



19. OAKFIELD SCHOOL Crisis Management/ Emergency Plan

To be Reviewed:	October 2018
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SUMMARY AND OBJECTIVES OF OUR EMERGENCY PLAN

The formulation of this plan is intended to provide Oakfield School with a structure for an immediate, effective and caring response to any minor or major incident by formulating an Emergency Plan. This will reduce confusion during a chaotic period by having a clearly defined course of action and minimise disruption to normal school activity and guide the school's leadership team through the recovery process.

Our specific objectives are to:

- Ensure staff are aware of what a critical incident is.
- Ensure all involved are aware of their and others responsibilities in an emergency situation.
- Provide necessary resources to enable staff to carry out those responsibilities.
- Information is easily accessible and presented in a clear and concise manner.
- Work in partnership with pupils, parents, schools, services and agencies to improve the Health & Safety of all stakeholders.

There are many good reasons for preparing a disaster plan such as:

1. Good Health & Safety Management
2. To improve procedures leading to greater levels of Health & Safety
3. To reduce the amount of thinking time necessary during and after an incident has occurred.
4. To contain the incident and minimise the extent of the damage where possible.

AUTHORISED DISTRIBUTION LIST

<u>NAME</u>	<u>TITLE</u>	<u>LOCATION</u>
Mrs R Davies	Headteacher	Main Site
Miss L Foley	Deputy Head	Main Site
Mrs J Oakley	Multi-Agency Co-ordinator/ Child Protection Officer	Main Site
Mrs D Maddick	School Business Manager	Main Site
Mrs C Khan	Office Manager	Main Site
Mr L Morfitt	Chair of Governors	Offsite
Mr C Straker	Vice Chair of Governors	Offsite

Emergency Box located in School Office, Residential House 6 and offsite at Andrew Marvell School (RFM Office).

PLAN MAINTENANCE

To ensure that the plan can be effectively used, continual review and update is very important, this is the responsibility of the Headteacher. This shall be accomplished as follows:-

<u>Action</u>	<u>Named Person Responsible</u>	<u>Frequency</u>
A list of student names, addresses, contact numbers and known medical conditions to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Termly
A list of staff names, addresses, contact details and mobile numbers to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Termly
A list of Governing Body's names, addresses, contact details and mobile numbers to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Annually
A list of numbers for support services to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Annually
A list of local emergency services contact numbers to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Annually
Lists of the LA contact numbers for emergency use to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Annually
A list of the LA numbers for dealing with the press and media to be updated and stored in the on site and off site Crisis Kits.	Mrs C Khan	Annually
Any site changes updated on site plan and stored in the on site and off site Crisis Kits.	Mr P Cooke	Annually
Alarm/security code updates to be changed in the on site and off site Crisis Kits	Mr P Cooke	Termly
Computer back up files/tapes are done and stored both on site and off site	RM	Termly
The Head to test the plan annually. The tests to include:- <ul style="list-style-type: none"> • Verbal contact with all School Emergency Response Team (SERT) to determine that they understand their roles and a meeting held on a staff training day to run through a dummy situation (the severity of this to be changed frequently) • Verbal contact with all offsite facilities to ensure use of the facilities are still viable if required. 	Mrs R Davies	Annually

PROCEDURE

To aid the effective use of this plan, incidents will be categorised as unavoidable school closure and Critical Incident. The actions required during each type of incident are described in the following sections. The procedures are effective immediately upon the occurrence of an incident.

An incident or crisis can be clarified as an unexpected event which affects the schools community and which causes disruption on a scale which is beyond the normal coping capability of the school. Some events which could trigger the implementation of this plan are:

- Serious injury or death of a child or school staff as a result of an act of violence, illness, suicide or a serious accident.
- Severe weather conditions such as floods, heavy snow, storms and high winds.
- Fire
- Loss of amenities i.e. electricity, gas, water etc.
- Structural damage to the building.
- Medical epidemic e.g. flu, meningitis or other infectious diseases.
- The release of hazardous substances on or near the school premises.
- Abduction/Missing pupil.
- Violent intrusion possibly involving firearms or explosives.

