

4.0 Roles & Responsibilities

4.1 RESPONSIBILITIES OF THE LOCAL EDUCATION AUTHORITY

The Outdoor Educational Officer should be contacted in the first instance if advice is required on any aspect of Educational Visits. Should further advice be required you may be referred to the Liverpool City Council Safety Unit. The LEA with the assistance of the Safety Unit shall: -

- Monitor Educational Visits (their aims and objectives) carried out by schools and other relevant facilities including all visits that involve an overnight stay, trip abroad and/or hazardous activity.
- Monitor processes and procedures prior to Educational Visits; carry out 'spot checks' during visits with appropriate intervention when necessary. The outcome of such monitoring should be reported back to the relevant Governing Body or where necessary to all facilities involved with Educational Visits.
- Ensure all those involved with organising and undertaking an Educational Visit are aware of the importance and timing of undertaking head counts.
- Check the competencies and qualifications of any teacher who wishes to take charge of a hazardous activity.
- Maintain a register of staff who are competent and available to lead specific adventure activities.
- Be responsible for keeping relevant documentation and guidance up to date taking into account changes in the law and best practice.
- Ensure that suitable and sufficient risk assessments are completed, with particular attention to detail before any overnight stay, trip abroad or hazardous activity takes place.
- Periodically check the suitability of contractors used by schools for teaching hazardous activities. This will involve checks of risk assessments as well as qualifications of staff that teach the activities.
- A bulletin will be issued to all schools highlighting all new guidance and relevant information relating to health and safety and Educational Visits. This will pinpoint any action schools need to take.
- Appoint an Outdoor Education Officer, who will have suitable experience, competencies and qualifications to undertake the role.
- The Outdoor Education Officer and Safety Unit role will be reviewed regarding: -
 - Notification and approval of visits and monitoring of activities.
 - Maintenance of the Guidance for Educational Visits.
 - The issue of advice and instruction.
 - Dissemination of DfES and other national Guidance.
 - The link between health and safety and Educational Visits.
 - Training including continuous professional development.
 - The development of clear lines of communication at all levels of the LEA, the Safety Unit, Schools and other facilities.

Training of staff and others

- Provide training, guidance and advice to the Outdoor Education Officer and Educational Visits Co-ordinators and monitor their work.
- Provide written guidelines for Governors and Head Teachers including advice on risk assessment.
- Assist in arranging the provision of relevant training for any teacher that requires it; in order to improve competence in organising and undertaking Educational Visits.

Adventure Activities Licence

- The Education Authority shall make such provision as to maintain the Adventure Activities Licence for Youth Services.

The above list is not all-inclusive, for more information; see part 1 of the 3 part DfES supplement, "Standards For LEAs In Overseeing Educational Visits".

4.2 RESPONSIBILITIES OF THE GOVERNING BODY

Where the Governing Body is the employer; the Governors' role will be the same as for the LEA. The Governing Body should have an agreed policy on Educational Visits, which requires it to approve all visits. The Policy should contain details on the methodology of Policy implementation and review. In addition the Governing Bodies of all types of school should: -

- Ensure that the Head Teacher and the Educational Visits Co-ordinator are supported in matters relating to Educational Visits including the provision of suitable resources and expertise to enable them to effectively fulfil their responsibilities. The Governing Body should ensure that there is a mechanism to formally convey all information relevant to Health & Safety to a newly appointed Head Teacher, whether an external or internal appointee.
- Evaluate relevant available Governor training.
- Ensure that visits offer value, have specific and stated aims and objectives, and are appropriate to the age and abilities of the pupil group.
- Assess the suitability of all travel, accommodation and communication arrangements. Paying particular attention to visits involving an overnight stay, travel outside of the U.K. or those involving hazardous activities; submitting said proposals to the LEA where appropriate.
- Ensure that the Head Teacher/Group Leader informs the Governing Body regarding less routine visits well in advance.
- Help to ensure the adequacy of visit planning and preparation including the involvement of pupils in the planning stage and ensure that early planning and pre-visits take place where required, and the results are acted upon.
- Ensure that the Head Teacher/Group Leader show how their plans comply with relevant regulations and guidelines, including the school's Health & Safety Policy and that the Head Teacher/Group Leader reports back after the visit.
- Satisfy themselves that a suitable and sufficient Educational Visit Risk Assessment has been carried out, ensuring hazards have been identified, assessed and managed, relevant training has been addressed and appropriate safety measures are in place including overnight security.

