

# Off-Site Crisis Management Plans

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## Off Site Crisis Management Plans

### School Visits

Emergency procedures – A major emergency is defined when a member, or members, of the group has suffered a life-threatening injury or fatality or is lost, or is in peril of being lost, or if there is a threat or incidence of terror attack.

#### Procedures to be followed in the case of a major emergency:

This is intended as a guide but events at the time may require the leader to take other actions. However, the intentions of this guide should be followed as closely as possible.

1. The leader in charge must have with them at all times a trip pack. This will have anonymised registers, a copy of the letter given to Parents with expected times, the phone number for the coach company and a list of Senior Management phone numbers if the trip goes beyond school hours.  
Trip consent forms are kept in the office.

No contact should be made directly to parents, this applies to children and assistants on the trip. All contact should be through the office and they will co-ordinate all parental contact.

2. Your school contacts are through the school office during school hours. For out of hours, your contacts are:
  - a. **Mrs Scott: Mobile 07905444603**
  - b. **Mrs Solsberg: Mobile: 07973654805**
  - c. **Mrs O'Brien: Mobile: 07855644191**
  - d. **Miss Pennycook: Mobile: 07527658057**
  - e. **Mrs Perrett: 07754018609**

These people should be contacted in the order shown. Once you have contacted the first available person, do not try to contact the remaining people. This will be done by the school.

**Do not allow anyone to contact the parents, including the children. This will be done by the school, to avoid panic and rumours.**

Panicked calls to homes will create major panic amongst parents and this should be avoided at all costs. Do tell the children that their parents are being contacted by the school at that moment. This will alleviate some of their anxiety.

3. Discuss this action plan with accompanying adults before leaving on the visit to ensure that all understand it and that any of them could take on the leader's role if required to do so.
4. The crisis management plan should be put into action, as soon as possible, so that the incident is being safely managed.

**In the event of an emergency:**

- a. assess the situation
- b. protect the remainder of the group
- c. render first aid if necessary
- d. call the rescue services/ police/ help as appropriate
- e. contact a member of SLT

**The leader should stay in control and delegate, if possible, some of these tasks to appropriate adults**

The person calling for help should be able to:

- state clearly the nature of the emergency
- give clear details of the location and nature of the incident and the number of individuals involved
- describe their condition

The leader should also contact the school at the earliest possible moment so that the Crisis Management Plan can be put into action.

The leader should ensure that a member of our staff goes with the casualties to hospital.

5. Ensure the wellbeing of the rest of the group, some or all of whom may be in a state of shock.
  - As soon as possible, remove them to a secure, private and comfortable place in the care of one of our staff (or accompanying adults who the leader feels is able to look after them).
  - If necessary, ask the police to help with this.
  - No child should have a mobile phone; look out for any that they may have and stop them using them. Panicked calls to parents will cause mass panic among the parents and this must be avoided at all costs. Tell the children that the school will be contacting the parents as you are speaking to them. The school will phone regularly with updates on this information. (Remember to keep your mobile phone charged and that 112 will work even if there is no reception).
  - Do not discuss the events with anyone not directly involved, especially from the media. Make no statements to them but refer them to Mrs Solsberg at the school. Try not to speak directly to any parents until the SLT have discussed this with you.
6. If it is safe to do so, try to take photographs of the incident to include in your report.
7. As soon as it is convenient and safe to do so, (this may be the next day but should be as soon as possible whilst the events are still clear in your mind) write a clear report of the events. Include everything that you can think of: where people were, what training had been given, what warnings had been issued etc. This will be for school use and will not be circulated without prior discussion with you. However, this information may be vital for insurance purposes, Health & Safety investigations and possible police use. For this reason, early, accurate reporting of the incident is vital. Ask all other adults in the party to also write their views of

the incident. These should then be copied; one for the author and one copy to be given to the school at the first opportunity.

## **ACTIONS TO BE FOLLOWED BY STAFF IF A CHILD GOES MISSING ON AN OUTING**

**The Group Leader will:**

- Be responsible for safeguarding the group.
- Take an immediate head count in order to ensure that all the other children are present.
- Nominate an adult to search the immediate vicinity.
- Ensure that the school assistants, staff and management at the location are informed and arrange a thorough search.
- Inform the Headteacher and the DSL by mobile phone.
- Ask the Headteacher to ring the child's parents and explain what has happened, and what steps have been set in motion. Ask them to come to the venue, if possible, at once.
- Contact the Police.
- The DSL would inform the Local Children Safeguarding Board.
- The school would cooperate fully with any Police investigation and any safeguarding investigation by Social Care.
- The Headteacher should inform the Chairman of the Board of Directors.
- If the child is injured a report would be made under RIDDOR to the HSE.

