



# CRITICAL INCIDENT MANAGEMENT PLAN (EDUCATIONAL TRIPS)

**TOOL TO BE USED BY ALL SCHOOLS**

|                         |                           |
|-------------------------|---------------------------|
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| Name of document writer | Natalie McSheffrey        |
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## **1. Purpose**

SHARE MAT recognises that in the current climate there may be external factors to consider that may impact the operations of planned Educational Trips and Visits. In order to control risk, SHARE MAT has devised a Critical Incident Management Plan that can be used by all sites to ensure that all trip leaders and Educational Visit Coordinators are informed and educated.

This document is designed to address various types of possible scenarios following a critical incident. This document covers the preparation for, response to, and recovery from a critical incident affecting the educational school trip.

The objectives of this Critical Incident Management Plan ('CIMP') is to make sufficient preparations for responding to a critical incident in order to minimise the effect upon the operations of the trip, as well as managing risk.

A CIMP is necessary to consider the legal responsibility of management, the possibility of financial loss and the effect of an interruption to operations due to a critical incident which affects the business and its staff or students.

This CIMP is not designed to provide an answer to each and every type of critical incident that could happen, but rather is provided to identify the methods on how to handle and recover from a critical incident if one was to occur.

## **2. Background**

Critical incidents are extraordinary events that because of their scope, intensity or duration, and overwhelm the capacity to cope. Critical incidents may be classified as natural; such as floods, bushfires, earthquakes, and storms; or human-caused, such as terror or bomb threats.

This CIMP relates to the overall management of an emergency situation and aims to minimise the damage incurred during an emergency, by providing guidelines for a rapid and effective response to an emergency situation.

The CIMP is designed to complement procedures laid down elsewhere concerning safe work practices for staff and students, regular maintenance of buildings and facilities and evacuation procedures in case of emergency. Nothing in this plan is to be taken as contrary to guidelines and procedures laid down elsewhere concerning these matters.

## **3. Examples of Critical Incidents**

Please see below a list of isolated critical incidents that may impact the running of an educational school trip:

- The death or critical injury of a member of staff or student
- The whole or partial destruction of premises (i.e. fire)
- The threat of damage to the premises (i.e. bomb threat)
- Staff or students being taken hostage



- A break-in or major vandalism
- A major incident occurring in the local community (i.e. leading to a lockdown)
- Incident in which sights, smells or sounds are distressing (i.e. gas leak or chemical leak)
- Storms or other natural disasters
- Acute illness (mental or physical)
- A student or member of staff goes missing
- Physical or sexual assault
- Any incident that is charged with extreme emotion.

#### **4. Prevention and Preparation**

In order to prevent and prepare for a critical incident on an educational trip or visit, trip leaders will do the following:

- Complete sufficient risk assessments and investigations ahead of the trip departing
- Ensure that the site has sufficient emergency signage and all students and staff are made aware of where they are located
- Ensure that the recommended amount of first aid staff are taken on the trip, or, that the site has sufficient first aid staff to hand
- Ensure that all staff and students are aware of where first aid provisions are (i.e. which member of staff is the designated first aider)
- Ensure that all staff and students are aware of where the emergency evacuation points are
- All staff are made aware of the critical incident management plan, including their roles and responsibilities
- All safety issues are reported to the trip leader or responsible person
- Staff and students are aware on how to report suspicious persons or activity
- All staff and students are aware of the lockdown process for the site.

#### **5. Plan in Action**

The Critical Incident Management Plan is base around four key areas:

|                                 |
|---------------------------------|
| <b>Reaction</b>                 |
| <b>Recovery and Restoration</b> |
| <b>Review and Action</b>        |
| <b>Reporting</b>                |



All four of these steps can be applied to a critical incident on an educational school trip.

## **Reaction**

### **Communication**

When a critical incident occurs, it is important that key people are notified. In all emergency situations, the primary objective is the safety of human lives.

Salvage and recovery operations will be of secondary importance, and will take place only when the affected area is declared safe. When a critical incident occurs, please notify in the following order:

- The Trip Leader (all staff and students on the trip are aware to notify the trip leader immediately)
- The Emergency Services (when needed)
- The Headteacher
- The EVC (or EVA when EVC is not available)

All contact details for the personnel occupying these positions and their deputies are detailed in Appendix A.

