

TEMPLATE FOR SCHOOL'S OWN POLICY

SCHOOL EMERGENCY MANAGEMENT PLAN

NAME OF SCHOOL

ADDRESS OF SCHOOL

HEADTEACHER'S NAME

EMERGENCY PLAN TO BE REVIEWED(DATE)

CONTENTS

- Policy Statement
- Definition of an Emergency Related Incident/Critical Incident
- Responses to a Critical Incident
- Critical Incident Support Team
- Local Authority Contact List
- Emergency Action by Headteacher
- Emergency Action by Administrative Assistants
- Appendix One : School Staff List
- Appendix Two : Points to note with Media Interviews
- Appendix Three: Incident Log

POLICY STATEMENT

We recognise the importance of establishing clear guidelines and strategies to react to any school related emergency.

A detailed plan is needed to ensure that all involved have clearly stated roles of responsibility. This will ensure that actions, such as contact with parents, the media and any emergency agencies are catered for correctly.

Representatives from the teaching staff and the governors will have a copy of the plan that will form a section in the Critical Incident Manual produced by the Local Authority.

The network of support will be clearly outlined using the recommended framework from the Local Authority.

This procedure aims to:

- Create an awareness of the need for planned arrangements to be made.
- Provide reassurance of the practical help that is available from the Local Authority and other agencies at short notice.
- Give guidance on the range of sources of information and support available.

The definition of an emergency related/critical incident is:

“An incident or situation involving trauma, fatality or serious injury to an individual or serious damage to property. By its very nature such an incident is sudden, unpredictable and is often outside the range of normal human experiences. Such events are likely to have significant emotional and organisational consequences”.

RESPONSE TO A CRITICAL INCIDENT

EMERGENCY MANAGEMENT PLAN

The Headteacher, the Deputy Headteacher and the Chair of Governors, all have a copy of this Procedure at home to refer to in a critical incident, as well as in school. This document includes relevant home and office telephone numbers.

AT SCHOOL

All relevant contact numbers and addresses of personnel, Governors, children etc are held centrally at school. Backup details of key, named Critical Incident Support Team members are also held centrally in the school.

In respect of school trips and visits, the Risk Assessment Procedures as detailed in the Critical Incident Manual will be followed before any planned trip or excursion.

MEDIA

The response to the media will be covered by the Headteacher. In the absence of the Headteacher, the following chain of responsibility will be followed:

- Deputy Headteacher
- Chair of Governors

He/She will inform

- Local Authority Senior Officer immediately of any occurrence that is designated as a critical incident (see Critical Incident Manual Section 2)

NOTE: ALL other staff should NOT

- Give interviews
- Make any comments or draw attention to any relevant, written or printed material
- Hand ANY material to the media

NAME OF SCHOOL

--

CRITICAL INCIDENT SUPPORT TEAM

SCHOOL BASED:*	NAMES	TELEPHONE NO'S.
Headteacher		
Deputy Headteacher(s)		
Key Stage One Manager		
Key Stage Two Manager		
Key Stage Three Manager		
Key Stage Four Manager		
GOVERNORS:		
Chair of Governors		
Vice-Chair		
ADMINISTRATION:		
School Administrator/Bursar		
Site Manager / Caretaker		

Initial contacts for all emergencies in and out of hours for the local authority:		
Critical Incident Co-ordinator	Neena Bahd	Work: 020 8825 6213
		Mobile: 07545 412 206
Safety, Security & Fire Prevention	Stephen Dunham	Work: 020 8825 7418
		Mobile: 07940 546 263
Assistant Director – Schools Service Partnerships	Bob Anderson	Work: 020 8825 9309
		Mobile: 07957 643 052

Others (Local Authority):		
Out of hours Duty Officer	LA Switchboard	020 8825 5000
Director of Schools Service	Rachael Seitz	Work: 020 8825 6195
		Mobile: 07932 309 486
Assistant Director – School Improvement	Chris Spruce	020 8825 6973
Assistant Director – Planning & Resource Development	Gary Redhead	Work: 020 8825 5773
		Mobile: 07961 867 558
Director – Children & Families	Judith Finlay	Work: 020 8825 7106
Assistant Director - Children & Families, Planning, Partnership & Commissioning	Marcella Phelan	Work: 020 8825 8848
		Mobile: 07904 268 654
Asst. Director Head of Safeguard & Support	Graham Genoni	Work: 020 8825 5268
Safeguarding Children Manager	Finola Culbert	Work: 020 8825 5177
Executive Director for Children & Adults	David Archibald	Work: 020 8825 6983
		Mobile: 07919 155 509
Emergency Duty Team	Social Work	020 8825 5000
Communications Unit	Moira Mercer	020 8825 6357

Communications Unit	Helen Mather	020 8825 9294
Director of Finance (Children's Services)	Adele Taylor	020 8825 7548
Property Officer – Team Leader	Derek Murphy	Work: 020 8825 5053
		Mobile: 07957 658 640
KBR (Heating Contractors)	Helpdesk	020 8832 7467
Principal Educational Psychologist	John Miller	Work: 020 8825 5050
		Mobile: 07813 880 462
	Barney King	Work: 020 8825 6507
		Mobile: 07811 710 572
Link Educational Psychologist	School to insert	
Head of Access & Pupil Welfare	Tom Galvin	Work: 020 8825 5501
		Mobile: 07989 160 812
Link Education Social Worker	School to insert	
School Nurse	School to insert	
Social Services Contact	School to insert	
School Procurement Manager	David Shailes	Work: 020 8825 9381
		Mobile: 07786 127 728
Catering contractor	School to insert	
Transport Section	Lorna Joseph	020 8825 6214
Police (local)	School to insert	
Chair of Governors	School to insert	
Diocesan Board Contact	School to insert	
Parish Priest	School to insert	
School Improvement Partner	School to insert	
Insurance & Risk Manager	Bob Craik	020 8825 9365

