

# **The Highland Council and High Life Highland**

## **Excursions Policy and Guidance Revision 2017**

### **1. Purpose**

- 1.1. This document supersedes The Highland Council and High Life Highland 'Excursions policy and guidance 2015'. It seeks to provide the staff and volunteers of The Highland Council and High Life Highland and other interested parties with an appropriate level of information on policy and guidance regarding all excursions and educational visits.
- 1.2. This document is supported by the Highland Council 'Learning for Sustainability Strategy' May 2016 and [Going Out There](#) the Scottish Framework for Safe Practice in Off-site Visits, The Scottish Government 2013.
- 1.3. This document, along with [Going Out There](#), provides the necessary guidance that Care and Learning establishments and functions within the Highland Council and High Life Highland require to successfully and safely plan, manage and evaluate all off-site excursions and education visits.

### **2. Introduction**

- 2.1. Educational visits, excursions and all off-site activities are an integral element of formal Care and Learning as well as life in the Highland Council area. Such activities fully support the Highland Council 'Learning for Sustainability Strategy' May 2016 and the [Curriculum for Excellence](#).
- 2.2. This document aims to provide the structure whereby a balance is struck between effective risk management and successful outcomes. The employer (The Highland Council and High Life Highland) has a legal duty to ensure that, so far as is reasonable and practicable, the health, safety and welfare of those it has responsibility for is maintained. It does recognize though that there are enormous educational benefits from young people and adults participating in excursions and educational visits. All staff shall therefore use this document and the guidance contained in [Going Out There](#) and are expected to adopt and maintain a pragmatic approach to planning and risk management of off-site excursions and educational visits. While there may be practical management differences when supervising adults on visits, the same planning, safety and management oversight considerations should be applied.

### **3. Guidance**

- 3.1. This document confirms that The Highland Council Department of Care and Learning and High Life Highland formally adopt [Going Out There](#) as the core guidance for safety management of off-site visits. Other resources are detailed below and provide valuable activity management information and links.
- 3.2. [Going Out There](#) which is web-based and accessible at [www.goingoutthere.co.uk](http://www.goingoutthere.co.uk) was written and produced by the Scottish Government, The Scottish Advisory Panel for Outdoor Education

([SAPOE](#)), the Health and Safety Executive, the Association of Directors of Education and Education Scotland.

- 3.3. The national guidance embraces the Health and Safety Executive's principles of sensible proportionate risk management by seeking a balanced view that considers both the benefits and risks associated with visits and activities. High Life Highland will work in partnership with the national agencies to keep this guidance up to date with new practices and lessons learned from relevant incidents.
- 3.4. Establishments shall adopt this document in full and review and update local procedures to ensure that they reflect the guidance in both this document and [Going Out There](#). The Highland Council and High Life Highland use [EVOLVE](#), which is a web based excursions notification and approval system. Documents embedded within [EVOLVE](#) are therefore to be used rather than tools appended to [Going Out There](#). Establishments should strive to avoid placing any additional requirements for visit planning and approval on their staff or visit leaders without a specific safety or quality rationale. . They can do so confident in the knowledge that they are following good practice that is shared across the whole of Scotland.
- 3.5. In addition to this guidance and [Going Out There](#) other very valuable guidance can be found here:
  - Links to all the above guidance and Outdoor Education specific support and guidance can be found on the [High Life Highland Outdoor Activities web pages](#).
  - The Highland Council and High Life Highland [EVOLVE](#) web pages.
  - The Adventure Activity Licensing Service ([AALS](#)) [guidance on activity group sizes](#) and risk assessment.
  - The Adventure Activity Licensing Service ([AALS](#)) [guidance on appropriate outdoor activity instructor qualifications](#) (pages 26 – 32).
  - The [Outdoor Education Advisors Panel](#) (OEAP) offers excellent advice for all off-site visits.
  - Driving & transport – [UK Government guidance](#)

#### **4. Application of this Document**

- 4.1. This document and the procedures and guidance contained are relevant where young people adult services leave the establishment site / facility for any activity or visit under the governance of a Highland Council Department of Care and Learning or a High Life Highland establishment.
- 4.2. The guidance in the remainder of this document supplements that provided by [Going Out There](#) and other relevant references.

