EMERGENCY PLAN

This plan is protected. Do not give any contact details or sensitive information to the media, pupils, parents / carers or members of the public.

Plan Administration	
Version number	3.1 - February 2016
Date of issue	March 2023
Electronic copies of this plan are available from	sbm@holyfamily.notts.sch.uk
Hard-copies of this plan are available from	Office
Location of emergency first aid bag	Staffroom
Date of next review	March 2024
Person responsible for review	Alexia Fox (Head Teacher)
Approved by	Full Governing Body

Mission Statement (5 Promises)	
Keep Everyone *LEARNING*	*Because God calls us to fullness of life in Christ we provide varied exciting opportunities for children to achieve highly.* God invites us to promise; **to keep everyone learning**
Keep Everyone INCLUDED	*Because God calls us to love our neighbour we respect and include each other and develop the skills of confidence, resilience, independence, empathy and understanding.* God invites us to promise; **to keep everyone included**
Keep Everyone SAFE	*Because God shows us the best way to live we get to know ourselves and learn how to be safe.* God invites us to promise; **to keep everyone safe**
Look After the World Around Us	*Because God calls us to live as faithful members of the community we respect the world around us.* God invites us to promise; **to look after the world around us**
Be Honest	*Because God calls us to be like him we get to know ourselves and learn to respect the truth.* God invites us to promise; **to be honest**

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SECTION 1 - CONTACT DETAILS

1.1 Contact details - school information

School details	
Name of school	Holy Family Catholic Primary School
Type / category of school	Primary School with Nursery
School address	Netherton Road, Worksop, S80 2SF
School operating hours (including extended services)	Monday – Friday 6:00am – 6:00pm (ARK to 5:00pm) Lettings Monday to 10:00 pm, Saturday 8am – 4pm
Approximate number of staff	32
Approximate number of pupils	210
Age range of pupils	3 – 11

Office contact details	
Office telephone number	01909 473917
Office fax number	N/A
Office email address	office@holyfamily.notts.sch.uk

Please note that schools should always call 999 first if there is risk to life, risk of serious injury or if a crime is being committed.

If you are planning to close your school, please follow the School Closure Procedures, 2022.

Emergency Contact Details	
Education, Learning and Skills Duty Officer	07740 845631 24-hour support for NCC schools for emergencies
Emergency Planning Duty Officer	0115 9773674 24-hour NCC BAT phone
Other Contact Details	
HR Desk	0115 9774433 hrdutydesk@nottscc.gov.uk Office hours support
Transport & Travel Services	0115 9773520 chris.ward@nottscc.gov.uk Office hours support

Schools Catering	0115 9774794 shane.grayson@nottscc.gov.uk Office hours support
County Supplies	0115 9656888 supplies@nottscc.gov.uk Office hours support
Useful websites	
School website / extranet	http://holyfamilyworksop.co.uk
Nottinghamshire County Council	www.nottinghamshire.gov.uk www.nottinghamshirevisits.org.uk www.county-supplies.org www.nottinghamshire.gov.uk/schoolsportal
National Health Service	www.nhs.uk/111
Department for Education	www.gov.uk/dfe
Foreign & Commonwealth Office	www.gov.uk/fco
Environment Agency	www.gov.uk/ea
Met Office	www.metoffice.gov.uk
Health and Safety Executive	www.hse.gov.uk
Teacher Support Network	www.teachersupport.info

1.2 Contact Details - School Staff and Governors

Name	Job Title	SEMT role(s) (if applicable)	Contact Details	Notes (e.g. first-aid trained)
Alexia Fox	Headteacher	DSL	07837263454	Key Holder
Chris Bratt	Deputy Head Teacher	Coordinator / Media Management	07739 026381	Key Holder
Vicky Sonko	Assistant Head		07920 407587	
Rebecca Bliss	SENCO	Welfare	07854093005	
Keith Tyson	Caretaker	Utilities Co-ordinator	07739 472502	Key Holder
Ian Pollard	Office Administrator	Communications	07736 670413	Key Holder
Wendy Hamilton-Butters	Office Administrator	Communications	07989 988286	
Rachael Goodhew	SLT Member		07902 956354	
Catherine Grand	Chair of Governors		07736 285879	
Will McGuire	Governor		07977 911643	

1.3 Contact details - Extended Services

Name	Type / description of extended service	Operating hours	Contact details	Notes (e.g. key-holder)
Nicola Spencer	ARK Club	2:45pm – 5:00pm	07469 616909	
Sara Allsop	ARK Club	2:45pm – 5:00pm	07970 824361	
Laura Caudwell	ARK Club	2:45pm – 5:00pm	07825 727840	
Elizabeth Evans	Ryton Chorale Choir (60 persons)	Monday 7.30pm -10:00pm	07933 572317 Lizevans1968@gmail.com	
Iain Newton	Football	2:45pm - 3:45pm	07943 550609 inpecoach@gmail.com	
Bob Parker	Outdoor Education	Various	07810 560547 Bob.parker@hotmail.co.uk	

1.4 Contact details - Nottinghamshire County Council

Service	Contact details	Notes
Support to schools service	Tel: 0115 977 2573 (office hours) Email: statutory-school.proposals@nottscc.gov.uk	The support to schools service should be contacted if schools require assistance in responding to an emergency during office hours.
Education emergency helpline	Tel: 08000 834 339 (outside office hours)	Outside office hours, schools can contact the education emergency helpline. This provides access, via a call centre, to a duty officer from the support to schools service.
Emergency planning	Tel: 0115 977 3471 (office hours) Tel: 0115 977 3674 (outside office hours) Email: emergency.planning@nottscc.gov.uk	If for any reason the support to schools service or education emergency helpline cannot be contacted, schools are able to request support from the emergency planning team.
Health & safety	Tel: 01623 434 032 / 07833 295 891 (office hours, duty officer) Tel: 01623 434 033 (office hours) Email: hands@nottscc.gov.uk	
Risk & insurance	Tel: 0115 977 3738 (office hours) Email: risk.insurance@nottscc.gov.uk	
ACE assistance	Tel: 0207 173 7798 (24 hour, medical emergency service)	If abroad, please dial: +44 2071 737 798 Schools that have procured insurance via Nottinghamshire County Council are able to contact the ACE medical emergency service. This provides advice and assistance in the event of a medical-related emergency abroad.

Communications (including media relations)	Tel: 0115 993 2616 (office hours) Email: communications@nottscc.gov.uk	Council-maintained primary schools have access to an emergency-only communications on-call number. Call 07887 832 551. This is staffed between 9am and 10pm at weekends and on Bank Holidays.
Property (Arc)	Tel: 0115 838 4848 (property careline, office hours) Tel: 07850 795 405 (property careline, outside office hours) Tel: 0115 838 4844 (general queries, office hours) Email: arcassist@arc-partnership.co.uk (property careline, office hours) Email: info@arc-partnership.co.uk (general queries, office hours)	
ICT service desk	Tel: 0115 977 2010 (office hours) Email: helpdesk@nottscc.gov.uk	
Business support	Tel: 0115 854 6205 (office hours) Fax: 0115 854 6037 (office hours) Email: centralservices@nottscc.gov.uk	
Customer service centre	Tel: 0300 500 8080 Email: enquiries@nottscc.gov.uk	Opening hours for the customer service centre include: ▪ Monday to Friday (8am - 8pm) ▪ Saturday (8am - 12 noon)
Catering & facilities management services	To request support from catering & facilities management services, please contact the customer service centre (details above). Alternatively, please use the details below and ask to speak with the appropriate local area manager. Tel: 0115 977 4570 (office hours) Email cateringandfacilities.managementenquiries@nottscc.gov.uk	
Outdoor & environmental education service	Tel: 01623 556 110 (office hours) Email: outdoor.environmental@nottscc.gov.uk	
Transport & travel services	Tel: 0115 977 3520 (office hours) Email: travel.assistance@nottscc.gov.uk	For operational support, please email: ntstransport.en@nottscc.gov.uk

