



Oak Green School – Critical Incident and Emergency Plan September 2018

Introduction

The word “emergency” may often be used interchangeably with that of “incident” or “disaster”.

Every emergency situation is unique and, necessarily, the response will be different in detail. However, this document provides a clear expectation of the key actions to be taken, particularly to ensure that clear lines of communication can be established and maintained between all affected parties throughout the response.

Though not an exhaustive list the type of emergencies that may arise are:

In school:

- A deliberate act of violence, such as the use of a knife or firearm.
- A school fire or explosion
- A pupil or teacher being taken hostage
- The destruction or serious vandalism of part of the school
- Public health threats e.g. meningitis

Outside school:

- 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.
- Death or injuries on school journeys or excursions
- Civil disturbances and terrorism.

Within Bucks, individual specific guidance is available for some of these types of emergencies and the relevant procedures should be followed where appropriate:

- BCC Educational Visits Policy and Guidance
- School closures due to severe weather, heating failure etc.
- Risk management in Educational Establishments for security, fire and building safety/maintenance issues.
- General guidance on post incident support and counselling through the Educational Psychology Service.

Immediate Response

Incidents may be brought to the school’s attention by

- Staff/pupils
- Emergency services
- County council
- Parents/guardians
- Media

The staff member witnessing or first discovering an incident will be responsible for initiating the immediate response to the threat. This may entail:

- Summoning help/calling the emergency services (dial 999)
- Take charge at the scene until further support arrives
- Securing the immediate welfare of pupils and staff e.g. through shelter or evacuation

- Alerting the Headteacher, Deputy Headteacher or most senior member of staff in their absence
- Collating relevant information such as the location and time of the incident, numbers and details of those involved, summary of events etc, and at the earliest opportunity making a written record of these points.

Alerting/Plan Activation

The following response procedures are issued by The County Council and are designed to ensure that:

- Immediate actions are taken to call for appropriate assistance
- The safety of staff and pupils is maintained as far as possible
- The County Council can provide appropriate support.

On Site Incidents

When the Incident occurs during 'school opening' hours.

The staff member witnessing or first discovering an incident will be responsible for initiating the immediate response. This may entail:

- Summoning help / calling the emergency services (dial 999).
- Instigating fire drill/evacuation procedures or sheltering / lockdown procedures.
- Alerting the Headteacher or Deputy in their absence.
- Securing the immediate welfare of pupils and staff.
- Taking charge at a scene until the emergency services arrive and / or the School Incident Manager assumes control.
- Recording relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc (blank incident log sheet at **Appendix 1**).

Whoever assumes the role of School Incident Manager should then contact the County Council by calling the County Emergency Number:

0118 3589332

which is operated by the Buckinghamshire Fire and Rescue service and is available 24 hours a day throughout the year.

You should ask the Control Room operator to page the Duty Emergency Planning Officer (EPO) 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 the EPO will arrange for a senior officer / adviser to call you back. Depending on the severity of the incident the EPO 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 School Incident Manager 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. This will involve appropriate services such as building maintenance, communication, 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.

Sheltering, Evacuation and Lockdown Procedures

Sheltering

Certain events such as **toxic release** may necessitate sheltering inside the school buildings.

3 short bells will sound followed by a short pause, and then be repeated.

All doors and windows should be kept shut and appliances such as extractor fans switched off.

Depending on the circumstances, the best place in the school will be determined. This will normally be in each classroom. A message will be sent to all teachers if this is different. Staff will be contacted via the internal phone system for further instructions. However, if the internal phone system is not working, please ensure mobile phones are switched on.

It is expected that the authorities will broadcast safety information on local radio. Everybody who is able to should bring their portable radio to the designated area or access via the internet. The school will remain in Shelter mode until the emergency services or local authority gives the all clear.

*Go In, Stay In, Tune In
Mix 96.2 FM*

Evacuation

Examples of circumstances when it may be necessary to evacuate include, **fire, bomb threats, gas or chemical leaks, explosions or substantial damage to the building.**

In the event of evacuation, a single long bell will sound.

