

**ST JAMES THE GREAT R.C. (VA)
PRIMARY AND NURSERY**



**EMERGENCY
ACTION PLAN**

**FOR SCHOOLS IN CROYDON
2005**

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EMERGENCY ACTION PLAN FOR SCHOOLS

Introduction

This document provides guidance for teachers and other staff who may be involved in a serious or major incident affecting their school, including out of school activities. Major incidents include:

- death of a pupil or member of staff
- death/serious injury on a school trip
- incident attracting major media attention
- violent incident in school, including those involving intruder(s)
- destruction or major vandalism in school
- a hostage situation
- a transport accident involving the school
- an incident in the community witnessed or experienced by pupils or staff or one that necessitates the use of school premises/grounds for emergency purposes
- civil disturbance or terrorism

It is recommended that this document is retained in a designated location of the school, together with the following associated LEA documentation, so that in the event of an incident, all relevant literature is readily accessible:

- Guidance Procedures for Educational Visits
- Health & Safety Manual
- Death of a Child at a School, Unit or Early Years' Setting
- The Role of Educational Psychologists in Critical Incidents

It is further advised that this Plan, including a completed telephone contact list and accident report forms, are carried by the leader on a school visit, since the guidance is intended to alert responsible persons to the actions they should take when an emergency arises. However, the document does not provide guidance on the preventative measures which should have been taken as a matter of course, or in advance of a particular event. For such guidance, please refer to the separate LEA documentation **Guidance Procedures for Educational Visits** which has previously been issued to schools and the DfES' good practice guide **Health and Safety of Pupils on Educational Visits** (and the three-part supplement published in 2002) - see www.teachernet.gov.uk/visits. Further relevant guidance also appears in the Education Department's Health and Safety Manual **Pupil Visits to Farms - Health Precautions**.

This document is intended to be used as an emergency tool which, if followed, should eliminate the possibility of overlooking essential actions. However, to ensure that it is not too unwieldy, it must also be concise and therefore not every eventuality can be covered. Consequently, the framework here should be adapted to suit individual circumstances.

GUIDANCE FOR GROUP LEADERS FOLLOWING MAJOR INCIDENT DURING OUT OF SCHOOL ACTIVITY

*****Note: obtain facts and information - keep an ongoing written record of events/actions – what/who/where/when? It is vitally important to write everything down as this information may be required at a later date as evidence at a public enquiry, in court etc.**

- **ESTABLISH WHO IS IN CHARGE.** Person to delegate, if possible, the following tasks:
 - **CALL EMERGENCY SERVICES AS NECESSARY USING 999 SYSTEM** Police/Ambulance/Fire/Coastguard
 - **ADMINISTER FIRST AID WHERE POSSIBLE** Be aware of blood contact
 - **ACCOUNT FOR ALL MEMBERS OF PARTY**
 - **CALL OTHER ASSISTANCE AS NECESSARY** Staff, Passers-by, First Aid, Doctor
 - **KEEP INCIDENT LOG/RECORD WITNESSES** See above Note***

- **IF PARTY ALL TOGETHER** arrange for non-casualties to return to base and await further instructions
- **IF PARTY IN SEPARATE GROUPS** advise other groups where possible

- **ENSURE NON-CASUALTIES STAY TOGETHER**

- **ESTABLISH CONTACT POINT**
If possible, one member of staff to remain at incident site to liaise with emergency services

- **TRAVEL WITH CASUALTIES TO HOSPITAL**

- **INFORM SCHOOL/SENIOR STAFF MEMBER** (refer to Telephone Contact List if out of school hours)

Provide information: and liaise regularly	Nature/date/time/location of incident Names of those involved – injured/non-injured Details of known injuries and location of injured/non-injured and details of any supervising adults Action taken/on-going Contact point
Request assistance on site as necessary:	Back-up staff for pupil support, if leaders involved in incident, particularly if overseas. Other support may be required e.g. interpreters.

