

The educational trip company Ltd (**etc**)

Safety Management System

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Introduction

Health and safety are an integral part of everything we do. We accept that safety is of paramount importance and continually review and update our codes of practice to ensure all reasonable and practicable measures are undertaken to limit risk. With ever changing safety requirements and legislation we ensure our ongoing reviews identify where resources and training are needed.

Whilst we acknowledge that risk is part of life and children should be made aware of the concepts of risk awareness, risk assessment and risk management, we do not wish these issues to overshadow the value of education outside the classroom. We believe with a clear and well structured safety management system, attention to detail in preparation and a professional approach to safety during a trip, we can provide day trips that are both exciting and engaging whilst being as safe as is reasonably practical.

Risk assessments are provided for all venues and control procedures implemented to keep any risks identified within acceptable limits for our staff and trip participants. **etc** will review and obtain updated venue risk assessments annually or whenever material changes or incidents occur.

Our safety management systems are summarised on the following pages.

Responsibility

At **etc** we aim to support Group Leaders to ensure that the day trip experience achieves your intended aims and outcomes and is enjoyable for you too. This Code of Practice is intended to help you do that whilst complying with the regulations set out by your Local Authority and the DfES.

- **etc** will always recognise and support the roles and responsibilities of Group Leaders as laid out in DfES and the appropriate LEA guidance
- To assist you in your understanding the **etc** definition of responsibilities regarding safety, supervision and welfare on day trips clearly outlines the responsibilities of both the Group Leader and **etc** staff (see page 8)
- We have a fair and reasonable code of conduct which we expect all day trip groups to adhere to (see page 9)
- We provide and encourage regular opportunities for the Group Leader to liaise with **etc** staff before, during and after any trip
- The Group Leader is responsible for ensuring that all arrangements made meet his/her requirements and that **etc** are notified of any amendments required immediately
- The Group Leader should ensure that **etc** are made aware of any medical conditions or disabilities which may affect a group member whilst on the trip
- **etc** holds public and employers liability insurance for £5million and professional indemnity insurance cover for £1million.

Health and Safety

Safety is of paramount importance on all of our trips and our Health and Safety policy reflects this. We understand the extremely serious responsibility we undertake for the health and safety of our staff and groups and all staff are required to read, understand and implement the policy accordingly. (See below)

etc complies with all relevant safety regulations such as the Health and Safety at Work Act 1974, the Health and Safety (First Aid) Regulations 1981, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 and the Management of Health and Safety at Work Regulations 1999.

etc health and safety policy is to:

- Comply with all relevant statutory requirements and ensure our team are sufficiently trained to do the same
- Develop and maintain a positive health and safety culture within the company
- Support and motivate our staff and suppliers to maintain a positive and caring team
- Communicate clearly to the team and ensure they understand their responsibilities within the Health and Safety policy
- Ensure an effective health and safety consultation procedure is in place for staff, customers and suppliers
- Set standards which meet the needs of our clients and measure and review these regularly

Every member of the team has responsibility for their own safety and that of others. It is the employee's duty to cooperate with the employer by:

- Working safely and within the established company codes of practice
- Complying with all safety procedures
- Wearing safety clothing or equipment where issued
- Reporting and recording defects or any shortfall in standards in the workplace or at venues
- Reporting all accidents and cooperating and assisting with any subsequent investigations

Risk Assessment

Risk assessment and management are legal requirements and as employers, we have a legal duty to assess the risks and what could cause harm from all aspects of our operations (Management of Health and Safety at Work regulations, 1999). To comply with this duty we undertake risk assessments, a careful examination of what in our work could cause a risk to the health and safety of a person. The assessment shows us where we should take precautions or do more to prevent harm.

A risk assessment is compiled as follows:

- Look for hazards, anything that could cause harm
- Decide who might be harmed and how
- Evaluate the risk of harm actually being done and decide on the precautions needed to avoid it
- Record the main risks and the measures taken to manage them
- Review the risk assessment regularly, or in the event of an incident or material change and revise if necessary.

The majority of venues visited by **etc** are open to the public. The venues are responsible for the health and safety of their visitors including those visiting with **etc**. All venues are required to provide risk assessments and these will be supplied to the Group Leader for their overall risk assessment of the trip however, we have no liability for the standard of their provision. **etc** accompany groups as guides, not supervisors and schools visit these venues at their own risk.

At **etc** we understand the importance of our role in supporting Group Leaders in their risk assessments, therefore we carry out our own standard assessments for all the venues we visit. These assessments are then made available to the Group Leader.

