



WOODLANDS

SCHOOL

ASPIRATION, RESILIENCE, OPPORTUNITY, EXCELLENCE

Educational Visits Critical Incident Plan

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1. Woodlands School Educational Trips Critical Incident Procedures

A critical incident is defined as “when a member of a Woodlands School group has suffered a life-threatening injury, fatality or is in peril, including being lost”.

Procedures to be followed in the event of a critical incident.

- a) The trip/visit leaders in charge of any venture **must** have lists of names, telephone numbers and addresses and a school mobile phone all this information is also available on the EVOLVE system.
- b) 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).
- c) Out of office hours, a contact person should be nominated to act as the communication link with the party. 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 email address 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).

2. Action to be Taken by the Trip/Visit Leader in the Event of a Critical Incident

- a) Assess the situation.
- b) Protect the party from further injury or danger.
- c) Administer First Aid.
- d) Call the emergency services (999), as appropriate.
- e) State the nature of the emergency.
- f) 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.
- g) Ensure an adult accompanies any casualties to hospital
- h) Phone home emergency contact person – **(Head Teacher and Critical Incident Management Team Management or nominated officer)**
- i) 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.
- h) Do not make any statements to press/media or allow anyone else to make statements other than expressions of sympathy without the permission of the Head Teacher.
- i) Refer all media enquiries to the ECC Press Office - Tel: 0333 013 2800 - 07717 867525

3. Procedures for Lead Manager or Staff Receiving Notice of a Critical Incident:

- a) 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 and email addresses 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 staff taking the message to discuss matters with the media.

Under no circumstances should the name of any casualty be divulged to the media/press.
- b) Reassure the caller that swift action will follow.
- c) Immediately notify a member of the Critical Incident Management Team.
- d) 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):

- a) 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, by who?
 - 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 and email addresses 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 staff taking the message to discuss matters with the media.
- a) 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.
- b) Contact with parents/carers/relatives should be agreed with the party leader.
- c) The CIMT member will decide who else to inform e.g. Employer Cabinet member/Governor.
- d) Ensure Health and Safety Executive, Essex County Council Health and Safety and the trusts Health and safety (H&E Health and Safety consultants Ltd) have been informed where appropriate.
- e) Decisions relating to the organisation of services to bring the group home may well be made by the CIMT.
- f) The CIMT member will collate and prepare a detailed report, arranging a visit to the site if necessary.

Key contact numbers

Schools Communications	03330 139980	Office hours (9am - 5pm)
Team Critical incident	03330 132800	Office Hours

5. Critical Incident Management Team - Emergency Telephone Numbers

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.

Woodlands School contacts - Critical Incident Management Team

Name	Position	Home Tel.	Mobile Tel.	Work Tel.
David Wright	Head Teacher	01277 227548	07912348484	01268 282146 Ext 128
Seddeer Amran	Deputy Headteacher	01702 548712	07527403516	01268 282146 Ext 140
Paul Roth	EVC	N/A	07851126007	01268 282146 Ext 166
Emma Jordan	Deputy Headteacher	N/A	07889218114	01268 282146 Ext 129
John Clayton	Premises Manager	0800 023 4765	07392083213	01923 722600

Please respect the **confidentiality** of this information.

6. Trips and Visit Emergency Telephone Record

On receiving a telephone call requesting assistance to support a problem encountered during a visit or off-site activity, are any of the following available to take the call

- a) The designated Emergency Contact?
- b) Headteacher?
- c) Member of the establishment's Senior Leadership Team?
- d) The establishment EVC?
- e) Another member of Operational Staff who is a ECC-trained Visit Leader?


NO	YES
YOU should record information on the Incident Details sheet appended to this one	Refer to most senior person as above

Is the incident serious (involving serious injury/illness, missing persons requiring assistance at the incident location or evacuation)? Where you are not one of the staff prioritised above, **YOU** should treat all calls and incidents as though they were serious.

NO	YES
Record the incident using the Incident Detail sheet appended to this matrix.	Transfer responsibility to the most senior person available.
Arrange assistance to support the group in difficulties by working through the tasks in the adjacent column.	Log telephone calls and timing of events
Telephone the LA Critical Incident number: and follow their advice.	Can the establishment handle internally?
Continue to try and contact the Head/Manager or Senior Member of Staff as in 1 – 5 above	NO YES
	Arrange for external assistance from Emergency Services: Police Fire and Ambulance Coastguard Services
	Arrange for internal assistance
	Telephone the LA Critical Incident number:
	Ensure telephone is manned
	Access a copy of the Establishment's Critical Incident Policy document and implement policy

7. Incident Details Sheet

Name of caller:	Telephone number of caller:
Time of call:	Location of caller (map reference and description of terrain?)
Official name of group/party:	Name of Visit/Group Leader:
Number and age of students in group:	Names and ages of party members sent for assistance:
Nature of assistance required and any known injuries:	Names and ages of injured:
First Aid being administered at scene of incident:	Is the rest of the group safe?
Emergency Services required?	Emergency Services already contacted?
INCIDENT: Activity and brief description of incident:	
General condition of the group:	
Weather at Location of Incident	
Visit Leader's proposed course of action	

Signed: 
Head Teacher

Dated: 8th December 2025

Signed: 
Vice Chair of Governors

Dated: 8th December 2025

