



Hughenden Primary School

Emergency Procedures for Critical Incidents

Serious, unpredictable emergencies need to be managed effectively.

A generic plan ensures that personnel involved in the initial stages of a critical incident have a firm framework on which to base their response - ensuring immediate actions are taken to call for appropriate assistance, the safety of staff and pupils is maintained as far as possible, and the County Council can provide appropriate support.

Aims and Objectives

The aim of this document is to reduce the effects of any emergency on the school, staff, pupils and immediate community. This will be achieved by the following objectives:

- Prevent/minimise the loss of life and injury to pupils and staff.
- Alert relevant outside agencies such as emergency services, County Council, parents, Governors etc.
- Take control at the scene until the emergency services arrive.
- Ensure effective working with the media.
- Support pupils, staff and parents in the aftermath of an incident.
- Minimise disruption to the normal daily routine of staff and pupils.

Types of Critical Incidents/ Identification of Risk

Critical incidents are unforeseen and unpredictable. They are serious and present a high risk of serious injury or loss of life. It is not possible to list every possible scenario.

The following gives an indication of the range of incidents considered.

In school:

- A deliberate act of violence, such as the use of a knife or firearm.
- A school fire or boiler room explosion.
- A pupil or teacher being kidnapped or taken hostage.
- The destruction or serious vandalism of part of the school.
- A serious crash – car, lorry, helicopter, aeroplane etc.
- Public health threats.

Outside School

The death of a pupil or member of staff – natural causes or accidents.

A transport related accident involving pupils and/or staff.



A widespread emergency in the community e.g. release of hazardous substances, extreme weather etc.

A flu pandemic

Civil disturbances and terrorism.

Discovery and Immediate Response

Incidents may be brought to the school's attention by:

- Staff or pupils
- Emergency Services
- County Council or Government
- Parents or guardians
- Member of the local community
- The media



Onsite Incidents - Immediate Response

The member of staff witnessing or first discovering an incident will be responsible for initiating the immediate response to the threat. Our procedure is posted by each internal doorway and is agreed as:

1. Safety of the majority of pupils

Evacuate – go to fire assembly point (continuous bell)

Lock down – pupils in classrooms, lock doors, close windows and blinds. Pupils sit away from doors and windows possibly on floor or under tables. (intermittent bell)

Shelter - go inside and stay inside – shut doors and windows

2. Summon help

Other staff

Senior Management Team (SLT)

Emergency Services

3. On-going supervision or dispersal home of children

4. Phone County Emergency number

1296 343

5. Assemble Critical Incident Team begin log

SLT, Chair of Gobs, Admin member of staff

DO NOT SPEAK TO THE MEDIA



Throughout the Critical Incident Roles and Responsibilities

Staff will identify themselves with sticky label name badges issued by the secretary.

Head teacher/Deputy Head teacher (Incident Manager)

- Initiate immediate response (see page 3)
- Consider the need to assemble the Critical Incident Team
- In consultation with the Chair of Governors make the decision to close or open the school
- Consider the need to alert other colleagues and external agencies
- Collate all relevant information to the emergency
- Co-ordinate the emergency strategy
- Liaise with relevant services
- Monitor emergency response
- Provide regular staff briefings
- Authorise additional expenditure

Deputy Head teacher/Teacher Governor (Deputy Incident Manager)

- Assists incident manager
- Monitors staff welfare, organises staff rota
- Advises parents and provides information
- Provides point of contact
- Arranges on site co-ordination of visiting parents
- Maintains regular contact with parents where appropriate

Secretary/Staff Governor (Administrators)

- Issue staff/personnel with sticky label name badges
- Man telephone lines
- Help to collate information
- Relay incoming and out-going messages
- Provides admin support for Incident Manager
- Maintains master log of key events and decisions including expenses incurred

Chair of Governors (Communications Officer)

- Agrees with Head teacher to open or close the school
- Act as point of contact for media enquiries
- Works with County Council's Communications team to prepare media statement/interviews
- Assist with internal communications
- Provide information about site facilities/layout as necessary
- Ensure site security at all times



- Assist with access/egress to school
- Represent the school at the County Council's Emergency Centre Operations Centre
- Relay information to and from County Council

Teachers/Teaching Assistants

- Maintain supervision
- Ensure the safety and security of pupils
- Provide information and offer reassurance
- Monitor pupils physical and psychological welfare

Communication

In an emergency communication is vital. People want to know what has happened and what is going to happen next.

All phone calls must be logged – see appendix 1 for log sheet.