These events could occur in school, during an educational visit, during and after school activity or overnight in the residential provision.

As it is not possible to predict the exact nature of a disaster or major incident, the Plan will provide clear, generic guidance to the management of the school in the event of a crisis. Some actions and responsibilities will not apply to all situations but by including them all, hopefully nothing will be overlooked.

SCHOOL EMERGENCY RESPONSE TEAM (SERT)

If the incident is not triggered by the fire alarm system i.e. a full school evacuation, the Headteacher and Deputy Head are initially notified of all incidents. They will make a preliminary assessment of the situation and notify the appropriate SERT member(s) immediately advising of the designated control area. The responsibilities of the SERT are to return the school to normality as soon as possible.

The following responsibilities may need to be allocated to SERT members depending on the nature of the event:

- Inform the LA and Chair of Governors
- Inform all members of the SERT
- Take registers
- Contact staff and parents. Before contacting parents it should be agreed as to exactly what is to be said. A log of parents who have been contacted should be kept.
- Decide on next steps i.e. close the school
- Liaise with the media including making use of prepared statement for the press. Ensure that staff and pupils are protected from media attention and take advice from the LA
- Meet with support services
- Meet with specific parents where necessary
- Keep staff and pupils informed of developments
- Identify any pupils or staff needing specific support
- Visit site of incident if off site
- Ensure the continuing function of the school is as normal as possible
- Distribute incident log sheets and parent contact sheets
- Record details of the event on an incident log sheet
- Post notices up on school gates/web sites etc
- School answer phone message changed to relay current information remembering to state time and date of update as it happens
- Contact Transport Team to ensure alternative arrangements are made
- Text messaging if required either on or off site
- Arrange memorial services where appropriate

The following responsibilities will be taken on by Robertsons staff

- Inform the emergency services
- Evacuate the building along with School Staff
- Immobilise utilities i.e. gas, electric and water if required
- Ensure access is free for emergency services
- Liaise with the emergency services
- Contact services and suppliers
- Liaise with the Insurance Company

SCHOOL EMERGENCY RESPONSE TEAM

Mrs R Davies – Headteacher Ext. 2012 Mobile 07515 429095	Mr D Leeman – Head of Care Ext. 2027 Mobile 07718 424989
Miss L Foley – Deputy Head Ext. 2007 Mobile 07718 405022	Mr L Thompson – Senior Teacher Ext. 2010 Mobile 07809 329938
Mrs J Oakley – Child Protection Officer Ext. 2026 Mobile 07979 595155	Mrs L Middleton – Behaviour Manager Ext. 2010 Mobile 07833 233623
Mr A Bowsley – Behaviour Manager Ext. 2010 Mobile 07739 753310	Mrs S Cockerline – Deputy Head of Care Mobile 07854 472741
Mrs D Maddick – Business Manager Ext. 2003 Mobile 07720 841175	Mrs D Ricketts – First Aider Ext. 2005 Mobile 07803 504974
Mrs C Khan – Office Manager Ext. 3007 Mobile 07429 416323	

SCHOOL CRISIS KIT

A Crisis Kit (CK) is a collection of information available to the school and emergency services which will give them quick and easily accessible information on the building, staff and students and a copy of the School Emergency Plan (SEP).

Contents of the Crisis Kit - stored in Reception, Residential House 6 and offsite at Andrew Marvell School (RFM Office)

The following information will make up the Crisis Kit and should be held in school and duplicated at an off-site location. The information must be kept up to date and senior staff should know how to access it:

- A copy of the school's School Emergency Plan and details of responsibilities and contact details for SERT members.
- A list of pupils names, addresses, contact numbers and known medical conditions.
- A list of staff names, addresses, contact details and mobile numbers.
- A list of the governing body's addresses, contact details and mobile numbers.
- A list of numbers for support services.
- A list of local emergency services contact numbers.
- Lists of LA contact numbers for emergency use.
- A list of LA numbers for dealing with the press and media.
- A detailed site plan of the school buildings and grounds.
- Site plans indicating evacuation routes, fire exits, fire alarm activation points, isolation points, assembly points, fire extinguisher points, and storage areas for flammable and hazardous products.
- Copy of the Oakfield Fire Safety Policy
- A list of local repair company numbers.
- Details of alarm/security codes.
- Identification of and contact details for an agreed place of safety.
- Location of the nearest helicopter landing site (Main School Field).
- Details of who is responsible for dealing with the media, updating the plan, keeping the inventory up to date and off site and creating and storing computer back up tapes off site.
- A programme of testing the plan and details of monitoring and evaluating such tests.
- Actions to be taken by person receiving a call about an off site emergency affecting the school.
- Pre printed posters to put on school gates advising of radio station updates will be available.
- Incident log sheets.
- Parent contact sheets.
- Pens and paper.
- Packs for each SERT member containing checklists for their actions/ responsibilities and all necessary contact numbers.
- A list of school suppliers contacts numbers.
- Procedure on how to send whole school text messages to parents/carers.

UNAVOIDABLE SCHOOL CLOSURE

Advance Notice of Closure (More than 24 hrs)

If the school has advance notice (more than 24 hours) of a possible school closure, it must discuss it with the Corporate Director – Children, Young People and Family Services Office (01482 615101)

The following steps to be taken:-

	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Commence Log Sheet (See Appendix 1)		
2	Inform the School Transport Services (See Appendix 2)		
3	Notify all members of staff.		
4	Notify Chair of Governors (See Appendix 2)		
5	Write to all parents giving full information about reason for closure and when school will close and re-open		
6	Notify local radio stations (See Appendix 2) for contact numbers. Headteacher knows password		
7	When handling any queries from the media liaise with the Press Office (See Appendix 2)		
8	Send whole school text out if required		

UNAVOIDABLE SCHOOL CLOSURE

Short Notice of Closure (Less Than 24 Hrs or Over a Weekend)

	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Commence Log Sheet (See Appendix 1)		
2	If the emergency is during the working day contact the Children, Young People and Family Services Office (01482 615101)		
3	If applicable, contact the Buildings maintenance unit line (See appendix 2)		
4	Notify Chair of Governors (see appendix 2)		
5	Notify all members of staff		
6	Inform School Transport Services (See Appendix 2)		
7	Notify local radio stations (See Appendix 2) for contact numbers. Headteacher knows password		
8	Post notices at school		
9	Have a members of staff a school gates at opening times to explain situation		
10	As soon as possible after 8.15am on the morning of school, inform Corporate Director – Children, Young People and Family Services Office (Tel: 01482 615101)		
11	Send whole school text out if required using the group call system		

UNAVOIDABLE SCHOOL CLOSURE
During The Working Day

In the case of an incident or emergency, whenever possible, a full evacuation of the school should be avoided, and efforts made to keep the pupils together and in one place.