- **CONSIDER ABANDONMENT OF ACTIVITY**

- **PREPARE FOR RECEPTION/ACCOMMODATION OF RELATIVES**

- **ARRANGE FOR NON-CASUALTIES TO RETURN TO SCHOOL**
Consider transport arrangements/need to hire additional vehicles/drivers

- **COMPLETE ACCIDENT FORMS**

- **CONSIDER OBTAINING IMMEDIATE LEGAL ADVICE** - Do not discuss legal liability

- **PREPARE TO DEAL WITH THE MEDIA** (see page 9)
Decide who is to speak to the media. Beware of rumour - try to dispel.
Pupils should not talk to the media unless arranged by staff/parents and written permission given by parents/carers

GUIDANCE FOR SENIOR STAFF AT THE SCHOOL ADVISED OF MAJOR INCIDENT AFFECTING AN OUT OF SCHOOL ACTIVITY
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*****Note: obtain facts and information - keep an ongoing written record of events/actions – what/who/where/when? It is vitally important to write everything down as this information may be required at a later date as evidence at a public enquiry, in court etc.**

- **CONFIRM WHO IS IN CHARGE AT THE SCENE & ESTABLISH:**

Nature/date/time/location of incident
 Names of those involved – injured/non-injured
 Details of known injuries and location of injured/non-injured and details of any supervising adults
 Action taken/on-going
 Contact point
 Are back-up staff required? Review staff and levels regularly

- **INITIAL SCHOOL CONTACT TO INFORM HEAD/SENIOR STAFF MEMBER**

- **HEAD/SENIOR STAFF MEMBER TO INFORM:**

LEA ↓ LEA to establish Helpline, form Crisis Management Team with the school & set up emergency meeting. Call other support as necessary eg. Corporate Services Emergency Planning, Social Services, religious support, HSE, Insurance, Press Office, Translators	Other staff Teaching & Non-teaching (both on and off site)	Chair of Governors Other Governors
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- **FORM CRISIS MANAGEMENT TEAM WITH THE LEA & SET UP EMERGENCY MEETING**

Record all Team's decisions – set up/maintain incident log - See above Note***
 Consider whether school needs to send a representative to the incident site, particularly if Group leaders involved
 Consider if LEA representative needed to accompany school representative to the site

- **ACCESS ALL NECESSARY DATA** eg. parents/carers/group leaders home addresses and telephone numbers and any known medical conditions of those involved

- **ADVISE PARENTS/CARERS OF PUPILS ON TRIP** - Casualties and Non-Casualties

- **ARRANGE VISITS TO PARENTS/CARERS OF CASUALTIES**

- **ARRANGE TRANSPORT FACILITIES FOR PARENTS/CARERS TO VISIT CASUALTIES**

- **ARRANGE FOR PARENTS/CARERS OF NON-CASUALTIES TO MEET RETURNING PARTY**

- **ARRANGE BRIEFING MEETINGS** - Staff, pupils, parents. Inform pupils in a sensitive way (small groups if appropriate)

Continued.....

- **ESTABLISH PROCEDURE FOR DEALING WITH ENQUIRIES/ISSUING INFORMATION**

Decide who is to speak to the media (see page 9). Beware of rumour - try to dispel.

Decide what information can/should be released e.g. issue agreed statement

Ensure reception/switchboard staff are fully briefed

Consider issue of information e.g. info telephone line (recorded message), TV (Ceefax/Teletext), radio and internet/intranet/LGfL

Establish reception facilities for concerned relatives coming to the school

- **OBTAIN LEGAL ADVICE**

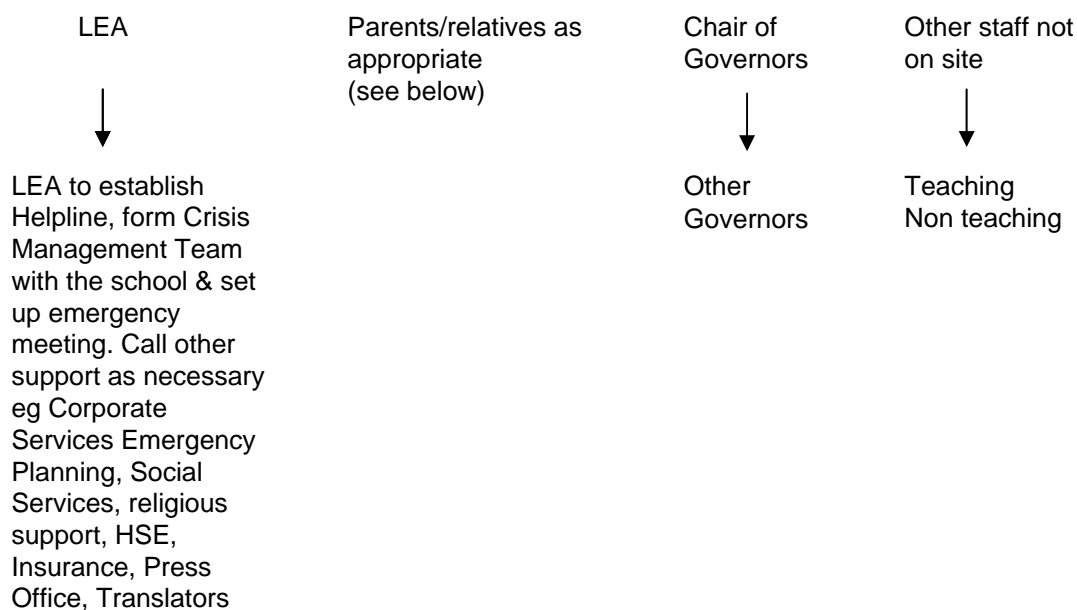
- **APPEAL FUNDS** - Consider what to do with any monies received