- Ensure the adequacy of staff qualifications/competence to undertake suitable risk assessments and participate in visit activities. All training must be recorded and can be able to be tracked, including the number of staff and helpers and their qualifications, competencies and experience.
- Ensure that bookings are not completed until external providers have met all necessary assurances.
- Ensure that the Head Teacher and the Educational Visits Co-ordinator have taken all reasonably practicable measures to include pupils with special educational, physical or medical needs on a visit.
- Consider concerns raised by pupils and parents as well as any staff concerns and suggestions for improvement.

The outcome of reviews should be documented, kept and made available for inspection by the LEA and Health and Safety Advisers.

4.3 RESPONSIBILITIES OF THE HEAD TEACHER OR YOUTH SERVICE MANAGER

- Head Teachers should ensure that Educational Visits comply with relevant regulations and guidelines provided by the LEA, the Governing Body and the school's own Health and Safety Policy. Head Teachers should ensure that the Group Leader is competent to monitor risks.
- The Head Teacher should ensure that there is a School Educational Visits Co-ordinator who will be responsible for all off-site Educational Visits. That person should be fully aware of current LEA guidelines and other advice.
- Head Teachers should be clear about their role if taking part in a visit by either acting as a Group Member, Supervisor, or Group Leader.
If the Head Teacher is not the designated Group Leader they should follow the instructions of the Group Leader who will have sole charge of the visit.

Head Teachers and Youth Service Managers should ensure that: -

Organisational arrangements of the visit

- Group Leaders are allowed sufficient time to organise Educational Visits properly.
- Non-teacher Supervisors on the visit are appropriate to supervise children. It is desirable that any non-teacher supervisors be checked via the Criminal Records Bureau prior to the visit.
- The ratio of supervisors to pupils is appropriate (see Section 5.0, Staffing Ratios).
- The Educational Visits Co-ordinator fulfils his/her duties in relation to the visit.
- Ensure all those involved with organising and undertaking an Educational Visit are aware of the importance and timing of undertaking headcounts.
- Ensure that the visit aims and objectives are included and stated in pre-visit documentation.
- The Group Leader, Supervisors, Nominated School/Home-base Contact, and where appropriate the LEA, have the names of all adults and pupils travelling in the group and the contact details of parents, teachers, other supervisors and next of kin (see Emergency procedures, Section 15).
- Issues identified during exploratory visits have been satisfactorily resolved within the Educational Visit risk assessment.

- The visit venue address, telephone number and a contact name are known and any required accreditation and verification of activity providers have been checked.
- The mode of travel is appropriate and comprehensive vehicle insurance is in place.
- The travel times out and back and drop-off/pick-up points are agreed and known by all parties.
- There is adequate and relevant insurance cover for the entire trip (see Section 7, Insurance).

Approval of the visit

- Arrangements are in place to make the Governing Body aware of Educational Visits so Governors can ask questions about a particular visit.
- The LEA and/or the Governing Body have approved the visit where appropriate (see Form No.1).
- Parents have signed consent forms (see Parental Consent, Form No. 3).
- Approve the visit when you are satisfied all necessary arrangements are in place for the visit to be undertaken without unacceptable risks to safety and health.

Funding

- Appropriate consideration is given to financial management and obtaining best value.
- Banking arrangements are in place to separate the visit's receipts from other school funds and private accounts.
- There is a prior agreement in place with parents as to whether any surplus funds following the visit are returned to them or put to other specified uses.

Training of staff and others

- Ensure that sufficient time and other necessary resources are available for the Educational Visits Co-ordinator to arrange, where required, induction and other relevant training of staff and volunteers prior to an Educational Visit.
- The Group Leader or other teacher is suitably competent to instruct in/on the activity and is familiar with the location or centre where the activity will take place. Further training should be provided where a need is identified.

Emergency procedures

- Relevant teachers are made aware of, and understand, the LEA guidance on emergency planning (e.g. Trauma and Crisis Intervention Team arrangements) and procedures in relation to the visit. Training must be provided for relevant staff.
- The school has emergency procedures in place in case of a major incident on an Educational Visit.
- The Educational Visits Co-ordinator briefs and provides written information to the Group Leader and supervisors about the emergency procedures as part of the visit risk assessment briefing (see Emergency Procedures; Section 15).
- Ensure all those involved with organising and undertaking an Educational Visit are aware of the importance and timing of headcounts.
- Serious incidents, accidents and near misses are investigated, reported and recorded as required by both RIDDOR and the LEA (see Section 16; Accident Reporting Procedures). Records should be regularly reviewed, information from which, should be used in improving arrangements in future visits.

