

Heather Primary School –
CRITICAL INCIDENT MANAGEMENT PLAN



This policy was approved by the Governing Body of Heather Primary	Date –March 2021
Signed	CoG – Dawn Guzzetta

Version	Date	Author	Reason For Change
0.1	March 21	MM	Updated phone numbers and muster points
0.2	September 21	MM	Annual review
0.3	Oct 2022	Mm	Annual review – up date of signatory
0.4	Sept 2023	MM	Annual Review
0.5	Sept 2024	MM	Annual Review

Review Frequency	Next Review Date
Annual	Autumn 2025

Critical Incident Management Plan (CIMP)

Purpose

This following plan has been prepared and agreed by the staff and Governors of Heather Primary School to assist in dealing with critical incidents on or off the site that affect the school community.

The plan describes the actions to be taken in the event of emergencies. Staff must be aware of their duties and required actions, to safeguard themselves and those in their care. Any event which is outside normally expected working conditions and is sufficiently serious to have major consequences for the safety of the school and its occupants or neighbours will invoke this emergency plan.

Aims

The aims of the school's Critical Incident Management Plan are:

- To provide support to all children and staff affected by the incident.
- To maintain the normal running of any parts of the school not affected or maintain the delivery of education to pupils through other means.
- To return the whole school to normal as soon as possible.

Types of Incident Covered by the Plan

A Critical Incident is defined as an emergency affecting pupils, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

Emergency events may take the form of:

- fire
- flooding
- severe weather damage
- the death of a child, staff member or governor;
- a serious accident involving children and/or school personnel on or off the premises;
- a violent intrusion onto school premises (e.g. an armed intruder or a bomb alert);
- extensive damage to school premises;
- break-in
- the release of hazardous substances near or on the school site.
- outbreak of infectious disease
- civil disorder

Emergency Actions: Fire

The Head Teacher (or Senior Teacher) will take on the role of 'Fire Marshall' and will liaise with the emergency services. The Head will be assisted by the Premises Manager and the Senior Management Team.

Any person discovering a fire, or suspecting a fire, will immediately operate a break-glass call point. Please note that automatic smoke detection is present throughout the building. The detectors will automatically trigger the alarms throughout school. Should you hear the alarms, please evacuate quickly and safely.

All staff will assist with evacuating all persons from the school via the **nearest** available exits, in line with practised fire drills and procedures.

Nearest Fire Exits/evacuation routes for classes:

EYFS: out of either classroom fire exits (at the side of the classroom onto the playground)

Year 1/2: out of classroom fire doors (at the back of the classroom onto the playground)

Year 5/6 : out of classroom doors (back of school), down the steps, out of the fire door, walk down the steps and follow the path to the playground

Year 3/4: out of either classroom fire exits (at the side of the classroom onto the playground)

Hall: out of double doors hall exit either out of the front school door, onto the front playground, then on to the main playground or out of the rear door, down the steps, out of the fire door and follow the path to the playground. If parents are in the hall, parents asked to leave via the front door, children to leave by the rear door access – all parties to make their way to the playground.

Library: fire exit at the back of the library, follow the path to the playground

Foyer, Staff Room – front doors straight onto front playground, then onto playground

Please see site plans for locations of exits and call points (attached separately).

The class teacher will take responsibility for leading the class out onto the playground, with any additional adults following out last. If there is just one adult in charge, that adult must be the last person out of the building.

As well as having a 'PEEP' (Personal Emergency Evacuation Plan), pupils with mobility issues, hearing impairments or other 'special' needs will have a designated adult to ensure that they leave the building safely. If these adults are not working with these children, then the other adult in charge has responsibility.

Specific staff are responsible for 'sweeping' the building in response to a fire alarm being sounded, and will ensure that the Fire Marshall is informed when the school has been 'swept' and all is clear. Fire Marshal guidance displayed in all classrooms, school office and headteacher's office.

- Headteacher: hall; main corridor toilets, staff room, paper cupboard
- Office Staff: Registers, check kitchen
- Year 5/6 staff: All Long Corridor Toilets and Library

- EYFS Staff : toilets
 - Staff leading session in classrooms – is responsible for checking the classrooms
- Spare classroom: toilets located in classroom.
- All staff to close windows and doors

The **Emergency Assembly Point/Muster Point is on the Playground**. Classes should walk out in absolute silence and line up by their allocated line up space on the playground so that a roll call can be quickly taken. Once outside the class registers will be brought to teacher by The Office Manager if they are in the office. The class teachers immediately complete a head count then call the register as quickly as possible, children only being required to shout “Yes” to establish that all are present.

