

13. EMERGENCY PROCEDURES

13.01 Introduction and How to Use this Section

This section sets out procedures for use in the event of an emergency such as an accident or incident involving Offsite or Adventurous Activities.

Establishments must have carefully worked out emergency arrangements allowing parties away on visits to contact their base at all possible times. It is rarely possible for one person to guarantee to be available on the end of a telephone at all times but this can be substantially achieved either by having a list of possible contact numbers. **All those involved, or likely to be involved, must be familiar with the procedures and how to use them.**

The information in this Section is set out under three main headings, providing specific guidance for:

- Group Leaders
- Home Base Emergency Contacts
- Home Base Senior Managers

These sections are formatted to facilitate photocopying/printing to provide the key individuals with a hard copy of the guidance.

A key element in any emergency may be the method used to deal with the press and media. It is strongly recommended that establishments should have someone responsible for and experienced in this area and through whom all such communications are channelled.

13.02 Bracknell Forest Council Emergency Duty Officer

Children Young People & Learning (CYPL) at Bracknell Forest Council can be contacted in the event of an accident or emergency on the following telephone numbers:

During Office Hours:	Time Square	01344 354182
Outside Office Hours:	Forestcare	01344 786500

CYPL has a 24/7/365 Emergency Contact, so that there is always a senior manager available to support establishments in an emergency situation.

The EDO will assist the establishment in evaluating the information gathered, assessing the response level and in implementing the initial response. The EDO can also provide the liaison between the establishment and the other teams within the Council, freeing up the establishment to concentrate on the incident.

13.03 Accident/Incident Reporting

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), the employer has a statutory duty to record and investigate accidents/incidents.

The Council maintains written guidance on incident reporting in Section 2 of its Health and Safety Manual which can be accessed by clicking [here](#). The Council also operates an online reporting system which can be accessed via Section 2 of the Health and Safety Manual. All accidents/incidents with Offsite and Adventurous Activities should be reported and recorded via this system

All personnel involved in offsite activities familiarise themselves with the recommended procedures for reporting/recording of accidents or serious incidents and follow the above guidance.

13.04 In The Case of a Fatality

- a) In the United Kingdom, the Police will take all necessary statements and notify the Next of Kin. Notify the police as soon as possible and give them details of what has happened and what you have done so far.
- b) In foreign countries the procedures will vary. Local police should be able to advise. Bracknell Forest Council subscribes to the National Interpreting Service which gives access to a trained interpreter from any telephone in 146 languages, which can be accessed via Forestcare 01344 786500. If in doubt follow United Kingdom procedures until told to do otherwise by an appropriate official of the country concerned.
- c) Ensure all items/equipment involved in an accident or incident are retained in an unaltered condition.
- d) NEVER ADMIT LIABILITY OF ANY SORT.**
- e) Do not allow anyone to see any party member (staff or participant) without an independent witness being present.
- f) No-one, unless they are in a relevant official capacity, has any right to see anyone who does not wish to see them. Should any person not in a relevant official capacity try to force a confrontation, do not say anything and call the police.
- g) Please note – DO NOT speak to the press or media other than to refer them to the Communication Officer, Bracknell Forest Council. (The press and media will know how to contact Bracknell Forest Council) this applies equally to all members of the party, staff and participants.**

IMMEDIATE ACTION IN THE EVENT OF A SERIOUS ACCIDENT OR INCIDENT **GROUP LEADERS AND OTHER SUPERVISORY ADULTS**

BE PREPARED: Always carry these procedures, the information and means to use them.

