



# Surrey Scouts

## Critical Incident Plan

[surrey-scouts.org.uk/events/operation-last-post](https://surrey-scouts.org.uk/events/operation-last-post)  
**#SkillsForLife**



# Content

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<b>Critical Incident Plan</b>	<b>5</b>
Event overview	5
In the event of a critical incident (one involving loss of life, near loss of life or collapse of a structure)	5
Key points	5
In the event of an incident	6
Major incident roles	6
Useful information	7
Planned call-ins	7
In-Country emergency number	7
Insurance	7
UK Scout Headquarters	7
Transportation	8
Advance party	8
Main contingent	8
Medical	3
Diplomatic	3

# Critical Incident Plan

The aim of this section is to collate key information into a simple format for use by the Core Team and Home Contact in the event of an incident.

The Core Team will communicate through a 'Home Contact', who will be UK based for the duration of the weekend. The Home Contact will have the contact details for the attendees next of kin from the Information, Permission & Health Forms.

This will allow the Core team to focus on running OLP and the Home Contact to liaise with contacts in the UK and other members of The Scout Association. The contact details of the Home Contact will only be used in the event of an emergency and for planned call-ins.

## Event overview

<b>Name</b>	Surrey Scouts, Operation Last Post	<b>Time diff</b>	GMT +1
<b>Dates from</b>	Saturday 23 <sup>rd</sup> August 2025	<b>Date to</b>	Tuesday 26 <sup>th</sup> August 2025
<b>Accommodation location</b>	Hopper Merkenveld, Merkenveldweg 15, 8210 Zedelgem, Belgium		

## In the event of a critical incident (one involving loss of life, near loss of life or collapse of a structure)

1. Deal with the immediate situation and alert the appropriate emergency services, if required.	Call 112
2. Alert UK Headquarters (you will need to provide a basic overview of the incident, who is involved, where the incident occurred and Group information). A Critical Incident Manager will assist you and guide you through the management of the incident.	+44 20 8433 7100 or +44 345 300 1818 Duty Media Officer

## Key points

- **Do** keep a record of actions and communications, including details of others who may have seen what happened.
- **Do** keep calm and ask for support where needed.
- **Do** refer all news media to the Duty Media Officer and seek support before talking to the media by calling UK Headquarters.
- **Don't** make any admission of liability.
- **Don't** initiate contact with the news media.
- **Don't** try to handle things on your own.

## In the event of an incident

1. Deal with the immediate situation and alert the appropriate emergency services, if required.	Call 112
2. Alert your Commissioner or their designate:	Name: Joe Rogerson Phone: +44 7814 704493 Email: <a href="mailto:joe.rogerson@surrey-scouts.org.uk">joe.rogerson@surrey-scouts.org.uk</a>
3. Alert the emergency contact of those individuals involved	Emergency contact via Primary Home Contact Name: Liz Pocknell Phone: 07747 607071 / 01444 523291 Email: <a href="mailto:pocknell@btinternet.com">pocknell@btinternet.com</a>  Emergency contact via Home Secondary Contact Name: Julia Kielstra Phone: 07766 480477 / 01737 842093 Email: <a href="mailto:julia@kielstra.uk">julia@kielstra.uk</a>
4. Alert any agencies required by the insurers	In the event of a serious medical emergency: Company name: Intana Telephone number: + 44 (0) 208 865 3055 Email: <a href="mailto:unityassistance@intana-assist.com">unityassistance@intana-assist.com</a>  Quote the policy number B602310055CF22 770619876
5. Inform UK Headquarters at the earliest opportunity if: a. someone suffers a personal injury or illness requiring a doctor, nurse, paramedic, dentist or hospital. b. someone requires an emergency service rescue. c. third party property is damaged.	UK Headquarters – including notification of incidents, critical incident support and contacting the Duty Media Officer +44 345 300 1818, +44 20 8433 7100
6. Contact UK Embassy for consular services, if required	Belgium Name: Anne Sherriff (Ambassador) Address: Avenue d'Auderghem 10, 1040 Bruxelles, Belgium Phone: +32 2 287 62 11 Emergency phone: +44 20 7008 5000 Office hours; Mon to Fri 09:00 – 17:00
	France Name: Menna Rawlings (Ambassador) Address: 35, rue du Faubourg St Honoré, Paris Cedex 08, 75383 Paris, France Phone: +33 1 44 51 31 00 Emergency phone: +33 (0) 1 44 51 31 00 Online: Office hours; Mon to Fri 09:30 – 13:00, 14:30 - 17:00

## Major incident roles

In the event of a major incident the Core Team would allocate roles. The following people would take the lead where possible:

Incident	Role
Accident/Illness	Nigel Longley would work with local medical practitioners
Accommodation	Ed Phillips would work with Merkenveld to resolve any site incidents
Activity	Susan Snelling would work with external activity providers to resolve any incidents
Transport	Mark Hartland will work with Mason Coaches and others as required
Embassy Contact	Kath Ashworth would contact the local Consulate as required
Non-affected People	John Pain would work with the rest of the Core Team and organising contact the Home Contact, Unity Insurance, UK Scout Headquarters as required

## Useful information

## Planned call-ins

The Core Team will carry out planned call-ins with the Home Contact on the following dates/times.