Once all children are accounted for the teacher holds the register up to signal that all children are present.

Inform the HT/Marshall of any missing child. In the event of a missing child/person at roll-call, the Headteacher and Premises Officer/Office Staff are prepared to re-enter the building with an extinguisher to search for the missing child/person if it is deemed safe to do so.

Details from the signing in app and paper copies of pupil/staff emergency contact details will also be brought by The Office Manager to the muster point – all parent contact details can be obtained via WEDUC

In the event that access to the playground is blocked, assemble on the field.

Administration staff will call the Fire Service by dialling 999 and giving the following details:

‘Fire at Heather Primary School, Main Street, Heather, LE67 2QP. Access for fire engines is at the front of the premises on Main Street. Telephone Number 01530 260257

A member of the staff team will meet the Fire Service at the nearest safe place outside of the school gate.

Staff and children should stay on the playground and await further instruction. No-one will re-enter the building until the Head Teacher (or Senior Teacher) gives the all-clear, in liaison with the Fire Service where necessary.

If site evacuation is required, all pupils will proceed to the secondary assembly point at Heather Church, under staff supervision. (Peter Fell Church Key Holder 01530 262689/Revd Andy Hartropp 01530 262590 will be contacted immediately).

School registers and contact details of pupils taken to the receiving site-Office Manager

- Ensure medicines and asthma pumps are taken.
- Evacuation box taken that contains names/ addresses, telephone numbers, first aid materials, phone cards, mobile telephone, loose change, signs to say we have evacuated to St John’s.

Parents will be contacted to collect their children via text, phone call and radio Leicester alert. No child is to be released to parent until all children are at the secondary assembly point. Teachers are responsible for recording children who are collected.

Emergency Actions: Coach accident whilst on school visit (See Appendix 1)

In addition to the usual risk assessments:

- A photocopy of the register should be taken on visits. Group lists amended with any children who are absent.
- Where more than one bus is involved, a copy of which group and adults are on each bus should be kept in school.
- Where all the school is involved e.g. the pantomime visit. Copies of registers and bus lists should be left with the Chair of Governors/Office Manager.

In the event of a minor accident: The party should return to school and parents advised on the return.

In the event of a major accident: In the event of a major accident, it is likely that both staff and children will be injured/traumatised by the events. Where possible school should be contacted immediately, or details of the accident communicated to the emergency services to pass on to the school.

Information needed:

- Location of the accident, which bus/buses were involved
- Approximate nature of injuries e.g. many/few injured, fatalities etc.
- If possible names of most seriously injured to be given and the hospital/s where the injured have been taken, rest centres where walking wounded may be taken.

Action:

- A senior member of staff would be sent to the hospital to reassure and co-ordinate operations from that end. This member of staff would record any children in hospital or taken home by parents.
- If possible/appropriate, a member of staff sent to rest centre to reassure and co-ordinate. This member of staff would record any children taken home by parents.
- In school the Head/Office Staff or other senior member of staff would contact parents. Obtain accurate information and contact families of those involved. The administrative office will make a careful note of those parents who still need to be informed. If support is required a designated support assistant will help.
- Plan communications to and from school (e.g. use mobile as an outgoing line to leave main line free if it is expected that many parents will be trying to contact the school). If there is death or serious injury the police will inform parents.
- Contact the LA and Chair of Governors.
- Inform staff and pupils. (If sending a letter home to other parents give details of the facts - do not speculate on the causes and consequences). Pupils told in classes or together in hall.
- Bring children home as soon as possible. All children should be accounted for from the registers.
- If there is need for an assembly point the school hall should be used. Refreshments provided. The Headteacher will inform the press office. Press or media will not be allowed onto school premises. Give the same level of information to everyone -provision of a script.

Media: The Headteacher or Chair of Governors should speak to the media. Only factual information should be given.

Managing the situation in school: Pupils in school should be managed by remaining staff.

It may be necessary to talk to siblings of those involved in a quiet area and to reassure until parents arrange for their collection.