The school will have two phone lines, the main line would be used for contacting parents and receiving general enquiries (e.g. parents, media), the second line will be used for staff and LA contact. Written briefings will be provided.

School and staff Mobile phones will be used for communication with County Council, Emergency Services and other outside agencies.

Emergency/Evacuation Bag

The school has an emergency/evacuation bag containing such items thermal wraps, emergency contact details, emergency health care plans, class lists etc.

Parents/Carers

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

If school needs to close during school hours parents will be contacted using text, local radio stations and County Council's web site.

Parents will collect children from the Hall/ entrance .

Anyone listed as an emergency contact (updated on an on-going basis and checked annually) on each child's data entry may collect them.

Parents can phone the school to authorise other persons to collect their children.

Our other safe location will be the Great Kingshill School should evacuation be necessary.



Media Management

Only statements agreed with the County Council's Communications Officer will be given by the communications officer or Head teacher.

Media statements will cover basic facts including:

- Time and location of incident
- Factual consequences
- Summary of action being taken
- Set time for next update

Media coverage will be monitored for any inaccuracies which will be swiftly rebutted.

Media reception area will be in the Riddell room.

Logging

Everyone involved should keep a log of their actions.

This will enable school to provide detailed information should it be required at a later stage or in the event of an inquiry or investigation.

Room Allocation

Headteacher's Office – Control and Co-ordination point

Back Office – Communication point

Main Entrance – Parents' meeting/greeting point

Hall – Parents Briefing Area

Riddell Room – Media gathering/briefing point

Staffroom - Staff welfare facilities

After the Critical Incident

A structured de-brief will provide an opportunity for everyone to review their actions, identifying what went well and what could be improved.

Pupils, parents and staff will be given additional opportunity to talk through their experiences either individually or as a group. Specific advice and support can be provided through Educational Psychologists, Social Care's Post Disaster Support Team as well as voluntary organisations.

Training

Training is important to ensure individuals are familiar with their emergency response roles as well as providing staff with the required information about this policy and procedures.

Training takes place in the following ways:

- Evacuation procedures are practised during fire drills.
- Lock down procedures should be practiced once a year.
- Policy review and Scenario table top exercises will provide training for staff once every three years as part of our Health and Safety training cycle.



- Emergency Response Action Cards are provided for key roles in the Emergency planning guidance pack available at https://schoolsweb.buckscc.gov.uk/schools/infopoint/policies_and_guidance/emergency_planning.asp

Off-Site Incidents

The school follows the guidance contained in the Educational Visits Policy and Guidance Section D – see Appendix 2. Group leaders take a copy of these procedures with them on any off site activity.

School Closures

The decision to close the school is the responsibility of the Headteacher taken in consultation with the Chair of Governors. The decision to close the school is communicated by:

- Submitting details immediately on SchoolWeb
- Using the Parentmail text

Incidents Involving Home to School Transport

This is an incident in which the Emergency Services are called. The County Council Passenger Transport/Specialist Service Teams (01296 383737) will act as a focus of communications, collating information about the incident and relating it to those who need to know. They should be contacted in the case of any incident.

Flu Pandemic

In the event of a flu pandemic the following procedures will be followed:

- The school will consult and follow advice provided by the Government and the Local Authority.
- Children will be taught about good hygiene practices of coughing and sneezing into tissues and the importance of thoroughly washing hands with soap. Children will be reminded frequently to wash their hands with soap.
- Tissues and pedal bins (specifically for the disposal of tissues) will be provided in all classrooms.
- The decision to close the school or close for individual classes will be taken by the Headteacher in consultation with the Chair of Governors following advice from health professionals.
- It is recognised that a pandemic may result in a shortage of staff as they may be ill themselves or caring for dependents. The school needs a minimum of 3 teachers to take classes plus one other plus any support necessary for children with special needs. If the number of staff available falls below this number then the school will close to classes of children on a rotation basis. In the event of the school being closed (either fully or to year groups) work will



be provided either through our Virtual Learning Environment or as hard copy for parents to collect from school.

- If children become unwell during the day their parents or nominated emergency contact will be called immediately and the children will be isolated in the medical room until collected by parents.
- Staff showing any signs of sickness will go home immediately.

Sarah Leighton
February 2013



Phone Calls Log Sheet

Appendix 1

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Appendix 2 - Educational Visits - Section D - Emergency Procedures

This section describes the actions to be taken in the event of a grave emergency, ie any incident that involves serious injury or fatality or which is likely to attract media attention.

