



Emergency Response and Business Continuity Plan

	Signature	Date
Chair of Committee	<input type="text"/>	<input type="text"/>
Headteacher	<input type="text"/>	<input type="text"/>
Committee Approval		<input type="text" value="Spring 2021"/>
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NEWTOWN SCHOOL

Address: BERKHAMPSTEAD ROAD, CHESHAM, HP5 3AT
 Telephone: 01494 783713
 Email: office@newtown.education

NEWTOWN INCIDENT RESPONSE TEAM

POSITION	RESPONSIBILITIES	NAME	CONTACT DETAILS
Incident Manager	<ul style="list-style-type: none"> Consider the need to alert other colleagues and external agencies. Establish an IMT and allocate roles. Collate all relevant information relating to the emergency. Co-ordinate the emergency response strategy, liaising with relevant agencies, e.g. the emergency services, County Council, Governing Body as appropriate. Monitor the emergency response. Provide regular staff / team briefings. Authorise any additional expenditure. 	Julia Antrobus	Available in hard copy
Deputy Incident Manager	<ul style="list-style-type: none"> Assist IM Co-ordinate and manage staff in the IMT. Monitor staff welfare and organise staff roster. 	Hayley England	Available in hard copy
Parent Liaison Officer	<ul style="list-style-type: none"> Advise parents and provide information. Provide point of contact. Arrange on site co-ordination of visiting parents. Maintain regular contact with parents where appropriate. 	Sarah Organ	Available in hard copy
Parent Liaison Officer		Sarah Smith	Available in hard copy
Parent Liaison Officer		David Mason (Chair of Governors)	Available in hard copy
Liaison Officer	<ul style="list-style-type: none"> Represent the school at BCC's Emergency Operations Centre. Communicate with colleagues at the school on a regular basis and receive updates / progress reports. Relay information to and from BCC. 	Sian Harwood	Available in hard copy
Media Liaison Officer	<ul style="list-style-type: none"> Act as point of contact for media enquiries. Work with BCC's Communications Team to prepare media statements / interviews. Assist with internal communications. 	Tessa Lemon (Governor)	Available in hard copy

Administrator	<ul style="list-style-type: none"> • Man telephone lines. • Help to collate information. • Relay incoming and outgoing messages by phone, email, etc in a prompt manner. • Provide admin support to the IM and DIM. • Maintain a master log of key events and decisions, including expenses incurred. 	Jo Beale	Available in hard copy
Caretaker	<ul style="list-style-type: none"> • Ensure site security at all times. • Provide information about site facilities. • Assist with access / egress to the school. 	Dom Winder	Available in hard copy
Supervision of children	<ul style="list-style-type: none"> • Maintain supervision. • Ensure the safety and security of pupils. • Provide information and offer reassurance. • Monitor pupils' physical and psychological welfare. 	Remaining Teachers and Teaching Assistants	Available in hard copy

GENERAL EMERGENCY CONTACTS

Bucks Council Emergency Contact Ask to page the Duty Resilience Officer	Tel: 01183 589 332
Thames Valley Police	Tel: 999 (emergency) 101 (non-emergency)
Brushwood School Brushwood Road Chesham HP5 3BP	Tel: 01494 786023
Emmanuel Church Broad Street Chesham HP5 3EF	Tel: 01494 784372
St Columba's Church Berkhamstead Road Chesham HP5 3HQ	Tel: 01494 785269
Chesham Police Station Broad Street Chesham HP5 3EA	Tel: 01865 841148
Wycombe Hospital Wycombe Hospital Queen Alexandra Road High Wycombe HP11 2TT	Tel: 01494 526 161 Fax: 01494 734753
Stoke Mandeville Hospital Stoke Mandeville Hospital Mandeville Road Aylesbury HP21 8AL	Tel: 01296 315000
The New Surgery Chess Medical Centre Berkhamstead Road Chesham	Tel: 01494 782262
Watermeadow Surgery 31A Red Lion St Chesham HP5 1ET	Tel: 01494 782241
Gladstone Road Surgery Chess Medical Centre Berkhamstead Road Chesham	Tel: 01494 782884
RFA Security	Tel: 01494 513516

CONTEXT

Schools typically run smoothly for the majority of the time. However, there are occasional hazards that can have a severe impact on the school. Examples include:

In School:

- Missing pupil
- Fire and/or explosion
- Severe weather.
- Death, serious medical emergency or other trauma on school premises.
- Intruder (s) on the Premises.
- A pupil or teacher being taken hostage.
- Aggressive visitor (s).
- A deliberate act of violence, such as the use of a knife or firearm.
- Public health threats (e.g. meningitis, norovirus, and swine flu).
- Flooding from river / surface water.
- The destruction or serious vandalism of part or all of the school.

Outside School:

- Criminal threat reported in the area.
- The death of a pupil or member of staff through natural causes or accidents.
- A transport-related accident involving pupils and / or members of staff.
- A more widespread emergency in the community, e.g. the release of hazardous substances, severe weather, etc.
- Local industrial sites.
- Death or injuries on school journeys or excursions.
- Nearby major transport routes.
- Community hazards.
- Civil disturbances and terrorism.

While not a danger to life and limb there are further occurrences that may have a significant effect on schools.

Examples include:

- IT server failure.
- Telephone / mobile phone failure.
- Electricity failure.
- Water shortage.
- Fuel shortage / disruption to school systems.

This policy is designed to help achieve a coherent and well-organised response should an emergency situation develop. It provides a working plan to respond to an incident or emergency and ensure the safety of staff, pupils and visitors to the school. To effectively deal with any incident it requires calm and flexible responses, using common sense and best judgment according to the seriousness and prevailing circumstances of any incident and/or emergency.

Critical incidents and emergencies follow a pattern of four phases and usually require a multi-agency response as dictated by the nature of the incident:-

- Initial response
- Management of the incident to its conclusion
- Return to normality
- Review of what has taken place

EMERGENCY RESPONSE

ON SITE INCIDENTS

During School Hours:

It is the priority of the person witnessing or first discovering an incident to take immediate and appropriate action, which may entail:-

- Immediately activating nearby alarms and summoning help.
- Ensuring the appropriate emergency service(s) is called by dialling 999.
- Instigating fire drill / evacuation procedures (*Appendix D*) or sheltering / lockdown procedures. (*Appendix E*)
- Removing any person from immediate danger.
- Alerting the Headteacher and staff members.
- Securing the immediate welfare of pupils and staff.
- Taking charge at the scene until the emergency services arrive and / or the School Incident Manager (IM) assumes control and, if necessary, establishes the Incident Management Team (IMT).
- Recording relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc. (*Appendix L: Blank Incident Log Sheet*)

The following signals will be used to indicate an incident/emergency and the following action must be taken:-

Siren - IMMEDIATE EVACUATION

Air horn via the tannoy - LOCKDOWN

Initial Responsibilities of the Incident Manager (IM)

The Incident Manager (IM) will assume control of the incident, initiate the ERBC Plan and co-ordinate future activity. The first and over-riding priority will be the health and safety of everyone in the school. Bearing this in mind it will be necessary to consider the following, which will be determined by the nature of the incident:

- Order evacuation or lockdown as appropriate, if not already done.
- Ensure emergency services have been called and provided with all relevant information, and respond immediately to any instructions that they give.
- Liaise with buddy school Brushwood Junior School to give them notice of a potential emergency.
- Inform the Chair of the Governing Body.
- If appropriate, inform the BCC Duty Resilience Officer (DRO) who will in turn notify all the appropriate BCC departments of the incident e.g. Education and Communications.

The IM should contact the Bucks County Council team on the County Emergency Number:

01296 331 343

This number is operated by the Bucks Fire & Rescue Services and is available 24 hours a day throughout the year. Calls to this (ex-directory) number go straight through to the Control Room and all conversations are recorded. If you cannot get through on this number try the main switchboard number **01296 424 666** and ask for the Control Room. You should ask the Control Room operator to page the Duty Resilience Officer (DRO) or use the back up pager number (07659 176 711) and provide the following information:

- Your telephone number, including a mobile phone number if possible.
- Your name.
- The name of your school.
- Very brief details of the nature of the incident.

On receiving this information arrangements will be made for a senior officer / adviser to call you back. Depending on the severity of the incident they may also call you back to reassure you that your initial call is being acted on.

Once a senior officer has been contacted decisions will be made in liaison with the IM on the appropriate response and support. This will include the co-ordination of the actions that need to be taken to ensure the effective management of the situation. In all cases it will involve the Communications Team at County Hall and, as appropriate, other relevant services such as building maintenance, insurance, legal, education psychology and health and safety.

