those that may cause serious harm to an individual, or harm several people.
- 10.5 It is the responsibility of all accompanying staff/adults to dynamically risk assess the visit in order to keep all participants safe.

- 10.6 It is primarily the responsibility of the Visit Leader, in consultation with other staff where appropriate to modify or curtail the visit or activity (e.g. Plan B) to suit changed or changing circumstances.
- 10.7 Establishments should refer to National guidance for further advice if required.

[Risk Management - an overview](#)

## **11.0 Emergency Planning and Critical Incident Support**

- 11.1 In most instances, thorough planning of an Educational Visit will ensure that serious incidents are avoided. However, it is impossible to totally eliminate risks. Accidents and even fatalities can happen on school visits although the statistical likelihood of this happening is very low.
- 11.2 A critical incident is an incident where any member of a group undertaking an off-site activity has:
- 11.2.1 Either suffered a life threatening injury or fatality;
  - 11.2.2 is at serious risk;
  - 11.2.3 has gone missing for a significant and unacceptable period.
- 11.3 As an employer, Luton Borough Council is committed to providing emergency planning procedures to support establishments in the event of a critical incident.
- 11.4 In the event of a critical incident the emergency services should be called in the first instance. The Luton Borough Council On Duty First Responder can then be contacted on:
- 11.4.1 01582 546072
- 11.5 The following emergency procedures should be in place to, as far as is possible, negate the effects of an accident or incident that has occurred on a visit.
- 11.5.1 A competent and experienced Visit Leader who has been fully briefed / trained in responding to emergencies that may occur on school visits.
  - 11.5.2 Visit Leader in possession of the Visit Leader Emergency Action Card (Appendix 1) for the duration of the visit
  - 11.5.3 Appointment of an assistant Visit Leader with access to a duplicate Visit Leader Emergency Action Card for the duration of the visit
  - 11.5.4 A fully briefed Establishment Emergency Contact of appropriate seniority with access to the Establishment Management Emergency Action Card (Appendix 2) for the duration of the visit
  - 11.5.4 All visit staff to carry one another's mobile phone number and the number for the Establishment Emergency Contact.

## 12.0 First Aid

- 12.1 The Health & Safety (First Aid) regulations 1981 state: "An employer shall provide or ensure that there are provided, such equipment and facilities as are adequate and appropriate in the circumstances for enabling first aid to be rendered to their employees if they are injured or become ill at work".
- 12.2 This same principle should be applied to the children and young people in the care of an establishment. The provision of first aid during off-site visits and activities should therefore be considered as part of the risk-benefit assessment and planning process.
- 12.3 Establishments should already have in place a risk assessment which determines their first aid provision on site. Off-site provision should simply be an extension of this. The determination of the appropriate requirements should take into account:
- 12.3.1 The nature of the activity
  - 12.3.2 The nature of the group
  - 12.3.3 The likely injuries associated with the activity
  - 12.3.4 The extent to which the group will be isolated from the support of the emergency services (both in terms of distance and response time).
- 12.4 Qualified first-aiders may not be necessary for all off-site activities and visits. However, a basic level of first aid support must be available at all times. This will require that one or more of the staff leading the activity be appointed for first aid who:
- Has a working knowledge of simple first aid and is competent to use the first aid materials carried with the group;
  - Knows how to, and is able to access, qualified first aid support.
- 12.5 For children in the Early Years Foundation Stage (EYFS), there is a statutory requirement that at least one person who has a current paediatric first aid certificate must accompany children on outings
- 12.6 It is a legal requirement that all public service vehicles, including minibuses, must carry a first aid kit.
- 12.7 Establishments should refer to National guidance for further advice if required.

[First Aid](#)

## 13.0 Inclusion

- 13.1 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.

- 13.2 Under the Equality Act 2010, it is unlawful to discriminate against disabled participants because of their disability, without material or substantial justification.
- 13.3 Reasonable adjustments are required to be made to avoid participants being placed at a substantial disadvantage therefore 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.
- 13.4 The Disability Discrimination Act does not however require responsible bodies to place employees or participants at inappropriate risk if a health and safety issue arises. It is also the case that the adjustments made to include a disabled young person should not impinge unduly on the planned purpose of the activity.
- 13.5 Establishments should refer to National guidance for further advice if required.