If parents hear of the accident they may wish to take children home to comfort. Staff will reassure and give factual information only to parents. Names of injured should not be released to others.

Emergency Actions: Bomb/Terrorist Threat

Suspicious Objects or packages - If a suspicious object or package is found, follow the golden rules:

- a) Do not touch or interfere with the object or package;
- b) Clear people way from the immediate vicinity and secure the area;
- c) Inform the police and Emergency Services.

All members of staff discovering such an object must report it to the Head Teacher or other member of the Senior Management Team immediately in order that they take the above action.

The telephoned bomb threat - Anyone who receives a telephone threat or warning must remain calm and try to obtain as much information as possible. Whoever receives a telephone threat should also attempt to gain any information that will help them detect the caller.

Evacuation - Evacuation will proceed as for a fire. Office Manager/Head Teacher (Senior Teacher) will call the Police and Fire Service. The use of mobile phones is forbidden and mobiles will be switched off. In the event of a terrorist event requiring us to contain all children in school, a message will be sent to every class using the code words 'Mrs Michalowski will be leaving early.' If this is heard at any point, teachers must bring all their children to the hall and await further instructions.

As soon as the registers have been called at the assembly points, if necessary, all pupils will proceed to the secondary assembly point at Heather Church, under staff supervision, if safe to do so or if deemed necessary to as a muster point further away is required:

David Taylor Memorial Hall

Swepstone Road

Heather

LE67 2RE

Keyholders and contact details:

Donna Purday, 07581336974

Steve Pettitt 01530 260102

Alison Wright, 07929 122332

The Head Teacher (or Deputising member of staff) will decide, in liaison with the Police, whether to release children for collection by parents, or return to the school.

Emergency Actions: Toxic Gas Release or Chemical Leakage

If there is a warning of toxic or dangerous fumes in the atmosphere, the school will **not** be evacuated.

All doors and windows will be closed. Children inside the school will be kept indoors, children outside will be brought inside by a member of staff. Children will remain in the classroom in which they were when the alarm was raised, with the teacher who had responsibility for the class at the time.

If the alarm coincides with the end of the day, parents would be advised to leave children in the school until the all clear is given, waiting in school with them if necessary. However, if parents requested that their children be allowed out of school they would be released to them

The Head Teacher (or Senior teacher) will liaise with emergency services and await further instructions.

Head/Office Staff to text parents and notify emergency planning team at LCC. Teaching Assistant staff will listen to local radio station(s) to hear public information announcements.

Emergency Actions: Flooding

Affected part(s) of the school will be evacuated, with children assembled in the unaffected hall/room(s). The Premises Officer will isolate local electricity supply, if necessary.

The Head Teacher (or Senior teacher) will decide whether to evacuate the school (or parts affected) depending on circumstances at the time. Leicestershire LA will be informed of any actions taken to evacuate the school. The decision to evacuate the entire school will only be made under extreme circumstances. Fire Service will be called, if necessary.

Emergency Actions: Severe Weather

Snow: School closures would be at the discretion of the Headteacher in consultation with relevant information on road conditions and weather forecasts.

Ratify closure with the Chair of Governors. Inform LA of this decision. Staff and Governors informed of closure via messaging system.

Parents Informed via: Announcement on the local radio stations; Text; Message on school website; Message on school answer phone; Notice on school gates.

Closures overnight: The Headteacher would make a decision about the opening of the school based on the following: supplies of gas, electricity, water and the provision of school meals and staffing. Same notification procedures as above.

Closures during the day: In the event of heavy snow during the day a decision to close would be made on the basis of staff and children being able to get home safely.

Staff and children who live the furthest distance away would be sent home first.

A notice would be put out on the relevant radio stations and parents in the villages contacted via text message. Staff living in the village would be the last to leave.

Heat: Heat is potentially more dangerous than the cold, but can be planned for in advance. The met office web site <http://www.metoffice.gov.uk/weather/uk/heathealth/index.html> should be consulted for weather forecasts and advice.

Daily management: drinking plenty of water, staying in the shade, sunhats, covering up etc. Thermometers should be used to monitor the heat. If heat was such that being in school was dangerous to health, a closure would be made.

Wind: The principal danger is from flying debris and falling trees. An anemometer could be used to monitor the strength of the wind. In the event of gale force wind (Force 7-8) children would need to stay inside school. However, a decision would need to be made on the basis of safety in the playground.