The County has purpose-built facilities for dealing with emergencies at County Hall in Aylesbury and these can be made available 24 hours a day. In cases where the Incident Control Centre is established there, a member of the school may be asked to join the County Incident Response Team to provide a continuous communication link with the school.

Outside of School Hours:

Notification of an incident could occur because of the activation of the burglar or fire alarm or a passer-by or neighbour discovering the incident and contacting the emergency services. They would in turn contact one of the key out of hours contacts, who are the Headteacher and Caretaker.

- Only attend the site if it is safe to do so, preferably when Emergency Services are present.
- If Emergency Services are not in attendance do not enter the premises alone and arrange to be accompanied by another person, key holder or the Caretaker. Carry a mobile phone with you.
- Take copies of this plan and the School Site Plan (Appendix U) with you.
- Keep in touch with another key holder.
- Take a torch and consider carrying a personal attack alarm.
- Have basic information about the property (electrical switch gear, gas stop valves, water stop cock etc.), which is detailed on the School Site Plan.

If the incident was not reported earlier it would be discovered on arrival at the premises and action should be taken as for during school hours

If an incident occurs whilst people are on the premises, for example hirers or staff working out of hours, the instructions on the School Fire/Evacuation Notice should be followed. In addition, the Caretaker should be contacted by staff on site or by the hirer.

The Caretaker (C) or designated person on witnessing or first discovering an incident will be responsible for initiating the immediate response to the emergency situation.

This may entail:

- Summoning help / calling the Emergency Services (dial 999).
- Evacuating the premises immediately where necessary, e.g. if a letting or other activity is taking place.
- Alerting the Headteacher (or other senior member of staff if not contactable).
- Contacting BCC by calling the County Emergency Number (01296 331 343).

and following the guidance as detailed for an emergency in school hours.

If you have no response from the DRO within 30 minutes call the number again. If this form of communication appears to have failed then, as a last resort, please contact Thames Valley Police Headquarters

01865 846 000

and explain the position.

You will also need to start recording relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc on blank incident log sheets.

Personal Safety of Key Holders:

Persons nominated as keyholders may need to attend school buildings following a fire or burglary outside school opening hours.

It is particularly important not to put yourself, or others, at risk and keyholders need to ensure that they follow simple guidelines as set in Newtown's School Security Policy. It is particularly important for the Headteacher to assess any risk keyholders may find themselves in, and to agree workable strategies to minimise any risk or harm or injury, e.g.

- Only attend the site if you consider it safe to do so.
- Incidents that may occur at night may pose particular risks and keyholders should either be accompanied, wherever possible, or attend only whilst the emergency services are in attendance or have declared the buildings safe.
- Keep in touch with someone else where necessary and carry a mobile phone if you can.
- Take a torch and consider carrying a personal attack alarm.
- It is important for the keyholder to have basic information about the property, including knowledge of the location of electrical switch gear, gas stop valves, chemical storage, etc.

Further advice on issues relating to personal safety and general security matters can be obtained from BCC's Security Officer on 01296 382 895.

OFF SITE INCIDENTS

Details of the procedures to be followed and supporting guidance is contained in Newtown's Educational Visits Policy. Group Leaders should take a copy of the full procedures with them on any off site activity.

Group Leaders, having ensured that they have accounted for all party members and delegated a responsible adult to take care of uninjured members of the party, should assume immediate authority for activating the emergency procedures by calling the BCC emergency number:-

01296 395 959

and following the guidance as set out in the ON SITE INCIDENTS section of this Plan. The only difference would be that if you have no response from anyone to your initial call after 30 minutes then please call again.

If this form of communication appears to have failed then, as a last resort, please contact Thames Valley Police Headquarters and explain the position on

01865 846 000

When the senior officer calls you back the Group Leader should be prepared to provide the following information:

- Reconfirm your name and name of your school.
- Your location.
- Some indication of the nature of the incident.
- Details of any casualties.
- Contact information, including mobile phone number(s) and an email address at the location, if possible.

A log of actions taken and conversations held should be maintained by the Group Leader who may also seek further details of the incident, how and why it happened, so far as can be established. This is important as the information will need to be reported to the County Council at a later stage.

As with an on site incident, early liaison between the Group Leader and the County Council will enable an assessment to be made of the appropriate actions to be taken to manage the incident response and support the party, the school, students and parents.

Depending on the circumstances of the incident, an Incident Control Centre may be established at County Hall to form a continuous link between the party, the school and parents, the media, rescue agencies, tour operators, insurance companies, etc. As appropriate it would arrange for the return of the party or arrange transport for parents to the location where pupils are unable to travel home soon after the incident.

Depending on the circumstances, a Home Support Team might be established, involving the Headteacher and / or other senior staff, possibly on the school premises or at an Area office, to provide a contact point for information exchange and support for all families.

Support and counselling will be arranged by County Hall, as appropriate, for pupils and staff.

Incidents Involving Home to School Transport:

A major incident involving Home to School Transport is defined as an incident to which the Emergency Services are called. The Emergency Services will take control of the incident on site.

The County Council Passenger Transport / Specialist Transport Teams will act as a focus of communications, collating information about the incident and relaying it to those who need to know, for instance:

- Liaising with the transport contractor and arranging alternative transport, either with them or with another operator.
- Informing the Headteacher (s), Area School Improvement Manager, Communications Team, Emergency Planning Team and other relevant Schools' and Transportation Staff and members.
- The Area School Improvement Manager will arrange for an officer / adviser to attend the scene and will liaise with the school to ensure that all children involved in the accident are accounted for, and that parents are advised of the situation as soon as possible.

Should an accident be reported to you, by anyone other than the Passenger Transport / Specialist Transport Teams, please contact them immediately on **01296 383 737** to ensure that they have instigated the necessary procedures.

SCHOOL CLOSURES

Decisions about school closures will most often be taken in response to:

- Severe weather conditions or other reasons preventing many staff and pupils from getting to school safely.
- Heating failures.

The decision about a school closure is the responsibility of the Headteacher but having, as far as reasonable and practical, consulted fully with the Chair of Governors. Where, for whatever reason, consultation is not possible, the Headteacher can make that decision alone, but should notify the Chair of Governors as soon as possible.

It is important that any decision to close a school is communicated quickly to all relevant parties, e.g. parents, Passenger Transport. Schools should confirm a school closure by submitting details immediately using the web form accessible on SchoolsWeb (www.buckscc.gov.uk/schools). This will then trigger an email alert to the Passenger Transport team and to relevant radio stations (as agreed with the school).

Parents and radio stations will be able to access a list of schools that are closed on the Parent Zone area of SchoolsWeb accessible from the BCC Learning home page at www.buckscc.gov.uk/learning. The only information displayed on the website, apart from the school name and closure date, will be the text entered into the "Details" box.

Each school will be advised of the radio station(s) that will receive details of their school closures. Parents should be advised of the station (s) that might be expected to broadcast this information about the school their children attend.

INCIDENT MANAGEMENT TEAM

The IM needs to establish an Incident Management Team (IMT) as quickly as possible without compromising the safety of pupils (if during school hours). The size, role and responsibilities of this team will vary according to the nature and circumstances of the incident.

Incident Management Team

It is important that the names and roles of those forming the IMT are circulated to all members of staff to minimise confusion and risk of duplication of tasks.

Staff should be issued with a copy of this policy so that it can be used as an aide memoir / checklist in the event that they are asked to undertake their nominated emergency response role.

If the incident response looks likely to continue for a number of days it may be necessary to consider the support of supply staff to help continue daily routines whilst some members of staff are engaged in the incident response. Major emergencies demand a combined and co-ordinated approach and the school may need to pull in external partners to be involved in the response.

Role of Governors

The Chair of Governors or, in her/his absence the Vice Chair, will be informed as soon as reasonably practicable that an incident has occurred and will provide on request such support as may be required by the Incident Manager. Other support from members of the Governing Body may be called upon if needed.

Incident Co-Ordination Location

The location for incident coordination will be the Headteacher's office. Should this not be available, Robins room will be used.

If access to the school is not possible either Brushwood School or Emmanuel Church will be used as appropriate. If it is necessary to move to Brushwood School or Emmanuel Church office staff will ensure that an Emergency grab bag is taken to the designated location.