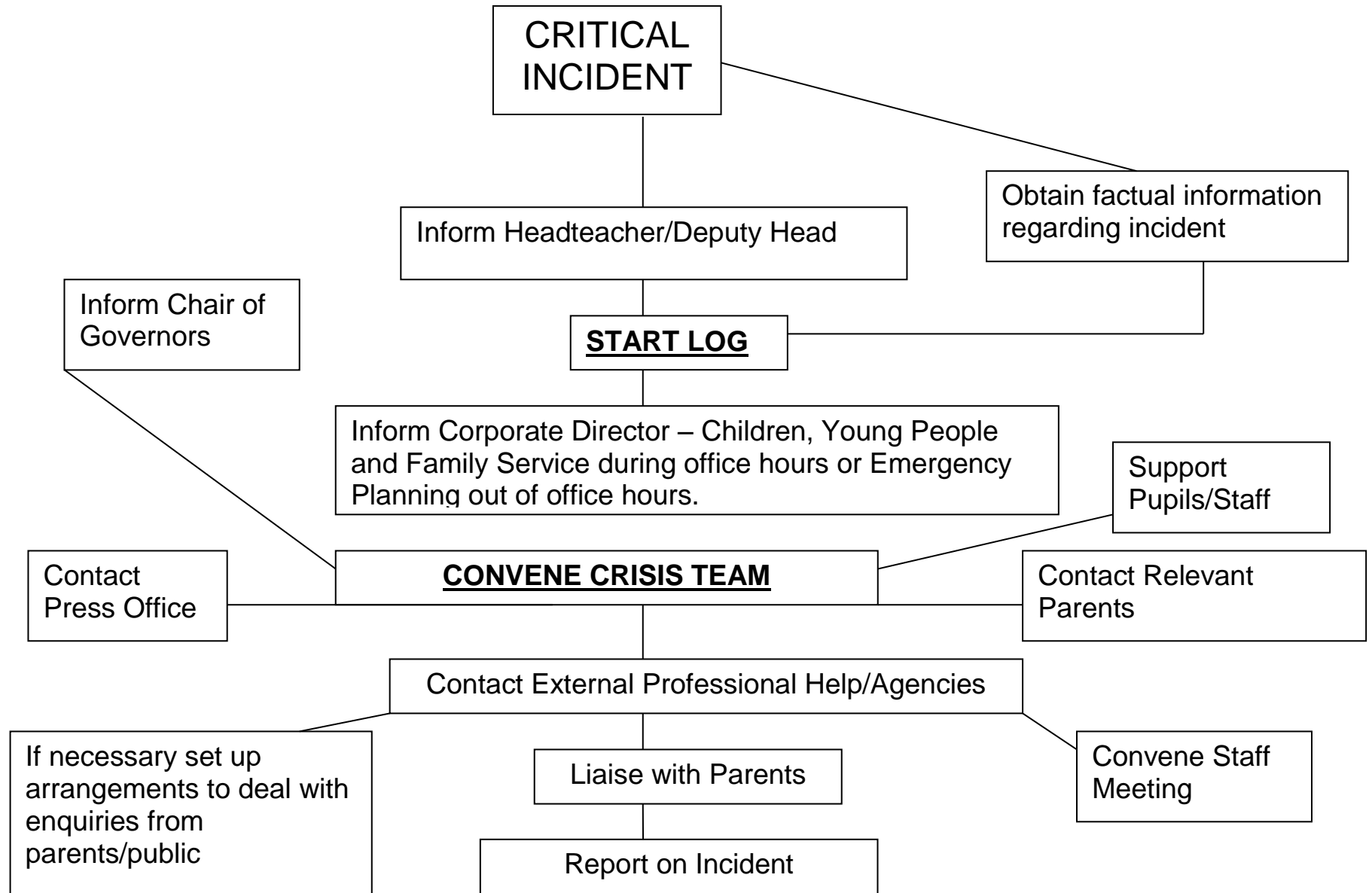
	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Commence Log Sheet (See Appendix 1)		
2	Is it possible to keep the pupils within the school premises?		
3	If a full evacuation is required, what alternative buildings are available (see Appendix 2)		
4	Notify staff as to where to take pupils		
5	Ensure the following is available: Mobile Phones School Crisis Kit		
6	Notify Corporate Director – Children, Young People and Family Services Office (01482 615101)		
7	Notify Chair of Governors (see appendix 2)		
8	Notify parents/carers of any pupils affected (Crisis Kit)		
9	Confirm location of first aiders		
10	Post Notices on the school gates detailing where the pupils have been taken		
11	Keep School Transport Services up to date with events (See Appendix 2)		
12	Notify local radio stations (See Appendix 2) for contact numbers. Headteacher knows password		
13	When handling queries from the media liaise with Press Office (See Appendix 2)		
14	Consider requirements for emotional support/debriefing for both pupils and staff		
15	Consider arrangements for the care of pupils awaiting collection by parents		
16	Send whole school text out if required using the group call system		