GUIDANCE FOR SCHOOL STAFF FOLLOWING MAJOR INCIDENT IN THE SCHOOL ENVIRONS
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*****Note: obtain facts and information - keep an ongoing written record of events/actions – what/who/where/when/? It is vitally important to write everything down as this information may be required at a later date as evidence at a public enquiry, in court etc.**

- **ESTABLISH WHO IS IN CHARGE**
- **CALL EMERGENCY SERVICES AS NECESSARY USING 999 SYSTEM -**
Police/Ambulance/Fire
- **ADMINISTER FIRST AID WHERE POSSIBLE -** Be aware of blood contact
- **CONSIDER EVACUATION OF SCHOOL -** Fire alarm/word of mouth
- **ACCOUNT FOR ALL PUPILS, STAFF AND VISITORS**
- **INFORM REST OF SCHOOL OF INCIDENT, AS APPROPRIATE & INSTRUCT AS NECESSARY**
- **KEEP RECORD OF WITNESSES –** See above Note***

INFORM:



- **FORM CRISIS MANAGEMENT TEAM WITH THE LEA & SET UP EMERGENCY MEETING**
Record all Team's decisions – set up/maintain incident log – What/who/when/actions? See above Note***
- **COMPLETE ACCIDENT REPORT FORMS -** see above Note***
- **CONSIDER POLICE REQUESTS FOR AN INCIDENT ROOM**
- **ADVISE PARENTS/CARERS OF PUPILS -** Casualties and Non-Casualties
- **ARRANGE VISITS TO PARENTS/CARERS OF CASUALTIES**
- **ARRANGE TRANSPORT FACILITIES FOR PARENTS/CARERS TO VISIT CASUALTIES**

Continued.....

- **CONSIDER RELOCATION TO OTHER PREMISES** – in conjunction with the LEA, identify suitable locations
- **CONSIDER CLOSING SCHOOL** - sending pupils/staff home; advising parents/carers
- **CONSIDER NEED FOR BRIEFING MEETINGS** - Staff, pupils, parents
- **ESTABLISH PROCEDURE FOR DEALING WITH ENQUIRIES/ISSUING INFORMATION**
 - Decide who is to speak to the media (see page 9). Beware of rumour - try to dispel.
 - Decide what information can/should be released e.g. issue agreed statement
 - Ensure reception/switchboard staff are fully briefed
 - Consider issue of information e.g. info telephone line (recorded message), TV (Ceefax/Teletext), radio and internet/intranet/LGfL
 - Establish reception facilities for concerned relatives coming to the school
- **OBTAIN LEGAL ADVICE**
- **APPEAL FUNDS** - Consider what to do with any monies received

GUIDANCE FOR SCHOOL STAFF FOLLOWING MAJOR INCIDENT AFFECTING TRANSPORT LINKS

Transport links may be disrupted in the event of a major incident affecting parents' return journey home, for example, the terrorist incidents in Central London which occurred in July 2005. In such cases, the LEA will:

- **be alerted by the Police** to the extent of the likely disruption
- **will alert schools** by email, telephone and website to the developing problem

SCHOOLS should:

- **IDENTIFY THOSE PUPILS WHO MAY NOT BE ABLE TO TRAVEL HOME AND/OR WHOSE PARENTS/CARERS ARE UNLIKELY TO TRAVEL HOME.**
- **MAKE ARRANGEMENTS FOR SUCH PUPILS TO BE ACCOMMODATED OVERNIGHT** with close family members who live locally or with friends, as long as arrangements appear safe and secure. Assess each case individually and keep a **record** of the arrangements made.
- **IF SUCH ARRANGEMENTS CANNOT BE MADE FOR ANY PUPILS, REPORT TO THE LEA THE NUMBER OF PUPILS WHO CANNOT BE TAKEN CARE OF** (telephone numbers will be provided by the LEA on the day). The LEA will advise on alternative arrangements e.g. either open one or more schools as overnight Rest Centres (see page 8) or if the numbers are small, place pupils with foster families.
- **IDENTIFY KEY STAFF WHO WILL REMAIN AT THE SCHOOL WITH THE PUPILS AWAITING THEIR COLLECTION** e.g. catering, caretaking, staff to provide support, entertainment/distraction for the pupils.
- **STAFF MAY ALSO EXPERIENCE TRAVEL PROBLEMS AND NEED TO MAKE ALTERNATIVE ARRANGEMENTS** to stay with relatives or friends. In the event of there being significant numbers of staff unable to get home, overnight Rest Centres (see page 8) would be established for them.

USE OF SCHOOLS AS EMERGENCY REST CENTRES

School premises may be required to be used as Emergency Rest Centres to provide short term shelter and food for persons affected by a major incident and without access to alternative accommodation. The request to use school premises by the Council's Emergency Planning Section will only be made when all other suitable facilities have been exhausted or the immediacy and urgency of the emergency dictates otherwise.

For major disasters all Council controlled High schools are listed as Rest/Reception Centres with priority of designation to the following, for the area concerned:

North	Norbury Manor Business and Enterprise College for Girls
East	Ashburton Community
South East	Addington High
Central/West	Haling Manor
South	Woodcote High

Where any school premises are used for emergency occupation, the Council Emergency Planning Section, in conjunction with the LEA/Council officer on call, will:

- **IDENTIFY PARTS OF SCHOOL PREMISES TO BE USED**
- **MAKE ARRANGEMENTS FOR ADMITTING DISPLACED PERSONS TO REST CENTRE**
- **IDENTIFY PERSONNEL TO ASSIST IN THE CARE OF THOSE USING THE REST CENTRE:**
 - Voluntary Agencies
 - Staff
 - Other Council Departments e.g. Social Services, Housing
 - Ministry needs - faith communities/translations
- **OTHER CONSIDERATIONS**
 - Security of school assets
 - Car parking
- **USE OF SCHOOL EQUIPMENT/FACILITIES e.g.**
 - Televisions
 - Recreational
 - Sports fields
- **REQUIREMENTS OF REST CENTRE**
 - Entry/Exit
 - Reception
 - Registration
 - Information
 - First Aid
 - Feeding and eating area
 - Clothing
 - Toilet and washing facilities
 - Care and welfare of persons and property
 - Waiting and seating areas

DEALING WITH THE MEDIA

*****Note: obtain facts and information - keep an ongoing written record of events/actions – what/who/where/when? It is vitally important to write everything down as this information may be required at a later date as evidence at a public enquiry, in court etc.**

- **RECORD ALL ACTIONS** – see above Note***
- **NOMINATE ONE PERSON TO DEAL WITH THE MEDIA**, and ensure that all staff are aware of this arrangement. There will be pressure from the media wishing to talk to those directly involved.
- **SEEK ADVICE/GUIDANCE FROM THE COUNCIL'S PRESS AND PUBLIC RELATIONS TEAM** (020 8760 5644) who have experience of dealing with the media in crisis situations.
- **BRIEF RECEPTION/SWITCHBOARD STAFF ON KNOWN FACTS** and the information which can be released to callers.

ADVICE FOR NOMINATED SPOKESPERSON

- **STICK TO THE FACTS**
Do not give any fact unless you are certain it is correct
- **BE SYMPATHETIC**
“Our thoughts are with etc”
- **DO NOT SPECULATE OR APPORTION BLAME**
Your interpretation or understanding may be exaggerated or quoted as hard fact
- **DO NOT ALLOW YOURSELF TO BE DISTRACTED FROM THE MAIN POINT OF ANY STATEMENT**
- **TRY TO AVOID “NO COMMENT”** - unless the question relates to legal/criminal matters. It can be taken as an unhelpful, negative answer as in “refused to comment”
- **DO NOT BE AFRAID TO SAY “I DON'T KNOW”**
Try to obtain an answer for a later response
- **TELL THE TRUTH**
- **HAVE CONFIDENCE IN YOURSELF AND YOUR COMMAND OF THE SITUATION IN ORDER TO TAKE A POSITIVE ATTITUDE TOWARDS THE MEDIA**

QUESTIONS THAT WILL NEED ANSWERING

- What happened, when and where?
- Are there any injuries or fatalities?
- How many pupils/staff were present when the incident happened?
- Has everyone been accounted for?
- What action is being taken?
- What advice do you have for next of kin/local residents?
- When will normality be restored?