Emergency Grab Bag

An emergency grab bag or rucksack containing the following items will be kept in the school's main office. It will contain: -

- Copies of this Plan and the School's Fire Procedure Plan.
- A copy of the school site plan.
- School details - address and telephone numbers.
- Updated copies of pupil class lists and parent emergency contacts.
- Blank Incident Log Sheets x3 on a clipboard, one for each IMT member (*Appendix 4: Blank Incident Log Sheet*).
- Incident Message Sheets x3 on a clipboard, one for each IMT member (*Appendix 5: Blank Incident Message Sheet*).
- First Aid kit and any specialist medicines, e.g. asthma inhalers.
- A torch, paper, pens, a whistle, mobile phone and power leads.

The Caretaker and/or the Office Manager will check the contents of the grab bag on a strict monthly basis for completeness and serviceability. A check log will be kept in the school office by the Administrator and inspected by the H&S Governor annually or at other times as the Health and Safety Committee may see fit.

Critical Incident Log Sheets

As soon as the IM initiates the DRBC Plan it is very important that the IM, all members of the Incident Team and the person who first responded, complete and maintain a log of events and their actions, using the Critical Incident Log Sheets (*Appendix L: Blank Incident Log Sheet*).

This includes recording all incoming and outgoing information and messages, the source, date and time, occurrence details and in particular any known injuries, action taken and by whom, any instructions that they have received from the emergency service(s) and any other relevant matters.

The Log Sheets are kept in the emergency bags and further copies are available in the school office and the Headteacher's office. The Log Sheets are important documents and the persons completing them must:

- Ensure the safe custody of the sheets that they complete.
- Number each sheet to ensure that there is a complete record.

At the conclusion of the incident the IM is to collect all completed log and message sheets and keep them in a safe and secure place. This will enable the school to provide detailed information should it be required at a later stage during any debriefs and subsequent enquiries / investigations.

A whiteboard or flip chart may be used to log key events that staff can refer to between briefings. However, ensure a copy of any information is made elsewhere before wiping!

Critical Incident Message Sheets

The Message Sheets (*Appendix M: Blank Incident Message Sheet*) are to be used to pass messages to and from the Incident Manager and other members of the IMT. Like the Log Sheets they are to be preserved and numbered by the person creating the message to ensure that there is a complete record.

If the message requires action this is to be included on the sheet for the IM's approval.

The IM is to note the form with the decision and return it to the originator. The originator is to action the decision, note the result on the sheet and update the IM.

Multi-Agency Emergency Co-ordinating Group

All critical incidents and emergencies require a multi-agency response as dictated by the nature of the incident.

To ensure that all the agencies involved, e.g. the school IM, the emergency services, County Council Departments etc, manage the incident in the most effective and coordinated manner an Emergency Co-ordinating Group, consisting of the senior individuals of each of the agencies involved, should be formed.

The objective will be to co-ordinate the emergency response strategy and decide on what action is required.

The Group should meet on a regular basis throughout the incident to continue the co-ordination.

Ensure that full notes are taken of these meetings, who attends and what decisions are agreed.

Attached (*Appendix O: External Partners*) are examples of other agencies who may be involved and what assistance they may provide.

Communications Strategy

One of the greatest demands during an emergency is for information and regular updates. People want to know what has happened and what is going to happen next. During the initial phase of the emergency response most information will be exchanged by phone to avoid delay.

All senior staff should be supplied regularly with an up to date list of Governor contact details, and emergency contact numbers for parents are kept in the main office and in the registers. If a large number of calls need to be made then several members of staff should be allocated lists of parents to contact, **while leaving a telephone line or specific number available for incoming calls.**

Where possible separate phone lines should be allocated for:-

- Incoming / outgoing calls to responding agencies, partners, and staff.
- Contacting parents.
- Receiving enquiries from parents.
- Receiving general enquiries, e.g. media.

The school has 1 landline and all calls come into school on 01494 783713. The landline should be used to take incoming calls whilst school mobiles are retained for outgoing calls only. It is essential that the school mobile phones are always charged and are readily available.

BCC may be able to assist by providing extra resources, e.g. setting up a telephone enquiry line for parents at County Hall, and by providing communications staff to support the school and parents in dealing with the media. Communications staff can also lend support for other aspects, such as letters to parents, etc.

Staff manning phone lines should be given written briefings so that consistent information is given out.

All calls, both incoming and outgoing, should be logged to include:-

- Date and time.
- Name of caller and role, e.g. parent or organisation.
- Nature of the enquiry / message.
- Response given.
- Return number, if applicable.
- Further action taken as a result of the call.

Parent Liaison

Once the initial alerting has been carried out consideration must be given to informing Governors and parents. Communication with parents is vital throughout to allay fears and to minimise disruption or panic. Points for consideration include:

- What parents should do if the school needs to close during school hours.
- The location of our buddy school is Brushwood School, Chesham: refer to our Shelter & Evacuation procedure in *Appendix B: Evacuation Scenarios*.
- Safe pick up point for parents collecting children.
- Whether they may authorize for their child to be sent home or somewhere else safe, e.g. a grandparent's house.
- Phone numbers that parents can ring during an emergency.
- Informing parents that the Communications Officer can assist them in dealing with the media.

To ensure that contact details are accurate we ask parents / guardians to update these annually, including lists of authorised personnel who can collect their children during an emergency.

Media Management

After the school has alerted BCC to the incident a Communications Officer will contact us so that they can offer support and advice to the nominated Media Spokesperson / Communications Officer at the school. The County Communications Officer is also available to assist parents and family affected in dealing with the media in the event of a traumatic incident, which could lead to the media landing on their doorsteps.

All dealings with newspaper, radio or television journalists should be handled with the advice and support of the Communications Team at County Hall. Only the nominated spokesperson should handle media enquiries as other people may not be in possession of the same information or latest facts. Any information that is released should be approved by the IM and BCC. No information should be released to the media and parents without the authority of the IM.

The Communications Team will give accurate and periodic information through press releases and arrange necessary interviews and try to reduce the media pressure on the school and parents. In the early stage all media statements agreed with BCC will be confined to the basic facts such as:-

- Time and location of the incident.
- What the factual consequences have been, i.e. "2 children (not named) from this school have been taken to hospital following an incident in the playground involving a bicycle".
- Avoid speculation as to the cause, who may be to blame or how it might have been avoided in the first place.
- Summary of the action being taken by the school (perhaps together with any other agencies) to control the situation and / or mitigate the consequences.
- Counter any rumour / speculation that you are absolutely certain is untrue, otherwise do not get drawn into a debate.
- Set a time for the next update.
- Media coverage should be monitored for accuracy and any inaccuracy should be swiftly rebutted (the BCC Communications Officer will assist with this).
- Such response must be rapid, accurate and meet media deadlines to ensure balanced media coverage.

Under normal emergency circumstances the media should not be allowed on site. In exceptional circumstances where it is accepted that the media will be present on site it is important to provide a segregated media reception area away from pupils, parents or staff that may have been caught up in the incident.

Because of the potential workloads and importance of both the work of the Parent Liaison Officer and Communications Officer / Media Spokesperson, the Deputy Incident Manager will manage their activities and in particular the co-ordination of media and parent communication to ensure a consistent response. This will be particularly relevant in the event of a serious incident involving injuries and damage, which is likely to generate substantial interest and attention from the media and parents.

The BCC Communication Team (BCCCT) can offer substantial assistance and advice to the IM as set out in *Appendix Q: Media Communications*. The details set out in this appendix should also be used as a blueprint for any school media communication.

All enquiries from the media must be logged and referred to the IM.

School Site Plan / Premises

The Caretaker will be responsible for the upkeep of the site plan of the school, which will include the location of emergency exits, electrical switches, stopcocks, gas taps and the fire hydrant. If required, the Caretaker will provide the plans to the Emergency Services and whoever else needs them to manage the incident. All key holders should also keep a copy of the site plan at home with their copy of the DRBC Plan in the event of being called out of hours and not being able to get access to the building.

Provided pupils and staff do not need to be evacuated a number of facilities may need to be set up:

- Control and co-ordination point.
- Parent's meeting / greeting point.
- Media gathering / briefing point.
- Staff welfare facilities.

Telephone Communication

It is important for staff, particularly IMT members to have a charged mobile telephone with them at all times so that they are able to communicate wherever they are. This is necessary as they may be off site, the school telephone system can easily become inoperable because it is overloaded or access to the phones is not possible as the main building may have to be evacuated.

