

Shene School Emergency Plan

Date of issue: 19 th March 2007	Date of next review:
Copies of this plan are kept:	
Person responsible for updating this plan, stating their position and contact details:	

IF YOU ARE DEALING WITH AN EMERGENCY RIGHT NOW GO STRAIGHT TO PAGE 3 FOR SCHOOL EMERGENCIES OR PAGE 7 FOR EMERGENCIES ON EDUCATIONAL VISITS

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Section 1:

INTRODUCTION

This plan relates to:

- a) an event which threatens the safety of children and/or staff, or a crisis which might affect the public reputation of the school, and
- b) where the Headteacher considers that the school will benefit from receiving additional (external) support or,
- c) where the community in which the school is based is affected by an emergency.

The plan provides a guide to actions that should be considered by the Headteacher, her nominated deputy, and the school emergency management team (SEMT) in case of an emergency in school or the local community, or on an educational visit. It also provides supporting information.

The school emergency plan covers the whole school site and all activities taking place there and relates to all school risk assessments. Shene School shares its site with Leisure Services, and hires out space to other organisations. These other parties have been involved in the planning process. All staff on site are aware of the plan and how it affects them by reference to it in the Staff Handbook, located on the staff network under Health and Safety, and frequent reminders at staff briefings. A hard copy is kept in the staff room.

Any emergency affecting a school may afterwards be the subject of a detailed inquiry. It is important that accurate written records are kept, and that no piece of information about either the planning or the response to the incident is lost. Records may also be in the form of a recording made via a CCTV camera, a telephone or on an answer machine. The records should be retained after the incident for future reference.

Section 2:

EMERGENCIES IN SCHOOLS – ACTIVATION

Information about an incident may come from a staff member, pupil, parent, the emergency services, the Local Authority, the news media or suitable text alert systems.

Whoever receives the alert should ask for, and record, as much information as possible:

Name of the person informing of the incident	
Details of the incident: (including actual words used by informant)	
Who else has been informed?	
Exact location of the incident & area affected	
Casualties	
Any action taken so far	
Name of contact at the scene	

If appropriate, they should call 999 for the police, fire or ambulance, giving the information above. If in doubt, call 999.

Then immediately inform <insert headteacher's name> or <nominee's name>.

If neither is able to respond (they may be involved in the incident) the senior person present must follow the instructions 1-4 on the checklist of initial action by headteacher or nominee.

See next page for checklist of initial action by headteacher or nominee.

CHECKLIST OF INITIAL ACTION BY HEADTEACHER OR NOMINEE

	✓
1. Assess situation	
2. Take immediate action to safeguard pupils and staff where necessary	
3. Log all communications and actions	
<p>4. Call for support</p> <div style="text-align: center;"> <p>Call 999 if appropriate</p> <p>↓</p> <p>Contact the Local Authority Inform of the situation & request help if required. Contact the Corporate Health and Safety Unit by telephone.</p> <p>↓ ↓</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: 45%;"> <p>During office hours Call your School Inspector on <insert number></p> </div> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: 45%;"> <p>Out of office hours Call the Local Authority Careline on 0845 600 7413</p> </div> </div> <p>↓ ↓</p> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: 80%; margin: 0 auto;"> <p>If you cannot reach anyone from the Local Authority, call Careline on 0845 600 7413 or OOH 0208 8744 242</p> </div> <p>↓</p> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: 80%; margin: 0 auto;"> <p>If you still cannot make contact, call Police control room on 020 7404 1212 and request Twickenham CAD. They should then be informed to contact the LBRuT via CCTV Control Room open 24hrs</p> <p>THESE NUMBERS SHOULD ONLY BE USED IN AN EMERGENCY. DO NOT GIVE THEM TO THE PRESS, PARENTS OR PUBLIC.</p> </div> </div>	
5. Assemble a school emergency management team from pre-identified staff (see Appendix 3) and relieve them of their normal duties	
6. Refer to the list of emergency contact numbers in Appendix 3 for additional support if required.	
7. Where possible, avoid closing the school and try to maintain normal routines.	

Having activated this emergency plan, go on to the next stage - implementation.

Section 3:

EMERGENCIES IN SCHOOLS - IMPLEMENTATION

STAGE 1 – ESTABLISHING THE RESPONSE

Action list for headteacher or nominee coordinating SEMT

	✓
Ensure that accurate, factual information is available for those arriving at the scene.	
Liaise with the police, fire and ambulance services, London Borough of Richmond upon Thames, and other agencies that may become involved. Act as the main contact to coordinate response and give your contact details.	
Inform the chair of governors.	
Inform Educational Psychology Service	
Inform all staff, and parents of injured pupils. Decide how to inform other parents.	
Ensure all staff maintain a log of actions and decisions.	
Allocate tasks below among SEMT as appropriate.	