A tree survey has been completed and would need to be completed at least once every 3–4 years.

Rain: Major problems should not be caused by flooding in the school. There may be problems with staff getting home and the day time closure plan may have to come into operation if sufficient staff were affected.

Thunderstorms: In the event of thunder and lightning, children should be brought in from outside. If a storm coincides with the end of the day, children should be kept inside until the storm has subsided. Parents wishing to take children would be able to do so.

Emergency Actions: Pandemic (Measles, Influenza for example)

It is likely that there will be both Local Authority and Government guidance in the event of a Pandemic. There will be some advanced notice as the outbreak spreads from other continents/counties.

It is likely that a state of emergency will be declared once the outbreak has reached the region (East Midlands) and that schools will be closed. In the run up to this, parents may choose to withdraw their children from school.

Schools will still need to provide education at school or otherwise. At this stage, packs would be made available for parents wishing to keep children at home. This would include information on relevant web sites, television programmes etc.

As the outbreak starts, and before closures it may be that staff are working with significantly reduced numbers and mixed years because of staff absence.

In the event of school closures, it is likely that there would be provision made by the government through the internet. WEDUC would be used for parents to access remotely. For parents without the internet, packs would be made which could be accessed from an agreed location in school.

The impact of the pandemic on the local community, with deaths within all sectors, could be significant. Counselling and support would be provided by the Educational Psychology service, local clergy, medical and education authority as advised by the Government.

Emergency Actions: Break-in

With Site Manager, undertake an initial assessment of the damage – phone the police. Leave broken glass as evidence. Inform Chair of Governors. If the damage was minimal, and following advice from the LA as to the severity and safety issues school would, endeavour to remain open where possible.

Close off part of the school and restrict areas e.g. consider moving a class into the hall, away from damage.

Inform parents of break in via letter distributed at end of day.

Emergency Actions: Medical Emergency

Send trained first aider to the accident scene – do not move child from scene if in doubt (unless in danger). Where in doubt to the severity of the injury, call an ambulance and obtain medical assistance. Notify parents as soon as possible. Locate witnesses and document the incident.

If not severe, inform parents and advise them to collect child and take to hospital/doctors.

Bump to head - observe pupil, inform parent via phone call and 'red' slip – if child is complaining of dizziness and sickness, and the bump is prominent, parents to collect child.

Emergency Actions: Child Absconds

If child runs out of school, follow the child at a distance before trying to persuade the pupil to return to school. Be aware of oncoming traffic – don't want the child to run out into a car. Physically restrain the pupil if it is in the child's best interest. Record and report all incidents – report to governors.

If child has run out of school and 'has gone missing', send a key staff search party – HT, TAs x2, SLT.

Inform child's parents after 10 minutes if child not found. Inform Community Police Officer/ or contact the Police after 10 minutes by ringing their call center number 101. Record and report all incidents – governors.

Emergency Actions: Intruder Inside Building or Aggressive Visitor

Would hopefully reduce this risk by ensuring that routine security was robust.

If it is anticipated that an aggressive parent/visitor/carer is on their way to school, the front and internal foyer door will be kept locked. If appropriate the police will be called. Signs at school entrances make clear that visitors should report to Reception; further signs point the way to Reception; at reception all visitors must sign in and receive the school's security badge, which they must wear at all times in the school.

Dealing with strangers - Greet intruder, identify yourself and politely 'challenge' by asking intruder purpose of visit – if legitimate, ask visitor to accompany you to reception to sign in, wear id badge and escort to location of visit if necessary. If visit is not legitimate, ask intruder to leave. Escort to exit.

If after trying to reason with them, the intruder refuses to leave, notify them that police will have to be called. The police cannot arrest an intruder for trespass unless there is a breach of the peace, but have the power of arrest if there is a 'minor nuisance'. They may be able to help solve the problem without resorting to arrest.

Send for assistance. Notify staff to keep pupils secured if pupils cannot safely be evacuated to CIMP location. Inform the police if there is a threat to the safety of anyone on the premises. Direct police to intruder's location. Obtain written reports from any witnesses. Inform the LA.

If a parent/carer/visitor has entered the building and demonstrates aggressive behaviour towards a teacher in class, remove children if possible. Seek immediate help E.g. another teacher. Staff going to aid the teacher should be accompanied by another adult.