Catering Arrangements

If the incident becomes protracted, arrangements may need to be made to provide refreshments for staff, parents etc. Consideration may also need to be given as to what happens to the pupil's lunch arrangements e.g. cancellation, delay or relocation.

Finances

Any additional expenditure required for the emergency should be authorised by the Headteacher and the Chair of the Governors (or the Deputy Head / Vice Chair of the Governors in their absence.)

Re-entry to the Premises

Before the IM can authorise re-entry to the school she/he must ensure that:

- If emergency services are in attendance they are satisfied that it is safe to return.
- Ensure a note is made in the Log Sheet, including the name of the person providing this information.
- If not in attendance and there are any doubts about safety, call the appropriate emergency service.
- Even after receiving assurance from the Emergency Service that it is safe to return, a check should still be made to ensure that no unauthorised person(s) or items are on the premises and that nothing is amiss.

Once satisfied that it is safe to do so the IM will authorise re-entry to the school and ensure:

- That all pupils and staff are accounted for.
- Pupils are debriefed and reassured by class teachers, after the teachers have been briefed by the IM.

Post Incident Procedures

The effective management of an incident involves providing support after the event as well as during the initial response phase. The recovery timeline of such support will vary according to the type of incident and will focus on collective and individual needs for continuing support.

Debrief Procedure

When the initial response is completed a structured debrief will provide an opportunity for everyone involved to review their actions, thus identifying what went well along with areas for improvement.

All staff directly involved in the incident should be included and the objective is to:

- Ensure no important information is lost and 'lessons learnt' are noted.
- The meeting should be chaired by the Vice Chair of Governors, in order to get the best from it should be conducted in an honest and open manner. The aim is to seek improvements and not to find fault.
- If appropriate also arrange a debrief with the Emergency Service(s) to establish any 'lessons learned'.

Pupils, parents and staff not directly involved should also be given an opportunity to talk through their experiences either as a group or on an individual basis.

The results of the debrief should then be taken forward to the Resources Committee and include details for suggested action. An ad hoc meeting of the Resources Committee will be arranged to look specifically at the incident and any changes to this Plan will be made in the light of experience gained.

Post-Traumatic Stress

It must be appreciated in any incident or emergency there is always the possibility that someone may suffer from post-traumatic stress and everyone should be mindful of this both in themselves and others. It will be important to establish informal means of monitoring pupils and staff. Specific advice and support can be provided through BCC, e.g. Educational Psychologists and Social Care's Post Disaster Support Team. They will be able to help the school understand more about potential reactions amongst pupils, parents and staff, and will advise on ways to support them. This may include reference to appropriate voluntary organisations with their emergency response roles.

Ongoing Review

The Resources Committee will formally review this Plan annually, updating it where necessary.

An unannounced fire drill and lockdown practice will take place each term and a log will be maintained noting any deficiencies. The log will be kept in the school office and inspected by the H&S Governor as part of the termly check or at other times as the Health and Safety Committee may see fit.

An up to date copy of this Plan and the Fire Emergency Plan will be available in the Headteacher's office, the school administration office, the Caretaker's room, the staff room, and in each classroom, and will be supplied to Brushwood School.

The Headteacher and Deputy Headteacher, the Chair and Vice Chair of the Governor Body and the Caretaker will retain a copy of the Plan and the school site plan at their respective homes.

All members of staff must remain familiar with all aspects of the Plan.

The Health and Safety Governor is responsible for liaison with the Health & Safety Committee and for ensuring that matters requiring changes to the plan are communicated to the Committee. She/he is also responsible, in co-operation with the school office, for ensuring that the termly checks and exercises required in the administration of the arrangements, including keeping address details up to date, are duly carried out and that all staff remain fully conversant with the Plan and their roles and obligations in respect of it.

All staff will be given a copy of this Plan and will sign for it on the basis that it has been read and understood.

Appendix A: Shelter Scenarios

Examples of when it may be appropriate to shelter in school buildings include a toxic release or a potential threat from either an intruder on the school grounds or within the vicinity of the school. In these instances a lockdown procedure should be activated.

A blast on the air horn will instigate the lockdown procedures.

- Call for assistance immediately by dialing 999.
- Staff should ensure pupils are moved into classrooms or safe areas.
- Lock doors, close windows and blinds.
- Keep pupils seated away from windows and doors. There may be circumstances when it is best to sit on the floor or under desks.
- No-one should be allowed out of the classroom or safe area during a lockdown procedure.
- Pupils should, where possible, be engaged in a quiet activity or game and should be kept calm.
- Non teaching staff should, where possible, assemble in a pre-designated room to form an Incident Response Team.
- If children are outside when the signal for lockdown is given, teachers and supervisors should consider taking them into the nearest hall or building that can be secured. If this is not possible, pupils may be asked to hide, disperse or take cover if this will ensure their safety.
- The Headteacher or member of the Senior Leadership Team should communicate with teachers in their classrooms via the School Internal Phone system. In the event of the system not working 'runners' should be used, but only if it is safe for them to move around the school site freely.

Go In, Stay In, Tune In

Local industrial accidents, e.g. a factory fire with hazardous fumes may also necessitate sheltering inside the school building (s). All doors and windows should be kept shut and appliances such as extractor fans switched off. The emergency services and / or local authority will give the all clear. Information may also be broadcast on local radio or television.

Appendix B: Evacuation Scenarios

Some examples of circumstances when it may be appropriate to evacuate a building or designated area would include: fire or bomb threats, gas or chemical leaks, explosions or substantial damage to the building. In these instances:

- The usual fire alarm regulations should be followed.
- Pupils with disabilities should be escorted according to individual PEEPs.
- A designated member of staff should take the emergency kit with them.
- If pupils need to be evacuated to another building, then a decision should be taken about using Wallington House or Chiltern Hills Academy. (The Office Manager and Caretaker in possession of the access code for Wallington House.)
- Where appropriate the IMT should be formed and roles clarified.
- A designated staff member should await the arrival of the emergency services in a safe place.
- Pupils should be reassured and kept under supervision.
- No-one should re-enter the building unless the Emergency Services have given the all clear, the IM has confirmed agreement and the designated IMT member has relayed the authorization to staff and pupils.
- If cleared for re-entry account for all pupils once inside the building again.
- Check that no unauthorized persons gain entry.
- Rooms should be rechecked to make sure there is nothing amiss.
- Debrief and reassure pupils.
- If re-entry is not authorised alert BCC, if you have not done so already.
- Follow school closure procedures.
- If parents are collecting children from a buddy school, clear location details should be given to parents and BCC.
- Alternatively, if parents can still collect children from the school site, any restrictions in access to the premises or parking should be communicated to them.

Our Buddy School is Brushwood Junior School, Chesham.

Appendix C: Categories of Specific Incidents & Responses

Fire and/or Explosion

The school has a comprehensive Fire Emergency Plan and the emergency aspects of it have been included in this plan.

Intruder(s) on the Premises

- If the intrusion is in a classroom, every effort will be made to calm the situation but under no circumstances will anything be done that places pupils, staff or visitors to the school in danger.
- If the intrusion is in the grounds, the school office will be told as quickly as possible.
- The Headteacher or Deputy Head will be advised immediately of an event in this category and will make a judgment as to the seriousness of the situation and, in particular, whether the Police should be summoned.
- Unauthorised persons on the premises will be challenged only if such action is judged safe.
- If an intruder is suspected to be carrying a firearm or other weapon, he/she will not be approached and an immediate lockdown will be ordered by the first person to become aware of the incident.
- In the event of hostage taking incident, action to secure release and response to any demands or threats will only be dealt with by the police.
- Consider activating the DRBC Plan.

Aggressive Visitor(s)

- Visitors, including parents, displaying aggressive or abusive behaviour at the main school entrance will not be admitted through the security door and will be asked to leave.
- In the event that such individuals gain access to the reception area, a classroom or other part of the premises the Headteacher or Deputy will be informed and will ask the offender to leave as long as such actions do not place them in harm's way.
- If access has been gained to a classroom and if the incident is not resolved quickly, pupils will be escorted from the classroom, provided this can be done without risk to their safety.
- The Police will be called in at the discretion of the Headteacher in the event of failure to comply with a request to leave.
- If the situation demands it the Headteacher or first person on the scene should consider implementing the lockdown procedure.

Public Health Threats / Severe Weather / Flooding / Community Hazards

Upon any major outbreak of influenza or other infectious disease the Headteacher or Deputy will closely monitor developments, having regard to any specific instructions received or guidance published by BCC or other competent authority. Any decisions should be made on common sense principles and will include a school closure and formation of the IMT.