THE AFTERMATH GENERAL GUIDANCE FOR HEAD TEACHERS & STAFF

The consequences of any major incident upon all those connected with it cannot be precisely defined. The care and support necessary for individuals will be needed as quickly as possible after the event.

At this stage you will not be on your own and outside support will be available to you. The Educational Psychology Service and the Education Welfare Service can help. The Educational Psychology Service's leaflet "*The Role of Educational Psychologists in Critical Incidents*" contains information on the range of support they can offer, including:

- Debriefing following a trauma and providing advice on the management of strong emotions
- Supporting traumatized staff and pupils to effect 'normalisation' as soon as possible
- Providing links with other agencies who may be able to offer longer-term support

In the tragic event involving the death of a pupil, please refer to the separate Departmental Guidance "*Death of a child at a school, unit or early years setting*", issued to schools in November 2004.

- **KEEP TO THE NORMAL ROUTINE**
- **TALK TO THE PUPILS, TODAY, TOMORROW AND SO ON**
- **TALK TO THE OTHER STAFF** - lean on your colleagues - they are your best support group
- **LISTEN TO YOUR PUPILS AND EACH OTHER** - expect heightened anxiety or guilt
- **ARRANGE FOR DEBRIEFINGS** – pupils/staff involved in or affected by the incident
- **REMEMBER THE INCIDENT** - draw pictures, separate facts/feelings/thoughts
- **FACILITATE SUPPORT FOR PUPILS/STAFF INVOLVED/AFFECTED BY THE INCIDENT & MONITOR POSSIBLE EFFECTS -SEEK PROFESSIONAL HELP**
Educational Psychology Service (020 8686 0393)
Education Welfare Officers (020 8683 1151 or 020 8684 4956)
- **BE CAREFUL HOW YOU ANSWER THE TELEPHONE** - it may be a relative of a casualty or it could be the media
- **DO NOT SPEAK TO THE MEDIA WITHOUT PRIOR CONSIDERATION/APPROVAL**
- **TRY NOT TO APPORTION BLAME**
- **CONSIDER HOW FAMILIES OF THE INJURED AND BEREAVED SHOULD BE CONTACTED** - use the most appropriate people with relevant skills - consider how Governors can help.
- **CONSIDER HOW HOSPITAL VISITS SHOULD BE ARRANGED** - who should go
- **CONSIDER PROTOCOL FOR FUNERALS WITH FAMILY** - seek advice e.g. ethnic, religious considerations
- **CONSIDER A SPECIAL ASSEMBLY**
- **CONSIDER HOW TO HANDLE SPONTANEOUS MEMORIALS** e.g. flowers in schools

Continued.....

LATER

- **CONSIDER WHAT MAY HAVE BEEN LOST** - not only lives but other items e.g. resources, accommodation, coursework, personal property, continuity
- **KEEP AN EYE ON PUPILS/STAFF INVOLVED/AFFECTED BY THE INCIDENT** – distress can last for some months
- **CONSIDER RE-ENTRY TO SCHOOL OF INJURED PUPILS/STAFF**
- **CONSIDER ESTABLISHING A MEMORIAL/HOLDING A SERVICE**
- **CONSIDER ANNIVERSARIES/REMEMBRANCES**

TELEPHONE CONTACT LIST

CONTACT	DURING SCHOOL HOURS	OUT OF SCHOOL HOURS
Head teacher	020 8771 3424	0794 6287918
Deputy Head teacher	020 8771 3424	
Other teachers	020 8771 3424	
Caretaker/site manager	020 8771 3424	0788 4058027
Secretary	020 8771 3424	
Administration Staff	020 8771 3424	
Other non-teaching staff	020 8771 3424	
Emergency Control	020 8688 1700	020 8688 1700
LEA	Peter Wylie Director of Education 020 8760 5787 Andy Parkin, Group Director 020 8760 5712	Designated LEA emergency staff may be contacted out of hours through the Emergency Control Room on 020 8688 1700
Educational Psychology	Anne Moore, Chief Educational Psychologist Doreen Hipsley, Deputy Chief Educational Psychologist 020 8686 0393	
Welfare Officers	Lesley Gelly, Team Manager 020 8683 1151 John Walsh, Manager 020 8684 4956	
Chair of Governors	020 8771 3424	
Other Governors	020 8771 3424	
School trip contacts		
Transport Companies		
Insurance Company		
Other useful numbers:		