A full record of all activities taken up to the stage at which the child was found would be made for the incident report. If appropriate, procedures would be adjusted. Ofsted would be informed.

## **ACTIONS TO BE FOLLOWED BY STAFF ONCE THE CHILD IS FOUND**

- Talk to, take care of and, if necessary, comfort the child.
- Speak to the other children to ensure they understand why they should not leave the premises/separate from a group on an outing.
- The Headteacher will speak to the parents to discuss events and give an account of the incident.

- The Headteacher will promise a full investigation (if appropriate involving Social Services/Essex Children Safeguarding Board).
  - Media queries should be referred to the Headteacher.
  - The investigation should involve all concerned providing written statements.
  - The report should be detailed covering: time, place, numbers of staff and children, when the child was last seen, what appeared to have happened, the purpose of the outing, the length of time that the child was missing and how s/he appeared to have gone missing, lessons for the future.
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## **Planning a School Trip – terrorism**

- Consider increasing supervision ratios from normal arrangements.
- Stay alert to local and national news before and during.
- Carefully consider the relative benefits of visits to religious or political venues and events that could be considered higher risk.
- Assess the needs of SEND students and their ability to react and respond to dynamic situations.
- Communicate openly with parents in advance to reassure them that safety is the priority and has been carefully considered.
- Provide contact details of visit leaders to parents to contact during trip.
- Remind students to remain vigilant and alert, reporting anything suspicious to leaders.
- Remain alert to more 'usual' crime since this remains far more likely than terrorism.
- Brief participants in advance that if they are caught up in a security situation, they should try and get away as quickly but safely from the immediate vicinity as possible, leaving baggage or other belongings behind.
- Brief participants in advance to follow instructions of police or security forces at all times, being mindful that they may be armed and appear more intimidating than they are used to. Officers might be extremely forceful, direct and may even point weapons directly at them and others.
- Brief participants what to do if separated from each other in the event of a security incident. This should include designating specified physical meeting points and contact telephone numbers for staff. Remember that mobile phones may not work in the immediate hours after an incident so it is additionally important to designate a meeting location. Consider use of telephone boxes where they still exist for contacting the school or office.
- Data based communication services such as WhatsApp might work even when voice calls don't so consider setting up a trip-specific WhatsApp group for communicating in an emergency.
- Consider providing all participants with a printed emergency contact card with the school's or office's landline telephone number on it and provide space for them to write down their own home landline number. Simple items like a notebook, pen and torch can be really useful too



- Each Leader should carry a team list with all participant details, including medical conditions.
- Tell pupils that if they are separated, to ask for assistance from a police officer or other security official and state that they are a part of a school group. Remind them that police and security forces may be very forceful with the public in the immediate vicinity of an incident: this is necessary until people's identities are confirmed. Pupils should carry a card/ wear a badge with the school's contact number on.
- Carry water and snacks on visits in case of travel disruption and long delays, especially in warmer months or climates.
- Be additionally vigilant in crowded places such as shopping malls, travel hubs and sports stadia.
- Consider changing either the date or visit location to a time or location that carries less risk.

## **What to do in the event of a security incident on a school trip**

If groups are caught up in a security incident, Leaders should attempt to keep everyone together whilst moving away as quickly as possible. Keeping together may be difficult and is ultimately less important than speed of action and staying safe. Staying low and even better, moving away whilst behind solid objects such as concrete barriers or buildings (as opposed to just parked cars) will provide good protection.

Once accounted for, it may seem obvious to try and travel from the town or venue as soon as possible. If this involves public transport, it may not be the best option as some terrorist organisations plan secondary attacks that specifically target transport hubs.

The Trip Leader should notify the Headteacher or Bursar as soon as practicable, noting the known whereabouts of all members.

The Trip Leader should activate the school crisis management plan. A crisis team will be established at the school to become a communication focal point and receiving area for next of kin and pupils upon return in schools. (See crisis management plan)

Arrange the group's return transport when the situation is sufficiently secure to do so.