In the event of any chemical, gas, biological or nuclear release, or a toxic cloud in the vicinity, notification will normally be given by BCC but there may be local issues that occur, which may require action. The lockdown procedures will apply and all personnel will be confined indoors and windows, blinds and doors will be firmly closed until notification is received from the Emergency Services / BCC that the danger has passed or that emergency evacuation to a place of safety has been officially arranged by BCC. The Incident Manager will ensure that all pupils and staff are safely inside the building.

Death, Serious Medical Emergency or Other Trauma

The appropriate Emergency Service will be summoned immediately and first aid applied as necessary by a qualified member of staff. Children and non-essential staff will vacate the scene of the incident immediately. The SLT will, with advice taken from BCC, manage any post-event trauma as set out in the DRBC Plan.

Threats from an External Source

All such events, whether verbal, written or any other media will be taken seriously and the police and any other emergency service appropriate to the threat will be alerted immediately. It is appreciated that any threat may be a hoax but until that is categorically established the threat will be taken seriously. Even if it transpires to be a hoax threat it still requires a thorough investigation by the police to see if any offences have been committed and to prevent any repeats.

- The Headteacher will decide whether an evacuation or lockdown is called for.
- If the threat is received at the school in the form of a letter this must be preserved by immediately placing it in a clear plastic envelope and it is to receive the absolute minimum of handling by the person opening it. No-one else is to touch it. This document is to be handed to the police and note the name of the officer it is given to.
- If the threat is in the form of a telephone call, the person receiving the call must complete a Threatening Call Notification Form as soon as possible. Blank forms to be kept in the school office. The completed form is to be handed to the police. Take a copy of it and note the name of the officer it is given to.
- If received in any other form, e.g. social media, this must be preserved. Staff should save a screen shot of the threat and email it to the Headteacher. If they are unable to do this they should keep the message on their phone until such time it can be transferred to another format by a colleague.

Out of School Incident

All out of school incidents will be handled as per guidance in the DRBC Plan.

Missing Pupil

If a pupil goes missing whilst in the care of the school the following action should be taken: -

- Double check to see if pupil is legitimately away from school.
- The Head or Deputy Headteacher will contact the parent(s)/carer(s) to inform them and to also ascertain if they know of any arrangements for the care of the pupil that the school has not been made aware of that explains the pupil's absence.
- Establish when and where the pupil was last seen.
- Search the school and surrounding area.
- Make enquiries to see if anyone saw any suspicious or unusual activity in the vicinity of the school prior to the pupil going missing.
- Check to see who has visited the school and establish if they are still on the premises and if not when they left.
- Establish if there is any prior indication that the pupil was at risk or was subject to domestic custody issues.
- Notify police.

Appendix D: Fire & Evacuation Procedures

The following is a summary of essential action, which must be taken by those in authority when a fire is discovered at the school during normal working hours:

- Activate the fire alarm, which will be CONTINUOUSLY RINGING.
- Remove any person from immediate danger.
- Evacuate building.
- Summon the fire brigade.
- Inform Headteacher.
- If possible, without putting themselves or any other person in danger, attempt to put out the fire using fire appliances.
- The designated assembly point during school hours is the main school playground after hours this is the front gate area.
- Class teachers and assistants will be responsible for their own pupils throughout, unless directed otherwise by the School Incident Manager.

If there is a fire when the school is not in session and there is no letting, the keyholder on site must:

- Activate the fire alarm to alert any other person who may be on the premises and deter any other person from entering.
- Evacuate building to the designated assembly point.
- Summon the fire brigade.
- If possible, without putting him/herself or any other person in danger, attempt to put out the fire using fire appliances.
- Inform the Head or Deputy Head as soon as possible by telephone.
- Record relevant information such as the location and time of the incident, numbers and details of those involved, summary of events etc. by using the Critical Incident Log Sheets.

If a letting is taking place, the Caretaker or letting agent must:

- Activate the fire alarm.
- Evacuate the premises to the designated assembly point.
- Summon the fire brigade.
- If the Caretaker is in attendance he must inform the Head or Deputy Head.
- If the Caretaker is not in attendance the Letting Agent will need to contact the Caretaker or Head or Deputy Headteacher.

Appendix E: Lockdown Procedures

Lockdown procedures are used to keep pupils inside when there is a threat or potential threat to safety and evacuation is inappropriate or when the situation requires pupils to be brought inside buildings for safety. The threat may occur or be discovered in the school's building/grounds or be notified to the school from an outside source, e.g. BCC or Thames Valley Police.

The signal for the activation of a Lockdown is a blast of the air horn through the tannoy system

Action if pupils are outside in the playground:

- If the threat is received by the office they are to activate the lockdown air horn and inform the Headteacher.
- Whoever discovers the threat in the grounds must immediately inform the teacher on duty.
- On being notified of the threat the teacher on duty is to blow whistle, line up pupils and walk them in single file to classrooms.
- If the threat is discovered in the grounds the Learning Staff Member making the discovery must telephone the office on extension 200 or 201 from their location and say "LOCKDOWN" and give a brief explanation of the threat.
- Office staff to activate the lockdown air horn and inform the Headteacher.
- Teachers to check all pupils are accounted for and proceed to lock the class in by locking all external and internal inter-class doors, windows and close any curtains or blinds.
- Pupils to sit on the floor for quiet activity, away from windows.

Action if pupils are already in classrooms:

- On hearing the lockdown bell, teachers are to lock outside and internal inter-class doors, windows and close any curtains or blinds.
- Carry out a roll call.
- Pupils to sit on the floor for quiet activity, away from windows.

Pupils not in classroom:

- If any pupil is not in class after a roll call, teachers must ensure that they are safe e.g. locked in the main building and are not locked outside in danger.
- All staff and pupils who are in the main building will remain there and the external doors are to be locked.
- If there are pupils in the building who are not accompanied by their teacher, the office staff are to take their details and notify their teacher(s) of their location.

End of Emergency:

- Office staff to telephone classes and inform staff that lockdown has been lifted.
- Teachers to unlock doors and resume normal timetable
- Headteacher to carry out a debrief to ensure procedures were carried out.
- Parents and Chair of Governors to be informed as appropriate.

Appendix F: Role of Incident Manager (IM)

Initial Response:

- Clarify what has happened and decide on the seriousness of the incident.
- Assume control of the incident and establish what action has already been taken and decide on what further action is required.
- If not already done, order evacuation or lockdown as appropriate.
- Ensure emergency services have been called and provided with all relevant information and respond immediately to any instruction that they give.
- Implement the DRBC Plan and adopt the role of Incident Manager.
- Liaise with Chiltern Hills Academy to give them notice of the incident.
- Consider the need to alert other colleagues and external agencies as appropriate including BCC's DRO who will in turn notify all the appropriate BCC departments.
- Notify the Chair of Governors.
- Start and continue a written log of all information received, relayed and actions taken.

Management of the incident to its conclusion:

- If the incident is complex the Incident Manager should seek the advice of BCC and give due regard to their advice and that provided by the Emergency Services.
- Particular regard needs to be given to liaison with BCC when dealing with an Out of School Incident to ensure a co-ordinated response in view of the guidance given to Group Leaders as set out in the DRBC Plan.
- Ensure that this advice is fully documented.
- Monitor the school's emergency response and ensure all IMT roles are allocated.
- Arrange initial staff / team briefing.
- Co-ordinate the emergency response strategy by ensuring that the Emergency Co-ordinating Group as detailed in Paragraph 13 is formed and meets on a regular basis.
- Ensure that all strategic decisions are endorsed by those present and a full note is made of these decisions and who is present.
- Ensure that all strategic decisions are communicated to the IMT and all other staff.
- Monitor the activities of the IMT and respond to any demands.
- Ensure Incident Log Sheets are being completed correctly and that any messages have been actioned.
- Provide regular staff / team briefings.
- Approve any media and parent information releases and if necessary seek the advice and support of BCC's Communications Team.
- Undertake any media presentations and statements. Before doing so seek the advice and support of BCCCT and ensure that they are in attendance.
- Ensure parents are kept up to date.
- Authorize any additional expenditure.
- During non-school hours, arrange for the school premises to be opened up if necessary.
- At the conclusion of the incident aim to have a meeting with all staff involved before they leave to give a final update and thank them for all their efforts.
- Arrange to undertake debriefs in partnership with the Chair of Governors. If it is not viable to hold it at that time arrange for one as soon as possible.
- Arrange a meeting of the Resources Committee, which is to take place as quickly as reasonably possible. The Committee should consider the school's response to the incident and if necessary make any changes to this Plan that are appropriate, taking into account the results of the debriefs.