If the situation can be calmed and the aggressor leaves the premises, all doors must be locked/kept shut. Inform the Community Police Officer of the incident, as well as LA.

The headteacher would inform the aggressor in writing of the expected code of behaviour in school and in extreme cases may forbid the parent from further contact with the teacher/ school.

If the situation is out of control the police should be called. In extreme cases it may be necessary to use restraint procedures (to break apart an 'attack' on a member of staff) but this must not be done alone. Inform the Governing Body, LA and Police.

Emergency Actions: Civil Disorder

If there is an incident involving rioting in the surrounding area, the Police will be called and advice sought. All doors and windows will be secured. No-one will leave the school until the Head Teacher (or Senior teacher) has been given the all-clear by the Police.

Staff Shortage

The most likely scenarios involving a significant loss of staff are:

- Outbreak of disease (e.g. pandemic, flu) – see pandemic section
- Fuel Shortage – encourage use of public transport, car sharing, walking or cycling
- Industrial Action – it is essential to try and gauge the proportion of staff that may be available to work in order to plan the running of the school

In all of these events there is likely to be some form of notice in which arrangements may be made to mitigate the effects.

Fire Safety/Health and Safety Checks

The Fire Alarm system in school is tested in school weekly, from a different call point every time.

If you become aware of any issue that may affect the Health and Safety of the staff, children, visitors, volunteers or contractors you **MUST** inform the Head Teacher, or in her absence, the Deputising Headteacher.

You have other roles/responsibilities in regards to Health and Safety:

- Ensure Fire Exits/corridors/exit points in your classrooms are clear and free of items such as coats, boxes, P.E kits etc.
- Any hazardous items (e.g. cleaning products/some arts materials) are kept out of reach by **ALL** children (not just your own class).
- Any flammable items (aerosols, matches, lighters etc.) are kept in a locked metal cupboard and stored away from any exit point.
- Ensure that your displays are not near electrical products and you do not store flammable or accelerant products on top of monitors etc.
- All equipment/materials/furniture in your classroom is safe and fit for purpose.
- Your classroom computers/projector **MUST** be turned off before you leave your classroom every evening.

Support:

LA Crisis Line (should be seen as the first point of contact for assistance during any major disruption)

Tel: 0800 953 1515. This is a 24/7/365 service. Caller is presented with 3 options:

- Option 1 – to report damage to buildings & facilities
- Option 2 – to report all other disruptions or difficulties at school outings during office hours
- Option 3 – to report all major disruptions or difficulties at school outings after hours

LA Corporate Health and Safety line for incidents and accident reporting – 0116 3055515

Headteacher's Mobile: 0785 1162427

Co-Chair of Governors: Dawn Guzzetta - 07779226464

LA Personnel Officer: 0116 3057280

MAJOR INCIDENT OCCURRING ON AN OUT OF SCHOOL ACTIVITY

GUIDANCE ACTION SHEET FOR GROUP LEADERS

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system.
3. Call for assistance if available (staff, passers-by).
4. Administer first aid where possible.
5. Account for all members of the party and ensure that all persons uninjured stay together.
6. Allocate staff member(s) to travel to hospital(s) with casualties.
7. Ascertain if there are any witnesses.
8. Allocate staff member(s) to stay at incident site to liaise with the emergency services.
9. Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible.
10. Inform headteacher/member of senior management team (at school) as soon as possible. Give as much of the following information as possible:
 - date, time, location and nature of incident.
 - names of those involved.
 - details of any injuries.
 - actions taken.
 - contact point to be used.
11. Consider requesting additional assistance. Keep Headteacher/member of senior management team regularly updated.
12. Consider whether activity should be abandoned. If so, arrange for non-casualties to return to school. Liaise with Headteacher/senior management team over transport arrangements.
13. Do not discuss legal liability.
14. Prepare to deal with the media - this should be done in consultation with the Police (see aide memoire attached).