1. FIRST STEP: Care Of The Group

- a) Ensure all participants and staff and participants are safe from further danger
- b) Arrange search, rescue, medical care/hospitalisation as necessary
- c) Ensure welfare of all concerned

2. NEXT STEP: Contact Home Base

- a) Inform your Home Base Emergency Contact immediately. Contact details should be recorded overleaf for easy reference.
- b) Your Contact will need to know:
 - What happened?
 - To whom?
 - Where?
 - When?
 - What has happened since?
 - Any present or potential hazards?
 - The current location/status/condition of the Group?
 - The current location/status/condition of the Group Leader?
 - Your current status/condition, location and contact details
 - What immediate assistance is required?
- c) In the case of a fatality or criminal activity notify the local Police.
- d) Retain all items/equipment involved in an unaltered condition.
- e) If you can't get through to Home Base, contact Forestcare

3. WARNINGS AND ADVICE:

- a) Do not speak to the press or media other than to refer them to the Council's Press and Information officer 01344 352323.
- b) Never admit Liability of any sort.
- c) Do not allow anyone to gain access to the group or the leader/s unless requested to do so by the police, Home Base Emergency Contact, or Senior Managers.
- d) No one, unless they are in a relevant official capacity, has the right to see anyone who does not wish to see them.
- e) If someone tries to force a confrontation, do not do anything and call the police.
- f) Be as compassionate as possible with anyone involved.
- g) Keep a written record of what has happened
- h) Do not let participants telephone home until contact has been made with Home Base and / or the Council.

For the purposes of these procedures a serious incident is defined as:

- an accident leading to a fatality, or serious injury e.g. fractures, amputation
- any circumstance in which a party member might be seriously at risk;
- serious illness;
- any situation in which the press or media are, or might be, involved.

Check list:

- | | |
|-----------------------------|----------------------|
| • Medical and Consent Forms | • Money |
| • Participants List | • Venue documents |
| • Travel documents | • Activity documents |
| • Risk Assessment/s | • Mobile Phone |
| • Vehicle documents | • First Aid kit |

Telephone Numbers

Group Leader

Name Phone

Other Staff on the activity

Name Phone

Name Phone

Name Phone

Name Phone

Name Phone

Home Base Emergency Contact

NameOfficeMobile.....

Senior Manager Emergency Contact

NameOfficeMobile.....

Forest Care Bracknell Forest Council 24/7 Emergency Call Centre: 01344 786500

(ask to speak to the Children Young People & Learning Emergency Duty Officer)

IMMEDIATE ACTION IN THE EVENT OF A SERIOUS ACCIDENT OR INCIDENT **HOME BASE EMERGENCY CONTACT**

BE PREPARED: Always carry these procedures, the information and means to use them.

1. FIRST STEP: Record the details of the Incident

- a) Listen carefully and write down:
 - What happened?
 - To whom?
 - Where?
 - When?
 - What has happened since?
 - Any present or potential hazards?
 - The current location/status/condition of the Group?
 - The current location/status/condition of the Group Leader?
 - The current status/condition, location and contact details of the caller?
 - What immediate assistance is required?

- b) Where the Group has failed to make contact at the pre-arranged time:
 - After 30 minutes phone the Group Leader, If no answer, leave a message
 - Wait a further 30 minutes and if no reply received implement Next Steps

2. NEXT STEPS: Alert Senior Management

- a) Inform the Home Base Senior Manager (Headteacher or Service Head). Telephone numbers and other details can be written on this card for easy reference.
- b) If you can't get through to the Home Base Senior Manager, contact Forestcare
- c) Provide them with the First Step details above.
- d) Give them your current location and contact details.
- e) Begin to organise any immediate assistance required. N.B. you can access the resources of the Council via Forestcare.

3. WARNINGS AND ADVICE

- a) **Do not** speak to the press or media other than to refer them to the Council's Press and Information Officer 01344 352323
- b) Never admit Liability of any sort.
- c) Do not allow anyone to gain access to the Group or the Leader unless requested to do so by Senior Managers or Council officers.
- d) No one, unless they are in a relevant official capacity, has the right to see anyone who does not wish to see them.
- e) Be as compassionate as possible with anyone involved.
- f) Keep a written record of what has happened

For the purposes of these procedures a serious incident is defined as:

- an accident leading to a fatality, or serious injury e.g. fractures, amputation
- any circumstance in which a party member might be seriously at risk;
- serious illness;
- any situation in which the press or media are, or might be, involved.