#### **5. Technical Advice and Guidance**

- 5.1. Establishments must ensure that staff are competent to undertake their role in the excursion, whether it is planning, risk assessing, approving, supervision or leadership. Staff must seek technical advice or guidance from an appropriate person where this is considered necessary. In relation to adventurous activities and as detailed in [AALA Guidance L77](#) 2007 paragraphs 22 – 28, staff should possess the technical competences required which cannot be demonstrated by national qualifications; these can be demonstrated in one or a combination of the following ways and should be appropriate to the nature and level of the excursion:
  - Hold an equivalent relevant qualification, for example one that is considered acceptable by an NGB.

- Completed in-house training / accreditation, for example 'Walking and Camping Leader' or a 'Statement of Competence' from an appropriate technical advisor all of which will have a 3 year renewal / review expectation
- Possess an appropriate level of experience, with comprehensive evidence / summary. A Leader Approval Form (LAR) can be submitted through [EVOLVE](#) to evidence this.

5.2. Further technical advice and guidance is available through line management and the following:

- Insurance Department - 01463 702417
- Rural and Community Transport Office - 01463 252954
- Additional Support Needs – 01463 702876
- Equal Opportunities - 01463 702094
- Health, Safety and Wellbeing Team - 01463 703095
- Outdoor Education – 01463 718 030

## 6. Excursions Management (Supported by EVOLVE)

- 6.1. [EVOLVE](#) is an online notification and approval system for educational excursions that is now in use by local authorities across the UK. The Highland Council have used [EVOLVE](#) since 2011. All Highland Council children's services establishments and High Life Highland establishments must use the [EVOLVE](#) system where deploying young people. The system automatically sends notification of excursions required to be notified to the necessary approval staff within the establishment and where necessary elsewhere in Highland Council and High Life Highland.
- 6.2. All staff with responsibilities relating to off-site excursions are required to have an [EVOLVE](#) account. This can be set up by the establishment Educational Visits Coordinator (EVC).
- 6.3. Staff planning excursions using a provider requiring a 'participant disclaimer' should ensure that such disclaimers are supplied to parents / guardians. Such disclaimers should not be signed by THC / HLH staff on behalf of parents / guardians prior to an activity or on arrival at the activity venue. This must be addressed in advance and parents must be issued with a copy of the disclaimer or a link to the disclaimer within a provider's website.
- 6.4. Information contained on [EVOLVE](#) should be sufficient for new users (staff, EVC and Head of Establishment accounts) to 'self-learn' although any guidance / peer mentoring will speed up this process.
- 6.5. Much of the terminology and the procedures detailed in [Going Out There](#) are reflected in [EVOLVE](#). On completion of the sections of [EVOLVE](#) for a particular visit, a **Visit Plan** is generated which forms the minimum Visit Plan referred to in [Going Out There](#). Additional documents can be attached to the Visit Plan such as parental informed consent, maps and risk assessments where necessary. Guidance on these attachments is contained in [EVOLVE](#).

## 7. Excursion Notification and Approval

- 7.1. The Visit Type categorization (below) is adopted, as detailed in [Going Out There](#). This will so far as is reasonably practicable ensure that approval is granted by those best placed to manage risk.
- 7.2. The timely submission of a Visit Plan provides relevant persons within the approval chain with sufficient information to make a judgment as to the viability and appropriate safety management of the proposed excursion. Any queries regarding Visit Plans should reference the EVOLVE visit ID.
- 7.3. An [EVOLVE](#) Visit Plan needs to be created and approved as follows:

Visit Type	Frequency
Regular excursions to known local venues (multiple local venues with associated risk assessments may be contained on a single Visit Plan)	Once a year
Forecast weekly / seasonal events such as sports fixtures or use of an indoor climbing wall on a regular basis	Once a session or term
All other situations	For each excursion;  Where more guidance is required contact: outdoor.education@highlifehighland.com

Table 1.

- 7.4. Approval by the appropriate person is granted where there is a clear Visit Plan that provides adequate information to those with the duty and authority to approve that visit. Where insufficient information is provided, a facility within [EVOLVE](#) allows the Visit Plan to be returned to the applicant for amendment and re-submission or a note can be added which will notify the sender action is needed.
- 7.5. Where visits are of a 'routine and expected' nature, local arrangements should be in place to ensure that the school office / establishment / service reception and when out of hours, the duty member of staff, is furnished with relevant information on that excursion. A simple 'booking out' sheet / book should be adequate and allow the duty members of staff to collect relevant information from the office / reception on closure. An example of such a booking out sheet can be found [here](#). The following minimum information should be recorded:
- [EVOLVE](#) name of excursion and reference number
  - Names and contact details of staff
  - Names of pupils (if differing from those listed in [EVOLVE](#))
  - Departure and return time
  - Summary of plan / activities