### **Immediate Response to a Critical Incident**

Notify the responsible persons as outlined above.

Immediately after notification, the following questions need to be addressed and recorded:

- What happened?
- What makes the event critical?
- When did the incident occur?
- Where did the incident happen?
- Who was involved? Who has been affected?
- Who needs assistance?
- What is the most appropriate intervention?

In the event that an evacuation is required, please record the process followed for evacuation in the critical incident form.

## **Recovery and Restoration**

### **The first 24 hours**

- Gather accurate facts and information and record to support report
- If possible, re-establish a sense of routine within the group
- Tend to urgent matters
- Establish roles and responsibilities within the group for staff
- Prepare staff to work longer hours
- Ensure, where possible, that all staff and students are as safe as possible



## **48- 72 hours**

- Restore routines and where possible continue with the planned itinerary for staff and students
- Engage support services to manage the needs of staff and students
- Monitor the support services provided
- Provide additional assistance when required and necessary
- Set expectations within the group (i.e. requirements for students)
- Where possible, hold a staff meeting to review actions and future plans
- Communicate with EVC and Head for actions to return back to school

## **72 hours- ongoing**

- Monitor progress of those injured or hurt
- Monitor staff and students for delayed reactions to the incident
- Provide updates and information when required
- Work with school to provide counselling support services.

## **Review and Action**

After the critical incident has been dealt with it is essential that an evaluation to determine if there are any improvements that can be made to better handle critical incidents in the future.

Evaluation of the CIMP and the roles and functions of the Coordinators and relevant support staff are an essential part of the process. Management should conduct a formal evaluation of the process involved in the management of the critical incident after debriefing has occurred. Formal evaluation provides opportunities for feedback on the strengths and weaknesses of the CIMP and provides an opportunity for continuous improvement, including changes that may be required to policies and procedures.

Feedback should be sought from those who have been involved in various aspects of the operation of the CIMP as part of the evaluation (including staff and students from the trip).

## **Reporting**

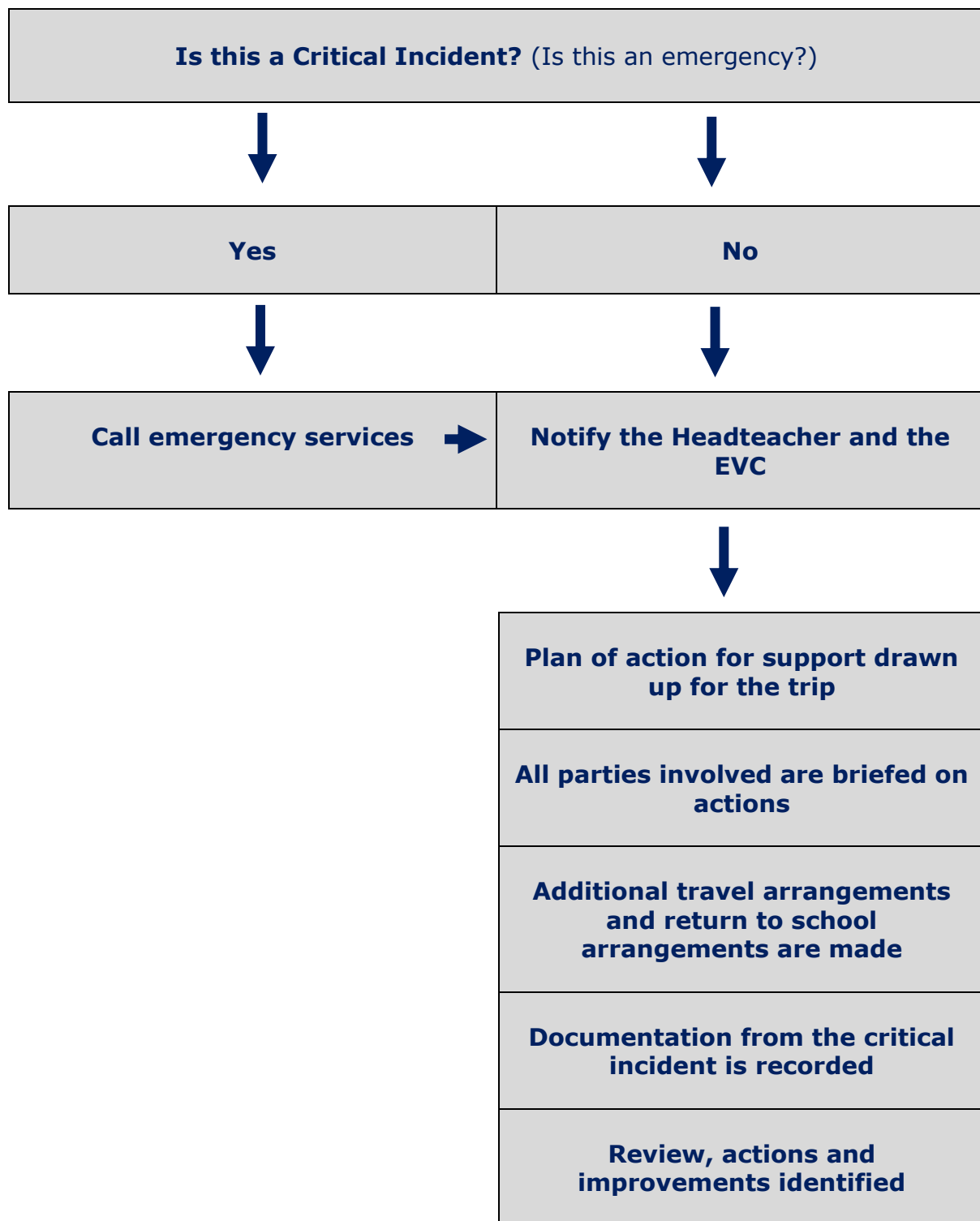
A written report will be completed once the trip has returned to school and a debriefing meeting has taken place with all those involved with the management process of the critical incident.