County Supplies	Tel: 0115 965 6888 (office hours) Email: supplies@nottscc.gov.uk Website: http://www.county-supplies.org/	
Sign Language interpreting service	Tel: 0115 978 6984 (office hours) Email: nslis@nottsdeaf.org.uk Website: www.nottsdeaf.org.uk	The British Sign Language (BSL) interpreting service is provided by the Nottinghamshire Deaf Society. The service offers: ▪ Interpreting services for deaf adults and children, focusing primarily on British Sign Language users ▪ Lip speaking, sign-supported English and interpretation for people who are deaf / blind ▪ Direct face-to-face interpreting service and duty service, including evenings and weekends ▪ Emergency service where there is risk to liberty, health or independence of the deaf person or the person they care for.
Governing body advice & information	Tel: 01623 433 356 (office hours) Email: governors@nottscc.gov.uk	
Legal Services	Tel: 0115 993 9320	
Human Resources	Tel: 0115 977 4433 (office hours) Email: hrdutydesk@nottscc.gov.uk	
Occupational Health	Tel: 01623 665 960 (office hours) Email: occhealth@nottscc.gov.uk	
Multi-agency safeguarding hub	Tel: 0300 500 8090 (office hours) Email: mash.safeguarding@nottscc.gcsx.gov.uk	For safeguarding queries outside office hours, please contact the emergency duty team (details below). If you believe that a child is in immediate danger, call the Police immediately on 999.
Emergency duty team	Tel: 0300 456 4546 (outside office hours)	If you believe that a child is in immediate danger, call the Police immediately on 999.

Safeguarding & independent review	Tel: 01623 433 169 (office hours) Email: safeguarding.independentreview@nottscc.gov.uk	The Safeguarding Children in Education Officer (SCiEO) / Local Authority Designated Officer (LADO) should be contacted if any safeguarding allegations are made against school staff, or whether their suitability to work with children is a concern.
Physical intervention (managing actual & potential aggression)	Tel: 01623 433 299 (office hours) Email: physical.intervention@nottscc.gov.uk	
Educational psychology service	Tel: 01623 433 316 (office hours)	
Libraries, archives & information	Tel: 0115 958 1634 (office hours) Email: archives@nottscc.gov.uk	The archives service can provide specialist assistance in document salvage and restoration. If this is required, please ask to speak with a member of the conservation team.

1.5 Contact Details - Emergency Services, Government and Voluntary Organisations

Organisation	Contact details	Notes
Police	Tel: 999 (24 hour) Tel: 101 (24 hour, non-emergency number)	
Fire & rescue service	Tel: 999 (24 hour)	
Ambulance service	Tel: 999 (24 hour)	
National Health Service	Tel: 111 (24 hour)	
Department for Education	Tel: 0370 000 2288 (office hours, general enquiries)	
Foreign & Commonwealth Office	Tel: 0207 008 1500 (24 hour, consular assistance)	If abroad, please dial: +44207 008 1500
Environment Agency	Tel: 0845 988 1188 (24 hour, floodline)	
Met Office	Tel: 0370 900 0100 (24 hour, weather desk)	
Health and Safety Executive	Tel: 0845 300 9923 (office hours, incident contact centre) Tel: 0151 922 9235 (24 hour, duty officer) Tel: 0151 922 1221 (24 hour, duty press officer)	
Teacher Support Network	Tel: 08000 562 561 (24 hour)	The Teacher Support Network can provide practical and emotional support to staff in the education sector and their families.

An up-to-date list of contact details is available on the Nottinghamshire schools portal at:
www.nottinghamshire.gov.uk/schoolsportal/coping-with-a-school-emergency

1.6 Contact details - Local Radio Stations

Radio station	Contact details	Frequency	Coverage
BBC Radio Nottingham	Website: http://www.ngalerts.co.uk/	95.5 FM, 103.8 FM	Nottinghamshire
BBC Radio Sheffield	Tel: 0114 267 5440 (approximately 6am - 9pm)	88.6 FM, 104.1 FM	North Nottinghamshire (Worksop area)
Lincs FM	Website: http://www.lincsfm.co.uk/news/school-closures/ Website password for 2015 / 2016: Star Tel: 01522 549 900 (approximately 8am - 6pm) Tel: 01522 549 977 (approximately 6am - 6pm)	102.2 FM	Newark area (and Lincolnshire)
Mansfield 103.2	Tel: 01623 666 003 (approximately 6am - 6pm) Email: news@mansfield103.co.uk Mansfield 103.2 would prefer to be contacted via e-mail.	103.2 FM	Mansfield and Ashfield (and Bolsover)
Trax FM	Website: http://www.traxfm.co.uk/news/school-closures/ Website password for 2015 / 2016: Star Tel: 01302 341 166 (approximately 8am - 5.30pm) Email: enquiries@traxfm.co.uk	107.1 FM, 107.9 FM	Bassetlaw area (and Doncaster)
Capital FM (East Midlands)	Website: http://www.capitalfm.com/eastmids/preview/headsreport/ Website username for 2015 / 2016: SchoolSnow Website password for 2015 / 2016: Kerphigg Tel: 0115 873 1520 (approximately 5.30am - 7pm) Email: emschools@capitalfm.com	96.2 - 96.5 FM	Nottinghamshire (and Derbyshire and Leicestershire)

An up-to-date list of contact details is available on the Nottinghamshire schools portal at:
www.nottinghamshire.gov.uk/schoolsportal/coping-with-a-school-emergency

1.7 Contact details - Other Organisations

Organisation	Contact details	Notes
Trade Union - NAHT	1 Heath Square, Boltro Road, Haywards Heath, West Susses, RH16 1BL	0300 30 30 333 info@naht.org.uk
Trade Union - NASUWT	Rose Hill, Rednal, Birmingham B45 8RS	0121 453 6150
Trade Union - NUT	Hamilton House, Mabledon Place, London, WC1H 9BD	020 7388 6191
Trade Union - UNISON	130 Euston Road, London NW1 2AY	0800 0857 857
Trade Union - GMB	22 Stephenson Way, Euston, NW1 2HD	020 7391 6700 info@gmb.org.uk
Supplier (Transport)	Johnson's Coaches	01909 720337
Supplier (Transport)	Kettlewells Coaches	01777 860360
Supplier (Transport)	C W Moxons	01909 730345
Supplier (Catering)	Jessica Batty – Chef Manager – Schools Catering	0115 8040437 /07917 557478
Supplier (Cleaning)	NCC Cleaning and Landscape Services, Lawn View House, 40 Station Road, Sutton in Ashfield, Notts NG17 5GA	01623 434000
Supplier (Supply staff)	Provide Education School House	01909 512190 07896046101
Utility Supplier (Gas)	Corona Energy, Edward Hyde Building, 37 Clarendon Road, Watford WD17 1JW **In Emergency Contact**: **National Grid emergency Services**	0800 804 8599 (Corona) 0800 111 999 (National Grid) Customer Ref: 20308026
Utility Supplier (Water)	Seven Trent Water	0800 7834444 (24 hrs) Customer Ref: 0432007177

Utility Supplier (Electricity)	EDF Energy, PO Box 62, Plymouth, PL3 5AG **In Emergency Contact: East Midlands Electricity** **Central Networks**, Pegasus Business Park, Herald Way, Castle Donnington, Derby DE74 2TU	**EDF Energy:** 0845 366 3664 Account No. 7089807477 **0800 056 8090**
Boiler	Miller Freeman	0115 9671829
Intruder Alarm	WEC Alarms	0115 9312656 Area engineer 07971 121586
Fire Alarm	ADT (Contract No. 1000517621)	0116 260 3792

1.8 Contact Details - for completion during an emergency

This table should be left blank so it can be used to record additional contact details during an emergency.

Name	Contact details	Notes

SECTION 2 - ACTIVATION

2.1 Activation - Notification of Incident

Information about an incident may come from a number of sources (e.g. a member of staff, pupil, parent / carer, member of the public, the emergency services). Whoever receives the alert should ask for, and record, as much information as possible.