Action list for SEMT

Welfare	✓
Take actions to secure the immediate safety of pupils and staff – this may include evacuation or keeping pupils and staff inside the building (sheltering).	
Establish the whereabouts of all pupils, staff, and visitors using timetables, registers and the visitor's book, and make a list of those unaccounted for.	
Communications	
Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception. If necessary, seek support from LBRuT emergency planning, who can set up a public helpline for enquiries from the public in the event of a major emergency.	
Line to be used for incoming calls only:.....	
Line to be used for outgoing calls only:.....	
Media management	
If possible, Avoid responding to media enquiries and direct them to LBRuT Communications and Media (see Appendix 3: Emergency Contacts List)	
Ensure that any media access to the site, staff and pupils is controlled. In a major emergency, the police can deal with the press and prevent intrusion onto the site. Be aware of the potential problems caused by the spread of misinformation through pupil and/or staff use of mobile phones.	
Resources	
Ensure access to site for emergency services	
Open/close parts of school as required, and turn off water, gas and electricity supplies if necessary	
Ensure the security of the school premises	

STAGE 2 - ONGOING RESPONSE

Action list for headteacher or nominee

	✓
Provide regular briefings for staff, and continue to liaise with the emergency services and Education Department.	
Try to maintain normal routines as far as possible.	
Tell the staff involved to prepare a written report of their involvement, noting events and times. Inform the Local Authority's Education safety office who will advise on reporting procedures, and inform trade unions if necessary. Accident report (SR3) forms should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours. Staff may wish to submit draft reports to trade union legal officers.	
Allocate tasks listed below among SEMT.	

Action list for SEMT

Communications	✓
Inform pupils, in groups as small as practicable, considering the best way to impart tragic news.	
Inform parents or carer of children not directly involved in the incident, as decided by the headteacher or nominee. Use any existing arrangements, such as a telephone tree, for contacting parents or carers quickly and efficiently.	
Receive visitors to the school, ensuring they sign in and out and are issued with identification badges.	
Welfare	
Establish a staff rota and ensure that staff take regular rest periods	
Identify those pupils and/or staff who are badly affected, and who need extra support.	
Make arrangements for reuniting pupils with their parents.	
Take account of religious and cultural factors, and consider contact with leaders of local faith communities. In particular, some faiths may wish to hold funerals within 24 hours of death, so swift and sensitive enquiries must be made to ascertain whether it would be appropriate for representatives of the school, including pupils, to attend.	
Media management	
Liaise with LBRuT Corporate Communications and Media to prepare a press statement, to be agreed by the headteacher and director of education, and to decide the ongoing strategy for dealing with the press.	
Be prepared to be interviewed by the press if necessary.	
Resources	
Establish a safe and secure base for the SEMT	
Arrange a place to receive parents of children involved	

Section 4:

EMERGENCIES ON EDUCATIONAL VISITS - ACTIVATION

The headteacher or his/her pre-agreed nominee should be immediately informed of any incident by the group leader.

The Corporate Health and Safety Unit should be informed as soon as possible by telephone; reports should be followed up by using the online accident / incident reporting system.

INITIAL ACTION BY HEADTEACHER OR NOMINEE

1. Maintain a written record of your actions using this pro forma and attached log sheet.			
2. Offer reassurance and support. Be aware that all involved in the incident, those at the school and you, may be suffering from shock or may panic.			
3. Find out what has happened. Obtain as clear a picture as you can: Who informed you of the incident? (usually the group leader)			
Name:	Status:	Telephone number:	Additional Tel number(s):
Where are they now and where are they going?			
4. Remind the group leader to follow the emergency procedure advice in the Local Authority's <i>Emergency on an educational visit</i> advice card. (Leaders are advised to have a copy with them on the visit.)			
5. Record the details of the off-site activity/visit during which incident occurred			
Location and nature of activity/visit			
Name of person in charge of activity/visit		Telephone number (s)	
Number of people on the visit	Pupils:	Teachers:	Other adults:

6. Record the details of the incident:			
Date and time of incident		Location	
What has happened?			
People affected	Name	Injury	Where they are /will be taken to
Emergency Services involved and advice they have given			
Names and locations of hospitals involved			
Arrangements for pupils not directly involved in the incident			
Name of person in charge of your group at the incident		Telephone Number(s)	
7. Depending on the scale of the incident, consider assembling a school emergency management team from the list of staff at Appendix 3, to assist with the response.			