When assessing venues for suitability of a visit we ask the following questions:

- Are there any health and safety matters that would affect school groups visiting and if so what?
- Are there any special or medical needs of the group which will affect the suitability of the venue?
- Does the venue comply with recognised national and local standards?
- Does the venue require an operators licence?
- Which insurer is providing liability insurance for the venue?
- Does the venue require or have a fire certificate?
- Has the venue carried out a risk assessment or does it have a health and safety policy?

All appropriate certificates, licences and policy documents are sourced from the venue and copies are made available to the Group Leader.

Venues are constantly being assessed by **etc** but we also require Group Leaders to assess the venue, its suitability, services and educational benefits in our Follow-up procedure.

Please see Appendix I on page 17 for a generic risk assessment table

First Aid

All **etc** staff undertake a certificated four hour emergency, appointed persons, first aid course and a first aid kit accompanies each day trip.

See page 10 for our Accident and Emergency procedure.

Criminal Records Bureau

All members of the **etc** team are checked by the Criminal Records Bureau (CRB) when they join us. It is **etc** policy to recheck our core team annually, to ensure our records are kept as up to date as possible.

Definition of responsibilities for supervision of day trip groups

- The Group Leader has overall responsibility for the group at all times and has ultimate sanction to withdraw children at any time from any trip or part thereof. Any withdrawals should be notified immediately to the **etc** staff. In such cases we reserve the right to recharge any costs incurred by such action to the group
- **etc** staff provide support to the Group Leader, and are responsible to them
- It is the responsibility of the Group Leader to ensure that adult to child ratios have been met in accordance with their local authority/school guidelines when booking the trip.
- The Group Leader and accompanying adults must maintain order and discipline and ensure that their group adheres to the Code of Conduct (see page 9)
- The Group Leader is responsible for notifying parents of any Doctor, Dentist, Hospital visit, or other incident affecting a member of their group, if appropriate. He / she must hold a list of contact numbers for next of kin.
- **etc** reserves the right to send any group member(s) home for illegal activities or gross misconduct. In such cases, the cost will be totally borne by the group.
- **etc** staff are emergency first aid trained, any other medications required must be carried and administered by the Group Leader.

‘Teachers and other staff in charge of pupils have a common law duty to act as any reasonably prudent parent would do in the same circumstances.’

Health and Safety of Pupils on Educational Visits - a good practice guide from the DfES.

Code of Conduct

The Group Leader agrees to maintain the overall discipline and supervision of the Group whilst on the day trip and to ensure that all staff and pupils understand the code of conduct and the standards of behaviour expected.

Group members should be polite and show consideration for other people wherever they are; **etc** staff, venue staff, coach drivers and members of the public

Group members should show respect for all property and equipment whilst on the trip. Costs for damage will be passed on to the Group Leader and responsibility will remain with them to recover losses from the member responsible. This includes coaches, venue and public property and that of all Group members.

Group members must wear seatbelts when travelling and should at no time distract the driver

Group members must not use threatening behaviour or bullying or use offensive or insulting language during the trip

Smoking is not permitted on any coach or minibus provided by **etc** and the Group Leader should not allow smoking by any person in areas designated No Smoking during the visit

Alcohol is strictly forbidden on all **etc** day trips

Group members must remain with their designated group at all times

etc encourages responsible attitudes to the environment and Group members must follow the country code when appropriate:

- Enjoy the countryside and respect it's life and work
- Do not drop litter
- Respect farm animals, flora and fauna
- Keep to public paths when crossing the countryside
- Fasten gates if they were closed when you arrived
- Use gates and stiles to cross fences, hedges and walls
- Leave the countryside as you found it

Accident and Emergency Procedures

The more serious the accident, the greater the need to inform the Group Leader and a senior member of the **etc** team. The Group Leader should maintain or resume control of the group overall and decide what action to take.

Accidents at a venue

- Establish the nature and extent of the incident as quickly as possible
- Ensure all the group are supervised and looked after
- Establish the identity of any casualties and get immediate medical attention, an unaccompanied child should never be asked to go for help
- Always inform the Venue First Aider, for anything other than minor accidents and always if a schoolchild is involved
- Any accident however minor should always be notified to the leading member of **etc** staff, if accompanying the trip, for entry in the trip logsheet
- Ensure that a teacher accompanies casualties to hospital with relevant medical information. The rest of the group should be kept together and supervised at all times
- Notify the police, if necessary
- The Group Leader should notify the parents giving a full factual account of the incident
- An accident report form must be completed at the venue and a copy retained for **etc** and school records
- Notify insurers
- No one in the group should speak to the media under any circumstances
- No-one in the group should discuss legal liabilities with other parties or sign anything relating to accident liability

In the event of any accident, incident or even near misses an entry must be made in the **etc** trip logsheet before the end of the trip.