MAJOR INCIDENT OCCURRING ON AN OUT OF SCHOOL ACTIVITY
GUIDANCE ACTION SHEET FOR HEADTEACHER / MEMBER OF SENIOR MANAGEMENT TEAM

1. Ascertain the following:
 - Date, time, location and nature of incident
 - Names of those involved
 - Actions taken
 - Who is in charge at the scene
 - If additional assistance is needed at the site
2. Inform:
 - LA – Crisis Line
 - Other staff - if out of school hours, ensure that the premises officer is included in the list of staff to be contacted
 - Chair of Governors and arrange for other governors to be informed
3. Inform Chief Emergency Planning Officer who can arrange other support as appropriate:
 - transport
 - insurers
 - religious support
 - social services support
 - public relations support
 - premises
4. Initiate Critical Incident Management Plan.
5. Ensure that staff are fully briefed on facts and are aware of what information can be released.
6. Arrange for parents of uninjured to come to the school to meet the children on their return.
7. Arrange for parents/relatives of injured to be informed - this to be done in conjunction with the Police.
8. Notify HSE and Education Department Health and Safety Officer if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary.
9. Prepare to deal with the media - this should be done in consultation with the Police and County Council's Public Relations Officer (see aide memoire attached).

In the event of fatalities, the school may close in the immediate aftermath. Advice would be sought from the LA. Where possible, the school should be staffed to provide a point of contact.

School Recovery: The school would open as soon as it was deemed possible/appropriate. Advice would be taken from the Educational Psychology Critical Incident response team in the best way to support children and staff on the reopening of school. Normal timetables would be suspended to allow time for the school community to take part in activities to support and reassure. Counselling may be needed to support both children and adults. This would be organised with the LA.

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON IN CHARGE OF THE CRITICAL INCIDENT MANAGEMENT TEAM - Mrs Maxine Michalowski

RESPONSIBILITIES:

- To take charge of events.
- To draw up an action plan for the specific incident.
- Where appropriate, to liaise with County Council/Education Department staff.
- To delegate responsibilities and give task sheets to the chosen person.
- To provide a flexible response, based on the Critical Incident Management Plan.
- To appoint a secretary who will keep a comprehensive incident log and support the person in charge.
- To consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents, general enquiries and the media.
- To establish a crisis team meeting place, close to the incident control point.

PERSON TO CONTACT EMERGENCY SERVICES – Mrs Emma Burditt/Mrs Suzanne Cook

RESPONSIBILITIES:

- Contact as appropriate: Police Fire Ambulance 999
- Be prepared to give the following information: Emergency Service(s) required; Exact location of the incident; Number of casualties; Nature of injuries; Location and telephone number where call is being made from; Hazards which may be encountered by the Emergency Services at the site.
- To respond to the directions from the person in charge of the Critical Incident Management Team or other personnel in control, i.e. Police, Fire or other Emergency Services, Leicestershire's Emergency Planning Officers.

PERSON RESPONSIBLE FOR LIAISON WITH THE MEDIA – Mrs Michalowski

RESPONSIBILITIES:

- Early establishment of central media point.
- To liaise with and cooperate with the media and to answer their queries, as appropriate.
- To provide press statements.
- To liaise with emergency services including the Police Press Officer and County Council over the setting up of a Media Centre.
- To show concern and not panic.
- To provide basic information about the school - refer to separate sheets in file.
- To liaise between the press and those affected about press interviews - seeking permission from parents/guardians of any students involved in interviews.
- Asking the interviewer the questions to be asked in advance of the interview.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Leicestershire's Emergency Planning Officers.

PERSON RESPONSIBLE FOR IMMEDIATE ACTIONS TO SAFEGUARD PUPILS AND STAFF - Mrs Maxine Michalowski

RESPONSIBILITIES:

- To evacuate the building in accordance with the School Fire Procedures.
- If necessary, to use an alternative assembly point.
- To liaise with the Critical Incident Management Team Leader and Emergency Fire Services, once the names of those present have been checked against attendance list, the responsibility for rescue rests with the Fire Service.
- To liaise with staff to ensure that immediate reassurance and support is given for anyone who is distressed.
- To ensure that parents do not take students away, unless directed to do so.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Leicestershire's Emergency Planning Officers.

PERSON RESPONSIBLE FOR CHECKING CHANNELS OF COMMUNICATION – (The Office Manager)

RESPONSIBILITIES:

- Check that all available communications and office equipment are working (phones, fax, copiers), in the School Office
- Be ready to give the information to Leicestershire's Emergency Planning Officer.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Leicestershire's Emergency Planning Officers.