- Nominate a School/Home-base Contact, who has the authority to make significant decisions; there should be a back-up person or telephone number. He/she should be adequately briefed/trained as to their role, be competent and contactable at all times during the visit, hold the emergency information and be able to respond quickly to the demands of an emergency.
- Child protection procedures are in place.
- A procedure is in place to ensure parents are informed quickly regarding any accident or incident by the School/home-base contact.
- The Educational Visits Co-ordinator impresses upon parents the necessity of providing more than one emergency contact telephone number.
- Contractors (tour operators or activity/transport providers) have adequate emergency support measures, and these measures link into the school's/facility's and the LEA's own emergency procedures.

Medical requirements

- Adequate first aid provision is made including trained first aiders (See Section 15.1).
- Arrangements have been made for the particular medical and special educational needs of all Group Members.

Contingency plans

- There is a contingency plan for any delays or visit programme timetable alterations including an early or late return home.
- There is a contingency plan covering situations such as staff illness and the need to change routes or activities during the visit. This plan should form part of the Parental Consent Notification.

Evaluation of visit

- Visits are evaluated to improve the operation of future visits and to identify any training needs. (See Visit Evaluation, Form No. 5).

4.4 RESPONSIBILITIES OF THE SCHOOL'S EDUCATIONAL VISITS CO-ORDINATOR

The School's Educational Visits Co-ordinator should be directly responsible to the Head Teacher as much of the responsibility of that position relates to assisting the Head Teacher in the effective implementation of the Health and Safety Policies. The Co-ordinator should be involved in the planning and management of all Educational Visits led by school staff and others and receive specific training from the LEA. The role of the Educational Visits Co-ordinator needs to be clarified by the Head Teacher so as to minimise any confusion caused by overlap between the two roles.

The main responsibilities and duties of the Educational Visits Co-ordinator are to: -

Organisational arrangements of the visit

- Liaise with the LEA and the Outdoor Education Officer to ensure that Educational Visits are organised in accordance with LEA guidelines and other relevant advice including undertaking risk assessments.
- Ensure planning includes meetings with relevant Activity Centre Co-ordinators.
- Ensure overall co-ordination is maintained when a visit involves the party being accommodated at, and/or operating from more than one centre and to ensure the Group Leader has contact with individual Centre Supervisors.

- Assign competent people to lead or supervise the visit.
- Ensure that Criminal Records Bureau disclosures are in place, where required, for any adult other than a teacher accompanying the visit.
- Identify other co-ordinators and individual leaders of activities that may be required during the visit prior to the visit taking place and consider their level of competence, relevant experience and qualifications.
- Ensure all Activity Leaders are aware of both generic and specific advice and associated guidance for the activities or visit being undertaken, in particular the creation, role and application of risk assessments.
- Ensure all those involved with organising and undertaking an Educational Visit are aware of the importance and timing of undertaking headcounts.

Approval of the visit

- Support the Head Teacher and Governors with approval and other decisions.
- Work with the Group Leader to provide full details of the visit beforehand so parents can give or refuse consent on a fully informed basis. Obtain written confirmation of parental consent or refusal.
- Ensure that the LEA is provided, where applicable, with completed approval request form at the earliest opportunity, and in any case, before any visit arrangements are finalised and prior to offering the visit to pupils/parents (see Form 1). Provide details of any amendments to the original submission at least 28 days prior to the visit taking place.

Training of staff and others

- Assess the competence of Group Leaders, the Emergency School/Home-base Contact and other adults for an Educational Visit. This will be done with reference to accreditations from awarding bodies, practical observation of skills and verification of relevant experience.
- Assist in organising the general training of Group Leaders and other adults going on a visit including hazard awareness training, first aid and other emergency procedures.
- Assist in organising a thorough location-specific induction of the Group Leader and other relevant adults taking pupils on a visit.

Emergency procedures

- Check that emergency arrangements including a 'crisis plan' are in place and are suitable with designated Emergency Contacts in the school/facility. This plan should be agreed with senior management/Head Teacher and known by those leading the visit.
- Keep records of individual visits including any near misses, accidents and incidents.
- Prepare a Contact Checklist of pupils going on an Educational Visit.

Evaluation of Education Visits

- Monitor and review systems for managing Educational Visits taking into account any health and safety shortfalls, accidents or near misses during the visit. Assist the Head Teacher in identifying any training or organisational needs.