+ **Maintain a written record of your actions using this form and a log-book. You may wish to record any new contact details in section 1.7.**

+ **Offer reassurance and support. Be aware that all those involved in the incident (both directly and indirectly) may be suffering from shock or may panic.**

+ **Find out what has happened. Obtain as clear a picture as you can.**

+ **Discuss with the informant what action needs to be taken and by whom.**

Name of informant:

.....

Contact details of informant:

.....

Date and time of call:

.....

Date and time of incident:

.....

Exact location of incident:

Details of incident:

Where is the informant now and where are they going?

People affected (including names, injuries, where they are, where they are being taken to):

What arrangements are in place for people not directly involved in the incident?

What advice have the emergency services given?

Who has been informed?

- ❑ School staff
- ❑ Governors
- ❑ Pupils
- ❑ Parents / carers
- ❑ Extended services
- ❑ Police
- ❑ Fire & rescue service
- ❑ Ambulance service
- ❑ Nottinghamshire County Council
- ❑ Health and Safety Executive
- ❑ Foreign & Commonwealth Office
- ❑ Media
- ❑ Insurance company
- ❑ Trade union

Does anyone else need to be informed?

.....

.....

.....

Are any other actions required?

.....

.....

.....

+ **If the incident happened on an educational visit please ask the questions below. You might already have these details but it could be useful to seek confirmation.**

Name of educational visit leader:

.....

Number of pupils on educational visit:

.....

Nature of educational visit:

.....

Number of staff on educational visit:

.....

Location of educational visit:

.....

.....

.....

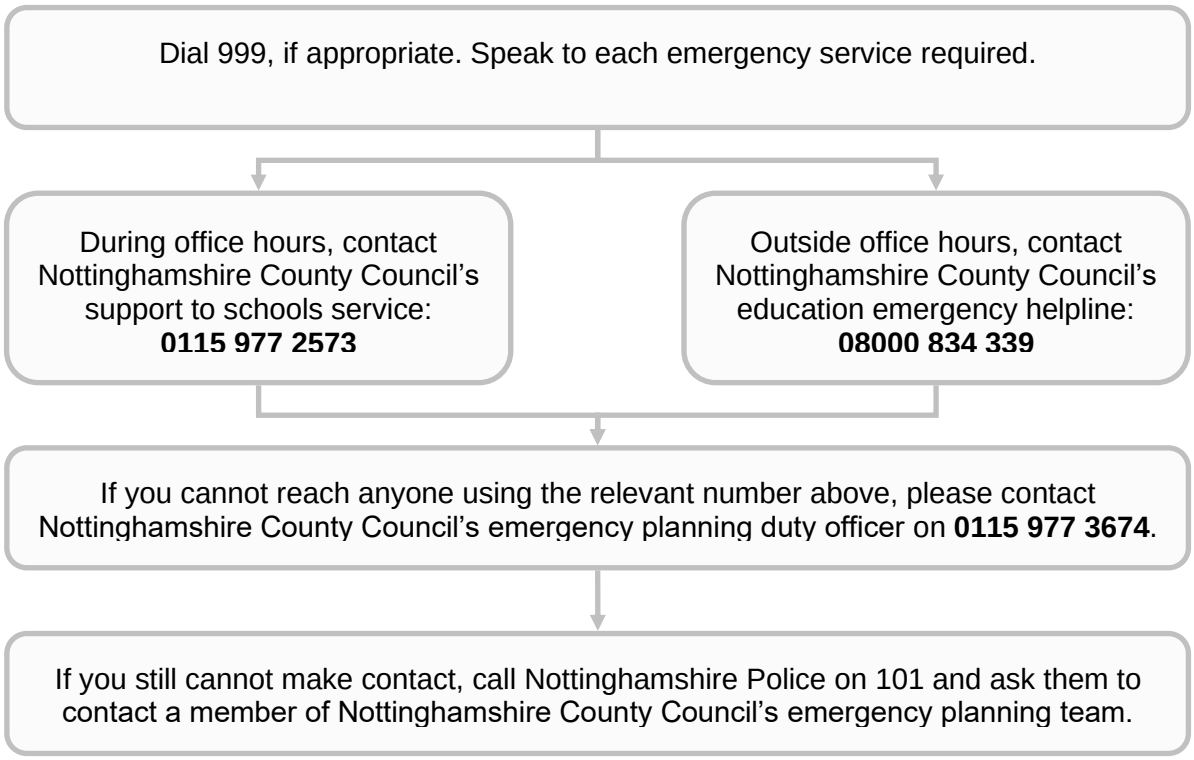
If the incident happened abroad, do the Foreign & Commonwealth Office need to be notified?

2.2 Activation - Initial Action

Immediately inform the Headteacher or nominated emergency contact. If neither is able to respond (they may be involved in the incident) the senior person present should follow the instructions below.

+ **Assess the situation and establish a basic overview of the incident.**
+ **Take immediate action to safeguard pupils, staff and visitors.**
+ **If appropriate, dial 999 for the emergency services and provide them with an overview of the situation. If in doubt, dial 999.**
+ **Attend to any casualties and administer first aid, if appropriate.**

The emergency services notify each other of incidents but consider speaking directly to each organisation required. This will ensure that each service has the information they need to respond appropriately.



These contact details should only be used in an emergency. Do not give them to the media, pupils, parents / carers or members of the public.

+ **Fetch any equipment that may prove useful (e.g. first-aid kit, grab bag).**
+ **Log all communications and actions.**
+ **Notify staff and consider assembling a School Emergency Management Team (SEMT).**
+ **Refer to the list of emergency contact numbers for additional support if required.**
+ **Where possible, avoid closing the school and try to maintain normal routines.**

SECTION 3 - ROLES AND RESPONSIBILITIES

3.1 Roles and responsibilities - Co-ordination

Ref'	Co-ordination - initial response	Tick / sign / time
C1	Establish a basic overview of the incident.	
C2	If the incident has occurred on an educational visit: ▪ Liaise with the educational visit leader on a regular basis ▪ Consider sending extra staff to support the educational visit leader ▪ Discuss with the educational visit leader the arrangements for notifying parents / carers ▪ Consider how parents / carers and pupils will be reunited.	
C3	Wherever possible, assign members of staff to relevant School Emergency Management Team (SEMT) roles: ▪ Business continuity ▪ Communications ▪ Log-keeping ▪ Media management ▪ Resources ▪ Welfare.	
C4	Remember to: ▪ Allocate tasks amongst the SEMT ▪ Ensure that staff are clear about their designated responsibilities ▪ Establish the location and frequency of SEMT / staff briefings ▪ Ask staff to maintain a log of actions made and decisions taken ▪ Assign a log-keeper to provide administrative / secretarial support.	
C5	Inform all other staff of the incident. Ensure staff are briefed (and given tasks) on a regular basis.	
C6	Take action to protect property.	
C7	Work closely with other organisations (e.g. the emergency services, Nottinghamshire County Council) as required. Provide accurate and factual information to those arriving on-scene.	
C8	Ascertain the whereabouts of all pupils, staff and visitors (using timetables, registers and visitor books may help). Ensure the emergency services are aware of anyone who is unaccounted for.	
C9	Inform governors as appropriate.	
C10	Decide the most appropriate method of contacting relatives of pupils / staff affected by the incident. If the matter is very serious (such as a fatality or severe injury) liaise with the police about informing next of kin.	

Ref'	Co-ordination - ongoing response	Tick / sign / time
C11	Act as the main contact for co-ordination of the response. Continue to liaise with the emergency services and other organisations.	
C12	Continue to allocate tasks amongst the SEMT. Work closely with the SEMT to co-ordinate their actions and help to resolve any complications or difficulties that arise.	
C13	Seek immediate advice from health & safety personnel if a serious injury or fatality has occurred. These types of incident may need to be reported to the Health and Safety Executive.	
C14	Seek advice on legal and insurance issues, if appropriate.	
C15	If the incident is a crime scene or subject to a fire investigation seek advice from the police / fire & rescue service as appropriate.	
C16	Work closely with the 'media management' role to provide regular briefings to the media. Seek support from other organisations if required.	
C17	Ensure that regular briefings are given to: ▪ Staff ▪ Pupils ▪ Parents / carers ▪ Governors ▪ Extended services.	
C18	Check that everyone who should have been notified of the incident has been informed.	
C19	If the response is likely to last for a significant amount of time, consider staff rotation / shift patterns.	