- Book out time and forecast return time

7.6. Where the names of some staff and pupils is unclear in the planning stage, names added to [EVOLVE](#) must be accurate (as far as is possible) when the excursion takes place. If this is not possible details of all participants on the excursion must be left on the 'book out' sheet with the school office / establishment reception and when out of hours, the duty member of staff. Such staff should have access to parental contact details and higher guidance. In the event of an incident, the 'book out' sheet will be required as part of the incident record and should be uploaded onto EVOLVE.

## **8. Informed Consent**

- 8.1. Parents / guardians must be informed on the nature and the detail of the excursion. Parental / guardian 'informed' consent should be obtained for all activities. Such consent should also infer medical consent. Informed consent for 'routine and expected' activities can be obtained from parents / guardians annually / each session via a general educational activities briefing and consent mechanism.
- 8.2. As detailed in Table 2 below, the timing and content of informed consent will depend upon the nature of the proposed activity. Useful worked examples of documents can be found in the 'Toolkit' section of [Going Out There](#).
- 8.3. When engaging adult staff or adult volunteers they too need to be given sufficient information on the planned visit, activity, risks and their responsibilities in order to make their own informed decision on taking part. This should be recorded in some manner appropriate to the activity.

Visit Type <sup>1</sup>	Information to Parents and Informed Consent <sup>2</sup>	Medical Information	Endorsed by	Final Approval by	Notification Deadline(working days)	Remarks
Routine and Expected visits <sup>3</sup>	During induction / annual approval / school handbook	Annual update supplied by parents or individual if adults	EVC <sup>4</sup>	Head <sup>5</sup>	10	
Day visits	Specific information provided in writing	Annual update supplied by parents or individuals if adults	EVC	Head	10	LA OEO <sup>6</sup> endorsement required for water margin activities <sup>7</sup>
Residential visits	Specific information provided in writing with parents meeting if required	Provided as an integral part of the consent form regardless of age	EVC LA OEO	Head	10	
Overseas visits	Specific information provided in writing with parents meeting if required	Provided as an integral part of the consent form regardless of age	EVC Head LA OEO	EQIM <sup>8</sup> HLH / C&L Head of Service <sup>9</sup>	ASAP (but min 30)	Initial notification to LA OEO by 'Add Note' in EVOLVE asap
Adventure activities <sup>10</sup>	Specific information provided in writing	Provided as determined by the nature of the activity/s	EVC LA OEO	Head	10	DofE activities 30 working days

*Table 2 – Visit Consent and Approval Matrix*

<sup>1</sup> In accordance with Going Out There categorisations

<sup>2</sup> 'Informed consent' means a parent is clear on what is taking place, when, where, with whom and provides consent to their son / daughter taking part.

<sup>3</sup> Going Out There – 'Routine and Expected Visits' will generally be to local venues, involve easily managed activities, happen on a regular basis and be completed within the normal session times'.

<sup>4</sup> Educational Visits Coordinator

<sup>5</sup> Head of Establishment / HLH Area Sports Development Officer / HLH Youth Work Manager / manager of Care and learning service

<sup>6</sup> Local Authority Outdoor Education Officer

<sup>7</sup> Activities that involve interaction with coastal, lochside and riverside waters

<sup>8</sup> Education Quality Improvement Manager

<sup>9</sup> HLH Chief Executive notified of HLH overseas excursions

<sup>10</sup> Indoor or outdoor activity generally involving an element of physicality and generally involving a greater than normal level of risk due to a combination of the participants competence, activities to be undertaken and the environment within which the activity/s takes place.