Check list:

- | | |
|-----------------------------|--------------------|
| • Medical and Consent Forms | • Venue details |
| • Participants List | • Activity details |
| • Travel details | • Mobile Phone |
| • Risk Assessment/s | • Vehicle details |

Telephone Numbers

Group Leader

Name Phone

Other Staff on the activity

Name Phone

Name Phone

Name Phone

Name Phone

Name Phone

Home Base Emergency Contact

NameOfficeMobile.....

Senior Manager Emergency Contact

NameOfficeMobile.....

Forest Care Bracknell Forest Council 24/7 Emergency Call Centre: 01344 786500

(ask to speak to the Children Young People & Learning Emergency Duty Officer)

IMMEDIATE ACTION IN THE EVENT OF A SERIOUS ACCIDENT OR INCIDENT **HOME BASE SENIOR MANAGER**

BE PREPARED: Always carry these procedures, the information and means to use them.

1. FIRST STEP: Record the details of the Incident

a) Listen carefully and write down:

- What happened?
- To whom?
- Where?
- When?
- What immediate assistance is required?
- Any present or potential hazards?
- The current location/status/condition and contact details of the Group, the Group Leader and the caller?
- What happened since?

2. NEXT STEPS: Respond to the Incident

a) Inform others as appropriate, including other senior managers, plus as required:

- Staff as necessary to assist you – assign responsibilities
- Children Young People Learning Senior Management via Forestcare
- Chair of Governors (schools only)
- Police/emergency services (if appropriate)
- The Council's Press and Information Officer on 01344 352323 or via Forestcare.
- Give them your current location and contact details.

b) Understand the impact of the incident on the Group and begin to organise any immediate assistance and appropriate support required. You can access Council resources, including interpreting services via Forestcare.

c) The Parents/Carers/Next of Kin of those involved must be notified as quickly and compassionately as possible:

- In serious cases, including fatalities, this is best done through the Police. Contact them, explain the circumstances and give appropriate details. **N.B. Any delay at this point could mean Parents/Carers/Next of Kin experiencing distress by learning of an accident through other sources such as the press or media.** Set up appropriate ongoing lines of communication both from and to them.
- Put in place any further support for Parents/Carers/Next of Kin as required (Police will only stay for a short time). The Council's Social Services may be able to help, and can be accessed via Forestcare.
- Draft appropriate information to be sent to other Parents/Carers, children & young people and staff as quickly as possible.

d) Ensure that all information passed on is verified, accurate and reliable, and not elaborated, enhanced, inferred, suggested, assumed, based on hearsay or second hand. Information must also be true as false information can be misleading, cause distress and be subject of accusations/litigation at a later date. Information must also be consistent with what has been previously released.

e) Begin a written Action Log to record all communications and decisions

3. WARNINGS AND ADVICE

- a) **Do not** speak to the press or media other than to refer them to the Council's Press and Information Officer 01344 352323.
- b) Never admit Liability of any sort.
- c) Do not allow anyone to gain access to the Group or the Leader unless requested to do so by Senior Managers or Council officers.
- d) No one, unless they are in a relevant official capacity, has the right to see anyone who does not wish to see them.
- e) Be as compassionate as possible with anyone involved.

For the purposes of these procedures a serious incident is defined as:

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- serious illness;
- any situation in which the press or media are, or might be, involved.

Telephone Numbers

Group Leader

Name Phone

Other Staff on the activity

Name Phone

Name Phone

Name Phone

Name Phone

Name Phone

Home Base Emergency Contact

NameOfficeMobile.....

Senior Manager Emergency Contact

NameOfficeMobile.....

Forest Care Bracknell Forest Council 24/7 Emergency Call Centre: 01344 786500

(ask to speak to the Children Young People & Learning Emergency Duty Officer)