Ref'	Co-ordination - recovery	Tick / sign / time
C20	Act as the main contact for the recovery process. Continue to allocate tasks amongst the SEMT and other staff.	
C21	Ensure that post incident support is available to all who may require it (please refer to section 4 for more information).	
C22	Work closely with the 'resources' role in organising remedial work to property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
C23	Complete any necessary forms / paperwork.	
C24	Arrange a debrief for school staff involved in the response.	
C25	Initiate a review of the school emergency plan.	
C26	Consider contacting the Headteachers of nearby schools to inform them of any important issues relating to the incident.	

3.2 Roles and Responsibilities - Business Continuity

Please refer to section 5 for more information on business continuity arrangements.

Ref'	Business continuity - initial response	Tick / sign / time
BC1	Assess the nature of the incident, e.g.: ▪ Loss of utility supply ▪ Loss of supplier ▪ Loss of premises ▪ Loss of personnel ▪ Loss of telecommunications.	
BC2	Establish what effect the emergency will have on the operation of the school. Try to ascertain how long the disruption will last.	
BC3	Consider how the incident will affect any extended services that use the school premises. Liaise with these services as necessary.	
BC4	Attempt to recover important documentation, records and equipment if safe to do so (consult the emergency services for advice if necessary).	
BC5	If appropriate, contact organisations which can assist in document restoration.	

Ref'	Business continuity - ongoing response	Tick / sign / time
BC6	Minimise any disruption to the provision of education. Put arrangements in place to keep the school open and try to maintain normal school routines (e.g. teaching, exams) wherever possible.	
BC7	Seek support from other organisations (e.g. Nottinghamshire County Council, other schools, suppliers / contractors) as required.	
BC8	Work with the 'communications' role to ensure staff, pupils and parents / carers are informed of any changes to the school routine.	
BC9	In the event of a public health incident (e.g. pandemic influenza), consider ordering infection control supplies and increasing the cleaning regime.	

Ref'	Business continuity - recovery	Tick / sign / time
BC10	Work with school staff and other organisations to restore the usual school routine as a matter of urgency.	
BC11	Put in place arrangements for remote learning, if necessary.	
BC12	Make an inventory of any equipment which has been damaged. Arrange for important items / documentation to be salvaged, restored or replaced.	

3.3 Roles and Responsibilities - Communications

Please refer to section 7 for more information on communication arrangements.

Ref'	Communications - initial response	Tick / sign / time
CO1	Dedicate telephone lines for incoming and outgoing calls. Arrange extra support at reception if necessary.	
CO2	Record a new message on the school answer phone if appropriate. Consider setting it to 'answer only' mode.	
CO3	Support staff with any communication needs they may have.	
CO4	Inform those involved in the response of any communication difficulties (e.g. poor mobile signal in the area).	

Ref'	Communications - ongoing response	Tick / sign / time
CO5	Ensure regular information is provided to: ▪ Pupils ▪ Parents / carers ▪ Governors ▪ Extended services.	
CO6	Consider the most effective arrangements for contacting pupils and parents / carers (please refer to section 7). Ensure that records of calls made to parents / carers are maintained.	
CO7	Liaise with the 'media management' role about contacting local radio stations.	
CO8	Update the school answer phone on a regular basis.	
CO9	Liaise with the 'co-ordination' role in sending a letter home to parents / carers. This could include information on: ▪ What has happened ▪ How their child was involved ▪ The actions taken to support those involved ▪ Who to contact if they have any concerns or queries.	
CO10	In the event of a major emergency, seek support from other organisations (e.g. Nottinghamshire County Council). They may be able to establish a helpline for enquiries from the public.	
Ref'	**Communications - recovery**	**Tick / sign / time**
CO11	Provide regular briefings to pupils and parents / carers.	
CO12	Assist the 'business continuity' role in providing remote / virtual learning.	
CO13	Check that any information in the public domain (e.g. website content) is accurate and up-to-date.	

3.4 Roles and Responsibilities - Log-keeping

Please refer to section 14 for more information on log-keeping.

Ref'	Log-keeping - initial response	Tick / sign / time
LK1	Attend School Emergency Management Team (SEMT) briefings. Keep a log of important information, actions taken and decisions made.	
LK2	Ensure that each member of staff keeps an incident log.	

Ref'	Log-keeping - ongoing response	Tick / sign / time
LK3	Provide administrative / secretarial support to the SEMT.	
LK4	Keep accurate records of anyone admitted to hospital or treated by the emergency services.	
LK5	Record details of any expenditure incurred by the school.	

Ref'	Log-keeping - recovery	Tick / sign / time
LK6	Collate all incident logs, making copies if necessary.	
LK7	Ensure records related to the incident are archived securely but make these available to authorised staff for future reference (e.g. in the event of a debrief or enquiry).	

3.5 Roles and Responsibilities - Media Management

Ref'	Media management - initial response	Tick / sign / time
M1	Seek support from other organisations (e.g. the emergency services, Nottinghamshire County Council) in responding to media requests.	
M2	Ensure media access to the site, staff and pupils is controlled. Do not let the media onto the school site or give them access to pupils unless there is a specific reason for doing so and permission / consents are in place. Ask for support from the police if necessary.	
M3	Designate a specific area for the media away from the main entrance to the school, so they do not prevent or intimidate people entering and leaving the site.	
M4	Develop a brief media statement (designed to provide reassurance) on behalf of the school. Information given must be limited until the facts are clear and all parents / carers have been notified.	
M5	Arrange for an appropriate member of staff to act as a spokesperson (preferably this person will have received media training). If a suitable spokesperson is unavailable the emergency services or another organisation (e.g. Nottinghamshire County Council) may be able to undertake this role.	
M6	Be prepared to be interviewed by the media.	

Ref'	Media management - ongoing response	Tick / sign / time
M7	Devise an ongoing strategy for responding to media requests. Work closely with the media to establish what information they require and when their deadlines are.	
M8	Gather information from the School Emergency Management Team (SEMT), emergency services and other organisations as appropriate.	
M9	Provide regular statements to the media. Ensure each message conveys an accurate, consistent and reassuring message. All press releases should be checked and agreed by the emergency services (and other organisations as appropriate).	
M10	Advise staff on where to direct media enquiries. Ask staff, pupils and parents / carers to avoid speculation when talking to the media.	
M11	Try to prevent the spread of misinformation (especially through the use of mobile phones).	

Ref'	Media management - recovery	Tick / sign / time
M12	Keep the media informed of developments in the recovery process. Present a positive and reassuring image to the public.	
M13	Be aware of media interest in memorials or anniversaries of the event.	

3.6 Roles and Responsibilities - Resources

Ref'	Resources - initial response	Tick / sign / time
R1	Take action to protect property. Consider turning off utility supplies.	
R2	Ensure the emergency services can access / egress the school without hindrance. Consider sending a member of staff to the school entrance to prevent people restricting access by parking in unsuitable places.	
R3	Advise the emergency services of any property related issues / hazards (e.g. asbestos, chemical stores). Consider providing personnel with a site map.	
R4	Work with other staff and the emergency services to control access to the school: Advise staff and governors that they might have to prove their identity before the emergency services will grant them access. Provide authorised visitors with identification badges and ensure they sign-in and sign-out. Ensure that media access to the site is controlled.	

Ref'	Resources - ongoing response	Tick / sign / time
R5	Liaise with utility suppliers as required.	
R6	Establish safe and secure areas to assist the response. E.g.: ▪ School Emergency Management Team (SEMT) briefing room ▪ Briefing area for parents / carers ▪ Media briefing room.	
R7	Work closely with staff and other organisations (e.g. the emergency services, Nottinghamshire County Council, contractors, utility suppliers) to provide access to facilities and resources as required. This may involve opening or closing parts of the school.	
R8	Ensure the school site is secure (e.g. provide temporary fencing around damaged areas, arrange for broken windows to be boarded).	
R9	Work with the 'business continuity' role to arrange temporary accommodation, if required.	