### [Inclusion](#)

## **14.0 Transport**

- 14.1 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 Luton Borough Council's transport policy. All national and local regulatory requirements must be followed.
- 14.2 The level of supervision necessary should be considered as part of the risk management process when planning the journey, giving proper consideration to issues of driver-distraction when considering what supervision is required for the specific group of passengers being transported in a minibus.
- 14.3 The Visit Leader should ensure that coaches and buses are hired from a reputable company.
- 14.4 The use of private cars for the transportation of young people must be avoided wherever possible. The issues of insurance along with those surrounding child protection, 'in loco parentis' and a driver's competence must be considered carefully therefore a thorough risk assessment must have been undertaken prior to a private car being used and should only be used as a last resort or in an emergency, for example to transport a child to hospital or a doctor's surgery.
- 14.5 Establishments can ask parents to transport their own children to a venue. Establishments must not suggest or encourage parents to transport others. If an accident occurred, the establishment and therefore the employer could be held accountable. If parents arrange to do that independently then they would be responsible for that action.
- 14.6 The Visit Leader remains responsible at all times under common law unless the responsibility is passed back to the individual parent or carer.

- 14.7 Establishments that own or hire a minibus must have an operational policy in place for this.
- 14.8 Establishments should refer to National guidance for further advice and guidance on transport in mini buses.

[Transport in minibuses](#)

- 14.9 Establishments should refer to National guidance for further advice regarding transport if required.

[Transport general considerations](#)

[Transport in private cars](#)

[Hiring a coach](#)

[Checklist - Assessing a Coach Hire Provider](#)

## 15.0 Charging for Educational Visits

- 15.1 Headteachers, EVC's and Visit 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.
- 15.2 Establishments should refer to National guidance for further advice if required.

[Charging for school activities](#)

## 16.0 Insurance

- 16.1 Employer's Liability Insurance is a statutory requirement and Luton Borough Council holds a policy that indemnifies it against all claims for compensation for bodily injury suffered by any person employed by it. This cover should extend to those persons who are acting in a voluntary capacity as assistant supervisors.
- 16.2 Luton Borough Council also holds Public Liability insurance, indemnifying it against all claims for compensation for bodily injury from persons not in its employment, as well as for the accidental loss of, or damage caused to, property. Employees (as agents of the employer) are indemnified against all such claims, as are voluntary helpers acting under the direction of the employer's staff. The indemnity covers activities such as off-site activities and visits organised by all establishments and settings for which the employer is responsible.
- 16.3 Some level of Personal Accident Insurance is provided for all Luton Borough Council employees in the course of their employment, providing predetermined benefits in the event of an accident. However, Visit/Activity Leaders may wish to consider taking out less limited personal accident cover privately, or obtain cover through a professional association.
- 16.4 The Council's liability insurance covers all claims made on behalf of children for any injury or damage they may suffer either inside or outside the school

grounds. Additional travel insurance can be arranged for all official school visits within the UK or abroad. The policy does not give automatic right to compensation apart from a payment for permanent disability.

- 16.5 Luton Borough Council Visit Leaders should contact the local Insurance and Risk Management Section of the Council to seek clarification of the above and obtain information regarding the extent of the cover, and the current premium rates. They should also ensure they have obtained current information regarding any special policies that may be available to offer more comprehensive cover.

## Visit Leader Emergency Action Card

This 'card' must remain with the Visit Leader at all times during the visit

**In the event of a significant incident or accident that does not involve serious injury or fatality, and/or is not likely to attract media attention**, then you should seek advice from your establishment emergency contact(s).

**In the event of an incident that does involve serious injury or fatality, and/or is likely to attract media attention**, then you should adopt the following protocol:

### Priorities

All your actions during the incident should be guided by the following:

1. Keep your group alive and safe
2. Prevent the situation getting worse
3. Promote recovery and repatriation to base

### Immediate Action

1. Remain calm - Assess the situation and establish the nature and extent of the emergency
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 and briefed to ensure that they understand what to do to remain safe.
3. Delegate other leaders if possible so you can keep an overview of events and to allow 'concurrent' activity.
4. Call emergency services (999 or appropriate local number if abroad - Europe 112, North America 911) if appropriate.
5. See to the First Aid needs of casualties. BEWARE of the quiet casualty.