The Emergency Services will be contacted by the senior member of staff, a member of the office staff or the caretaker simultaneously

The designated assembly points are:

Early Years

Rainbow will exit the front entrance if safe to do so and go onto the playground. The canopy outside must always have one side up so that if the front entrance is not accessible there is a means of evacuation through the outside play area onto the field. If going onto the field, a teacher must take their mobile phone and notify Mrs Anyon that all children are accounted for.

Jungle will exit the front entrance if safe to do so and go onto the playground. The canopy outside must always have one side up so that if the front entrance is not accessible there is a means of evacuation through the outside play area onto the field. If going onto the field, a teacher must take their mobile phone and notify Mrs Anyon that all children are accounted for.

Owls will exit the door to the outside play area and walk round the path onto the playground. The Owls canopy does not have any sides so the outside area is easily accessible.

Key Stage 1

Years 1 and 2 are to exit through their corridor onto the KS1 playground.

Lower Key Stage 2/ARP

ARP, Year 3 and 4A are to exit down the corridor by the ARP and onto the KS2 playground.

4B and 4C are to exit the corridor by the hall, through the visitor car park onto the KS2 playground.

Upper Key Stage 2

Years 5 are to exit from their outside class door and go onto the field. A teacher is to take their mobile phone and contact Mrs Anyon to let her know the children have been accounted for.

Year 6 are to exit the emergency staircase out onto the field. A teacher is to take their mobile phone and contact Mrs Anyon to let her know the children have been accounted for.

Hall

Any children in the hall are to be taken onto the field.

Dining Room

Any children in the dining room are to use the emergency exit doors onto the field.

Art/Dt/Cookery Room

Any children in these rooms are to exit onto the field by the nearest outside door of the classroom.

PPA Room/Staffroom

Any staff in these rooms should exit by the nearest door onto the field.

Intervention Rooms

Any children in intervention rooms should follow the procedure for the part of the school they are in. For example, if using the intervention rooms in the upper key stage 2 building then you follow the procedure for year 6.

Nurture Room

Everybody to exit by the ARP rooms onto the playground.

Library/ Training Room

Everybody to exit onto the playground using the library doors.

Forest Schools

Children should remain on the field and inform Mrs Anyon of the children you have.

Offices

Anybody in the office should use the nearest exit onto the playground.

Visitors

To exit the building with the adults they are here to visit and the school staff to ensure they are reported to Mrs Bagnall.

Chartwells are to evacuate to the kitchen car park and phone Mrs Anyon when they are all clear.

The Caretaker will await the arrival of the Emergency Services at the front of the building.

A roll-call will be taken to ensure that everybody is out of the building. If somebody is missing, the emergency services will be notified or a senior member of staff will look for them, provided it is deemed safe to do so.

Once the emergency services have cleared the building for re-entry, teachers will check that everybody is present inside the building.

Security of the school will be checked by the Caretaker.

Children will be debriefed and reassured.

If re-entry is not authorized, the County Council is to be advised and the School Closure procedure implemented.

Lockdown Procedure

Where there is a threat from either an **intruder** on the school grounds or within the vicinity of the school, a lockdown procedure will be necessary.

5 short bells will sound followed by a short pause, and then be repeated.

Every event will be made to calm the situation but under no circumstances will anything be done that places either pupils or staff in danger.

If the intrusion is in the school grounds, the school office will be told as quickly as possible by phone or in person and the Incident Manager notified. A judgment will be made as to the seriousness of the situation and whether to call the emergency services. Unauthorized persons on the premises will be challenged only if such action is deemed safe.

If the situation is considered dangerous, immediate lockdown will be ordered by the sounding of 5 short bells.

If it is safe to do so, personnel should draw any blinds or curtains. Nursery and Reception must lock all outside doors. Jungle Corner, all children inside and sit by mat by internal window and lead practitioner will sing or read story. Other nominated staff responsible for locking external doors. Office staff will use computerized system. Caretaker or Headteacher to check all doors closed.

All doors and windows should be shut and locked where possible. All pupils and staff will sit on the floor out of sight of windows and doors as far as is possible.

Any children not with their usual class should go to the nearest room with school staff in. If they are having a music lesson go with their peripatetic teacher to the nearest room with school staff in if possible.