Lower level emergencies such as less serious injury, serious misbehaviour or transport problems will normally be dealt with by the Group Leader in consultation with the School Contact and/or head teacher.

Where appropriate the necessary accident/incident reports must be completed. Copies of this section should be held by Group Leaders, School Contacts and head teachers.

School Contacts

Prior to all visits, all involved must be fully aware of the arrangements to be put in place should an emergency arise. As part of the planning and preparation for all visits an emergency school contact should be identified. For residential and overseas visits and those involving adventurous activities, schools are required to identify two School Contacts whose details should be provided to the LEA on Form EV3.

In other cases where visits occur outside school hours a school contact may be considered advisable. The School Contact should normally be a senior member of staff and be contactable quickly and easily.

The School Contact's responsibilities should include the following:

- To be available to be contacted by LEA officers following the initiation of the Grave Emergency Procedure by the Group Leader
- To act as a link between the LEA and the school immediately following an emergency incident and until such time as alternative arrangements are agreed and established e.g. Incident Control Centre set up at County Hall
- To hold details of all members of any group (names, next of kin, contact numbers, etc.). (Model Form 8 in HASPEV could be a useful way to present this information)
- Following liaison with the head teacher (where possible) be ready to join the County Incident Team at County Hall
- In a grave emergency where the Group leader has contacted the School Contact direct, to initiate the Grave Emergency procedure as set out above under "Actions to be taken by Group Leader"



- Depending on the circumstances and following discussions with the LEA and, where possible, the head teacher or other senior school staff, to communicate with parents/guardians when a party member is involved in an accident or taken ill or hospitalised. (This is a less traumatic and more reassuring way of notifying the parents rather than the Group Leader trying to contact the parents/guardians from a remote situation)
- Arrangements in the event of staff/adult injury or illness and possible need for a replacement
- As appropriate to initiate communications with parents/guardians (e.g. cascade arrangements).

Action by the Group leader

Immediately following the incident the Group Leader should ensure that he/she has accounted for all party members and delegate a responsible adult to take care of the uninjured members of the party and to protect them from the media. It is important not to allow any member of the party to use a telephone until advised that it is in order for them to do so.

The Group Leader should assume immediate authority for activating the emergency procedures by calling the County Grave Emergency number which is operated through the Buckinghamshire Fire and Rescue Service and is available 24hrs a day, 365 days a year.

The telephone number is **01296 331 343**.

Please remember, when outside the UK, to include the international dialling code i.e. 0044 (0) 1296 395959.

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 424666** and ask for the Control Room.

When through, ask the Control Room operator to page the Duty Emergency Planning Officer. Give the operator the following information:-

- your telephone number
- your name
- the name of your school.



Please ensure you leave this information before any further discussion takes place, in case you are cut off. These details will then be passed to the Duty Emergency Planning Officer within a few minutes, who will then arrange for a senior education officer to call you back. Depending on the severity of the incident the emergency planning officer may call you to reassure you that your initial call is being acted upon. 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.

The telephone number is **01865 846000**

When the Education Officer calls you back please 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.

A copy of the Incident Record sheet can be used to note down the information (see section E). In order that you can be contactable at all times and to enable you to lead and coordinate all necessary actions you should delegate party leadership to the Deputy Leader. Seek further and full details of the incident, how and why it happened so far as can be established at this stage. Maintain a detailed written log of all action taken and conversations held.

You should not make any public statements about the incident without prior approval of the County's Incident Control Team.

Depending on the circumstances some or all of the following actions may be required:

Retain all equipment involved in an accident or incident in an unaltered condition - unless it is required by the police. Begin to make appropriate arrangements for those not injured to return home immediately. Arrange to visit the injured in hospital and to obtain the necessary documentation from the medical authorities e.g. death certificates, medical certificates indicating how injured may travel home, and case



histories including x-rays. Obtain receipts for all expenditure connected with the incident.

Action by Buckinghamshire County Council

On being notified of a grave emergency an Incident Support Team is brought into action to support the party, the school and parents. There are teams of senior officers briefed for this role to provide continuous support from the moment the emergency alert occurs. The team will operate from County Hall and the head teacher or a senior member of staff will be asked to join the Team immediately.

The Incident Support Team will form a continuous link with the affected party, and depending on the level of emergency, send a senior officer to the incident location. It will direct all actions; provide links with 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 incident.

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

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.

Support and counselling will be arranged for families, young pupils and staff.

This policy was approved by the Governing Body on 25th November 2013

It is due to be reviewed on or before November 2016