Accidents off-site

- One member of staff should attend to the injured person whilst another 'phones for help and reassures the group. An unaccompanied child should never be asked to go for help.
- Inform the Group Leader and the leading **etc** member of staff if accompanying the trip, but if the accident is serious do not delay calling an ambulance. If the accident is not serious but you require outside assistance, contact your Group Leader and **etc** leading member of staff-in all cases making sure you give the following information:
 - Your name
 - Exact location
 - Nature of incident

- Number of people involved and ages
- Time of accident
- Action taken
- Follow the procedure for accidents at a venue

Serious Accident or Fatality procedures for etc staff

As a member of **etc** staff you may find yourself either in charge of or witness to a group member or another member of the **etc** team involved in a serious accident or fatality. In this situation it is imperative that all **etc** team members follow the emergency procedure in page 10. These notes may also help you.

1. It is imperative that in this situation you keep calm and that the first priority is ensuring the injured person receives correct immediate medical attention whilst maintaining the safety of the rest of the group. The relevant emergency services should be contacted immediately. If the emergency involves a school group you must ensure that the Group Leader agrees the action taken, wherever possible
2. If you become aware of a serious accident or fatality it must be reported immediately to the Group Leader and Venue First Aid. An emergency contact sheet is enclosed in your trip pack. You should then inform **etc** head office who will inform the insurers.
3. Keep a written account of all events, times and contacts on the trip log sheet.
4. It is important that **etc** team members should not discuss the incident with anybody, especially media representatives, until a full written report has been filed. This will ensure the correct reason for the accident can be ascertained and that measures can be taken to ensure that a similar occurrence does not arise.
5. Never discuss legal liability with other parties, nor sign anything relating to accident liability without explicit authorisation from Head Office.
6. Any media enquiries will be dealt with by Head Office and on no account should any member of the **etc** team give out any information on the incident. Head office will in-turn liaise with the school and other relevant parties in regards to communication around the accident.
7. Keep receipts for any expenses incurred, insurers may require these.

Child Protection Procedures

All **etc** team members are CRB checked on joining and the core team is rechecked annually, however **etc** recognise the limitations of police and CRB checks and that most child offenders escape detection.

For the mutual protection of adults and young persons, **etc** team members should avoid being alone with a young person whenever possible.

Constant vigilance and the maintenance of a protective ethos during every trip is essential.

If an **etc** team member suspects an incident of abuse, or a child discloses they have been abused whilst on a trip the **etc** team member should inform the Group Leader and an **etc** Director.

A clear comprehensive written summary of the facts disclosed should be made on the trip log sheet and logged at Head Office. A copy should be made available to the Group Leader.

Advice should be sought from an **etc** Director and any assistance should be offered to the Group Leader as appropriate.

etc's role in the trip should continue as previously agreed unless the Group Leader decides otherwise.

All details should be kept confidential and on no account discussed with anyone outside the parties involved.

Security whilst on a trip

It is **etc** policy to take all reasonable steps to ensure the safety and security of all group members whilst on a day trip. The Group Leader is responsible for the group overall at all times however several procedures and precautions have been put in place to support the Group Leader and are detailed below:

All **etc** staff are issued with photographic identification passes and details of these are kept with an independent bureau service.

Teachers will be issued with details and photographs of the **etc** team members, if accompanying, prior to the trip to ensure easy identification on the day.

All **etc** team members wear company uniform whilst on duty, this allows them to be instantly recognised

All group members must wear **etc** wristbands, where appropriate.

A head count will be taken when boarding and leaving the coach.

All group members must remain with the adult member allocated by the Group Leader and follow their instructions

All **etc** staff accompanying Group Leaders during a trip are equipped with mobile phones and two way radios. The Group Leader will be provided with a contacts list of **etc** staff and their mobile numbers, including head office and director contact details; to further aid communications they will also be provided with their own two way radio.

In the event of a pupil being separated from the group the Group Leader and leading **etc** team member must be informed so that appropriate and agreed action can be undertaken.