If a person is locked out of the building, they should go to the nearest window and try to attract the attention of school personnel.

In every case, the priority is to be safely inside the building.

If the incident occurs at a break time, children will be brought in immediately but calmly using the usual end of break signals. If this is not possible, children may be asked to hide, disperse or take cover if this will ensure their safety. Unless absolutely unavoidable and potentially dangerous, children should be supervised in groups at all times.

Staff not allocated to a class at the time of the incident should assemble in the area outside the office to form an Incident Response team. If it is safe to do so, they will communicate with teachers in their classrooms. All staff should turn their mobile phones on in case the internal phone system is down. As soon as possible after the alarm, the Incident Response team will contact staff to ensure that all children are accounted for. If it is known that a child is missing the teacher will notify the Team as soon as possible.

In the event of hostage taking, action to secure release and response to any demands or threats will be dealt with only by the Emergency Services.

The all clear will be given verbally by members of the Incident Response Team visiting each classroom. Children will be debriefed and reassured.

When the incident occurs outside school opening hours

The Caretaker 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 the County Council by calling the County Emergency Number:

0118 3589332

and follow the guidance for 'During School Hours' above. The only difference would be that if you have no response from anyone to your initial call after 30 minutes 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 **0845 8505505 or 101**

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 (see blank incident log sheet at App 1).

Procedures for management of Pandemic Influenza

The school leadership will be guided by Bucks County Council and public health agencies as to best ways to minimize risk of spreading infection e.g. appropriate hygiene measures. If a pandemic is imminent school will share information provided by Bucks CC with parents and ask

them to ensure that students showing sign of infection are not sent to school or collected promptly if ill.

The school will endeavour to remain open unless it is impossible to staff fully and safely. The Headteacher, with guidance from Bucks CC will decide if full or partial closure is necessary.

The school will endeavour to ensure that Bucks CC and other agencies are kept up to date on their opening status and numbers of absences of staff and pupils.

Staff will report sickness absence in the usual way and follow guidance from their GP/NHS Direct and various government agencies on when it is appropriate to return to work.

Use of Personal Protective Equipment – see NHS South Central guidance Appendix 4

Off-Site Incidents

Details of the procedures to be followed and supporting guidance is contained in the Educational Visits Policy and Guidance (Section D). 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 County Emergency number:

0118 3589332

and follow the guidance in A.1 above. The only difference would be that if you have no response from anyone to your initial call after 30 minutes 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 **0845 8505505 or 101**.

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.

The Educational Visits guidance provides for schools to identify in their planning School Contact(s), details of whom may be available to the County Council on the visits database. If School Contact details are not available the Headteacher will be contacted. (The suggested role for the School Contact(s) is set out in Section D of the Educational Visits Policy and Guidance). 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 – 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 schools 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 counseling will be arranged, 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 Operations Manager (School Improvement), Emergency Planning Team and other relevant teams within Children and Young People's Services, Transportation and Communication.
- The Area Operations Manager (School Improvement) 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 incident be reported to you, by anyone other than the Client Transport Team, please contact them immediately on **01296 382997** 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 Chairman of Governors and the Area Operations Manager (School Improvement) . Where, for whatever reason, consultation is not possible, the Headteacher can make that decision alone, but should notify the Chairman of Governors and the Area Senior Adviser as soon as possible.

It is important that any decision to close a school is communicated quickly to all relevant parties e.g. parents and Passenger Transport. Schools should confirm a school closure by submitting details immediately using the web form in the My School area of **SchoolsWeb**, (buckscc.gov.uk/schools) (copy at **Appendix 2**). This will then trigger an e-mail alert to the Passenger Transport team and to relevant radio stations.

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 buckscc.gov.uk/learning.

The following radio station will receive details of our school closures:

Mix 96.2fm

Parents are regularly advised of the station.

DEALINGS WITH THE MEDIA

All dealings with newspaper, radio or television journalists relating to Critical Incidents or Emergencies should be handled with the advice and support of the Communications Team at County Hall.

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.