Having activated this emergency plan, go on to the next stage: implementation.

Section 5: EMERGENCIES ON EDUCATIONAL VISITS – IMPLEMENTATION

Action list for headteacher or nominee

Communication	✓
Inform school staff as appropriate, depending on the time and scale of the incident.	
Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception if required. Line to be used for incoming calls only:..... Line to be used for outgoing calls only:.....	
Inform parents of any injured pupils - immediately inform these parents of what has happened and where their son/daughter is. Record what their plans are, eg to travel to their son/daughter, any assistance they need and any means of communications with them (eg mobile phone number). In event of a major incident the police may give advice regarding naming badly injured people or fatalities. You may also need to inform next-of-kin of any staff who have been involved.	
Inform parents of any other pupils on the visit but not directly involved in the incident. Decide which parents should be informed and by whom and contact them as appropriate. Parents should first hear of the incident from the school (or from the party leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/next of kin are informed.	
Inform the chair of governors	
Inform Educational Psychology Service	
Refer to the list of emergency contacts at Appendix 3	
Contact the Local Authority: During office hours, call your school inspector: <insert number here> Outside office hours, call careline: 0845 600 7413 OOH or 0208 8744 242 If your school inspector is unavailable ask for another school inspector or another officer. See Section 5 for details of the support available, which includes: a) assistance at school or at the site of the incident by Local Authority officers, and/or others b) provision of extra communications, including public telephone helpline where appropriate, through LBRuT Borough Contingencies Unit. c) help with arranging travel and transport between the incident, parents or carers and the school	

<p>d) help with media management, including press statements and interview briefing</p> <p>e) for an incident occurring in another UK local authority, establishing links with that authority.</p> <p>f) or, for an incident occurring abroad, communication via the Foreign Office, to British Consulate, foreign police and authorities.</p>	
<p>If the visit is abroad, and the incident results in substantial medical or other expense, the risk and insurance section at Civic Centre or any other insurers used should be informed as soon as possible.</p>	
<p>Inform pupils and staff at school and their parents or carers swiftly to defuse inaccurate rumours starting (children's mobile phones help rumours spread swiftly). Decide what information you should give. Remember that information given must be limited until the facts are clear and all involved parents/next of kin are informed. In the event of a tragic incident, consider seeking support from the educational psychology service about the best way to inform pupils and to support them afterwards. Staff and pupils should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones).</p>	
<p>Media management</p>	
<p>Introduce, if necessary, controls on school entrances and telephones.</p>	
<p>At least initially, the school is advised to avoid responding to media enquiries and direct these to LBRuT corporate communications.</p>	
<p>Liaise with LBRuT Corporate Communications and Media Unit as early as possible, and work with them to prepare a press statement, to be agreed by the Director of Education and Children's Services and the headteacher before release.</p>	
<p>Resources</p>	
<p>Arrange a quiet space to receive parents of the children involved as they arrive at the school.</p>	
<p>Reporting of accidents</p>	
<p>Your should inform The Corporate Health and Safety Unit of any accidents as soon as possible by telephone and follow this up by using the online accident reporting system.</p> <p>The Corporate Health and Safety Unit will report incidents and accidents to The Health and Safety Executive on your behalf where appropriate.</p>	

Section 6: STAND-DOWN AND RECOVERY

When the emergency services have left the school, or in the case of an incident on a school trip, when pupils and staff have returned home and media interest has subsided, the school can begin the recovery process.

Headteachers should work with their School Inspectors and / or Assistant Director School Standards to develop a recovery plan for the school. A range of support will continue to be available from across the Local Authority. This support should be accessed through the school's LEO.

There may be formal inquiries or even police investigations into the incident, which may continue for some time, and require the cooperation and support of school staff, pupils and parents.

Recovery plan checklist

As soon as possible after the emergency:	✓
Liaise with parents regarding plans for attendance at funerals	
Liaise with parents regarding plans for attendance/representation at memorial services	
Arrange debriefing meetings for staff and pupils	
Arrange debriefing meetings for the headteacher and SEMT	
Identify and support high-risk pupils and staff	
Promote discussion of the emergency in class	
Consider the need for individual or group support	
Help affected pupils and staff to come back into school	
Seek advice on legal issues from LBRuT legal services	
Initiate a review of the school emergency plan, evaluating the school's response and feeding in any lessons learnt	
In the longer term:	
Consult and decide on whether and how to mark anniversaries.	
The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected.	
Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school.	
Remember to make any new staff aware of which pupils were involved and how they were affected.	