Ref'	Resources - recovery	Tick / sign / time
R10	Work closely with the 'co-ordination' role in organising remedial work to property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
R11	Arrange a site visit with relevant personnel (e.g. the emergency services, Nottinghamshire County Council, contractors, utility suppliers) involved in the recovery phase.	
R12	Procure temporary classrooms if appropriate.	

3.7 Roles and Responsibilities - Welfare

Ref'	Welfare - initial response	Tick / sign / time
W1	Establish arrangements to meet the welfare needs of pupils, staff, parents / carers, visitors and responders.	
W2	Identify pupils who may require additional support: ▪ Those with Special Educational Needs (SEN) ▪ Those with medical needs ▪ Those with Personal Emergency Evacuation Plans (PEEPs) ▪ Anyone who may be particularly vulnerable or badly affected (e.g. those who were involved in, or witnessed, the incident).	

Ref'	Welfare - ongoing response	Tick / sign / time
W3	Assess the welfare and emotional needs of all those involved. Continue to monitor and support those who may be particularly affected by the incident.	
W4	Make arrangements for reuniting pupils with their parents / carers. Ensure that a member of staff is present to meet and greet them.	
W5	In groups as small as practicable, inform pupils about the incident. Consider the best way to convey bad news. In the event of a tragic incident, consider seeking support from educational psychologists about the best way to inform and support pupils..	
W6	Where possible, every child should to be spoken to, and asked if they are alright, before they leave school.	
W7	Take account of religious and cultural factors. Consider contacting religious leaders within the community for support.	
W8	Ensure that staff take regular rest periods.	

Ref'	Welfare - recovery	Tick / sign / time
W9	Please refer to section 4 for information on welfare arrangements and post incident support after the emergency response.	

3.8 Roles and Responsibilities - Educational Visit Leader

Ref'	Educational visit leader - initial response	Tick / sign / time
E1	Ascertain the whereabouts of all pupils and staff. Ensure the emergency services are aware of anyone who is unaccounted for.	
E2	Contact the Headteacher / nominated emergency contact to ask for support. Remember to clarify international dialling codes if abroad.	
E3	Establish a basic overview of the incident. Ensure that accurate, factual information is available for those arriving on-scene.	
E4	Put arrangements in place to meet the immediate welfare needs of pupils and staff.	
E5	Identify pupils with Special Educational Needs (SEN) and anyone who may be particularly vulnerable. Inform the emergency services of any pupils or staff with known medical conditions or requirements.	
E6	Ensure that a member of staff accompanies any pupils to hospital but remember the safety of everyone else, even if unharmed. Do not leave anybody on their own and try to maintain an adequate adult / pupil ratio.	
E7	Ensure other staff are briefed (and given tasks) on a regular basis. Ask staff to maintain a log of actions taken and decisions made.	
E8	Keep a log of important information, actions taken and decisions made.	
E9	Remember to retain any important items / documents. E.g.: ▪ Contact details ▪ Consent forms (including medical and next-of-kin details) ▪ Maps ▪ Tickets ▪ Insurance policies ▪ Proof of identity ▪ Passports (if abroad).	
E10	Avoid making comments to the media until parents / carers have been informed.	
E11	Do not discuss legal liability with others.	

Ref'	Educational visit leader - ongoing response	Tick / sign / time
E12	Continue to assess any risks to pupils and staff. Take action to prevent further harm if necessary.	
E13	Act as the main contact for co-ordination of the response and work closely with the Headteacher / nominated emergency contact. Continue to liaise with the emergency services and other organisations.	
E14	Continue to brief staff and allocate tasks on a regular basis.	
E15	Monitor and reassure pupils. Make arrangements for the longer-term welfare needs of pupils and staff.	
E16	Consult the Headteacher / nominated emergency contact about arrangements for notifying parents / carers and reuniting them with their children.	
E17	Liaise with the activity provider / tour operator, if appropriate.	
E18	Try to obtain the names and contact details of any witnesses to the incident. If possible, obtain a written account from them.	
E19	If abroad, contact the Foreign & Commonwealth Office for support.	
E20	If abroad, check your insurance policy and seek insurance / legal advice before incurring any substantial expense (e.g. medical treatment).	
E21	Retain any receipts / documentation for insurance purposes. E.g.: ▪ Medical certificates / hospital admission forms ▪ Police incident number ▪ Records of expenditure.	
E22	Check that everyone who should have been notified of the incident has been informed. Remember that information given must be limited until the facts are clear and all parents / carers have been notified.	
E23	Ask the Headteacher / nominated emergency contact to assist with developing a media statement, with support from other organisations as appropriate. Devise an ongoing strategy for dealing with media requests.	
E24	Ask pupils and staff to avoid speculation when talking to the media. Try to prevent the spread of misinformation (especially through the use of mobile phones).	

Ref'	Educational visit leader - recovery	Tick / sign / time
E25	Please refer to section 4 for providing welfare arrangements and post incident support after the initial emergency response.	
E26	Complete any necessary forms / paperwork.	

SECTION 4 - POST INCIDENT SUPPORT

Ref'	Post incident support - assistance for pupils and parents / carers	Tick / sign / time
P1	Introduce a strategy to monitor pupils and staff who may be particularly affected by the incident. Ensure that staff are aware of this strategy.	
P2	Offer pupils and staff the opportunity for psychological support and counselling. Ensure staff and pupils know that support is available and arrange access to these services as necessary.	
P3	Consider which pupils need to be briefed, how, and by whom.	
P4	Provide opportunities for pupils to discuss their experiences (e.g. promoting discussion during class, arranging a special lesson). Do not discourage pupils from talking about their experiences.	
P5	Consider providing relevant books in the school library.	
P6	Arrange for a member of staff to visit those affected (at home or at hospital). Ask for consent from parents / carers before doing this.	
P7	Make arrangements to express sympathy to those who have been hurt. Consider encouraging pupils to send cards / messages to those affected.	
P8	Be sensitive about the demands practical issues might make on pupils (e.g. deadlines for coursework, imminent exams).	
P9	Send a letter to parents / carers with information on: ▪ The nature of the incident ▪ How their child was notified of the incident ▪ Arrangements for support organised by the school ▪ Who to contact if they would like additional support.	
P10	Maintain regular contact with parents / carers.	
P11	Do not make public any sensitive / confidential information about individuals unless consent has been given by pupils and parents / carers.	
P12	Consider organising an event for parents / carers to discuss any issues or concerns they might have.	
P13	If pupils who were particularly affected by the incident leave school (e.g. transferring from primary to secondary education) consider, sensitively and confidentially, notifying the Headteacher of the new school.	

Ref'	Post incident support - general actions	Tick / sign / time
P14	Request support from educational professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate.	
P15	Consider requesting support from other organisations. E.g.: ▪ Teacher Support Network ▪ Samaritans ▪ Cruse Bereavement Care.	
P16	Manage any distress that could be caused by ongoing police enquiries, legal proceedings and media attention.	
P17	Cancel or rearrange any events which are inappropriate.	
P18	Plan appropriate support for staff to enable them to cope with any questions or discussions pupils might have about the incident.	
P19	Ensure that any new roles given to staff do not place too great a burden. Over time, staff may need to be relieved of any additional responsibilities given to them.	
P20	Ensure that new staff are aware of the incident, which pupils were involved and how they were affected.	
P21	Consider any actions which can be taken to support the local community if affected by the incident (e.g. fund raising).	

Ref'	Post incident support - returning after a period of absence	Tick / sign / time
P22	Negotiate with parents / carers a suitable date for returning to school after a period of absence.	
P23	Consider if any additional support could be provided which would make the return easier. E.g.: ▪ Initial part-time attendance ▪ Alternative methods of teaching ▪ A sanctuary that pupils could use if upset during the school day.	
P24	Brief pupils who may be able to help in the process of resettling (e.g. close friends).	
P25	Ensure that all staff are aware of the need for sensitivity. Put in place special arrangements for: ▪ Missed work ▪ Rescheduling projects ▪ Exams.	