Date	(BST)	(CEST)	Phase / Activity	By who
Saturday 23 <sup>rd</sup> August 2025	18:00	19:00	To confirm advance party safe arrival	Kath Ashworth
Sunday 24 <sup>th</sup> August 2025	18:00	19:00	To confirm main party safe arrival	Andrew Dolan
Tuesday 26 <sup>th</sup> August 2025	20:00	22:00	To confirm safe return	Andrew Dolan

Primary Home Contact			
Name	Liz Pocknell	Scouting Role	Learning Team Member
Mobile number	07747 607071	Email address	<a href="mailto:pocknell@btinternet.com">pocknell@btinternet.com</a>
Landline	01444 523291		

Secondary Home Contact			
Name	Julia Kielstra	Scouting Role	Volunteer Development Team Lead
Mobile number	07766 480477	Email address	<a href="mailto:julia@kielstra.uk">julia@kielstra.uk</a>
Landline	01737 842093		

OLP Leader			
Name	Andrew Dolan	Scouting Role	District Team Member
Mobile number	07871908866	Email address	<a href="mailto:Andy.Dolan@operationlastpost.org.uk">Andy.Dolan@operationlastpost.org.uk</a>

Deputy OLP Leader & Off-site Coordinator			
Name	John Pain	Scouting Role	District Lead Volunteer (Scouts)
Mobile number	07816761459	Email address	<a href="mailto:John.Pain@operationlastpost.org.uk">John.Pain@operationlastpost.org.uk</a>

Deputy OLP Leader, onsite Coordinator & Nights Away Permit Holder			
Name	Katharine Ashworth	Scouting Role	District Lead Volunteer
Mobile number	07941783087	Email address	<a href="mailto:Kath.brown@operationlastpost.org.uk">Kath.brown@operationlastpost.org.uk</a>

First Aid Coordinator			
Name	Nigel Longley	Scouting Role	Cub Scout Volunteer & District Team Volunteer
Mobile number	07973262758	Email address	<a href="mailto:Nigel.Longley@operationlastpost.org.uk">Nigel.Longley@operationlastpost.org.uk</a>

## In-Country emergency number

EU wide number (fire, medical, police)	112
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## Insurance

Company	Unity Insurance
Policy	B602310055CF22 770619876
International Helpline	+ 44 (0) 208 865 3055
Email	<a href="mailto:unityassistance@intana-assist.com">unityassistance@intana-assist.com</a>

## UK Scout Headquarters

Emergency number	+44 345 300 1818, +44 20 8433 7100
Email address	<a href="mailto:info.centre@scouts.org.uk">info.centre@scouts.org.uk</a>
Address	The Scout Association, Gilwell Park, Chingford, London, England E4 7QW

## Transportation

### Advance party

Name	Kendall Cars
Telephone number	+441483 750033
Email address	<a href="mailto:woking@kendallcars.com">woking@kendallcars.com</a>
Address	47 Poole Road, Woking, Surrey, GU21 6DY

### Main contingent

Name	Masons Minibus & Coach Hire Ltd
Telephone number	01296 661604
Email address	<a href="mailto:info@masonscoachhire.co.uk">info@masonscoachhire.co.uk</a> / <a href="mailto:operations@masonscoachhire.co.uk">operations@masonscoachhire.co.uk</a>
Address	Unit 27 Old Airfield Industrial Estate, Cheddington Lane, Long Marston, Tring, Hertfordshire HP23 4QR

## Medical

PRIMARY MEDICAL EVACUATION ROUTES (Nearest to Major Event or Main In-Country City with local alternatives)								
Area	Guildford	Ashford	Calais	Ypres	Bruges	Merkenveld		
Hospital / Medical Centre	24hr A&E Hospital	24hr A&E Hospital	24hr A&E Hospital	24hr A&E Hospital	24hr A&E Hospital	24hr A&E Hospital	Doctor	Pharmacy
Name	Royal Surrey County Hospital	William Harvey Hospital	Service des Urgences du Centre Hospitalier de Calais	Jan Yperman Hospital	AZ Sint-Jan Brugge AV - Spoed	AZ AZ Delta campus Torhout	Doctor's office Te Velde	Apotheek Bouckaert
Address	Egerton Rd, Guildford Surrey GU2 7XX United Kingdom	Kennington Road Willesborough Ashford Kent TN24 0LZ UK	1601 Boulevard des Justes, 62100 Calais, France	Briekestraat 12, 8900 Ieper, Belgium	Ruddershove 10, 8000 Brugge, Belgium	St.-Rembertlaan 21, 8820 Torhout	Kloosterstraat 131, 8210 Zedelgem,	Bouckaert, Groenestraat 189, 8210 Zedelgem
Telephone	01483 571122	01233 633331	+33 3 59 30 74 64	+32 57 35 35 35	+32 50 45 21 11	+32 50 23 21 11	+ 32 50 27 74 18 <a href="http://www.huisarts-entevelde.be">http://www.huisarts-entevelde.be</a>	+32 50 20 97 50
Capability	24hr A&E	24hr A&E	24hr A&E	24hr A&E	24hr A&E	24hr A&E	Monday – Friday 08:00 – 12:00, 14:00 – 19:00	09:30 – 19:00 (Mon, Tues, Fri), 08:30 – 12:30 (Wed, Saty),

## Diplomatic

	British Embassy, Belgium	British Embassy, France
Ambassador	Anne Sherriff	Dame Menna Rawlings
Address	Avenue d'Auderghem 10, 1040 Bruxelles, Belgium	35, rue du Faubourg St Honoré, Paris Cedex 08, 75383 Paris, France
Telephone	+32 2 287 62 11	+33 1 44 51 31 00
Office Hours	Monday to Friday 09:00 – 17:00	Monday to Friday 09:30 – 13:00, 14:30 – 17:00

Get an emergency travel document:

<https://www.gov.uk/emergency-travel-document>