PERSONAL SAFETY OF KEYHOLDERS

Persons nominated as key holders 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 key holders need to ensure that they follow simple guidelines as indicated below. It is particularly important for Headteachers to assess any risk key holders may find themselves in, and to agree workable strategies to minimise any risk of 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 key holders 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 attach alarm.
- It is important for the key holder to have basic information about the property, including knowledge of the location of electrical switch gear, gas stop valves, chemical storage etc.

Advice on issues relating to personal safety and general security matters can be obtained from the Assistant Education Officer on **01296 382895**. There is also a reference section within the Health and Safety Handbook (Section 5.7) in the My School area of SchoolsWeb.

Once the initial alerting has been carried out consideration must be given to who else needs to be informed, e.g Governors and parents.

Contact lists are held in the Emergency Kit, the school office and the Headteacher's office.

Roles and Responsibilities

The size, role and responsibilities of the Incident Response Team will vary according to the nature and circumstances of the incident although the structure below can be used as a guide. The Headteacher or senior member of staff available will determine the appropriate level of response for the incident and select the necessary roles to achieve this.

In most circumstances the County Council will send an Incident Support Team to the school to work alongside those involved in the initial response and if appropriate take over the overall management of the incident.

Role	Responsibilities	Possible candidates identified for this role
Incident Manager	<ul style="list-style-type: none">• Consider the need to alert other colleagues and external agencies.• Establish an Incident Response Team 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, School Governors as appropriate.	Headteacher Deputy Headteacher KS Leaders Inclusion Manager

	<ul style="list-style-type: none"> • Monitor the emergency response. • Provide regular staff / team briefings. • Authorise any additional expenditure 	
Deputy Incident Manager	<ul style="list-style-type: none"> • Assists Incident Manager. • Co-ordinates and manages staff in the Incident Response Team. • Monitors staff welfare and organises staff roster. 	Deputy Headteacher Member of Senior Management Team
Parent Liaison Officer(s)	<ul style="list-style-type: none"> • Advises parents and provides information. • Provides point of contact. • Arranges on site co-ordination of visiting parents. • Maintains regular contact with parents where appropriate. 	Member of Senior Management Team School Governors
Administrators	<ul style="list-style-type: none"> • Handle telephone calls. • Help to collate information. • Relay incoming and outgoing messages by telephone, fax, email, etc in a prompt manner. • Provide admin support to the Incident Manager and Deputy Incident Manager. • Maintain a master log of key events and decisions, including expenses incurred. 	School Office Teaching Assistants
Communications Officer / Media Spokesperson	<ul style="list-style-type: none"> • Acts as point of contact for media enquiries. • Works with the County Council's Communications team to prepare media statements / interviews. • Assist with internal communications. 	Member of Senior Management Team or School Governor
Teachers	<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. 	Assisted by teaching assistants
Facilities Manager	<ul style="list-style-type: none"> • Ensure site security at all times. • Provide information about site facilities / layout as necessary. • Assist with access / egress to the school. 	Caretaker
Liaison Officer	<ul style="list-style-type: none"> • To represent the school at the County Council's Emergency Operations Centre. • Communicate with colleagues at the school on a regular basis and receive updates / progress 	Member of Senior Management Team

	reports. <ul style="list-style-type: none"> Relay information to and from the County Council. 	
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It is important that the names and roles of those forming the Incident Response Team are circulated to all members of staff to minimise confusion and risk of duplication of tasks. 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.

By their nature major emergencies demand a combined and coordinated approach; examples of external partners who may be involved in the response are listed 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.
County Council	<ul style="list-style-type: none"> Alerting 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. Providing 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. Sending officers to assist as necessary, e.g. go to the incident, the school, the hospital, etc. Co-ordinating an overall media management strategy. Providing a telephone help line facility at County Hall – e.g. for parents to call for information – to relieve pressure on the school. Liaising with partner agencies, including other relevant local authority services. Providing 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 eg 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 prevents / minimises further spread / escalation. Provide specific health guidance and information.
Voluntary Groups eg 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

Staff training

Staff will be briefed on procedures termly.

Action cards

Staff may also be issued with action cards that can be used as an aide memoir / checklist in the event that they are asked to undertake their nominated emergency response role. Action cards for those roles highlighted above are provided in **Appendix 3**.