Ref'	Post incident support - funeral arrangements	Tick / sign / time
P26	Contact bereaved families to express sympathy on behalf of the school.	
P27	Take account of religious and cultural factors (e.g. some faiths wish to hold funerals within 24 hours of death). Consider contacting religious leaders within the community for support.	
P28	Consult parents / carers sensitively about funeral arrangements. Try to establish if representatives from the school will be invited to the service. It may be useful to consider: ▪ Closing the school on the day of the funeral as a mark of respect ▪ A senior member of staff attending the funeral on behalf of the school ▪ If staff and pupils can be allowed time off school to attend the funeral ▪ Providing transport to take pupils and staff to the funeral ▪ Providing pupils with information about what happens at funerals ▪ Arranging floral tributes and / or donations.	

Ref'	Post incident support - remembrance	Tick / sign / time
P29	Taking into account the wishes of the family, consider providing a suitable memorial at the school: ▪ Garden ▪ Seating area / bench ▪ Tree ▪ Book of condolence ▪ Fountain ▪ Sculpture ▪ Painting ▪ Photograph ▪ Prize (e.g. a sporting / academic trophy for older children).	
P30	Be aware of important dates which may need to be prepared for. E.g.: ▪ Birthdays ▪ Christmas ▪ Mother's day ▪ Father's day ▪ Anniversary of the event.	
P31	Discuss with governors, staff, parents / carers and pupils how to mark anniversaries and other important dates. E.g.: ▪ Commemorative service ▪ Special assembly ▪ Concert ▪ Display ▪ Sports event.	
P32	Be aware of renewed media interest near anniversaries of the event.	

SECTION 5 - BUSINESS CONTINUITY

Important paper-based records should be kept in a secure location (e.g. a fire-proof safe). During an emergency do not attempt to recover any records or equipment unless safe to do so.

Paper-based records	Where are they stored?	Effect of loss (short-term, medium-term, long-term)	Back-up measures / restorative arrangements
Coursework	Classrooms	Short-term	EazMag
KS1 / KS2 Test Papers	Headteacher's Office – Locked cabinet	Short-term	KS2 results based on teacher assessment
Asset registers / equipment inventories	Computer Network	Short-term	On server which is backed up
Insurance documentation	Computer Network	Short-term	On server which is backed up /NCC hold copies

Electronic records	Where are they stored?	Effect of loss (short-term, medium-term, long-term)	Back-up measures / restorative arrangements
Coursework	n/a	Short-term	EazMag
Contact details	On school system	Short-term	NCC/ Jasmine IT backup
Financial information	On school system - FMS	Short-term	NCC/ Jasmine IT backup
Medical information	On school system - SIMS	Short-term	NCC/ Jasmine IT backup

Remote learning	Notes / instructions
Website	www.holyfamilyworksop.co.uk
Email	office@holyfamily.notts.sch.uk
Post	Schoolcomms (AKA School Gateway)

SECTION 6 - SITE INFORMATION

Utility supplies	Location	Notes / instructions
Gas	Gas supply valve located outside next to kitchen	
Water	Corner of CHAPEL. Outside by main gate	Mains supply valve in corner of CHAPEL. Outside by main gate
Electricity	Mains cupboard under front stairs	

Internal hazards	Location	Notes / instructions
Asbestos	Minimal low hazard primarily around sky lights	
Chemical store(s)	Caretakers cupboard/flame cupboard	Cleaning materials – no hazardous chemicals kept on-site

Pre-designated areas	Location	Notes / instructions
SEMT briefing area	Headteacher's Meeting Room/ Caretaker House	
Media briefing area	Headteacher's Meeting Room/ Caretaker House	

SECTION 7 - COMMUNICATIONS

Designated telephone lines	Contact number	Location of telephone
Incoming calls	01909 473917	Office
Outgoing calls	01909 473917 / 01909 531404	Office - Main switchboard in reception (Dial 9 for outside line)

All relevant parties should be updated regularly about the incident, even if no significant developments have occurred since the last time of contact.

Methods of communication	Notes / instructions
Answer phone	▪ School answerphone will take messages – there is no facility to update this message remotely ▪ Parents would be contacted using the School Gateway in the event of an emergency
School website	▪ Log-in details with HT / Admin Officer/ Pupil Attendance Officer ▪ Authorised / Trained to edit the website = Headteacher and Admin Officer ▪ Website can be updated remotely
Text Messaging System	▪ Schoolcomms ▪ https://app.schoolcomms.com/login/ ▪ Admin Officer / Pupil Attendance Officer ▪ Used remotely
Local radio stations	See page 14 of Emergency plan
Telephone tree	Use Schoolcomms texting service
Sign at school entrance	Caretaker to erect and update
Newsletter	Would be sent via Schoolcomms
Email	Would be sent via Schoolcomms
Letter	Would be sent via Schoolcomms
School notice board	N/A

Group	Preferred method of contact	Contact details are available from
Pupils	Assembly/ Schoolcomms	Reception and with Schoolcomms/ SIMS
Parents / Carers	Schoolcomms/ Website/ text/ email	Reception and with Schoolcomms/ SIMS
Staff	School website/ text message or email	In this emergency plan
Governors	School website/ text message or email	In this emergency plan/ GovernorHub

Extended Services	School website/ text message or email	In this emergency plan

SECTION 8 - SCHOOL CLOSURES

Specific procedures for responding to a school closure can be found on the Nottinghamshire schools portal at: www.nottinghamshire.gov.uk/schoolsportal/local-authority/school-closures

Ref'	School closures - initial response	Tick / sign / time
SC1	Assess the need for closure. Consider whether any mitigation measures are possible, such as: ▪ Partially opening the school to some pupils ▪ Asking another school for assistance ▪ Purchasing infection control supplies (in the event of a public health incident).	
SC2	Follow the school closure procedures on the Nottinghamshire schools portal.	
SC3	Seek support from other organisations (e.g. Nottinghamshire County Council) as appropriate.	
SC4	Ensure that everyone who needs to be aware of the closure is notified, using the most suitable options in section 7. It may be appropriate to inform: ▪ Pupils ▪ Parents / carers ▪ Staff ▪ Governors ▪ Extended services ▪ Local radio stations ▪ Nottinghamshire County Council.	
SC5	If the closure takes place during the school day, arrange transport for pupils as necessary.	
SC6	If the closure takes place outside school hours, at least one member of staff should be present at the school entrance at the beginning of the school day. This is to ensure that any pupils who do arrive are informed of the closure and are able to return home safely.	
SC7	Make alternative arrangements for exams if necessary.	

If the school is likely to be closed for a significant period of time, consider the actions below.

Ref'	School closures - ongoing response	Tick / sign / time
SC8	Ensure pupils, parents / carers, governors and the media are regularly informed of developments.	
SC9	Consider how pupils with Special Educational Needs (SEN) or medical needs may be affected if the school remains closed for an extended period of time.	
SC10	Ensure the security of the school premises.	
SC11	Put in place arrangements for remote learning (please see section 5).	

SECTION 9 - EVACUATION

Signals	
Signal for **Fire** Evacuation	**FIRE ALARM**
Signal for **Bomb** Evacuation	**FIRE ALARM SOUND** [Manually Triggered in C/T Cupboard]
Signal for All-Clear	**VERBAL INSTRUCTION** – By Member of SLT/ Office Staff

Assembly points - FIRE Evacuation	
Fire evacuation assembly Point A	Playground (rear of the school)
Fire evacuation assembly Point B	Sparken Hill Academy

Assembly points - BOMB evacuation	
Bomb evacuation assembly Point A	Multi-Use Space (AKA overflow car park)
Bomb evacuation assembly Point B	Sparken Hill Academy

If the premises have been evacuated and pupils are not able to return to school or go home it may be possible to relocate temporarily to another building (e.g. a nearby school or leisure centre).