Return to normality:

- Give people the opportunity to talk about their experiences.
- Monitor staff and pupils informally and ensure that there are procedures in place for referring people to relevant agencies for further support.
- Continue to keep a record of continuing issues and actions.
- Advise any new staff of what has happened and potential effects so that they can be aware.

Appendix G: Role of Deputy Incident Manager (DIM)

Initial Response:

- Assist IM as required.
- Start and continue a written log of all information received, relayed and actions taken.
- Assist the IM in establishing the Incident Response Team.
- Help to alert all other staff of the incident.

Management of the incident to its conclusion:

- Continue to assist the IM as necessary.
- Co-ordinate and manage staff in the Incident Response Team and in particular the PLO and CMO.
- Co-ordinate all media and parent communication to ensure a consistent response.
- Allocate 'assistant' roles for any volunteers, off duty staff, governors to 'needy' areas that require support.
- Organize a staff roster.
- Ensure that staff breaks are scheduled and suitable arrangements made for providing refreshments. Bear in mind that access to the staff room may not be available if the main building is evacuated.
- Monitor staff welfare.
- Assist the IM with the debrief process.

Return to normality:

- Monitor staff and pupils informally and ensure that there are procedures in place for referring people to relevant agencies for further support.
- Continue to keep a record of continuing issues and actions.

Appendix H: Role of Parents' Liaison Officer (PLO)

Main Duties:

- The principal role of the PLO will be communication with parents, carers and such other parties as may be directed by the IM or DIM.
- Start and maintain Incident Log Sheets of all incoming and outgoing information received by telephone, fax, email, text and actions taken including: - date and time of call, name of caller / person called, organisation, message, response, action taken and details of pupil class.
- Relay messages requiring action in a prompt manner using the Message Sheets.
- Before notifying parents, the PLO must obtain appropriate guidance and/or instructions from the IM as to what information can be divulged. If the incident is complex the IM should first seek the advice of BCC and give due regard to any advice provided by the Emergency Services.
- **Ensure that any messages are consistent with the information being distributed by the CMO.**
- When directed by the IM notify parents/carers using the class lists, text, telephone or email.
- BCC's Communications Team can offer valuable assistance with communications with parents and the support of parents in dealing with the press.
- Act as the first point of contact for parents and continue to relay messages approved by the Incident Manager.
- Act as first point of contact for incoming enquiries.
- Arrange a meeting/greeting point for parents/carers etc.
- Collate relevant information e.g. parent / next of kin contact details.
- Liaise with the CMO and FO to arrange for specific areas for media briefings, parents and visitors. Ensure there is sufficient segregation between press and others.
- Arrange on site co-ordination of parents and visitors.
- Record details of visitors, including parents.

Ancillary Duties:

If the above duties permit and as directed by the DIM also: -

- Undertake the duties of the Caretaker in his/her absence.
- Provide admin support to the IM and DIM.
- Man telephone lines.
- Maintain a record of any costs incurred, for example, extra staff hours, refreshments, transport.
- Ensure that there is a stock of blank log and message sheets available as required.
- Ensure visitors are not left alone on site

Appendix I: Role of Communications / Media Officer (CMO)

Main Duties:

- The principal role of the CMO is to act as a point of contact for all media communication and with BCC's Communications Team (BCCCT), as directed by the ITM or DIM.
- If directed by the ITM, notify BCC's Duty Resilience Officer (DRO) who will in turn notify all the appropriate BCC departments of the incident e.g. Education and Communications.
- Start and maintain Incident Log Sheets of all incoming and outgoing information received by telephone, email, text and actions taken including: - date and time of call, name of caller / person called, organisation, message, response, action taken.
- Relay messages requiring action in a prompt manner using the Message Sheets.
- Obtain briefing by ITM or DIM and agree prepared media statements and briefings notes.
- No information should be released to the media and parents without the authority of the Incident Manager.
- If the incident is complex the Incident Manager will first seek the advice of BCCCT before agreeing media statements etc. and give due regard to any advice provided by the Emergency Services.
- All dealings with newspaper, radio or television journalists should be handled with the advice and support of BCCCT at County Hall.
- Act as the liaison between the ITM and BCCCT in the management of all media matters, including statements and interviews.
- **Ensure that any messages are consistent with the information being distributed to parents by the PLO.**
- The details set out in this appendix should also be used as a blueprint for any school media communication.
- If for any reason landlines are not available, mobile telephones will have to be used.
- Ensure that all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.
- Make arrangements for regular internal communication to members of staff.
- Liaise with the PLO and FO to arrange for specific areas for media briefings, parents and visitors. Ensure there is sufficient segregation between press and others.

Ancillary Duties:

If Media/Communication duties permit and as directed by the DIM assist the PLO and undertake the duties of the Caretaker in his/her absence.

Appendix J: Role of Caretaker (C)

Main Duties:

- The principal role of the C will be to ensure site security and provide information about site facilities. In order to discharge these duties it requires close liaison with the PLO and CMO.
- Start and maintain Incident Log Sheets of all incoming and outgoing information received by telephone, email, text and actions taken including: - date and time of call, name of caller / person called, organisation, message, response, action taken.
- Relay messages requiring action in a prompt manner using the Message Sheets.
- The C will be responsible for receiving the Emergency Services at the premises and providing them with the school site plans so that they are familiar with the layout of the premises. Also provide the plan to whoever else needs them to assist in the management of the incident.
- Meet the emergency services at the front gate and liaise re siting of their vehicles.
- Ensure site security at all times to make sure only authorized persons are allowed access.
- Assist with access / egress to the school and consider any special instructions which may need to be communicated.
- Liaise with the ITM and CMO to ensure that media are not being intrusive.
- Liaise with the CMO and PLO to arrange for specific areas for media briefings, parents and visitors. Ensure there is sufficient segregation between press and others.

Ancillary Duties:

If facility duties or demands permit, liaise with the DIM and assist in any other areas.

Appendix K: Role of Teachers & Assistants

Main Duties:

- To ensure the safety and security of pupils and maintain supervision throughout the incident.
- Follow evacuation or lockdown procedures displayed in classroom
- If evacuating and it is safe to do so take mobile phone, class bags containing any pupil medications, high visibility vest and pencil and paper to record and maintain a log of information received, relayed and actions taken. These notes are to be treated as Critical Incident Log Sheets.
- If directed take pupils to a place of safety.
- Monitor pupils' physical and psychological welfare and where necessary include details on the log sheet of any pertinent issues that need to be recorded.
- Provide information and offer reassurance to pupils.
- Provide information to the IM or DIM as necessary.
- Handover children to parent/carer at conclusion of incident.
- The assistants may be required to undertake other duties as directed by the IM or DIM.

Appendix L: Critical Incident Log Sheet



Name

.....

Date

Role

Sheet No

TIME	INFORMATION GIVEN / RECEIVED & ACTIONS TAKEN

Appendix M: Critical Incident Message Sheet



Name

Date

Role

Sheet No

FROM:

TO:

TIME:

MESSAGE:

ACTION REQUIRED:

ACTION APPROVED: YES/NONAME:

IF NO, WHAT ACTION IS REQUIRED:

ACTION COMPLETED: YES/NO

DETAILS:

INCIDENT MANAGER INFORMED: YES/NO

Appendix N: Threatening Call Notification Form

IMMEDIATELY DIAL 1471 TO SEE IF A NUMBER HAS BEEN REGISTERED.
NOTIFY HEADTEACHER OR DEPUTY HEADTEACHER OF THE CALL AND THEN COMPLETE THIS FORM.

Was a number registered? Yes / No

If YES – What number was registered

Time of call Date of call

Length of call

Number at which call was received (extension)

ABOUT THE CALLER

Sex of caller Male Female Nationality Age.....

THREAT LANGUAGE (please ring)

Well-spoken Irrational Taped Foul Incoherent Message read by caller

CALLER'S VOICE (please ring)

Calm Crying Clearing Throat Angry Nasal Slurred

Excited Stutter Disguised Slow Lisp Rapid

Deep Familiar Laughter Hoarse Accent

What Accent?

Any other feature?

If the voice sounded familiar, whose did it sound like?

.....

BACKGROUND SOUNDS (please ring)

Street noises House noises Animal noises Crockery / Motor

Clear Voice PA system Booth Static

Factory Machinery Music Office Machinery

Any other feature?