Communications

It is vital that the relevant parties are provided with information and regular updates. People want to know what has happened and what is going to happen next.

The school has 3 phone lines.

Landlines will be kept available for incoming enquiries e.g parents, media.

Mobiles will be used for outgoing calls.

It is essential that mobile phone chargers are stored with the school mobile phones.

Depending on the nature of the emergency, The County Council may be called upon to assist by providing extra resources, e.g by 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.

As soon as is practicable, a written briefing should be provided to staff manning phone lines so that consistent information is given out.

All incoming and outgoing calls should be logged on the Log sheet provided (App 1)

Parents/Guardians

Communication with parents is vital throughout to allay fears and to minimise disruption or panic.

Aide memoire:

- What should parents do in the event that the school needs to close during school hours.
- Advise parents of location of Buddy School. This information is provided to parents on joining the school and given annually.
- Parents are given a number to call in the event of an emergency.
- Advise parents of a safe pick up point for parents collecting children.
- Advise parents that the Communications Officer can assist them in dealing with the media.

School closure will be communicated through the local radio station and the county council website.

Media Management

After we have alerted the County Council to the incident a Communications Officer will contact the school so they can offer support and advice to the Media Spokesperson/ Communications officer at the school. The County Communications Officer is also available to assist the parents and family affected in dealing with the media in the event of a traumatic incident which will lead to the media turning up at the school or at their homes.

Only the nominated spokesperson will handle media enquiries.

In the early stage all media statements agreed with the County Council will be confined to the basic facts. These will include:

- Time and location of the incident
- What the factual consequences have been. 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 taken by the school to control the situation and/or mitigate the consequences.
- Counter any rumour/speculation that are absolutely 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 CC communications officer will assist with this).
- Such response must be rapid, accurate and meet media deadlines to ensure balanced media coverage.

If it is accepted that the media will be present on site they will be provided with a segregated media reception area away from pupils, parents or staff that may have been caught up in the incident.

Incident Logging

Everyone involved in responding to the emergency should start and maintain a written log of their actions as soon as possible. A form for this is provided in Appendix 1

A log of key events will be kept on the whiteboard in the dining room. If this is not possible, an alternative will be made clear.

Resources

The emergency kit is stored in the school office.

This contains:

- Mobile phone and chargers
- High visibility vests
- Whistle
- Torch
- Pens and paper/blank log sheets/clipboards
- Contact list of essential numbers
- Emergency plan
- Copy of site plan
- School details
- Copies of up to date staff and pupil lists

School premises

If the school has not been evacuated the following facilities will be set up:

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

An inventory of equipment and resources in each area is stored with the emergency kit.

All visitors to the school will be issued with a badge.

In the event that the school premises cannot be accessed during the emergency rooms will be made available at Community Centre at Prebendal Avenue, Ashmead or Mandeville Community College.

Finances

Any additional expenditure will be authorised by the Headteacher or Senior member of staff available at the time, to a limit of £5000.

A written record of all expenditure must be maintained.

After the event

Support must be provided after the event. This recovery timeline will vary and will focus on individual need for continuing support.

A structured debrief will be given to provide an opportunity for everyone involved to review their actions, identifying strengths and weaknesses in the procedures. Pupils, parents and staff will be given additional opportunity to talk through their experiences either as a group or on an individual basis.

Specific advice and support can be provided through the County Council.

Incident Log sheet

Incident Log:

Date:

Name:

Sheet no.

Time	From	To	Information given / received and Actions Taken

Action Cards

Emergency Response Action Card

Incident Manager

When Alerted	
<p><i>Attempt to clarify what has happened</i></p> <ul style="list-style-type: none"> • Name of caller and telephone number they can be contacted on • Nature of the incident, what has happened? • To whom? • Where? • When? • Numbers of those injured or affected • Location of those affected • Whether there is still a continuing danger or not • What has happened since? • Which emergency services are involved? 	
Start a written log of all information received, relayed and actions taken.	
Alert the County Council and determine who else needs to be informed of the incident, for example, Chairman of Governors.	
<p>Establish an Incident Response Team. Consider the following roles</p> <ul style="list-style-type: none"> • Deputy Incident Manager • Liaison officer – Parents • Administrators • Communications & Media Spokesperson • Teachers • Facilities / Site Management 	
During non-school hours, arrange for the school premises to be opened up if necessary.	
Arrange initial staff / team briefing.	