4.5 RESPONSIBILITIES OF THE GROUP LEADER

The Group Leader should have overall responsibility for the supervision and conduct of those on the visit, and should have regard for the health and safety of the group. The Group Leader should have been appointed or approved by the Head Teacher or the Governing Body. The list below is not all inclusive; for more information read DfES "Handbook for Group Leaders". The Group Leader should:-

Organisational arrangements of the visit

- Follow the LEA regulations, guidelines and policies.
- Appoint a deputy. Brief the School/Home-base Contact; ensure they are clear in their role.
- Clearly define each Group Supervisor's role and ensure the roles of all attending staff have been assigned.
- Be able to control and lead pupils of an age and ability appropriate to the visit.
- Be suitably competent to instruct pupils in the activity and be familiar with the location or centre where the activity is to take place.
- Be aware of child protection issues.
- Undertake with the assistance of the School/Facility Educational Visits Co-ordinator the complete planning and preparation of the visit including arranging suitable visit insurance cover.
- Undertake and complete a comprehensive risk assessment with the assistance of the Educational Visits Co-ordinator (see Section 6, Risk Assessment).
- Have sufficient information on the pupils who are to participate in a proposed visit to assess the suitability of the visit and to satisfy themselves whether an individual pupil should participate.
- Ensure that the ratio of supervisors to pupils is appropriate to the needs of the group and any intended visit activity (see Section 5, Staffing Ratios).
- Ensure that the group's teachers and other supervisors have details of any pupils' special educational or medical needs, which will be necessary for them to fulfil their roles effectively.
- Ensure parents are aware of how to prepare the pupil for the visit.

Approval of the visit

- Obtain the Head Teacher's prior agreement before any off-site visit takes place.

Training and preparation of staff and others

- Undertake briefings of parents, pupils and other relevant people prior to visit.
- Ensure that teachers and other supervisors are fully aware of what the proposed visit involves during its planning stage.

Emergency Procedures

- Ensure that adequate first aid provision is available including a suitably trained first aider.
- Consider terminating the visit if the risk to the health and safety of the pupils or other Group Members is unacceptable and have in place procedures for such an eventuality.
- Ensure that the Group Supervisors have details of the School/Home-base Contact.
- Ensure that the School/Home-base Contact has a copy of the visit's emergency procedures and other relevant information and that he/she understands it.

Evaluation

- Review regularly undertaken visits/activities and advise Head Teacher where adjustments may be necessary (see the Visit Evaluation Form No. 5).

4.6 RESPONSIBILITIES OF THE TEACHERS AND ADULT VOLUNTEERS

Responsibilities of Teachers and Youth Workers

Teachers and Youth Workers on Educational Visits act as employees of the LEA or of the Governing Body, whether the visit takes place within normal hours or outside those hours, by agreement with the Head Teacher and Governors. They must do their best to ensure the health and safety of everyone in the group and act, as any reasonable parent would do in the same circumstances.

They should: -

- Follow the instructions of the Group Leader and help with group control and discipline.
- Consider terminating the visit or the activity, notifying the Group Leader, if they think there is an unacceptable risk to the health and safety of the pupils in their charge or any other Group Member.

Responsibilities of Adult Volunteers and Support Workers

Non-teacher adults on the visit should be clear about their roles and responsibilities during the visit. They must be aware of the aims and objectives of the visit and of any special needs of Group Members. Non-teachers and supervisors must: -

- Do their best to ensure the health and safety of everyone in the group; and act as any responsible parent would do in similar circumstances.
- Not be left in sole charge of pupils except where it has been previously agreed as part of the visit's risk assessment. Persons who have not had a Criminal Records Bureau check should never be left in sole charge of pupils.
- Follow the instructions of the Group Leader and Teacher-Supervisors and assist with group control and discipline.
- Inform the Group Leader or Teacher-Supervisors if concerned about the health and safety of Group Members at any time during the visit.

Responsibilities of Pupils and Young People

The Group Leader should make it clear to pupils that they must: -

- Take no unnecessary risks. Pay attention to all safety instructions and follow them at all times.
- Follow the instructions of the Group Leader and other supervisors including those at the visit venue.
- Arrive on time at the agreed location, pay any agreed fee that is required, dress and behave sensibly and responsibly.
- Bring any personal equipment or clothing required, look after it and any borrowed equipment.
- Be aware of, and where appropriate follow the country code and code of conduct, e.g. take litter home.
- When abroad be sensitive to local codes and customs.
- Treat each other with respect and look out for anything that might hurt or threaten themselves or anyone in the group and tell the Group Leader or supervisor about it.