EMERGENCY ACTION LIST

ACTION BY: HEADTEACHER (OR DEPUTY HEADTEACHER)

STAGE 1

Initial Actions

- Open and continue to maintain a personal log of all factual information received, actions taken and the times of those events
- Make every attempt to clarify exactly what has happened
- Consider whether the incident requires the direct involvement of the Local Authority. Initial contact should always be made with the Local Authority in emergencies in case they have wider significance.
- Contact members of the Critical Incident Support Team as appropriate

During Term Time:

- Avoid closing the school, if at all possible
- Endeavour to maintain normal routines and timetables

Outside Term Time:

- Instruct the Caretaker to open the school
- Set up school administrative support
- Inform the Chair of Governors
- Inform the Local Authority
- Inform other Critical Incident Support team members
- Contact the Council's Communications Unit and agree statement to the media

STAGE 2

- Brief both teaching and non teaching staff
- Brief relevant Governors
- Set up arrangements to manage visitors e.g. record their names, arrange for badges of identification
- Set up a telephone link-line ensuring care is taken when answering telephone calls. Make sure that only accurate information flows in and out of the school and that staff have up-to-date statements available. Ensure that all calls are answered courteously, effectively and efficiently
- Record/log calls received reminding staff that some calls may be bogus
- Ensure that a designated independent telephone is made available for outgoing calls (e.g. Headteacher's telephone). Ensure media calls are re-directed to appropriate officer
- Ensure that all staff and pupils are discouraged from speaking to the media

STAFF:

- Continue to have regular briefings twice a day for 10 minutes
- Be aware how colleagues are coping. Where appropriate, set up counselling support
- At an early stage arrange for all pupils to be told in simple terms what is happening. This may be in small groups in class or in year groups
- Brief the team to ensure that staff and pupils do not speak to the media
- Arrange for each team member to have a copy of the next-of-kin list

PARENTS:

If pupils are involved, it is vital that parents are informed early on

- Decide whether parents should be informed in writing or spoken to personally
- Maintain regular contact with parents
- If the incident is away from school, ask the Police whether parents should travel to the scene or whether children should be taken home

LOCAL AUTHORITY:

Continue to liaise with the Local Authority for the duration of the incident.

STAGE 3

Period Following the Close of the Incident

- When appropriate, seek advice from the Local Authority to arrange special assemblies, funeral or memorial services
- Headteacher to prepare a joint report with the named Local Authority Officer
- Arrange for a member of staff to make contact with any pupils who are still at home or in hospital

STAGE 4

Longer Term Issues

In some cases the effects of an incident continue for many years. Thought will need to be given to:

- Working with staff to continue to monitor pupils informally, particularly those who are vulnerable
- Clarifying procedures for referring pupils for individual help
- Recognising that some staff may also need help in the longer term
- Recognising and marking anniversaries
- Remembering to make any new staff aware of those pupils who were affected and how they were affected
- Remembering that legal processes, injuries and even news stories may bring back distressing memories and cause temporary upset within the school
- Remembering that if the incident does attract media attention, it is likely that interest will continue for many weeks
- Being aware that some pupils' ability to concentrate is significantly affected after a critical incident. If public examinations are imminent for involved pupils it is important to make the examining boards aware of the situation

ACTION BY: ADMINISTRATIVE ASSISTANTS

STAGE 1

Initial Actions

- Obtain full facts of the incident from Headteacher
- Open and continue to maintain a personal log of information received, actions taken and the times of those events
- If coming from home, remember to bring useful items such as any keys needed

STAGE 2

- Work under guidance from the Headteacher or nominee
- Remember that the School Office is likely to be the first point of contact of visitors. Exercise caution in making comments
- Concerning incoming telephone calls
 - take special care when answering telephone calls especially early on
 - maintain a record of calls received
 - only give out information from the prepared statements that will be made available
 - remember that some calls may be bogus

SCHOOL STAFF LIST

POINTS TO NOTE WITH MEDIA INTERVIEWS

- Consult with the Council's Communications Unit before making any comment or releasing a statement
- Try to have another person with you, to monitor the interview
- If possible, agree an interview format i.e. establish what the interviewer wants to ask
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out from a script
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview
- Be prepared to say you cannot comment
- Do not over elaborate your answers
- Refuse requests for photographs or schoolwork of the children and staff involved
- Try to keep a grip on your emotions during interviews – especially if it is for TV
- Most journalists are responsible, but check where the interview/camera team go when the interview is over
- Be prepared to be correctly dressed in case of TV coverage when called out in an emergency. Be smart and tidy avoiding 'flashy' jewellery and accessories and checks or stripes that may 'strobe' or distort and distract

NAME OF SCHOOL

INCIDENT LOG

DATE	TIME	DETAILS OF INCIDENT	ACTION TAKEN	BY WHOM