Transportation

etc do not run our own fleet of coaches as we believe experts should operate in their own field. Our coach companies are carefully selected and have to comply with our strict requirements:

- Coaches must be no more than 8 years old and must conform to R66 rollover protection regulations
- Coaches must have seatbelts fitted to all seats
- Coaches must conform to all Department of Transport requirements
- Coaches must have 24hour breakdown cover
- Where appropriate and when a trip requires extensive travel coaches will have a toilet on board

Coach Operators will be asked to provide:

- a copy of their current public liability and vehicle insurance certificate
- a copy of their operators licence
- a current vehicle list
- a copy of their breakdown subscription
- CRB checked drivers.

etc, wherever possible select coach providers that belong to the Confederation of Passenger Transport or Guild of British Coach Operators or those that are Coach Marque accredited.

On trips where **etc** staff are present all coaches will be visually assessed against a strict checklist.

Performance of coach companies is continually monitored and we require Group Leaders to assess drivers and coach companies as part of our Follow-up procedure.

A schedule of all **etc** approved coach companies is maintained and available for inspection on request at **etc** Head Office.

Training and competence

The **etc** Directors have extensive experience in organising events and managing staff. The Operations Director has previously worked with children in a professional and voluntary capacity and the Managing Director is currently working with children on a voluntary basis. The **etc** team have a thorough knowledge of the processes and detail needed to ensure safe and enjoyable trips.

Our recruitment advisor has over 15 years experience recruiting at all levels. Selection is made on an interview basis following application and any qualifications are checked and must be supported by documentary evidence. Written references are obtained by people who know the applicant in both professional and personal capacities. Employment contracts are offered subject to satisfactory checks by the Criminal Records Bureau and a favourable performance during their probationary period.

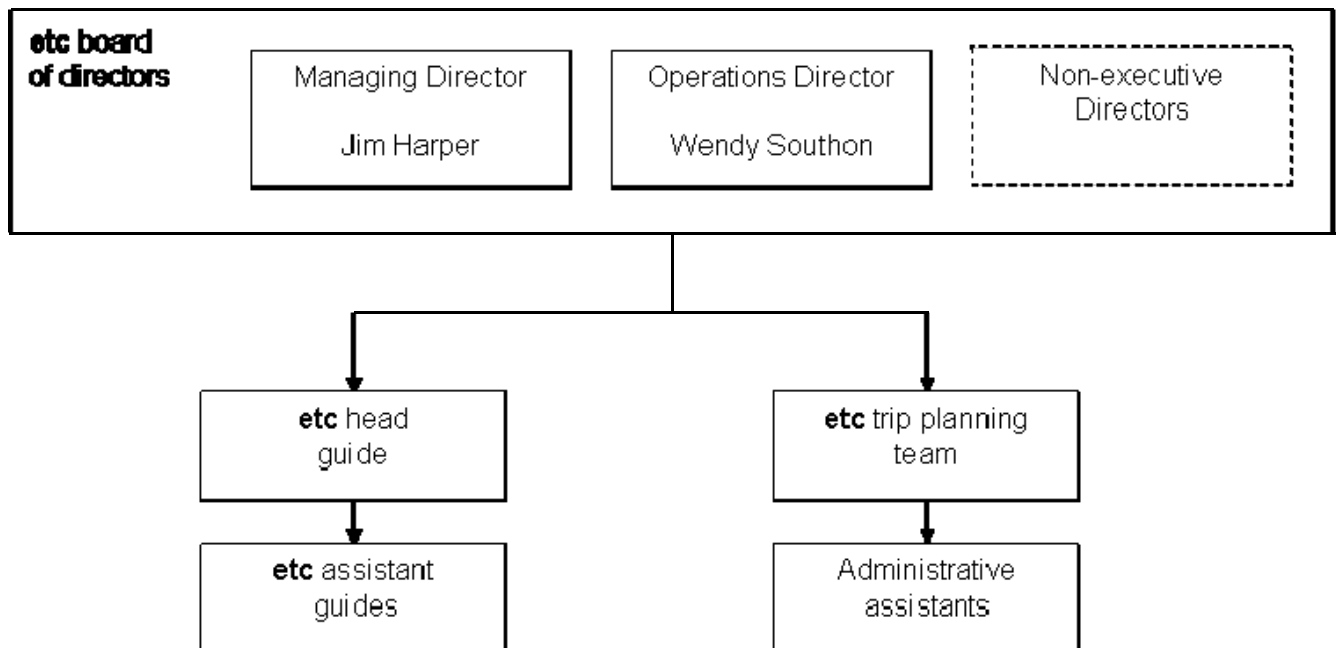
All new staff complete an Introductory Programme which covers the following:

- Induction covering the Company's ethics, values and sector placement, chain of management, Health and Safety and accident and Emergency Procedures
- Customer Care, working with children and adults in an open environment
- Emergency First Aid, appointed persons course which provides a nationally recognised first aid qualification concentrating on identification, response and emergency issues

etc maintain a continual assessment model, based on self assessment and client follow-up feedback. This combined with our extensive training and our annual CRB checking protocol means our clients can be assured of dealing with a competent and capable team of professionals.

