

# Shirehike

## Operating Procedures and Critical Incident Plan



## Scouts Hereford & Worcester

Version 1.1

22<sup>nd</sup> February 2026

This document outlines the operating procedures and actions to be taken in the event of a critical incident arising during the Scouts Hereford & Worcester ShireHike walking festival



## Contents

1.	Definitions .....	3
1.1	Abbreviations.....	3
1.2	Roles .....	3
2.	Contact Numbers.....	4
3.	Medical and Police Locations .....	5
4.	Time Line .....	6
5.	Colwall HQ – Arrival, parking and registration .....	7
6.	Organising Team Operating Procedures .....	8
6.1	Responsibilities .....	8
6.2	Communication .....	8
6.3	Documentation.....	9
6.4	Transport.....	9
6.5	Food.....	9
6.6	Welfare and Safeguarding .....	9
6.7	Walk Coordination .....	10
6.8	Finance and Admin .....	10
7.	Participant Operating Procedures .....	10
7.1	Behaviours .....	10
7.2	General Procedures in Case of an Emergency .....	11
8.	What to do in an emergency .....	12
8.1	The Purple Card – As applied to Shirehike 2025 – Roles and Responsibilities .....	12
8.2	Insurance Notification and Requirements .....	14
9.	Additional Considerations .....	15
9.1	Additional Considerations – Critical incident.....	15
9.2	Additional Considerations – Incident with multiple casualties. ....	15
9.3	Additional Considerations - Theft.....	15
9.4	Additional Considerations - Assault.....	16
9.5	Additional Considerations - Arrest.....	16
9.6	Additional Considerations – Poor Weather Causing Event to be Stopped / Abandoned ....	16

# 1. Definitions

## 1.1 Abbreviations

<b>Abbreviation</b>	<b>Definition</b>
CIP	Critical Incident Plan
OT	Organising Team