Young people of Youth Service age are usually capable of accepting some personal responsibility and should be encouraged to do so during any visit.

Any pupils whose behaviour may be considered to be a danger to themselves or to the group should be barred from going on the visit. The curricular aims of the visit for these pupils should be fulfilled in other ways wherever possible.

4.7 COMMUNICATION WITH PARENTS AND THEIR RESPONSIBILITIES

Information to Parents

Parents should be able to make an informed decision on whether their child should go on a particular visit or undertake an off-site activity. Parents must therefore be informed in writing of any off-site activity or visit unless it forms a regular part of the school curriculum which the parents have already been informed about through the school or facility prospectus or via a letter. Seeking annual consent for such routine visits may be appropriate. The Head Teacher, Manager or Group Leader should ensure that parents are given sufficient information in writing and are invited to any relevant briefing sessions or presentations.

The following information should be provided to parents: -

- Date, and duration of the visit.
- Visit or activity objectives.
- Details of the cost of the visit or activity.
- Details of any existing or additional visit insurance cover.
- Times of departure and return and the location where pupils/attendees will be collected from and returned to – parents must agree to meet their child on return including arrangements for an early return (written agreement where necessary regarding meeting any additional costs for an early return).
- Details of travel arrangements including modes of transport and the names of any travel companies used.
- The size and gender mix of the group, details of local or remote supervision including the names and relevant competencies/qualifications of the Group Leader and other accompanying staff and adults.
- Details of accommodation including the name, address and telephone number(s) of the final destination as well as those of any other overnight or en-route stops. Other details provided should include on-site security arrangements.
- Details for the provision of special educational, dietary, or medical needs.
- Details of any activities planned (specifying any hazardous activities) and how they will be supervised and assessed risks managed.
- Procedures for dealing with pupils/attendees who may become ill or injured and other relevant emergency contact procedures.
- Expected codes of conduct.
- Equipment, clothing or pocket money required on the visit as well as details of what should not be taken or brought back from the visit.
- Details of any inoculations or other medication (e.g. salt tablets etc.) that may be necessary.
- For exchange visits; details of host families.

In the case of day visits such information may not need to be as detailed and may be provided to parents in writing. Before proceeding with residential visits, visits abroad, when engaging in potentially hazardous adventure activities or where the group will be remotely supervised parents must be both informed in writing as well as being encouraged to attend a briefing meeting/presentation where the above information may be expanded upon and any written communications can be explained verbally.

The briefing/presentation should be attended by the Group Leader and Supervisors who will be actually leading the groups during the visit. This will allow parents to question the actual leader of the visit. A record should be kept of parental questions, concerns raised, and action taken to address them. Any relevant information arising out of the briefing/presentation should be given to all parents including those unable to attend.

It is vital that appropriate and clear language should be used in any communication to parents concerning Educational Visits, in order to minimise potential misunderstanding. Where English is a second language or is not spoken by parents it will be necessary to arrange for an interpreter.

Parental Consent and Responsibilities

Parents should prepare the pupil/young person for the visit; for example, by re-enforcing the visit's code of conduct and providing suitable clothing. Parents should be asked to agree arrangements for any circumstances where it may be necessary to send a pupil home early and agree to meet any costs.

It is important that parents recognise their responsibility regarding the visit, as such they should: -

- Fill in and sign the Consent Form. A Consent form should be completed for each group member. Besides conveying the consent it should also form the basis for obtaining any required medical, or dietary assistance.
- Provide a contact address and where possible two emergency contact telephone numbers.
- Recognise that the behaviour of their child must not endanger the child or any others.
- Fill in the personal details of their child including relevant details of any allergies/phobias injuries or medical conditions and / or any other medication or dietary requirements.
- Provide sufficient quantity of any medication that may be required and agree the arrangements for its safe keeping and administration with the Group Leader.
- Provide the name, address and telephone number of the pupil's GP.
- Provide details as to whether the pupil suffers from travel sickness, toileting difficulties or has any night-time tendencies such as sleepwalking (for residential visits).
- Provide any other relevant information that the parent thinks should be known.
- Meet with the Group Leader or Educational Visits Co-ordinator who has organised the visit in order to resolve any queries.

Medical Consent

This should form part of the parental consent form. Parents should be asked to agree to their child receiving emergency treatment where considered necessary by medical authorities. If parents do not agree to this, Head Teachers/Managers may decide to withdraw the pupil from the visit given the additional burden of responsibility this would place upon the Group Leader.