Pre-identified place of safety / rest centre	
Name of premises	Sparken Hill Academy
Type of premises	Primary School
Contact name and details of key-holder(s)	Richard Lilly (Headteacher)
Address	Sparken Hill Academy Worksop S80 1AW
Directions / map	Accessed via Outwood Academy bus park entrance – follow path to school
Estimated travel time (walking, with pupils)	5 minutes
Estimated travel time (by coach, with pupils)	N/A
Capacity	250 - Large three form entry school building.
Capacity (sleeping)	250 - Large hall space.
Facilities / resources	School Kitchen / Toilets/ Communications
Notes	N/A

SECTION 10 - SHELTER

Signals	
Signal for shelter	**WHISTLE** – Constant (reinforced verbally with "Inside")
Signal for all-clear	**WHISTLE** – Single bursts - Repeated

Upon hearing the shelter signal, take the action below.

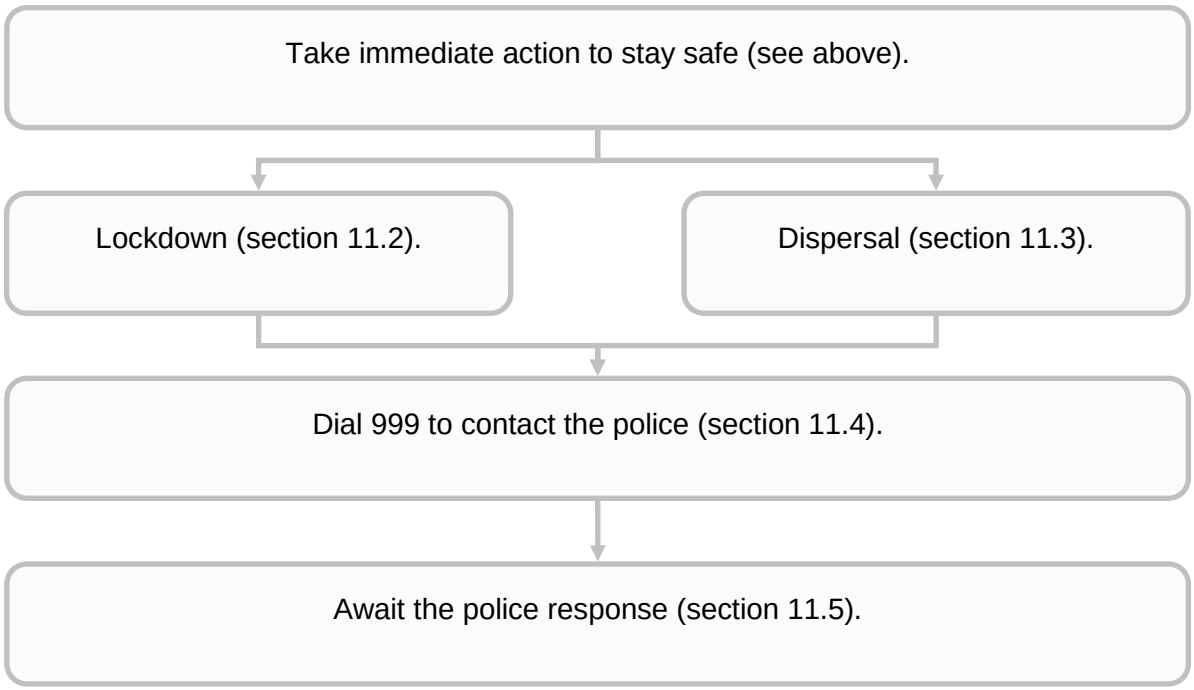
Ref'	Shelter - initial response	Tick / sign / time
S1	Ensure all pupils are inside the school building.	
S2	If appropriate, move pupils away from the incident (e.g. to the other side of the building).	
S3	Dial 999, if appropriate. Dial once for each emergency service that you require.	
S4	If sheltering from an environmental hazard (e.g. a smoke plume) ensure all doors and windows are closed and ventilation / air circulation systems are switched off.	
S5	Check for missing / injured pupils, staff and visitors.	
S6	Reassure pupils and keep them engaged in an activity or game.	
S7	Consider asking a representative from the emergency services to visit the school and provide information to pupils.	
S8	Notify parents / carers of the situation.	
S9	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

SECTION 11 - INTRUDERS

11.1 Intruders - initial action

Following the advice below may improve the safety of pupils and staff in the event of an intruder entering the school premises with the intention to cause harm. Remember that the event may be unpredictable and evolve quickly.

+ **Take immediate action to stay safe. Remain as calm as possible.**
+ **Assess the location and nature of the threat. Beware the possibility of multiple intruders.**
+ **Dial 999 for the emergency services and provide them with an overview of the situation.**
+ **Use all the channels of communication available to inform staff, pupils, visitors and neighbouring premises of the danger. Depending on the risk, sound the signal for lockdown or dispersal.**
+ **Do not set-off the fire alarm. Avoid congregating at usual rendezvous points (e.g. fire assembly areas).**



Remember, being out-of-sight does not necessarily mean being out of danger.

Cover from gunfire	Cover from view
1. Substantial brickwork or concrete	1. Internal partition walls
2. Engine blocks of motor vehicles	2. Curtains/ Blinds/ Desks
3. Base of large live trees	3. Fences
4. Earth banks / hills / mounds	4. Vehicle doors

11.2 Intruders - Lockdown

Signals	
Signal for **Lockdown**	**INTRUDER ALARM** (triggered by button in reception)
Signal for **All-clear**	**WHISTLE** – Single bursts - Repeated

Lockdown	
Rooms most suitable for lockdown	Classrooms, including ICT Suite and TA Rooms. Closed all blinds. Use tables as shelter
Entrance points which should be secured (e.g. doors, windows)	▪ Close and lock all external doors ▪ Close blinds and curtains ▪ Lock reception window – pull blind down
Communication arrangements	▪ Staff Mobile phones ▪ Text Messaging ▪ Email

Upon hearing the lockdown signal, take the action below. If someone is taken hostage on the premises, the school should seek to evacuate the rest of the site.

Ref'	Lockdown - initial response	Tick / sign / time
L1	Try to assess the location and nature of the threat. Beware the possibility of multiple intruders. If appropriate, ask pupils to disperse if this will improve their safety (see section 11.3).	
L2	Ensure all pupils are inside the school building. Keep people out of public areas, such as corridors and foyers.	
L3	Secure the immediate environment and other vulnerable areas: ▪ Lock any entrance points (e.g. doors, windows) ▪ Barricade entrances (e.g. move furniture to obstruct doorways) ▪ Lock yourself and others in a suitable room.	
L4	Ensure there is an escape route (e.g. window or door) which could be used if necessary.	
L5	Ensure people take action to increase their protection from attack: ▪ Keep out-of-sight and remain quiet ▪ Silence any sources of noise (e.g. mobile phones) ▪ Turn off lights ▪ Draw curtains / blinds ▪ Avoid doorways and windows ▪ Sit on the floor, under tables or against a wall.	

11.3 Intruders - Dispersal

Signals	
Signal for **Dispersal**	**FIRE ALARM SOUND** [Manually Triggered in C/T Cupboard]
Signal for **All-clear**	**Whistle** [Single Bursts]

Dispersal	
Possible safe access / egress routes	Nearest Fire Exit
Communication arrangements	▪ Staff Mobile phones ▪ Text messaging ▪ email
Notes	

Upon hearing the dispersal signal, take the action below.

Ref'	Dispersal - initial response	Tick / sign / time
D1	Try to assess the location and nature of the threat. Beware the possibility of multiple intruders. If appropriate, ask pupils to lockdown if this will improve their safety (see section 11.2).	
D2	Instruct pupils to: ▪ Leave the school site via the safest route(s) ▪ Move calmly and quietly, leaving bags / personal belongings behind ▪ Assist others in dispersing if safe to do so ▪ Contact the police as soon as they are safely away from danger ▪ Avoid congregating at an evacuation assembly point ▪ Avoid congregating in large numbers.	
D3	If forced to escape from an upper-floor window, people should lower themselves from the window sill before dropping to the ground, thereby reducing the height of the fall by their body length.	
D4	Ensure all corridors, breakout spaces and external areas are cleared.	