## 9. Deploying Staff

- 9.1. The Health and Safety at Work Act (1974) requires employers to make training available for staff to perform their work safely. Employers will ensure that employees are provided with the necessary guidance, training and advice that is appropriate to the level of activity. All staff are expected to operate within their own experience and competence and are expected to seek guidance where this is not the case.
- 9.2. As previously referred to in this guidance (para 5.1), staff should be competent to fulfill a role. Where an adventurous activity is proposed by staff that are experienced but hold no relevant qualification they may submit a Leader Approval Request (LAR) via [EVOLVE](#) (available through 'Dashboard').
- 9.3. In addition to professional qualification and general risk management training, High Life Highland will provide training to [Educational Visit Coordinators](#) (EVC) for those that require it. The EVC is central to an establishment's off campus excursion safety management system. EVCs have the following key roles:
- Promoting Outdoor Education and Learning
  - Managing establishment policy and procedures (supported by [EVOLVE](#))
  - Training and mentoring staff (excursion planning, risk management and [EVOLVE](#))
  - Monitoring and evaluating staff and activities
- 9.4. Staff competence to plan and lead excursions should also form part of mentoring and general professional development. High Life Highland provides [Visit Leader Training](#) (VLT) for those who wish update or establish their competence in leading visits.
- 9.5. [EVOLVE](#) provides a staff history of all visits lead or assisted and can record relevant training or qualifications which should follow staff across Highland Council and High Life Highland establishments. Managers are encouraged to use this visit history when deploying and mentoring staff. Records of visits are permanently recorded in EVOLVE. Staff and providers are not deleted from EVOLVE. When no longer required they are 'disabled'. Staff accounts are created once only and remain with staff if they move to another establishment.
- 9.6. The monitoring of visits is a critical part of the management and deployment process for establishments and serves to ensure that the planned control measures (contained within risk assessments) are being applied on the visit itself. The Outdoor Education staff will endeavor to periodically monitor offsite visits that have an outdoor activity element either autonomously and or by invite of establishments. This supports the provision of the Adventurous Activity Licenses that THC and HLH manage. Heads of establishments and service are expected periodically to monitor their non-adventurous visits – a template for this can be found on EVOLVE under resources and [here](#).

## 10. Risk Assessment

- 10.1. The Highland Council has considered the general risks associated with a variety of excursions and identified appropriate control measures. This information is available to all staff as Generic Risk Assessments on the [EVOLVE](#) system, which will be reviewed annually / as

required by Outdoor Education staff. Generic risk assessments can be found on EVOLVE under resources and [here](#).

- 10.2. Staff are expected to consult with Generic Risk Assessments in order to create their 'Excursion Risk Assessment'. The Excursion Risk Assessment (pneumonic PEA!) should be attached to the [EVOLVE](#) Visit Plan and will take into account the following:
  - **Participants** (specific considerations could include age, competence, support needs, medical etc)
  - **Environment** within which activities will transit and take place and how the people will be in those places (e.g. service station, mountain, ferry, accommodation, ski resort)
  - **Activities** and how the people will react / behave etc to the activities (from departure to return and within own competence and with technical guidance as necessary)
- 10.3. Establishments would reasonably be expected to 'own' a bank of local area / regular excursion risk assessments which can be adapted to different groups. The principles of the Excursion Risk Assessment are ownership and relevance. Hazards and control measures should not be repeated from the generic risk assessment unless they are particularly significant. A focused risk assessment is more valuable than an extensive risk assessment containing issues that do not present a risk of 'significant harm'.
- 10.4. Staff should only complete a risk assessment or seek guidance from one within their level of competence. Providers with specific competence will have their own risk assessments and where the activity is 'normal', or 'routine' there should be no requirement for staff to scrutinize these. The risk assessment process should be complete prior to an activity and should involve all parties with supervisory responsibilities. This means that the establishment staff must work with provider staff to ensure that both parties agree on appropriate risk management strategies.
- 10.5. When creating a risk assessment staff should use the template provided by Highland Council [here](#), the High Life Highland risk assessment template can be found [here](#) (page 6). Both can also be found on [EVOLVE](#) (Resources page). Staff should not use any other risk assessment template although the information in the [Going Out There](#) Toolkit examples may be useful.
- 10.6. Where an activity / service is being outsourced e.g. transport, accommodation, adventure activity, theatre visit etc, the Visit Leader may choose to consult with the provider to ensure that hazards are identified and control measures are put in place so far as is reasonable and practicable. Where an activity / service is outsourced there, is a reasonable expectation of provider competence given evidence (see the previous section on 'Technical Advice and Guidance' and the later section on 'Using External Providers'). The Visit Leader on behalf of the Head of Establishment should seek reasonable assurances from external providers. Such assurances may be evidence of accreditation, licenses, insurance etc. If in any doubt the Visit Leader should seek appropriate guidance.
- 10.7. Any participants or staff with significant medical or support needs, that require additional management arrangements to ensure their own safety or that of others, should have their own specific risk assessment. This should be attached to the [EVOLVE](#) Visit Plan. The risk assessment and subsequent plan may require medical / specialist input as well as parental consultation and agreement. The Visit Plan should consider all aspects of the excursion including travel, facilities and evacuation. Insurance advice may be required in some cases.