PERSON TO OPEN APPROPRIATE BUILDINGS – Mrs Lynn Brown

RESPONSIBILITIES:

- Open the appropriate parts of the school.
- Ensure gates are opened to allow access for the Emergency Services.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Leicestershire's Emergency Planning Officers.

RESPONSIBILITIES

Premises Officer or nominated Individual (Emergency Controller)

The Emergency Controller will proceed in accordance with the guidance and procedures offered in this document.

As soon as the Emergency Controller has been made aware of the incident, the scale of that incident should be assessed and a decision taken as to whether a major crisis or disaster exists or is likely.

If the opinion is that such a major situation does exist the Crisis Response and Disaster Recovery Plan should be immediately activated.

The Emergency Controller should:

- Ensure the emergency services have been called;
- If possible shut down services if it is safe to do so and ensure if required the evacuation of other areas of the school site that are likely to be affected;
- Ensure key personnel have been summoned;
- Initiate the establishment of the schools appropriate Operations Centre
- Direct all operations at the scene of the incident, e.g. the evacuation of nonessential personnel to assembly areas as laid down in the school fire strategy
- Establish a communications with telephone or messenger contact to the Local Authority support services.
- Ensure an operational log is maintained detailing events and actions;
- Give information and assistance as required to the emergency services;
- Brief the Headteacher and keep that person informed of developments.

The Emergency Controller whose primary task is to take initial charge at the scene of the incident will have a thorough knowledge of the current overall situation within the school. Round the clock cover must be achieved in this position and ensured by the Headteacher.

Headteacher (or nominated individual)

Following being called and upon arrival at the scene, the Headteacher initially should make contact with the Emergency Controller for an immediate briefing, and then should go to the established Operations Centre. The Headteacher will take over from the Emergency Controller the responsibility of overall control of our school.

If the decision that a crisis or disaster exists or is likely to be confirmed, the Headteacher should ensure that the emergency services have been called and the full procedures activated.

Depending on the circumstances, the Headteacher should then:

- Ensure that key personnel have been called in and others on the notification list have been advised as necessary;
- Exercise direct operational control of those parts of the school outside the affected area;
- Continually review and assess possible developments to determine the most probable course of events;

- Confirm the shutting down of services and the evacuation of areas in consultation with the Emergency Controller and other key personnel;
- Ensure that casualties are receiving adequate attention;
- In the case of incidents which involve risk to outside areas ensure contact is made with the affected individuals and or agencies
- Liaise with chief officers of the police and fire services and with the Health and Safety Executive;
- Ensure that personnel are accounted for;
- Arrange for a log of the emergency to be maintained;
- If required Establish an evacuation / rest centre, in conjunction with the local authority
- Where the emergency is prolonged, arrange for the relief of site personnel and the provision of catering;
- Issue information to key personnel directly involved in recovery / control;
- Ensure relatives are informed in liaison with the police;
- Ensure that proper consideration is given to the preservation of evidence;
- Control rehabilitation of affected areas after the emergency;
- Ensure, as far as it can be achieved, that the business of the school continues as normally as possible;
- Maintain liaison with senior management team.

The Headteacher has overall responsibility for directing our school operations, must carry out these duties from the dedicated Operations Centre working in close liaison with the Emergency Services.

Appendix (4)

THE OPERATIONS CENTRE

An Operations Centre will be established under the direction of the Headteacher as soon as it is determined that the incident is, or is likely to be, designated a major incident. The Operations Centre will be attended by the Headteacher, the Senior teacher Headteacher, the Senior Officers of the Emergency Services, Chair of Governors, the Local Authority Liaison Officer and any other individuals requested by the Headteacher.

The above will be the only persons admitted.

The Operations Centre should also contain a plan or plans of the school to show:

- areas where there are large inventories of hazardous materials, including tanks, drum storage or compressed gas cylinders;
- sources of safety equipment;
- a plan layout of water mains, detailing position of the fire hydrants, dry risers etc
- a plan layout of surface drains and sewers;
- a plan layout of the gas distribution system;
- site entrances, updated at the time of the emergency to indicate any road that is impassable;
- assembly point, casualty treatment points;
- location of the school in relation to the surrounding community;

The Operations Centre should also contain:

- The necessary fire extinguishers to cover the equipment being installed / used;
- Note pads, pens, pencils to record all messages received and sent by whatever means;
- Operational telephone contact list;
- Major incident log
- Nominal roll of employees and pupils or access to this information
- Portable telephones.