## 1.2 Roles

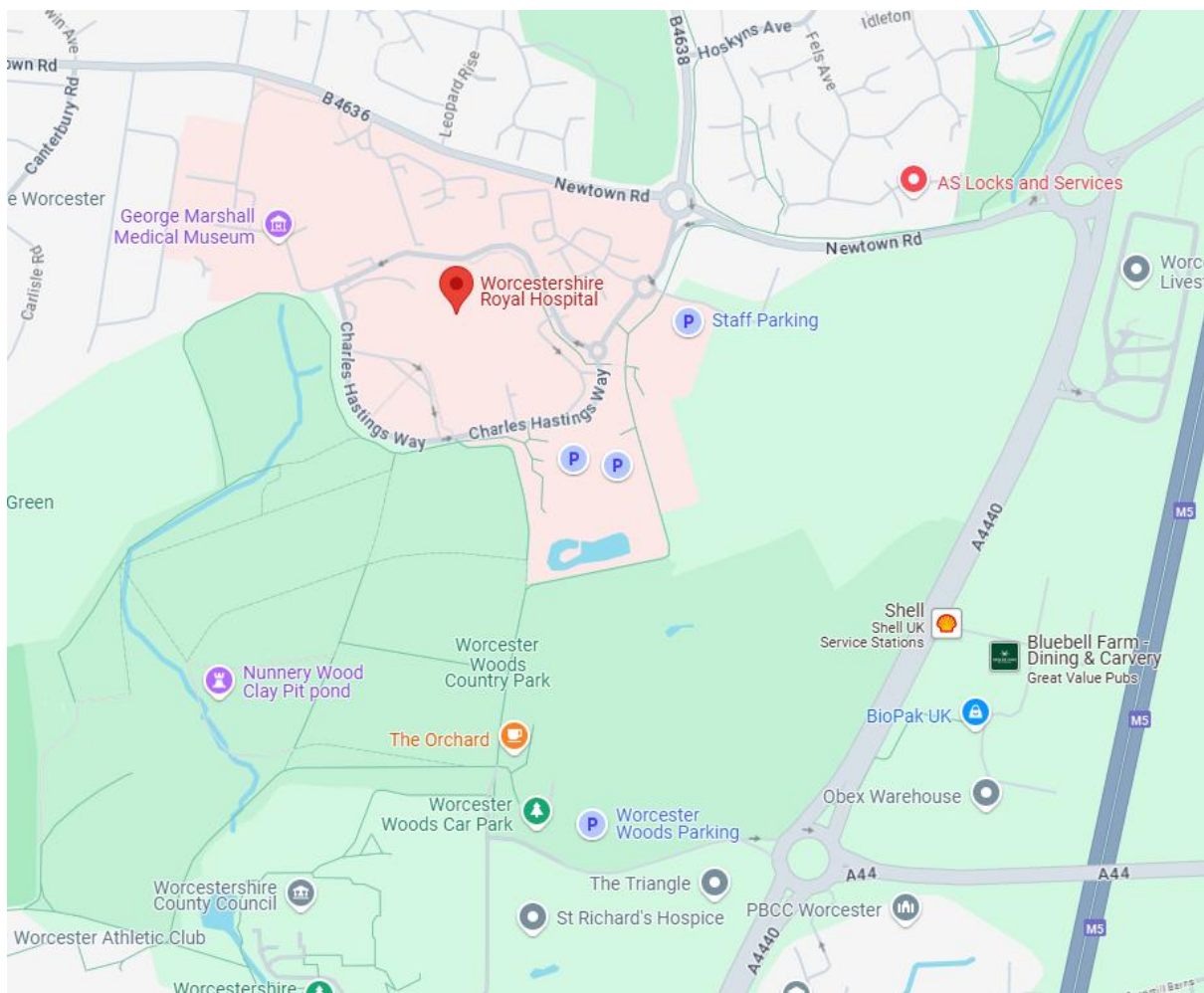
<b>Role</b>	<b>Description and Responsibility</b>
Marshal	Volunteers ensuring the safe and smooth running of the event either at Colwall event HQ, in the car park, or out on the routes
Registration Marshal	Volunteer registering teams, giving out maps, walk cards and trackers
Checkpoint Marshal	Volunteer on the course checking teams as they come through, providing whatever help and assistance is required.
Other course marshal	Additional marshals on the course to help direct walkers on the right route
Car Park Marshal	Volunteer to direct arrivals and departures
Sweeper Team	Marshals to walk at the rear of each route
Organising Team	The team responsible for organising the event – Rob Williams, Mark Graham, Peter Dodman and Lynn Lee
Young People	Squirrels, Beavers, Cubs, Scouts, Explorers and Network Scouts taking part in the event
Leaders	Adult leaders supervising the young people either walking with teams or supervising from a distance
Supervisors	Leaders supervising young people from a distance e.g. following behind or tracking from a nearby location
Participants	All individuals taking part in the event (walking)
Walk Teams	Teams of walkers, typically between 4 and 8 participants
First Contact	First person to arrive at the scene of an incident
Casualty Leaders	Leaders assigned to look after the casualty/victim in the case of an incident

## 2. Contact Numbers

Name	Number(s)	Open Hours
Emergency services (Police, fire, ambulance, air rescue)	999	24/7
Organising Team	+44 7732 758199 (Rob Williams) +44 7881 224699 (Mark Graham) +44 7976 812706 (Peter Dodman) +44 7906 232330 (Lynn Lee)	Saturday 28 <sup>th</sup> March 6:00 to 22:00 Sunday 29 <sup>th</sup> March 6:00 to 18:00
Event / incident contact number	0300 772 7734 – To be diverted to one of the organising team	
Scout Association Emergency number including Duty Press Officer	+44 2084 337100 or 0345 300 1818	
Unity Travel Insurance Claims handlers: Collinsons	Claims: (24 hr) +44 208 8653059 (Emergency) +44 208 8653055 (Other) +44 345 0407701	Office Hours 24 / 7
County Lead Volunteer	Mark Bache: 07852 108109	
County Treasurer	Ian Newman: <a href="mailto:treasurer@scoutshw.org.uk">treasurer@scoutshw.org.uk</a> , 07866 338091	

### 3. Medical and Police Locations

Name	Address	Telephone	Opening Hours
Malvern Community Hospital	185 Worcester Rd, Malvern WR14 1EX	01684 612600	9.00 to 21.00
Worcester Royal Hospital	Charles Hastings Way, Worcester WR5 1DD	01905 763333	24 hours
Police station	Castle Street, Worcester, Worcestershire, WR1 3QX		9.00 to 17.00



## 4. Time Line

All activities take place on Saturday 28<sup>th</sup> March and Sunday 29<sup>th</sup> March