### Once the immediate situation is contained:

Inform your Establishment Emergency Contact or/ LBC Emergency contact. They will need the following information:

- Who you are, which Establishment you are from
- The number to call you on
- Nature of the emergency
- Number of casualties and their status
- Total number in your group
- Your current location
- Whether you are staying where you are or moving – if you are moving where to?
- Time the incident happened

### Don't forget:

- Liaise with, and take advice from, emergency services if they have attended the scene.
- Consider the physical needs of the group and casualties in terms of shelter, refreshments, and transport/repatriation.
- Consider the emotional needs of the group e.g. removing them from the scene, providing comfort support
- Control communications - avoid group members using communication devices unsupervised.
- Keep a written log (see over) of all actions taken, conversations held and a timescale.
- Refer all media, parental or other enquiries to your employer.
- Inform the Foreign Office Consular Assistance Team if abroad.
- Review your actions – what more can you do?

### Legal Stuff:

- Do NOT admit liability
- Get Witness details
- Take Photographs
- Do NOT alter or destroy any equipment
- Keep accurate records

## Emergency Numbers

Role	Name	Landline	Mobile
Visit Leader			
School/Establishment			
Establishment Emergency contact			
Head of Establishment/EVC			
Emergency services (if travelling abroad)			
<b>Luton Borough Council Emergency Call Centre</b> (In the event of a critical incident call the On Duty First Responder)		<b>01582 546072/ +441582 546072</b>	
Other/Chair of Governing Body (optional)			
Foreign Office Consular Assistance		<b>+44 20 7008 1500</b>	

Incident notes/record	
Time	Event/Action/Decision

## Establishment Management Emergency Action Card

This 'card' must remain with the Establishment Emergency Contact(s) at all times

The establishment's Emergency Contact(s) should have access to all Visit information, including itinerary, venue details, names, medical information and emergency contact details for all participants including staff.

### In the event of being contacted by the Visit Leader (or other member of staff involved in a visit), to an emergency on an Educational visit you should:

- 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.
- TAKE CHARGE of the incident until relieved by a more senior colleague. It is essential that one person is clearly designated as controller of the emergency response, and that it is clear to all who this is.
- CONTACT the group in difficulty to reassure them, get up to date information and keep them informed of your actions.
- RECORD all information you receive and actions you take.
- DELEGATE TASKS as and when possible/appropriate to allow you to manage the situation and allow for 'concurrent' activity.

If the incident **does not** involve serious injury or fatality, and/or **is not** likely to attract media attention:

Provide the required assistance if possible  
Seek further advice or pass on details to other establishment contacts that may be able to assist

If the incident **does** involve serious injury or fatality, and/or **is** likely to attract media attention:

Inform the Visit Leader that someone will phone him/her back within 30 minutes

Ascertain if the Visit Leader has already contacted the Luton Borough Council Duty First Responder, if they have not please contact them on **01582 546072** and state that you require immediate assistance. Give brief details of the incident.

You should then contact the Head of Establishment (if this is not you)

## Emergency Numbers

Name	Landline	Mobile
Visit Leader		
Assistant Leader		
Head of Establishment (if not you)		
Deputy Head of Establishment		
<b>Luton Borough Council Emergency Call Centre</b> (In the event of a critical incident call the On Duty First Responder)	<b>01582 546072</b>	
Other/Chair of Governing Body (optional)		
Emergency services (if travelling abroad)		
Foreign Office Consular Assistance	<b>+44 20 7008 1500</b>	

### On receiving a call

In the event of receiving an emergency call from a group on a Visit, remember they are likely to be very stressed. You need to remain calm to be able to take down some key information without missing anything. Carry out the actions below, as appropriate:

1. Take down the following information:

Who is calling?
What is their role in the group?
What number can they be contacted on?
What has happened? Nature of emergency?
Number and status of any casualties?
Current location?
Total number of people in the party?
Are they staying where they are or moving? If moving where to?
What help do they require?
Time of incident?
Time now? If the group is outside of the UK, what is the time difference?

2. Reassure them and tell them they will be called back within 30 minutes.
3. Activate your establishments Critical Incident Emergency plan.