UNAVOIDABLE SCHOOL CLOSURE
Failure of Utilities

	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Commence Log Sheet (Appendix 1)		
2	Notify utility provider, inform them the school is affected and seek information as to how long the cut in supply is to be expected. Ask if an alternative supply can be sourced or timing of the failure to be re-arranged? (Appendix 2)	Robertsons	
3	If supplier fails to make alternative arrangements, contact Corporate Director – Children, Young People and Family Services Office (01482 615101)		
4	Notify Local Education Office of potential problem and liaise with Premises, discuss failure in heating etc.		
5	Notify Chair of Governors as to potential problem. (Appendix 2)		
6	Look at your Risk Assessment in light of the seasonal weather conditions. Consider: Current time of year (light, warmth, etc) Water – Hygiene implications. If possible fill receptacles with water. Consider the use of bottled water. Hygiene implications – toilets not flushing. Electricity – Safety (loss of lighting) Loss of IT (including CCTV) Loss of heating Gas – impact on catering Failure of alarm systems – seek further advice Telephones – use mobile phones for emergency calls – arrange with KC for a message to be left on line.	In consultation with Robertsons	
7	Alternative solutions: Keep numbers of pupils in one room to keep warmer (i.e. Hall and Gym) Put on coats Closure of school (last resort)	In consultation with Robertsons	
8	If closure of school is decided, follow procedures on previous sections (Unavoidable School Closure Page 11)		

CRITICAL INCIDENT FLOW CHART

This flow chart is intended to cover all issues - you may follow in any order



Notes for Critical Incident Flow Chart

Obtain factual information regarding the incident. This information would come from pupils, parents, public, school staff or emergency services. This only needs to be key information not an in-depth report.

Decide who is doing what.

Keep accurate accounts.

START LOG

Keep an accurate log of all events (Appendix 1). This is important for legal enquiries, insurance claims, and incident expenditure and to be used in meetings held post incident.

CONVENE CRISIS TEAM

The Headteacher or Deputy Head will call for the group to convene immediately and allocate tasks accordingly. Keep an accurate log of all actions. Make notes at all meetings – appoint a member of staff to do this if possible

SUPPORT PUPILS/STAFF

The support of pupils is important. Necessary care should be provided. Try to keep these pupils together.

If a group of pupils has been involved in an incident, think about keeping them separate from the rest of the party.

CONTACTING RELEVANT PARENTS

The relevant parents of any pupils/staff involved in a serious incident should be contacted and informed as soon as possible.

NOTE: If the incident involves any fatalities, it is essential that the Police are informed and they will inform the parents or next of kin in person.

CONTACT EXTERNAL PROFESSIONAL HELP/AGENCIES

This could include Children, Young People and Family Service, Pastoral Support (See Appendix 2)

LIAISE WITH PARENTS

Depending upon the nature of the incident it may be appropriate for two members of school staff or a school governor to visit and provide support to the parents.

PREPARE A REPORT

It will be important to prepare an accurate written report at the later stage (see Review Page 19) depending on the circumstances. The LA may also need to submit a report to the DFE. This is the reason behind keeping accurate logs of the event.

CRITICAL INCIDENT

Crisis Team

The Crisis Team should meet whenever a critical incident occurs. They will manage the crisis, be flexible and prepared to adapt to the situation. It is good practice to allocate more than one member of staff for each role.

INCIDENT ROLE	STAFF MEMBER
Incident Manager	Mrs R Davies / Miss L Foley
Incident Coordinator (Emergency Services outside organisations)	Mrs J Oakley
Incident Coordinator (Day to Day Management of school)	Miss L Foley / Mr D Leeman
Incident Coordinator (Pupils)	Mr L Thompson / Mrs S Cockerline Mrs L Middleton / Mr A Bowsley
Incident Coordinator (Parents)	Mrs D Maddick / Mrs J Oakley Mrs C Khan
Incident Coordinator (Media)	Mrs R Davies
Incident Coordinator (Buildings/Premises)	Mr P Cooke / RFM
Incident Coordinator (Out of School Activities)	Mr D Leeman / Miss L Foley Mrs S Cockerline

CRITICAL INCIDENTS

Serious Injury/Death/Suicide Attempt – Occurs at School

	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Call 999		
2	Alert School First Aider and notify the ambulance service (See Appendix 2)		
3	Isolate affected pupil(s)/Staff members(s) if possible		
4	Notify Headteacher/Deputy Head of incident		
5	Inform Chair of Governors (see Appendix 2)		
6	Convene School Crisis Team		
7	Designate a member of staff to accompany ill/injured person(s) to the hospital		
8	Headteacher/Deputy Head notifies parent(s), guardian(s) of affected pupil(s), or emergency contact(s) of affected staff member(s)		
9	Direct witness(s) to separate area of the school		
10	Contact parents if necessary		
11	Headteacher/Deputy Head to notify Corporate Director – Children, Young People and Family Services (01482 615101)		
12	Determine method to notify pupils, staff members and parents		
13	Speak to Press Office		