Section 7: **ROLES AND RESPONSIBILITIES**

The headteacher, or the headteacher's pre-agreed nominee, will take charge of the incident on behalf of the school. The school emergency management team will assist the headteacher in managing the incident. They will be supported by the Local Authority, which will activate its own emergency procedures to assist with the response to a major emergency affecting a Richmond school.

The following agencies can provide support and assistance:

London Borough of Richmond upon Thames

Education and Children's Services

- Coordination of assistance throughout the Local Authority
- Administrative support
- Welfare services/emotional support
- Additional accommodation
- Educational Psychology Service

Borough Contingencies Unit

- Operational support
- Planning support
- Communications support (including extra phones, fax lines, radio communication and activation of emergency helpline)
- Structured debriefing
- Activation of emergency plans
 - Transport
 - Procurement
 - Public information
 - Media
 - Care of victims
 - Other plans as appropriate

The Corporate Health and Safety Unit

- Reporting of relevant accident/incidents to the Health and Safety Executive.
- Accident/incident investigation.
- Providing advice and guidance on compliance with Health and Safety legislation.
- Dealing with associated employee personal injury claims.

Social Services

- Transport
- Welfare support where appropriate

Corporate Communications and Media (Press Office)

- Press officers
- Advice and assistance with media management

Democratic & Legal Services

- Legal advice

Occupational Health

- Advice and support on health issues
- Counselling service for staff

Metropolitan Police

- Overall control of the emergency response
- Media relations
- Contact with bereaved families
- Criminal investigation

London Fire Brigade

- Fire fighting
- Life saving and rescue
- Chemical spillage clean-up

London Ambulance Service

- Emergency medical response
- Transportation of casualties to hospitals
- Access to other health services

Trade Unions

- Information resource & support services for members
- Health & safety responsibilities (consultation, investigation and joint inspection)
- Will be informed by the health & safety office of incidents causing injury or threat to staff

Appendix 1: **Closing the school due to extreme weather conditions**

You should refer to this guidance when completing this section for your school.

It is always best to avoid closing schools where possible, however, extreme weather conditions can make this unavoidable.

Wind Storms: It would usually be advisable to remain indoors during strong wind storms. Collection of children could be impeded by bad weather; therefore, arrangements for some children to stay late may be required. (The local authority will be mindful of this risk during such storms) If you are concerned about a potentially dangerous tree, then you should keep away from the area at risk during the storm or consult the councils Arboriculture Officer to check the tree at any time of year.

Extreme cold or blizzards: If access to your school site is made particularly dangerous by high quantities of snow or black ice (for instance, where a school is located on a hill), closure may be required. Heads should monitor weather reports where the situation could worsen throughout the day.

Heat waves: DfES Guidance for schools during heat waves will be available in 2007. (The Local Authority Health and Safety Unit advise strongly that sporting activities be avoided especially in the afternoon) Avoid lessons in buildings with high temperatures such as, porta cabins with flat roofs. Larger rooms with good ventilation such the hall may be more appropriate.

Flooding / Flash Flooding: All schools that are at risk of flooding should know this. The Borough Contingencies Unit can advise if you are unsure. It is anticipated that enough warning would be provided for potential evacuations or closures for both tidal and fluvial flooding, However, flash flooding may occur during school hours with little notice other than weather forecasts. There may not be enough time to prepare a school site to fully reduce the impact of flooding (especially out of hours or holiday periods). Therefore, heads and site mangers should consider priorities for flood damage limitation.

Appendix 2:

School hazard assessment and site-specific plans

Use this section to describe the major specific hazards that may affect your school, these should relate to your health and safety risk assessments and hazards that you have identified in them. You should use this section to consider and record the actions that would need to be taken in case of emergency involving these hazards.

This should include information about:

- the location of chemical stores and any radioactive materials stored on site
- details of where information on hazardous chemicals is stored (eg CLEAPPS guidance if relevant)
- details of hazards such as asbestos in the fabric of the buildings, if known
- oil tanks or other fuel storage arrangements
- nearby industrial facilities which may pose a hazard to the school
- rivers or streams which pose a flooding risk to the school.

Do not try and produce a specific plan for every possible eventuality – your generic plan performs this function. Instead, assess and plan response for specific risks that may affect your school. For example, if your school is next to a river or stream, you need to assess the level of flood risk, and work out what action you can take to (a) prevent flooding or minimise damage, (b) evacuate pupils quickly and safely in case of flood.