- 10.8. Excursion staff should be in possession of all relevant details of the excursion and the people involved. Duplicate information should be accessible by the two 24/7 emergency contacts. This information may be hard copies or electronic. Local arrangements may vary.

## 11. Activity Specific Guidance

- 11.1. **General Guidance** – can be obtained from National Governing Body (NGB) websites, associations and clubs.
- 11.2. **Adventurous Activity Equipment** – establishment or services who have their own equipment such as but not limited to: static and mobile climbing and bouldering walls, kayaks, canoes, sailing boats, bikes, climbing ropes and associated personal protective equipment must do the following:
- Inspect for serviceability (by a competent person), record, monitor and use in line with current legislative guidance and HLH/THC operating practice - [Adventurous Activity Licensing service guidance](#) and HLH [equipment guidance](#). Outdoor equipment management guidance can be found [here](#).
  - Store securely, in an orderly fashion with a clear system of identifying equipment that is for use and not fit / in need of repair
  - Only deploy to competent parties

Note: Where an establishment uses equipment owned by another THC, HLH, club or association the establishment using the equipment must be assured that the equipment is managed by competent staff. A pre-use check must be carried out by competent staff.

- 11.3. **Snowsport supervision** – as with other activities, supervision must be carried out by staff that are competent, as detailed in in para 5.1. Where competence is demonstrated in extensive experience but no qualification and limited experience of managing groups undertaking snowsport activities led/instructed by third parties, staff should attend the [Snowsport Supervisor](#) training.
- 11.4. **The wearing of helmets and use of personal equipment** – In many activities, it is now common for NGBs, insurance companies, resorts and establishments to require participants to wear a helmet when engaged in activities such as snowsport, cycle sports, skate boarding and paddle sports. The Highland Council and High Life Highland require that all young people and those in a position of responsibility (accompanying teacher /staff) role model this behavior by following activity industry best practice. Young people and staff are expected to wear a serviceable and correctly fitted helmet for activities such as snow sports (less Nordic) and biking. Safety critical equipment owned by participants; such as helmet, bike, harnesses etc must be fit for purpose. Any such item will be checked by the activity leader prior to an activity for serviceability.
- 11.5. **Swimming & water margin activities** – A risk assessment will indicate the level of competence required to supervise such activities. As with other activities staff are to be able to demonstrate competence before supervising such activities and should refrain from unplanned water based / water margin activity until appropriate control measures are in place. Training can be coordinated or advice provided by contacting [outdoor.education@highlifehighland.com](mailto:outdoor.education@highlifehighland.com)

- 11.6. **Overseas excursions** – Establishments involved in such excursions are advised to start developing an [EVOLVE](#) visit plan at the earliest opportunity. By the ‘add note’ facility within the [EVOLVE](#) Visit Plan staff can gain planning approval in principal and raise awareness with management and Outdoor Education staff. The 30 days notice required for EVOLVE submissions is the final approval date rather than an initial notification date.

## 12. Supervision

- 12.1. [Going Out There](#) does not specify ratios for excursions as there are so many variable and contributing factors. Supervision ratios will vary according to the activity, age, group, location and the efficient use of resources. **Ratios are identified as an outcome of the risk assessment process.** However, a general guide for excursions is;

- 1 adult for every 6 participants (max) up to 8 years of age (in school years P1 to P3)
- Nursery classes should in most cases have a higher ratio
- 1 adult for every 15 participants (max) for other excursions (it is emphasized that the risk assessment will provide the appropriate adult ratio)
- Residential and overseas excursions will require at least 1 member of staff to 10 participants (max) with sufficient numbers of male and female staff in attendance for mixed gender groups. This is a maximum ratio and the staffing must take into account the People, Environment and Activity and as such will often be less than 1:10. A useful overseas expedition mind map can be found on [this page](#) and in EVOLVE Resources.
- Excursions involving ‘homestays’ should seek advice from senior management and Outdoor Education Officers as necessary as such experiences can be both highly beneficial, but can be unregulated. A useful exchange visit mind map can be found on [this page](#) and in EVOLVE Resources. Excursion leaders should consider the following:
  - Competence, suitability and vetting of the host establishment and any host families
  - Full and informed consent of all parties
  - Arrangements for communications (with all parties), monitoring and supervision
  - Clear agreement with all parties in terms of rules and conduct