If Parents Withhold Consent

If parents withhold consent the pupil should not be taken on the visit. In such circumstances and where possible the curricular aims should be delivered to the pupil in some other way. If parents give a conditional consent the Head Teacher/Manager will need to consider whether the pupil is to be taken on the visit or not.

Contact between Parents and Pupils

Head Teachers/Managers and/or Group Leaders must ensure that parents can contact their child and the Group Leader in the event of a home emergency, either directly or via an Emergency Contact. For non-routine visits arrangements should be made for parents to be informed by the school, Youth Centre or Facility of the Group's safe arrival at the final destination or at agreed stages. Arrangements must be made and agreed with parents so as to allow pupils who may wish to speak to their parents individually to do so.

4.8 RESPONSIBILITIES OF THE HOME/SCHOOL CONTACT

The School/Home-base Contact must be a responsible adult (usually a senior member of staff) who can be available to respond to an incident throughout the duration of the visit. The School/Home-base Contact must never be the parent of one of the pupils or young people participating in the visit, as they need to be emotionally detached from any situation that may arise. The School/Home-base Contact must be familiar with Liverpool City Council's Educational Visits Health and Safety Policy Statement and the guidance contained within it. It is advisable to have more than one School/Home-base Contact if the Educational Visit or activity is to last more than one day. If there is more than one, the School/Home-base Contacts must make such arrangements between themselves as necessary to ensure the availability of at least one of them at all times. The Group Leader must hold all School/Home-base Contact telephone numbers.

The School/Home-base Contact has the following duties: -

- Ensure that they have all the relevant information about the visit in the 'Home-base Emergency Pack' (see section 15).
- Keep the 'Home-base Emergency Pack' by their telephone along with a pen and paper for making notes.
- Be prepared to receive a phone call from the Group Leader on arrival at, and/or return from the venue. Record any phone calls regarding the visit on the pre-planned phone call sheet.

Most visits are trouble-free, however, if an incident does occur the School/Home-base Contact has the following responsibilities: -

- To record all telephone communications and incident details clearly and accurately on record sheets.
- To inform the Local Education Authority via the Educational Visits Advisor (For school organised visits) or the Adventure Activities Advisor (For Youth Service organised visits or activities) about serious incidents or incidents that could lead to media interest.
- To help ease the Group Leader's stress and anxiety by providing support and to inform and reassure parents as required.
- To send a copy of any incident or other relevant record sheets to the Group Leader on their return from the visit.

Home/School Contact Procedures

In the event of an early or late return home from a visit

The Group Leader will call with: -

- The reason for the change of plan
 - The revised expected return time
1. Make a note of any change on an incident record.
 2. Call parents with the latest expected return time, if appropriate.

If a pre-planned call has not been received

1. If the Group Leader has not called at the agreed time, wait a reasonable time (e.g. one hour) before trying to contact them as they may simply be running behind schedule.
2. If the Group Leader or Deputy Group Leader cannot be contacted after this time, contact the intended venue as they may be able to offer an explanation, for instance delays due to heavy local traffic.
3. Contact the travel company or tour operator, as they may assist you in locating and contacting the visit coach or minibus. They may have an explanation for any delay, for example a tyre change may have been required. An alternative may be to contact any pre-arranged stop-off-points; these may be able to confirm if the party has already arrived or if they have continued on their journey.
4. If you are not satisfied with the explanations from any of the above contacts check the emergency procedures (see section 15).

In the event of an accident or incident

1. The Group Leader (or where necessary their deputy) will call with details of the incident.
2. Record these details on an incident record sheet.
3. Arrange a call back time for an update from the Group Leader.
4. Decide with the Group Leader which, if any, parents need to be informed about the incident. Record details of contacts made with parents on the emergency contact list.
5. Decide if the Adventure Activity Advisor (for Youth Service organised visits or activities) or the Educational Visits Advisor (for School organised visits or activities) needs to be informed.
6. Make sure all relevant information is to hand before you telephone anybody regarding the incident.
7. If contacting parents it is important to be clear, brief and reassuring.
8. Do not stay on-line too long with any individual; as others may be trying to call you, instead arrange a time to call back with more news.
9. Do not give out the venue telephone number or your contact telephone number to parents or others that do not require them. These lines are to be kept free from casual use.
10. Inform parents of the local hospital telephone number if it is necessary.