External contacts

Local Authority School Inspectors	020 8891 7551
Careline	0208 744 2442 (OOH) 0845 600 7413
LBRuT Education Welfare Service	0208 893 3923
LBRuT Educational Psychology Service	0208 894 1288
LBRuT Borough Contingencies Unit	020 8891 7819
LBRuT Transport Services	020 8891 7092
Building Services	020 8891 7525
LBRuT Corporate Communications and Media (Press Office)	020 8891 7161
LBRuT Risk/Insurance Section	020 8891 7330/ 020 8891 7213
NCC Education Safety Office	020 8891 7111
Environment Agency: Floodline Schools can register for Floodline Direct text / fax service	0845 988 1188
Health and Safety Executive	0845 3009923
The Foreign Office (links with British Consulates etc)	020 7270 1500
Local radio (Radio Jackie)	020 8288 1078
Met Office Weathercall (60p/min local forecast)	09014 722 051
The Samaritans	08457 909090
Teacher Support Network (trained support and counsellors available 24hrs)	08000 562 561

Appendix 4: **Evacuation plan**

This section should include:

- an up-to-date, detailed plan of school showing evacuation routes and assembly points (this should include at least one alternative in case the emergency affects the main route or assembly point)
- information on any different evacuation routes and assembly points to be used in case of a bomb alert (eg assembly points may need to be further away from the building)
- procedure for sheltering (stay indoors, close doors and windows) if this is advised instead of evacuation
- information on warning signals for fire alarms, sheltering and bomb alerts
- any identified 'place of safety' nearby where pupils and staff can be taken if unable to return to the school for some time – this could be another school, a village hall, leisure centre, community centre or similar
- information on how staff will ensure that all pupils and people visiting the site are accounted for – procedures for use of registers, visitors books etc
- procedure for sending pupils home if the situation becomes prolonged, taking account of the need to track who has left/been collected.
- Consider developing plans to respond to a potentially dangerous intruder

Appendix 5: **School site information**

This section should include:

- an up-to-date, detailed plan of the school, showing location of cut-off valves and switches for gas, water and electricity, and information on the drainage system
- details of how to reset the fire alarm system
- alternative access points in case of road closure, and emergency access to the school buildings
- school telephone number, fax number, and details of any additional telephone numbers (including mobiles) that could be used
- any relevant information required if the school is designated as an emergency rest centre in case of disaster in the community.
- A GIS map of the site and immediate area around your school and an aerial photo image of the same area (This can be obtained by Building Development Manager), to be used to describe areas affected to the emergency services when dealing with an incident on site.

Appendix 6: Bomb threat prompt card for reception staff

If you take a telephone call from someone who claims to have information about a bomb:

	✓
1. Stay calm	
2. Let them finish the message without interruption. Try to record EXACTLY what they say, especially any codeword they might give.	
3. Make a note of: <ul style="list-style-type: none"> • the exact time of the call • the caller's sex and approximate age • any accent the person has, or any distinguishing feature about their voice eg speech impediment, state of drunkenness, laughter or other. • any distinguishable background noise. 	
4. When they have finished the message, try to ask as many of the following questions as you can, being cautious to avoid provoking the caller: <ul style="list-style-type: none"> • Where is the bomb? • What time is it due to go off? • What kind of bomb is it? • What does it look like? • What will cause it to explode? • Why are you doing this? • What is your name? • What is your address? • What is your telephone number? 	
5. Dial 1471 - you may get the details of where the phone call was made from, especially in the case of a hoax caller.	
6. Report the call to the police and the headteacher/nominated deputy <u>immediately.</u> In the extremely unlikely event that there was a codeword with the message, and the location of the bomb was given as a location other than the school, follow the same procedure – report the call immediately to the police, and then notify the headteacher.	

Appendix 7:

Emergency arrangements for other services using the school site

It is essential to ensure that the emergency plan arrangements can be activated during all hours of school use (which includes wrap around care)

Use this section to record any separate emergency procedures for other services using the site (eg Sure Start, play schemes, after-school clubs etc). You may need to create additional appendices if there are several other services using the school site.

Consider whether it is necessary to add extra points to the action checklists in the main body of the plan to ensure that these procedures are integrated into the school's emergency response.

Appendix 8:

INCIDENT LOG SHEET OF TELEPHONE CALLS, DECISIONS AND OTHER MATTERS

(Photocopy for additional sheets)

Nature of incident NAME..... DATE..... SHEET No

No.	Time	Name	Information	Action required	Done (tick)
		From / To			<input type="checkbox"/>
		From / To			<input type="checkbox"/>
		From / To			<input type="checkbox"/>
		From / To			<input type="checkbox"/>
		From / To			<input type="checkbox"/>
		From / To			<input type="checkbox"/>
		From / To			<input type="checkbox"/>

Annex 4

Full South West London Community Risk Register accessible on;

http://www.london-fire.gov.uk/about_us/media/CRRsw.pdf