- 12.2. For excursions that involve adventure activities the staff delivering the activity or the provider used will be able to advise on the most suitable technical activity supervision ratios. Guidance on ratios can be found on the Adventure Activity Licensing Service document [here](#). Ratios will very much depend on factors which include:

- Age, attitude and competence of group
- Educational or medical support requirements
- Competence of staff, both general and on specific activities
- Experience of adults in off-site supervision

- Duration and nature of the journey and activities
- Nature of the environment (accommodation, transport, venue, local area, weather etc)

### 13. Using External Providers

- 13.1. An 'external provider' / 'provider' is any individual or organisation that is providing a service to an establishment. In the context of this document neither The Highland Council nor High Life Highland would be considered as an external provider to each other. Where using an external provider, such as a residential centre, transport provider, tour operator or an adventure activity provider, the provider must be registered on [EVOLVE](#). Establishments must be sufficiently assured that the provider is offering a suitable and appropriate service and that governance responsibilities are clear i.e. who is responsible for what at any given time.
- 13.2. Where entering into a contract with a provider, establishments should be clear about obligations and responsibilities detailed in the provider's booking terms and conditions that relate to the establishment, participants, parents etc. Establishments should seek technical advice (see paragraph 5.2 for contact details) as required?
- 13.3. Where a provider is offering adventurous activities they must be accredited / registered with one of the following:
- 13.3.1. Adventurous Activity Licensing Authority (AALA).
  - 13.3.2. Possess a LOtC Quality Badge.
  - 13.3.3. Licensed by the Maritime Coastal Agency (MCA).
- They are to be registered on [EVOLVE](#) which will highlight their relevant accreditation. Providers, including sports clubs, that do not possess a previously mentioned accreditation / registration (involving third party inspection) will be required to complete a 'Provider Assurances' form. The provider will be asked to provide safety and standards compliance assurance such as; national accreditation, safety management, insurance etc. Any provider that is not subject to a credible external inspection by a national body will be visited by Outdoor Education staff or other staff as appropriate.
- 13.4. Provider assurances made to High Life Highland Outdoor Education staff will be valid for a period of three years or when any provider makes 'major changes' to their operations. On renewal the provider will be expected to complete a new Provider Assurances form – available from High Life Highland Outdoor Education.
- 13.5. Where an establishment is planning to use a provider of overseas services a greater level of due diligence should be applied when selecting the provider. Staff are advised to seek advice early in the planning process as necessary from line management and / or Outdoor Education Officers. Equally, staff should be satisfied with arrangements, including contingency plans put in place by such providers. Assurances from overseas providers could include:
- Licenses such as ATOL, Learning Outside of the Classroom Quality Badge or compliance with BS 8848.

- Association membership (requiring adherence to national / international standards) e.g. Association of British Travel Agents (ABTA), Expedition Providers Association (EPA), The Year Out Group, Young Explorers Trust (YET).
- A successful track record of working in a particular field / area.
- Positive and available references.
- In country provider assurances such as adherence to international standards, operating procedures, travel and accommodation standards, risk assessments and contingency plans.

#### **14. Insurance**

- 14.1. Guidance on insurance requirements can be found on the [EVOLVE](#) Visit Plan and via advice referred to in para 5.2. Establishment Heads should be assured of appropriate insurance cover for all off site activities. All stakeholders (including parents) should be informed of the level of insurance cover and / or its limitations
- 14.2. As of April 2017 THC will no longer offer insurance for overseas visits and establishments should source their own either through the visit provider or independently. For advice and guidance contact the THC insurance department.

#### **15. Emergency Procedures**

- 15.1. Every establishment in The Highland Council and High Life Highland must possess a robust incident plan that details roles, responsibilities and guidance to establishment staff on incidents both on site and off site. A template for schools is available through Area Education Managers. The plan should cover all activities and periods i.e. 24/7 and during holiday periods where necessary. During weekends and holiday periods establishment 24/7 contacts must be confident of actions to be taken in the event of a significant incident.
- 15.2. The effectiveness of the plan will be reliant on all relevant staff being familiar with their responsibilities and having an effective and tested communication and response plan.
- 15.3. The Highland Council establishment head must ensure they are familiar with incident reporting procedures. The High Life Highland guidance including the 'Trigger Matrix' can be found on the High Life Highland staff website.