PROCEDURES

In the first instance, the emergency procedures of the school will be followed and the appropriate alarms activated.

When the Crisis Response and Disaster Recovery Plan has been activated, key personnel will report to the Operations Centre.

The Headteacher should initiate steps to account for school personnel, pupils, visitors and contractors, particularly those known to have been in the affected area.

The Headteacher should obtain access to records so that the person to be identified in the event of any casualties can be informed. It should be noted that it is the responsibility of the Police to notify these individuals as it is they who will finally prepare the report for H.M. Coroner.

It may be necessary to prepare a statement for issue to the news media and liaise with the media thereafter.

Appendix (5)

BUILDING AND EQUIPMENT RECOVERY

Introduction

As part of any major incident it is likely that buildings and / or equipment will be damaged / lost so far as operational purposes are concerned. This section of the Plan outlines the action to be taken in such a situation and the method by which a speedy return to normal, acceptable levels of service will be achieved.

Procedures

In the first instance, the Emergency Controller and subsequently the Headteacher will follow the current emergency procedures. This will provide access to the full range of 'in-house' and contract services currently available to our school, covering all aspects of premises and communication support.

Beyond these procedures there are areas potentially essential to the immediate recovery plans for any facilities related crisis / disaster.

These are:

- Accommodation
- Communications
- Utilities
- Furniture
- Security and Security Hardware

Accommodation

In the event of loss of premises, or a part thereof, there will clearly be an immediate need for space in which to house core activities. We will provide for such an occurrence by a number of means:

- Hire of portable accommodation
- If required the Church would be made available
- Rescheduling the use of existing accommodation
- Short term rentals / leasing/hire of local accommodation through other schools in the immediate vicinity.

The organisation of any alternative accommodation will need to be confirmed accepted at the time by the Local Authority.

Communications

In the event of a crisis / disaster which takes out of commission the existing telecommunications system, our school, as a number of 'pool' mobile phones and these phones could be called-in for redistribution in the event of a major crisis/disaster.

The implementation of the telecommunications recovery plan would be the responsibility, of the Headteacher or nominated Deputy.

Utilities

Should a Major Incident occur affecting the utility supply to school premises, repairs to those utility supplies would be carried out by the relevant supply authority or contractors.

If a heating source to a building is destroyed, arrangements will be made to expedite the repair / replacement as soon as possible, and if possible temporary heat sources will be hired.

Furniture

If the school furnishings are damaged beyond repair or use we would need to source temporary replacements from local school surplus and / or Local Authority storage if available.

Security and Security Hardware

Our school would need to ensure that the affected areas do not present a security loop hole; all damaged windows would need to be boarded and damaged roofing weather proofed. If security fencing is required we would need to ensure the Local Authority is proactive in sourcing the required measures.

Record of Suppliers and Assisted Services

In order to achieve the above expeditiously, the Headteacher / Senior teacher / nominated person will produce a list of those contractors who may be called upon to provide goods and services in order to reinstate the buildings, and the Office Manager will produce a list of companies who will provide equipment and other services. The lists should include contact names, telephone numbers and the description of the services available.

Expenditure

The Headteacher will be responsible for authorising any expenditure incurred in connection with an incident and in doing so will ensure that Financial Regulations and Procurement procedures are complied with.

RECOVERY OF COMPUTING FACILITIES

It is important in the context of computing, to consider separately the various elements that constitute the computing facilities and services.

Servers at the school site hold all data. Curriculum planning and management data is held in the cloud with versioning and ransomware protection. MIS data is backed up to the cloud by the LA MIS Support provider. A local disk-to-disk backup also takes place to recover in the event of a hardware failure. In the event of data loss, data can be restored from multiple locations and versions. The Office manager will coordinate the restore operation with IT support providers

Physical hardware can be relatively easily replaced but may take several weeks to identify, order and commission. If the network that carries the data between computers is destroyed, then this can potentially isolate users

Centrally provided networked data files and software are relatively easily restored provided secure and reliable backup and recovery mechanisms are in place.

All central computing facilities and services are regularly backed up in terms of networked data files and software, with copies kept in another building on site.

In the event of a major incident, it is the responsibility of the Headteacher / Senior teacher / nominated individual and IT Support technician, to implement a computing recovery plan.