Time	Description
<b>Saturday 28th March</b>	
06:00	Organising team arrive at Colwall
07:00-13:00	Teams arrive for registration, kit inspection and start walk
13:00-22:00	Teams finish walk
22:00	Last team back
23:00	All packed up
<b>Sunday 29th March</b>	
08:00	Organising team arrive at Colwall
09:00-12:30	Teams arrive for registration, kit inspection and start walk
12:00-17:00	Teams finish walk
17:00	Last team back
18:00	All packed up

Registration and start times

Route	Length	Suitable for	Registration Time (Prov)	Start Time (Prov)
<b>Saturday 28th March</b>				
Worcester Beacon Challenge	13km	Cubs, Scouts	10:00-11:30	10:30-12:00
Shire Beacons Challenge	20km	Scouts, Explorers, Network	08:00-09:30	08:30-10:00
Malvern Hills Challenge	28km	Scouts, Explorers, Network	07:30-08:30	08:00-09:00
Eastnor Challenge	35km	Explorers, Network	07:00-07:30	07:30-08:00
<b>Sunday 29th March</b>				
British Camp Challenge	5km	Squirrels, Beavers, Cubs	10:30-12:00	11:00-12:30
Millenium Hill Challenge	8km	Beavers, Cubs	9:00-10:30	9:30-11:00

## 5. Colwall HQ – Arrival, parking and registration



- Car Parking – There are circa 100 car parking spaces at the Village Hall and Primary School. A car parking marshal team will direct cars where to park. Attendees have been asked to share lifts to reduce congestion. Further on street parking is available around Colwall Village.
- Colwall Primary School – On arrival walkers will be directed to a meeting area on the hard-standing area outside the school. If the weather is forecast to be poor, gazebos will be erected to provide some shelter. We don't have access to the school itself.
- Colwall Village Hall (Registration) – When teams are assembled they can register in Colwall Village hall where they will receive maps, walking cards and trackers.
- Colwall Scout HQ – Once teams have registered they will be directed to the Scout HQ for kit checks. They are then free to start walking when checks are complete.
- Toilets – Toilets are available in both the village hall and Scout HQ.

## 6. Organising Team Operating Procedures

### 6.1 Responsibilities

Role descriptions are included in section 1.2 above.

The Organising Team will:

- Ensure the safety and welfare of all participants,
- Operate in accordance with the UK Scouting Policy, Organisation and Rules (POR) including maintaining high safeguarding standards.
- Follow the Purple Card and this Critical Incident Plan in the case of an emergency.
- Ensure participants receive medication and medical treatment when required.
- Ensure the finances of the trip are carefully monitored and are managed within budget.
- Organise transportation to be able to pick up walkers who drop out.
- Organise equipment required for the event
- Ensure effective communications with marshals, leaders, young people, the County team and suppliers e.g. Village Hall committee, TrackTrail etc.
- Keep a log of incidents and issues and report to HQ where appropriate.
- In the event of a disagreement of course of action within the Organising Team, Rob Williams will hold the casting vote.

### 6.2 Communication

- The organising team will be based in Colwall Village Hall which will be the headquarters for the event. In an emergency and failing any other arrangement the Village Hall will be the default rendez vous location for all participants.
- All issues and concerns should be raised with the organising team whether resolved or not.
- A Telegram messaging group will be used for the organising team for ongoing communications concerning all aspects of the trip
- A WhatsApp messaging group will be used for communication with marshals in the lead up to the event and on the day.
- The event contact number will be shared with all participants and diverted to the organising team (0300 772 7734).
- All marshals and team leaders will be expected to have an active mobile phone during the period of the event so they can send and receive messages and calls.
- The Organising Team will post stories and pictures about the event in social media.
- Standard County policy on photographs will apply. For more details follow this link <https://www.scoutshw.org.uk/photography-at-county-events>

### 6.3 Documentation

The following documentation will be held by the organising team:

- List of all the participants by team: Names, emergency contact numbers.
- A contact telephone number for adult team leaders / supervisors.
- Checks for any changes will be made at Registration and the information updated.

### 6.4 Transport

- The organising team will have access to a minibus and/or other vehicles to be able to transport walkers who drop out back to Colwall Village Hall.