Chain of responsibility

The educational trip company ltd (etc) chain of responsibility



Appendix I

Generic Trip Risk Assessment

<p>General Risk Children away from school environment on a journey and in groups can be prone to being silly and making mistakes in a relaxed unfamiliar environment and situation</p>	<p>Ensure Group Leader follows school and LEA guidelines on management of educational visits to keep control at all times and that etc code of conduct is implemented. Group Leader is responsible overall for the group at all times and, etc team members are support staff only, Group Leaders and teachers should familiarise themselves with etc definition of responsibilities.</p> <p>At least one etc guide will have visited and assessed the venue prior to the trip</p> <p>etc staff check weather forecast in case itinerary needs to be substituted</p>
<p>Coach Journey Risk of Road Traffic Accident and subsequent injury Risk of coach breakdown on motorway or roadside:</p> <ul style="list-style-type: none"> • Disembarkation on to a dangerous area • Control of large group in dangerous situation • Stress and anxiety of group • Group getting cold and wet or hot and sunburnt • Lack of food and drink if stopped for a long time <p>Inappropriate behaviour towards children by coach driver</p>	<p>etc will select coach operators against minimum requirements</p> <ul style="list-style-type: none"> • Coaches must be no more than 8 years old and must conform to R66 rollover protection regulations • Coaches must have seatbelts fitted to all seats • Coaches must conform to all Department of Transport requirements • Coaches must have 24hour breakdown cover <p>Coach Operators will be asked to provide:</p> <ul style="list-style-type: none"> • A copy of their current public liability and vehicle insurance certificate • A copy of their operators licence • A current vehicle list • A copy of their breakdown subscription <p>etc will brief coach operator when booking is confirmed and driver on the day regarding schedule and requirements of the trip</p> <p>Group Leaders and teachers should familiarise themselves with their school and LEA emergency requirements and etc emergency procedures.</p> <p>etc will clearly communicate Emergency exits and exit procedures to the group.</p> <p>Group Leaders should ensure Emergency exits are kept clear and luggage securely stored.</p>

	<p>Group Leaders should make the group aware of the dangers and supervise group members ensuring that drivers are not distracted.</p> <p>Group Leaders/Teachers should ensure all students are wearing seatbelts provided at all times.</p> <p>Group Leaders should have emergency funds available for purchase of food/drink at service station. The group members should bring suitable clothing for the time of year and weather. Hand luggage will remain with individuals on the coach.</p> <p>Coach operators must have a system in place to CRB check all drivers. Drivers are assessed by etc team members and by group leaders in the follow up procedure.</p>
<p>Arrival at destination Control of large excited groups on arrival</p> <p>Group member becoming lost or separated</p> <p>Danger of strangers in a public place</p>	<p>Ensure Group Leader follows school and LEA guidelines on management of educational visits to keep control at all times and that etc code of conduct is implemented</p> <p>Group Leaders should familiarise themselves with the guidance provided in the etc Safety Management Guide. A list of all group members should be carried at all times. Group members should be easily identifiable.</p> <p>All etc staff accompanying Group Leaders are equipped with mobile phones and two way radios. The Group Leader will be provided with a contacts list of etc staff and their mobile numbers including head office and director contact details; to further aid communications they will also be provided with their own two way radio.</p> <p>etc will provide security wristbands and group members should wear these at all times. Group Leaders should avoid identification that puts children at risk. Group members should be made aware of the dangers and supervised throughout by the Group Leader/Teachers.</p>

If you have any comments about our Safety Management System we would be delighted to hear them. Call us on 01954 201915 or send us an email: info@tripsetc.co.uk

etc has a simple philosophy:

To grow and succeed as an ethical business by; providing the best service to our customers; continuing to develop and offer innovative curriculum based educational visits; and to ensure that at the heart of everything we do is the education and development of our children.