Continuing the response....	
Continue to collate incident updates and all relevant information.	
Ensure that all decisions are communicated to relevant internal and external parties.	
Arrange further regular staff briefings as appropriate.	
Longer term	
Give people the opportunity to talk about their experiences.	
Conduct a debrief meeting.	
Monitor staff and pupils informally.	
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.	

**Emergency Response Action Card
Deputy Incident Manager**

When Alerted	
Start a written log of all information received, relayed and actions taken.	
Assist the Incident Manager in alerting colleagues and establishing the Incident Response Team.	
Help to alert all other staff of the incident.	
Continuing the response	
Ensure that all staff are aware of each other's incident response role & responsibilities.	
Assist the Incident Manager as required.	
Help to keep all staff regularly updated.	
Organise a staff roster and ensure that staff breaks are scheduled.	
Monitor staff responses and arrange support where necessary.	

Emergency Response Action Card Administrators

When Alerted	
Start incident log of information received, relayed and actions taken.	
At the School....	
Allocate telephone numbers for incoming calls <ul style="list-style-type: none"> • Parents Enquiries • Media Enquiries • External responding agencies • County Council / School Governors 	
And designate phones for outgoing lines.	
Ensure that staff are aware of designated telephone numbers used above.	
Ensure that there is a stock of blank log sheets.	
Collate relevant information e.g. parent / next of kin contact details.	
Log all incoming and outgoing calls and ensure that messages and notes are passed to the Incident Manager and relevant staff promptly. Note <ul style="list-style-type: none"> • Date and time of call • Name of caller / person called • Organisation • Message • Response • Action Taken 	
Maintain a record of any costs incurred, for example, extra staff hours, refreshments, transport.	
Assist in recording details of visitors to the site and in providing means of identification.	
Assist the Incident Response Team as directed.	

**Emergency Response Action Card
Parents Liaison Officer(s)**

When Alerted	
Start an incident log of information received, relayed and actions taken.	
At the School	
Obtain briefing by Incident Manager and agree information / briefing, possibly a prepared text, so that a consistent message is given out to all callers.	
Confirm contact details and be ready to act as first point of contact for incoming enquiries.	
Where appropriate, obtain and offer further contact numbers for support and additional information.	
Ensure that all incoming and outgoing calls are logged. Details to include: <ul style="list-style-type: none"> • Name of caller / person called • Time and date • Message received / given • Response • Further action taken. 	
Arrange a Meeting / Greeting Point on site for any parents & relatives visiting the school.	
Ensure that the names of all visitors are recorded.	
Make arrangements to ensure that parents / relatives are not left alone on site.	
Consider the need for additional support for visiting parents & relatives, for example, tea & coffee, School Clergy.	
Where appropriate and if families give their consent, offer the contact numbers of other families involved in the crisis. <i>(Wherever possible, parents of all other children in the school should be warned that the school has experienced a crisis and that their child may be upset.)</i>	
Attend staff briefings and ensure that all information and briefings are updated regularly.	

**Emergency Response Card
Facilities Manager**

Actions	
Start incident log of all information received, relayed and actions taken.	
Check access and egress for visiting parents and consider any special instructions which may need to be communicated.	
Liaise with the Incident Manager and Communications Officer to ensure that media are not being intrusive.	
Arrange a specific area for media briefings / visitors. Ensure there is sufficient segregation.	
If necessary, collate plans of school premises and relevant information regarding utilities.	
Ensure that all staff and visitors are wearing correct identification throughout their visit.	

**Emergency Response Action Card
Communications Officer**

Actions	
Start log of all information received, relayed and actions taken.	
Liaise with the County Council's Communications Unit and Incident Manager to agree media strategy. Offer media support of the Communications Unit to parents.	
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.	
Prepare briefing notes and media statements in conjunction with the County Council's Communication Unit and Incident Manager.	