### 6.5 Food

- Participants will be asked to provide their own food and water.
- Additional water and refreshments will be available at Colwall Village Hall and at 7<sup>th</sup> Malvern HQ (20k, 28k, 35k routes).
- There is also a convenience store in Colwall.
- Food and drinks provided will include alternatives to meet dietary requirements – Vegetarian, Vegan, Gluten Free, Dairy Free, Nut Free
- Perishable foods should be stored safely in a fridge, freezer or cold box.

### 6.6 Welfare and Safeguarding

- All unsupervised leaders at the event to have completed Safety and Safeguarding training.
- All unsupervised adult walkers at the event to have a valid DBS check.
- All teams to include a leader with minimum First Response either walking with the team or in a supervisory role.
- Adults walking with young people who haven't completed Safety, and Safeguarding training or haven't got a valid DBS check need to be supervised by another leader at all times so that they aren't left alone with young people.
- A poster copy of the yellow card should be displayed prominently at Colwall Village Hall, at Colwall Scout HQ and at Ledbury Scout HQ.
- A supply of yellow cards to be available at registration.
- All leaders should have knowledge of how to raise concerns and seek guidance from the UK HQ safeguarding team.
- A supply of purple cards 'What to do in an emergency' to be available at registration.
- All adult leaders to be familiar with the 'What to do in an emergency' 'Purple Card' and to be familiar with the Critical Incident Plan.
- Each walking team to have their own first aid kits and can administer first aid and deal with minor injuries.
- First aid kits to be available at Colwall Village Hall, at Ledbury Scout HQ, and at all Checkpoints.

- Walk team leaders are responsible for the medication required by young people in their team and to ensure they receive it at correct times, recording the medication and time given.
- If requested by parents, a day's medication can be retained by a responsible young person to be self-administered.
- Participants are recommended to wear hi vis jackets throughout the day including at drop off/pick up and mandatory when on roads with no pavement and when twilight/dark.

## 6.7 Walk Coordination

- Participants and teams should carry all the required equipment on the kit list (some allowance can be given to younger participants on shorter walks (5k, 8k, 13k))
- Kit checks to be carried out prior to the start of the walk by experienced walk leaders, ideally leaders with walking permits. Participants or whole teams that have poor kit or incorrect kit for the conditions will be advised how they might be able to adapt their kit or their plan in order to have a safe and enjoyable day. This may mean switching to a shorter route, purchasing more supplies e.g. more water. The Organising Team reserve the right to stop teams from taking part should a serious risk to safety be apparent. Final decision on disqualification will be that of Mark Graham in the Organising Team.
- Teams will be given a TrackTrail tracking device at registration so the Organising Team can see where they are on the route. This should be placed at the top of a participant's rucksack as required by TrackTrail.
- Teams will be given a walk card at registration which they will need to present to checkpoint marshals to get initialled. This also includes the event contact number to be used in case of an emergency.
- Teams will be given a map at registration

## 6.8 Finance and Admin

- The organising team will ensure that the event is self-funding – Costs to be covered by income from the event.
- All bookings to be paid for in advance electronically.
- No cash payments will be accepted in advance or on the day.
- Where possible, the organising team will make purchases using a County Equals card.

# 7. Participant Operating Procedures

## 7.1 Behaviours

- Participants are 'on show' and we expect good behaviour from all showing Scouting positively in the community.
- Scout neckers should be worn at all times

- Participants should follow the Countryside Code – In particular no littering and shutting gates behind them (unless farmer has deliberately left the gate open).
- Participants should support each other with teams remaining together throughout the walk.
- Teams should not merge as this increases the risk of participants becoming lost or separated from their team members.
- Participants should be wearing/carrying the equipment included in the kit list. This will ensure a more enjoyable day and ensure they are prepared should conditions worsen.
- Team leaders to ensure that participants drink and eat plenty throughout the day.
- Avoid contact with animals. Report any bites to leaders and seek medical help.
- Participants to take care when crossing roads and when around traffic.
- No alcohol to be consumed by participants

## 7.2 General Procedures in Case of an Emergency

- All participants to be given emergency numbers to call (999 for emergency services and the Shirehike event number)
- The Shirehike event number will be staffed throughout the event.
- If participants suffer an emergency or are first contact in an emergency situation, they should follow the procedure in section 8 which is based on the Scout Purple Card.
- If there is an emergency situation on the Shirehike event, participants must not under any circumstances phone their home, the casualty's home, or friends. They must not post on social media or send a message or any communication about the incident - Do not be the one to start a rumour chain that could add to the worry and distress of a casualty's family or others.
- It is important to manage the breaking of any bad news very carefully for the sake of all those involved. This is the responsibility of leaders to manage sensitively.