CRITICAL INCIDENTS

Serious Injury/Death/Suicide Attempt – Outside of School Hours

	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Convene School Crisis Team		
2	Headteacher/Deputy Head to notify Corporate Director – Children, Young People and Family Services (01482 615101)		
3	Notify Staff members as soon as possible using the group call system		
4	Inform Chair of Governors (see Appendix 2)		
5	Speak to Press Office (See Appendix 2)		
6	Determine method to notify pupils, staff members and parents		
7	Announce availability of counselling services for those who may require it.		
8	Headteacher/Deputy Head to meet with counselling staff and other Education Psychologists to determine level of support needed for pupils and staff		
9	Arrange designated rooms for private counselling areas		
10	Guide affected pupils, close friends and other highly stressed individuals to counsellors		
11	Assess stress level of staff; suggest counselling to those showing signs of stress		
12	Follow up with pupils and staff receiving counselling		
13	Designate staff to attend funeral(s) if any		
14	Allow for changes in pupils/staff normal routines/schedules.		

CRITICAL INCIDENTS

Fire

In the event that a fire, smoke from a fire, or a gas odour has been detected:

	<u>Action</u>	<u>Staff Responsible</u>	<u>Completed</u>
1	Activate Fire Alarm		
2	Follow the schools normal emergency evacuation routine		
3	Consider evacuation or partial evacuation of the school and assemble at a safe distance outside of the building	Discuss with Robertsons	
4	After consultation with staff the Headteacher/Deputy Head may move pupils and staff to alternative premises, if building is damaged or weather is inclement	Discuss with Robertsons	
5	Inform Esteem if there is damage to the building (see Appendix 2)	Robertsons to Action	
6	No one should re-enter the building until declared safe to do so by the emergency services		
7	Headteacher/Deputy Head notifies staff and pupils that the incident is over and it is safe to return in to the school		
8	Keep a detailed log of events		
9	Send whole school text out if required using the group text system		

REVIEW INCIDENT

After an incident the specific incident action point form should be reviewed. Areas to look at should include:-

	<u>Review</u>	<u>Action</u>
1	Was the Emergency plan followed?	
2	Was the document flexible enough?	
3	Is everything included in the document?	
4	Is everyone who should be part of the School Crisis Team part of it?	
5	Any Lesson Learned?	

Appendix 1

LOG

Date

Sheet Number

<u>TIME</u>	<u>EVENT</u>	<u>TO DO</u>

Appendix 2

EMERGENCY CONTACT DETAILS

NAME	NUMBER
Emergency Services	999
Bomb Threat (Emergency Services)	999
Hull CC Call Centre	01482 300300
Brunswick House	01482 616159
Children, Young People and Family Services	01482 616019
Press Office	01482 615166
School Transport Services	01482 612811 (Hull) 01482 820973 (Sutton Cars) 01472 323086 (NE Lincs) 01482 395444 (East Riding)
Chair of Governors (Lee Morfitt)	07507 363682
Radio Station (Headteacher, School Business Manager and Admin Staff have passwords for radio announcements)	Radio Humberside (01482) 225959 KCFM 01482 333999
Kingston Communications Business Customer Service (change school line message)	01482 602900
Education lead for LAC	01482 616341
Young Person Support Services	01482 331000
Educational Psychologist	01482 614271
School Business Support Team	01482 333300
Health & Safety Team (Occupational Health)	01482 613333
Insurance Section	01482 613315
Teacher Support Network (trained support and counsellors available 24hrs)	08000 562 561
Health and Safety Executive - to report accidents - Infoline	0345 300 9923
The Foreign Office (links with British Consulates etc)	020 7008 1500
Met Office Weathercall (60p/min local forecast)	037 0900 0100
The Samaritans	08457 909090

This Policy was reviewed October 2017

Signed:

Lee Morfitt (Chair of Governors)