Written records of any critical incident and remedial action taken are to be stored in line with IRMS and General Data Protection Regulation guidelines.

Media enquiries should be referred to the Headteacher of the school and the CEO of The Trust.



## 6. Flow Chart- Action





## 7. Critical Incident Form

|                          |  |
|--------------------------|--|
| <b>Date of incident:</b> |  |
| <b>Incident manager:</b> |  |
| <b>School trip:</b>      |  |

**Please state below what the incident is:**

|  |
|--|
|  |
|--|

**Where did the incident happen:**

|  |
|--|
|  |
|--|

**Who was involved and did anyone need assistance:**

|  |
|--|
|  |
|--|

**What are the planned actions following the incident:**

|  |
|--|
|  |
|--|

**What are the staff roles in the incident:**

|  |
|--|
|  |
|--|



## 8. Key Contact Details (Emergency Contacts)

|                            |  |  |
|----------------------------|--|--|
| <b>Trip Leader:</b>        |  |  |
| <b>Deputy Trip Leader:</b> |  |  |

Please contact the deputy in the event that the lead person cannot be contacted:

|                             |  |  |
|-----------------------------|--|--|
| <b>Head Teacher:</b>        |  |  |
| <b>Deputy Head Teacher:</b> |  |  |
| <b>EVC:</b>                 |  |  |
| <b>Deputy EVC:</b>          |  |  |

**Emergency Support Services: Ring 999**



## 9. Procedure for Student or Staff Death

In the case of a critical incident that results in a student or staff death, the Head Teacher will form a task force comprised of relevant staff.

The Head Teacher will work with the Trip Leader to manage the incident for the rest of the trip and back at school.

The Head Teacher will work with the MAT to complete all necessary requirements when managing a student or staff death on an Educational Visit or Trip.

The taskforce will be responsible for:

- Assessing risk and plan immediate response actions
- Liaising with emergency services
- Allocating individual roles and responsibilities
- Contacting all appropriate persons
- Liaising with the affected family/ families and 3<sup>rd</sup> parties for support (i.e. arranging travel, accommodation, moving the victim)
- Communicating with the Department of Home Affairs, Health and Safety Executive (where appropriate) and the Department of Education
- Communicating a response to the Press and Media
- Communicating with all staff and students in school
- Arranging counselling services in school
- Insurance arrangements
- Legal services and support
- Keeping records and reports throughout the process up to date

In the event of a student or staff death, please follow the same processes as managing a critical incident listed in section 5, 6 and 7.