## 8. What to do in an emergency

### 8.1 The Purple Card – As applied to Shirehike 2025 – Roles and Responsibilities

This applies to all incidents. In the event of an incident:

Purple Card Action	Leader Responsible	Detailed Actions
1. Deal with the immediate situation and alert the appropriate emergency services, if required.	Team Leader or First Contact	<ul style="list-style-type: none"> <li>• Provide first aid and support to the casualty/victim.</li> <li>• Alert appropriate emergency services if required. Be ready to provide details about any casualties, a description of what happened and location</li> <li>• Thefts and assaults should be reported to the police.</li> <li>• Ensure the safety and welfare of others in the group. Account for everyone and ensure that the incident will not escalate and involve anyone else.</li> <li>• Delegate tasks to facilitate the swift implementation of an emergency action plan.</li> <li>• Phone the Organising Team on the event/incident number with details (0300 772 7734): The nature of the incident, who is involved, location, and any support required.</li> <li>• Make a record of actions and communications, including details of witnesses who may have seen what happened, IDs of emergency service personnel, any vehicles involved. Take photos of the situation.</li> </ul>
	Organising Team	<ul style="list-style-type: none"> <li>• Delegate tasks to facilitate the swift implementation of an emergency action plan.</li> <li>• Send additional leaders to the scene to support if required. Two adult leaders should remain with the casualty/victim.</li> <li>• Allocated leaders to take the casualty/victim to the doctor/hospital/police if required</li> <li>• Make a record of the details of the incident, time notified, actions taken etc.</li> </ul>

Purple Card Action	Leader Responsible	Detailed Actions
2. In the event of a critical incident (one involving loss of life, near loss of life or collapse of a structure) alert the Duty Press Officer for the Scouts Association at Gilwell Park (0208 433 7100)	Organising Team	<ul style="list-style-type: none"> <li>• Phone Duty Officer at Scout HQ and provide an overview of the incident, who is involved, where the incident occurred and Group information. Scout HQ will provide guidance through the management of the incident.</li> </ul>
3. Alert your County Lead Volunteer or their designate.	Organising Team	<ul style="list-style-type: none"> <li>• Phone Mark Bache (+44 7852 108109)</li> <li>• If additional monies are required contact Treasurer Ian Newman.</li> </ul>
4. Alert the emergency contact of those individuals involved.	Organising Team / Team Leader	<ul style="list-style-type: none"> <li>• Phone parent/guardian(s) of individual(s) involved</li> </ul>
6. Inform UK Headquarters at the earliest opportunity if: <ul style="list-style-type: none"> <li>• Someone suffers a personal injury / illness requiring a doctor, nurse, paramedic, dentist or hospital.</li> <li>• Someone requires an emergency service rescue.</li> <li>• Third party property is damaged.</li> </ul>	First Contact	<ul style="list-style-type: none"> <li>• Identify witnesses to the incident</li> </ul>
	Witnesses	<ul style="list-style-type: none"> <li>• Provide witness statement using the standard template as soon as possible after the incident (paper and electronic forms to be held by OT)</li> <li>• Any formal statements to authorities provided by a young person should be given accompanied by a parent, leader or friend.</li> </ul>
	Organising Team	<ul style="list-style-type: none"> <li>• Provide report to HQ using the Online Incident Reporting Form</li> </ul>
7. Support victim/casualty with post incident care	Organising Team / Group Lead Volunteer / Parent / Guardian	<ul style="list-style-type: none"> <li>• After a serious incident the casualty may need ongoing care and support. It may be necessary to involve outside experts. Consider participants, leaders, parents and any who may have been traumatised.</li> </ul>

Key points:

<b>Do</b> <b>Do</b> – Keep a record of actions and communications, including details of others who may have seen what happened. <b>Do</b> – Keep calm and ask for support where needed. <b>Do</b> – Refer all news media to the Duty Media Officer and seek support before talking to the media by calling UK Headquarters. <b>Do</b> – Brief young people to contact members of the Organising Team first in the case of an incident unless in an emergency when the appropriate services must be called first. Leaders must be briefed about an incident before contacting parents. <b>Do</b> – Ensure Safeguarding requirements are met throughout any emergency incident.
<b>Don't</b> <b>Don't</b> – Make any admission of liability. <b>Don't</b> – Initiate contact with the news media. Any communication with the press must be through the Duty Press Officer for the Scouts Association <b>Don't</b> – Report the incident outside the event without the permission of Peter Dodman in the Organising Team. This includes on social media, in private messaging, email, by phone call or any other communication media. <b>Don't</b> – Try to handle things on your own.