ANY OTHER REMARKS?

.....

.....

.....

Signature Date

Print Name

Appendix O: External Partners

By their nature major emergencies demand a combined and coordinated approach; examples of external partners who may be involved in the response are highlighted below

Agency	Role & Responsibilities
Emergency Services	<ul style="list-style-type: none">• Protect life and property.• Contain the incident and prevent further spread / escalation• Minimise damage to the environment.
Bucks County Council	<ul style="list-style-type: none">• Alert the school where possible about any local emergency that may affect it e.g. flooding, toxic hazards (release of chemicals, gas leak, etc), serious transportation accident / disruption, major crime or civil disorder.• Provide a central point of contact (normally the Emergency Operations Centre (EOC) at County Hall, Aylesbury). It may be decided that someone from the school should attend the EOC.• Send officers to assist as necessary, e.g. go to the incident, the school, the hospital, etc.• Co-ordinate an overall media management strategy.• Provide a telephone help line facility at County Hall – e.g. for parents to call for information – to relieve pressure on the school.• Liaise with partner agencies, including other relevant local authority services.• Provide welfare and emotional support to staff, pupils and parents, e.g. through the Educational Psychology Service and the Social Care Post Disaster Support Team.
Health Agencies, e.g. Health Protection Agency, Primary Care Trusts	<ul style="list-style-type: none">• Monitor and investigate outbreaks of communicable diseases within the community.• Contain the incident and prevent / minimise further spread / escalation.• Provide specific health guidance and information.
Voluntary Groups e.g. Faith Groups	<ul style="list-style-type: none">• Provide community and social support.
Miscellaneous, e.g. Health & Safety Executive Foreign Embassies	<ul style="list-style-type: none">• Relevant authorities may have a duty to investigate or advise on protocols.

Appendix P: BCC's Communications Team – Emergency Media Communications

Overall Approach

A crisis can develop for a number of reasons e.g. major disruption to the operation of the school, bus crash, death of a pupil etc. and BCC's Communications Team (BCCCT) is able to offer full support and guidance from the production of press releases to arranging necessary interviews and media liaison.

Contact information

The BCCCT is available 24 hours a day and in the event of a crisis the school should contact the Communications Team as follows:

During office hours – 01296 382444 or 01296 382126

Out of office hours/weekends – 07825 430978

If the CCCT receives an enquiry from the press first, it will immediately contact the school.

Support and guidance that can be provided

After the school has alerted BCC of the incident a Communications Officer (BCCO) will contact the school to offer support and advice to the nominated school's Media Spokesperson/ Communications Officer, usually the Head and/or Chair of Governors.

Only the school's nominated spokesperson(s) should handle media enquiries as other people may not be in possession of the same information or latest facts.

Any information that is released should be approved by relevant parties and in the early stage all media statements should be confined to the basic facts such as:-

- Time and location of the incident.
- The basic facts of what happened without naming anyone at that stage.
- Avoid speculation/blame.
- Summary of the action being taken by the school (perhaps together with other agencies) to control the situation and / or mitigate the consequences.
- Do not get drawn into any rumour / speculation.
- Set a time for the next update.

In some cases an Incident Control Centre can be established on or off site, but only in the event of a critical incident.

The BCCCT is also available to:

- Assist parents and family affected in dealing with the media in the event of a traumatic incident, which could lead to media approaches locally.
- Setting up a telephone enquiry line for parents and by providing communications staff to support the school and parents in dealing with the media.
- Lending support for other aspects, such as letters to parents, advice on social media etc.
- Assisting to monitor media coverage for accuracy and any inaccuracy should be swiftly rebutted/challenged.

Under normal circumstances the media should not be allowed on site, except in exceptional circumstances. If it is accepted that the media can be present on site it is important to provide a segregated media reception area away from pupils, parents or staff that may have been caught up in the incident.

Appendix Q: Specific Strategies for Specific Issues

Situation

Large scale temporary absence of staff.

Strategies: considerations / actions

- Where possible allocate 2 classes per teacher, use HLTAs to cover one class.
- Consider DVD for part of the day.
- If sufficiently severe may compromise pupil safety so school should be closed.
- Ensure insurance is taken out annually to cover long term staff absence.
- If one of the SLT consider allocating an “acting up” role BCC will assist with finding a suitable Head or Deputy if acting up is not practical. Contact area office.

Permanent / long term absence of staff.

Denial of access to normal offices.

- Consider working from home.
- Move some office staff to County Hall to work remotely.
- Move some office staff to another local school to access work.

Loss of mains electricity, gas, public telecoms services, landline and dependent systems for more than a few hours.

- Not a major issue for a short power cut, especially in summer.
- In winter it would affect all computers, boilers, the heating pumps and the convector heater fans, and a school closure may have to be considered if the temperature drops significantly.

Disruption to transport.

- Depends on proportion of staff / pupils that use public transport to access the site.
- May affect school trips – if known in advance, i.e. industrial action by supplier, consider cancelling / postponing trip.
- If due to accident / breakdown implement emergency response in Educational Visits Policy.
- Keep office manned if out of school hours.
- Possibly a £ contingency amount for Group Leader to fund emergency provision.

Loss of mains water and sewerage.

- If longer than 90 minutes it is essential that the school is closed.

Loss of IT.

- School system is remotely backed up every 24 hours.
- Replacement IT hardware is usually available within 2 weeks.

Severe weather.

- Remind parents in newsletter of the emergency closure procedure.
- Ensure adequate supply of grit / salt is available.
- Ensure adequate clothing and snow shovels available to caretaker.
- Ensure SLT have up to date emergency kit off site.

Appendix R: SLT Essential Emergency Kit

This should be updated termly and kept at home by SLT members so that it is easily available if access to the school is prevented.

- Whole school list of pupils with home contact details.
- Whole staff list with home / mobile contact details.
- Next of kin contact list.
- BCC Emergency Contact list.
- Full Governing Body Contact list.
- Copy of ERBC Plan.
- Details on how to log a school closure.
- SchoolsWeb Username and password.
- Buildings Emergency Procedure.

Appendix S: BCC Emergency Contact Flow Chart

BUCKINGHAMSHIRE COUNTY COUNCIL (BCC) – SCHOOL / YOUTH ESTABLISHMENT EMERGENCY PROCEDURES FOR NOTIFICATION, SUPPORT AND RESPONSE

MORE SERIOUS	LESS SERIOUS
<ul style="list-style-type: none"> Fatality Serious injury Severe illness / multiple illnesses Threat of serious injury / death 	<ul style="list-style-type: none"> Hospitalisation Media interest Fire at school / establishment Lost child / staff member
<ul style="list-style-type: none"> Minor injury / illness GP visit Burglary / theft at Establishment Administrative issue 	

Leader at the scene: assesses the most appropriate response which may include invoking BCC support.

CONSIDER:

- Urgency / level of concern?
- Working hours (UK / local time, for trips)?

