

## Emergency Card (Home Contacts)

**For visits that take place outside normal establishment hours.**

**This ‘card’ or equivalent must remain with the establishment emergency contact(s) at all times, if access to EVOLVE is not possible.**

**The establishment’s Emergency Home Contact(s) should have all visit information, including itinerary, venue details, names, medical information and emergency contact details for all participants including staff.**

In the event of being contacted by the Visit Leader (or other member of staff involved in a visit), you should:

- Confirm the phone number at which the caller can be contacted back on;
- Note their location;
- Determine the nature of the emergency;
- Determine the type of help required.

**If the incident does not involve serious injury or fatality, and/or is not likely to attract media attention:**

- Provide the required assistance if possible;
- Seek further advice or pass on details to other establishment contacts who may be able to assist.

**If the incident does involve serious injury or fatality, and/or is likely to attract media attention:**

- Inform the Visit Leader that someone will phone him/her back as soon as possible;
- You should also contact the Head of Establishment; MSA will then advise you and contact the Chair of Governors.

**It is the responsibility of the SMT on call member (only in conjunction with MSA) to contact the LA. Please contact Peterborough City Council 07920 160001 (24 hours) and state that you require immediate assistance from the Emergency Response Team. Give brief details of the incident.**

- Your details will be taken and you will be phoned back as soon as possible;
- A Response Team will be brought into action to support the party, the establishment, and the parents. Teams of senior officers are briefed for this role and will provide continuous support from the moment the emergency occurs. The team would operate from the Emergency Control Centre and the Head of Establishment or a senior member of staff may be asked to join the team immediately;
- The Head of Establishment should consider the appropriate time to contact the parents of the participants involved on the visit. Advice and support can be sought from the LA in dealing with this.
- The Response Team will form a continuous link with the affected group, and depending on the level of emergency will send a senior officer to the incident location. The Response Team will direct all actions; provide links with the media, rescue agencies, tour operators, insurance companies, etc. As appropriate the Response Team would arrange for the return of the party or arrange other transport where required;
- You will be provided with a dedicated number to refer all press, media, parental, or other enquiries to the LA and for continuing contact with the LA during the incident.
- The LA will give accurate and periodic information through press releases, will arrange interviews, and will attempt to reduce media pressure from the incident, establishment, and parents. If appropriate, support and counselling will be arranged for families, participants and staff.

Name	Home	Mobile
Head of Establishment	MSA	
Deputy Head of Establishment	JOA	
Peterborough City Council Emergency Contact	<b>07920 160001 (24 hours)</b>	-
Chair of Trustee Board (optional)		
Other/EVC		

Footnote:

- Headteacher also means Head of College and Principal
- School also means College, Academy or Academies
- MAT refers to Multi-Academy Trust