All members of the Organising Team including marshals to be provided with a copy of the purple card.

#### 8.2 Insurance Notification and Requirements

- In the case of a potential insurance claim, the Organising Team will phone Unity Insurance /Collinsons Claim Handlers using the phone numbers in section 2.
- Unity will advise what action needs to be taken and what documentation they require to support a claim.

## 9. Additional Considerations

The emergency procedures in section 8 should be followed in all emergency incidents. The following are additional considerations for specific incidents.

### 9.1 Additional Considerations – Critical incident

A Critical Incident is one involving loss of life, near loss of life or collapse of a structure.

- Follow the emergency procedures in section 8.
- Organising Team to phone the Duty Officer at Scout HQ and provide an overview of the incident, who is involved, where the incident occurred and Group information. Scout HQ will provide assistance and guidance through the management of the incident.
- Organising Team to liaise with Parents and Insurers, and to arrange for medical, financial and legal support from the Insurers as necessary.
- Organising Team will delegate two leaders to join the victim/casualty to remain with the casualty until repatriated with parents/guardians.
- Casualty leaders and Contingent Leader to set up an ongoing communication to ensure all are updated with progress.

### 9.2 Additional Considerations – Incident with multiple casualties.

Accidents or illnesses can cause more than one casualty and potentially multiple casualties.

- Follow the emergency procedure in section 8 and ensure casualties receive the treatment and support they require.
- The more people involved, the more likely that there will be media interest and the advice and guidance from UK HQ needs to be sought.
- Organising Team to plan what additional support will be required – This could include additional leaders to accompany casualties in hospital.

### 9.3 Additional Considerations- Theft

A Participant being a Victim of Crime. A report to the police will provide a crime number which is required for an insurance claim.

- Follow the emergency procedure in section 8
- The theft must be reported to the Police within 24 hrs and a report number obtained. Without this, any insurance claim is likely to fail.
- If bank/credit card stolen, participants to be advised to call bank to cancel cards.
- Under 18s should be accompanied for a police interview.
- Team members present should be asked to provide a witness statement.

#### 9.4 Additional Considerations- Assault

A Participant being a Victim of Crime. Any assault is serious and must be reported to the Police.

- Follow the emergency procedure in section 8 and ensure the victim receives the treatment and support they require for both physical injuries and mental health.
- Report the assault to the police. A victim/casualty should be accompanied to the Police Station by two leaders if parents aren't readily available.
- Under 18s have should be accompanied for a police interview.
- Team members present should be asked to provide a witness statement.

#### 9.5 Additional Considerations- Arrest

A Participant being arrested by Police.

- Follow the emergency procedure in section 8.
- If a participant is arrested and taken to a Police Station then the first contact or Duty Team should try to arrange that two leaders or parents accompany them or joins them shortly after to provide support.
- Make a note of the arresting officer's name & number.
- The arrested individual should be advised to remain calm and courteous.
- Under 18s should be accompanied for a police interview. They should be advised that they should wait until they are accompanied before giving a statement.

#### 9.6 Additional Considerations – Poor Weather Causing Event to be Stopped / Abandoned

Should extreme weather be forecast, consideration will be given to amending the routes to either shorten them or avoid areas of danger (see risk assessment).

If unexpected poor weather occurs on the day, particularly lightning, but also exceptionally heavy rain, extreme temperatures or high winds:

- The Organising Team to message marshals on the course to advise action to take. This will depend greatly on the nature of the weather and how long it is likely to persist. Examples of action could be:
  - Lightning – Pause walkers from going onto high ground (obelisk, Herefordshire Beacon, Worcestershire Beacon. Bring marshals down from those locations.
  - High winds – Re-route walkers to avoid woodland (risk of trees falling)
  - Torrential rain – Advise teams to keep moving but recommend any participants feeling cold to be escorted back to Colwall (The Organising Team can help with this).