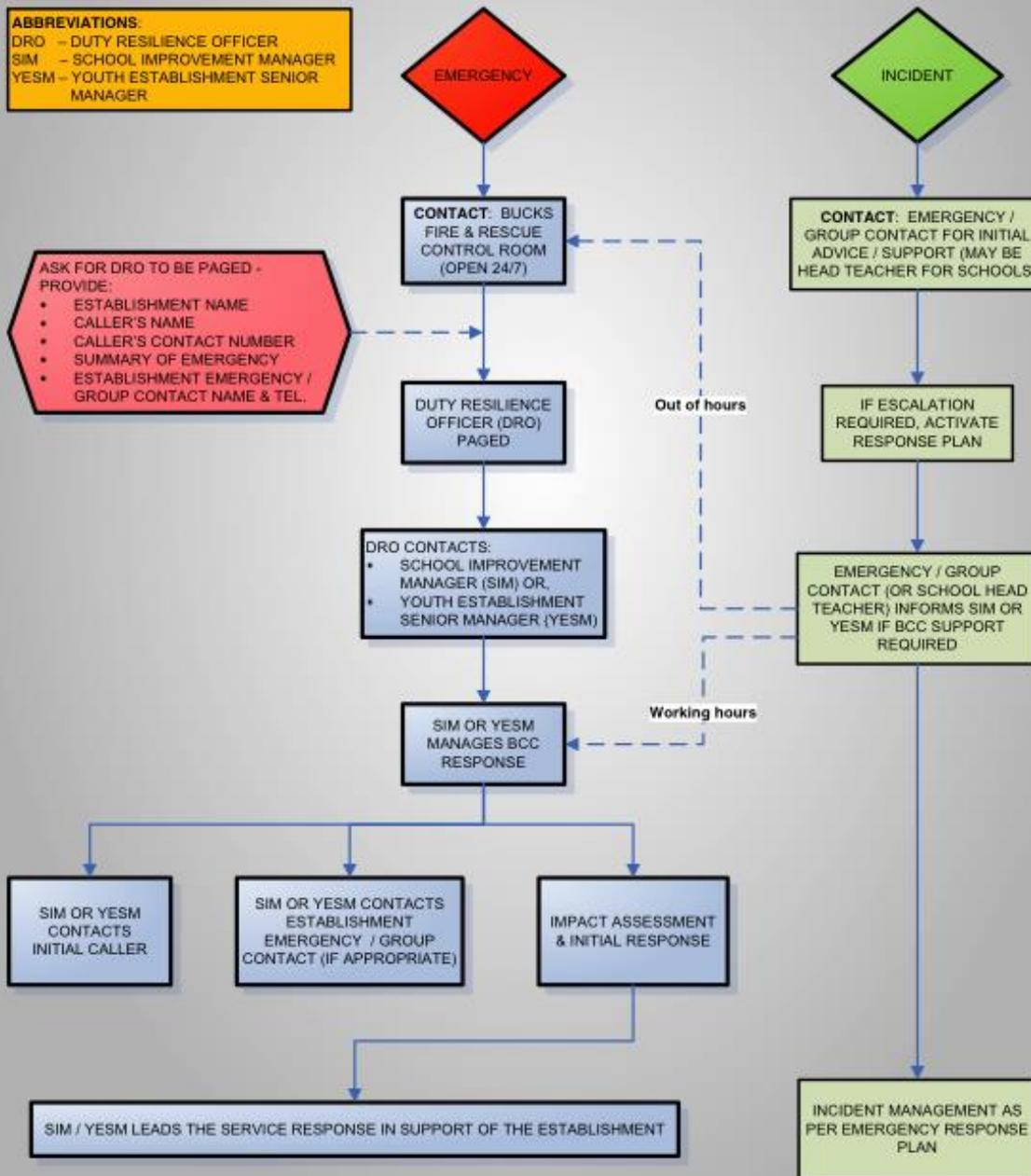
ACTION:

For more serious incidents – follow chart for 'Emergency'.
For less serious incidents – follow chart for 'Incident'

ABBREVIATIONS:
DRO – DUTY RESILIENCE OFFICER
SIM – SCHOOL IMPROVEMENT MANAGER
YESM – YOUTH ESTABLISHMENT SENIOR MANAGER

ASK FOR DRO TO BE PAGED - PROVIDE:

- ESTABLISHMENT NAME
- CALLER'S NAME
- CALLER'S CONTACT NUMBER
- SUMMARY OF EMERGENCY
- ESTABLISHMENT EMERGENCY / GROUP CONTACT NAME & TEL.



Appendix T: Newtown School Specific Risk Assessment for Emergency and Business Continuity Plan

This risk assessment has been based on a standard risk matrix utilizing scales of impact and likelihood.

<p>The impact (I) scales range from:</p> <ul style="list-style-type: none"> • Insignificant – scores 1 • Minor – scores 2 • Moderate – scores 3 • Significant – scores 4 • Catastrophic – scores 5 	<p>The likelihood (L) scale ranges from:</p> <ul style="list-style-type: none"> • Negligible– scores 1 • Rare – scores 2 • Unlikely – scores 3 • Possible – scores 4 • Probable – scores 5 	<p>The resulting risks (R) will range from:</p> <ul style="list-style-type: none"> • Low (L) • Medium (M) • High (H) • Very High (VH)
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The following table shows the risk matrix with the scales and respective risk level:

Impact	Catastrophic (5)	M	H	VH	VH	VH
	Significant (4)	M	H	VH	VH	VH
	Moderate (3)	M	H	H	H	H
	Minor (2)	L	M	M	M	M
	Insignificant (1)	L	L	L	L	L
		Negligible (1)	Rare (2)	Unlikely (3)	Possible (4)	Probable (5)
			Likelihood			

Risk Appetite

Risk appetite is the name given to the formally accepted decision about what level of risk is 'acceptable' to the school, based on the prioritization of risks – very high being the highest priority. At Newtown we will consider all risks that are judged as 'very high', 'high' and 'medium'.

Newtown School Specific Risk Assessment for Emergency and Business Continuity Plan

Hazard	I	L	R	Consequences	Control Measures
Serious fire on premises	4	3	Very High	Threat to life / injury; long term no notice loss of access to the school, loss of IT, permanent loss of files, equipment, resources, assesCents	Fire evacuation drills 1 st aid procedures ERP & BCP
Explosion on premises	4	3	Very High	Threat to life / injury; long term no notice loss of access to the school, loss of IT, permanent loss of files, equipment, resources, assesCents	Fire evacuation drills 1 st aid procedures ERP & BCP
Accidental death or injury on school premises	4	4	Very High	Threat to life; management of incident; management of remainder of school community; information to parents, media	1 st aid procedures ERP & BCP
Incident during school activities off the school premises	4	4	Very High	Threat to life; management of incident; management of remainder of school community; information to parents, media	1 st aid procedures ERP & BCP
Staff illness / flu epidemic	4	4	Very High	Lack of staff through illness or caring for ill relatives; children cannot attend school. Replacement staff may not be able to attend due to illness in the community. Absences for approximately 10-14 days	BCP
Flu pandemic	5	4	Very High	Lack of staff through illness or caring for ill relatives; task cannot be completed due to absence of critical staff; replacement staff may not be able to attend due to illness in the community; demands from the community may be excessive and increasing; need to support NHS, 2 nd and 3 rd degree impacts may be severe social disruption to food, utilities, fuel etc	BCP
Severe weather event – snow / cold / storm	5	4	Very High	Loss of access to premises for school community; inaccessible equipment, files, resources, minimal road traffic possible, impact on outside organizations; need to clean school area.	Routine school closure procedures BCP
Multiple illness / contagious disease during school hours	4	3	High	Threat to life / injury; management of incident; management of remainder of school community; information to parents; media	ERP & BCP
Electricity failure	3	4	High	Loss of IT, communications, loss of lighting pumping water, loss of heating all health and safety risks	Routine school closure procedures BCP
Heating failure (winter)	3	4	High	Unable to open school due to extreme cold and inability to work, health and safety risk	Routine school closure procedures BCP

Newtown School Specific Risk Assessment for Emergency and Business Continuity Plan

Hazard	I	L	R	Consequences	Control Measures
Violent intrusion into the school - on-going	5	2	Medium	Threat to life; management of incident; management of remainder of school community; information to parents, media	1 st aid procedures ERP & BCP
Violent intrusion into the school – incident over	5	2	Medium	Threat to life; management of incident; management of remainder of school community; information to parents, media	1 st aid procedures ERP & BCP
Minor fire on premises	3	4	Medium	Threat to life / injury; short term no notice loss of access to the school, potential loss of files, equipment, resources, assessments	Fire evacuation drills 1 st aid procedures ERP & BCP
Criminal threat reported in the vicinity of school	2	4	Medium	Management of incident; management of school community; information to parents; media	ERP & BCP
Industrial hazard / toxic plume in the vicinity of the school	2	4	Medium	Threat to life / injury; shutdown and evacuation procedures; short term no notice loss of access to the school; information to parents; media	ERP & BCP
Accidental death / injury not during school hours and not on school premises	2	4	Medium	Management of information to school community; information to parents; media	ERP
Flooding at school (pipes) – not life threatening	2	3	Medium	Loss of access to part of premises; possible loss of files, equipment, resources; possible loss of electricity / IT. Possible evacuation.	Routine school closure procedures BCP
IT server failure	3	3	Medium	Loss of electronic files; email and text communication capability; possible loss of telephone system; loss of intranet; loss of Classroom Monitor for assessment procedures	BCP
Telephone / mobile phone failure	3	2	Medium	Loss of communication; impact on emergency response capability; possible loss of some email / IT connectivity with parents and staff	BCP
Water shortage	2	2	Medium	Health and hygiene – staff and children cannot be on site.	Routine school closure procedures BCP
Fuel shortage / disruption	2	3	Medium	Some staff cannot get to school; some children cannot get to school	Possible school closure procedures BCP