11.4 Intruders - Contacting the Police

+ **Dial 999. Do not assume others have contacted the police.**
+ **Inform the police of as much information as possible. Be accurate, clear and brief.**
+ **Consider using CCTV and other remote methods where able but do not risk your own or other's safety to obtain this information.**
+ **The safety of staff, pupils and other members of the public remains the priority for the police.**
+ **It may be useful to provide the police with a basic overview of your school (e.g. address, number and age of pupils, layout of the premises).**
+ **Leave the telephone line open if possible.**

Number of intruders:

.....

Current location of intruder:

.....

Is the intruder known to the caller?

.....

Is the intruder travelling in a particular direction?

.....

What has happened?

Are there any casualties / injuries?

Description of intruder (e.g. gender, age, height, clothes)

Is the intruder carrying a firearm? If so, how many firearms and of what type?

Is the intruder carrying a non-ballistic weapon? If so, how many weapons and of what type?

What is the intruder doing now?

What other equipment is the intruder carrying?

Is the intruder communicating with others?

What actions have you taken (e.g. lockdown, dispersal)?

How many people are there in the vicinity? Where are they located?

Where are you now?

Where will you be moving to?

11.5 Intruders - Awaiting the Police

Ref'	Awaiting the police - initial response	Tick / sign / time
A1	Remain in close contact with the emergency services.	
A2	Check for missing / injured pupils, staff and visitors if safe to do so. Administer first-aid where possible.	
A3	Be aware that someone identifying themselves as a member of the emergency services may be the intruder. Remain cautious of simulated cries for help.	
A4	Avoid quick movements towards the emergency services or screaming / shouting. Keep your hands in clear view.	
A5	Be aware of the police response. In the event of an attack involving firearms or weapons, their priority is to protect and save lives. Remember that the police might: ▪ Not initially be able to distinguish you from the intruder ▪ Be armed and point firearms ▪ Shout, treat people firmly or push them to the ground ▪ Not stop to help the injured in order to pursue their target.	
A6	Follow the instructions of the emergency services.	

SECTION 12 - BOMB THREATS

+ **If you receive a telephone call from someone who claims to have information about a bomb, record as much information as possible.**

Time of call:

.....

Telephone number you were contacted on:

.....

Exact wording of the threat:

.....

.....

+ **Stay calm. Being cautious, and without provoking the caller, try to ask the questions below.**

Where is the bomb right now?

.....

What will cause it to explode?

.....

When will it explode?

.....

Did you place the bomb? If so, why?

.....

What does it look like?

.....

What is your name?

.....

What kind of bomb is it?

.....

What is your telephone number?

.....

What is your address?

.....

.....

+ **Try dialling 1471. You may get information on where the phone call was made from.**

Time the original call ended:

.....

Did dialling 1471 work?

.....

+ **Contact the police (999) and Headteacher / nominated emergency contact immediately.**

+ **Carry out further actions based on police advice.**

What gender was the caller?

- ❑ Male
- ❑ Female

Approximately how old was the caller?

.....

Did the caller have an accent?

.....

Did the caller use a code word?

.....

Did the caller sound familiar?

.....

What sort of voice did the caller have?

- ❑ Normal
- ❑ Loud
- ❑ Quiet
- ❑ Whispered
- ❑ Clear
- ❑ Disguised
- ❑ Well-spoken
- ❑ Poorly-spoken
- ❑ Deep
- ❑ High-pitched
- ❑ Hoarse
- ❑ Nasal
- ❑ Impediment
- ❑ Stutter
- ❑ Lisp
- ❑ Slurred
- ❑ Other

At what pace did the caller speak?

- ❑ Normal
- ❑ Quick
- ❑ Slow

What manner did the caller have?

- ❑ Normal
- ❑ Calm
- ❑ Excited
- ❑ Laughing
- ❑ Upset
- ❑ Angry
- ❑ Rational
- ❑ Irrational
- ❑ Irritated
- ❑ Muddled
- ❑ Other

Were there any distinguishable background noises?

.....

.....

Notes:

.....

.....

SECTION 13 - SUSPICIOUS PACKAGES

Postal bombs or biological / chemical packages might display any of the following signs:

- Excessive wrapping
- Grease marks or oily stains on the envelope / wrapping
- An unusual odour including (but not restricted to) ammonia, almonds or marzipan
- Discolouration, crystals or powder-like residue on the envelope / wrapping
- Visible wiring / tin foil
- Heavy weight for the size of the package
- Uneven weight distribution
- Too many stamps for the weight of the package
- Poor hand writing, spelling or typing
- Delivery by hand from an unknown source
- Wrongly addressed or come from an unexpected / unusual source
- No return address or a postmark that does not match the return address.

The likelihood of a school receiving a postal bomb or biological / chemical package is low. However, if you do receive a suspicious package carry out the actions below.

Ref'	Suspicious packages - initial response	Tick / sign / time
SP1	Remain calm. Put the letter / package down gently on a flat surface and note its exact location.	
SP2	Walk away from the package: ▪ Do not touch the package further ▪ Do not move the package to another location ▪ Do not put the package into anything (including water) ▪ Do not put anything on top of the package ▪ Do not switch any electric switches on or off ▪ Do not use mobile phones within 15 metres of the package ▪ Do not use two-way radios within 15 metres of the package ▪ Do not sound the fire alarm using 'break glass' call-points ▪ Do not lock doors.	
SP3	Evacuate the building, keeping people away from the package as far as possible. Ensure that any assembly points are located away from the danger of flying glass.	
SP4	Notify the police (999) and the Headteacher / nominated emergency contact immediately.	

If anyone is exposed to a potentially hazardous substance carry out the actions below.

Ref'	Potentially hazardous substances - initial response	Tick / sign / time
SP5	Keep all persons exposed to the material separate from others (in the next available unoccupied room to the incident) but available for medical examination by the emergency services. Ask them to remain calm and avoid touching their eyes, nose or any other part of their body.	
SP6	Any person with powder on their clothes should remove their outer layer and leave these belongings in the original room. If possible, they should wash their hands and face as this is likely to remove approximately 90% of the contaminant.	
SP7	Ensure that ventilation / air circulation systems in the building have been turned off and that all doors (including internal fire-doors) and windows have been closed.	
SP8	Anyone experiencing symptoms of chemical exposure (e.g. streaming eyes, coughs and irritated skin) should await the response of the emergency services. People should not self-present at medical establishments as this could spread contamination.	

SECTION 14 - LOG-KEEPING GUIDELINES

+ **Notes should be clear, intelligible and accurate.**
+ **Use plain and concise language.**
+ **Include factual information.**
+ **Keeps records of any expenditure.**
+ **Do not remove any pages.**
+ **Do not use correction fluid.**

	Thursday, 22/10/2015
7.40pm	Received call from the support to schools service (Mike Sharpe) at the
	County Council. Report of a fire at school (although it's unknown
	which parts of the building are affected). Police and fire service are
	on-scene. Mike offered to send someone to the school to assist with
	the response - I gave him my mobile number and he'll let me know who
	will attend. I'll contact Philip Healey (site manager) and we'll aim to
	arrive at school within half-an-hour.
7.50pm	Rang Philip. Number engaged.
7.55pm	Rang Philip. Told him about the situation and asked him to meet me
	at the school entrance as soon as possible. He'll be there for 8.15pm.
8.05pm	Received text message from Mike - another area officer from the
	support to schools service (Mary Kiely) will meet us at the entrance in
	about 15 / 20 minutes.
	Mobile number for Mary: ~~07802 388~~ 07802 338 ~~202~~.
8.25pm	Arrived at school, Philip and Mary already there. Spoke to fire
	officer - one classroom ablaze, adjacent ones likely to be severely

Notes should be recorded in chronological order.

If you make a mistake don't try to overwrite the original text - cross it out with a single line and start again.

Only include times, dates or initials within the margins.

	affected by smoke damage. Unsure of the cause but arson can't be
	ruled out at the moment. We'll have to close the school tomorrow.
	Also need to arrange a site visit in the morning (provisional time 8am).
8.40pm	Informed Anna Hughes (deputy headteacher) about the incident.
	Asked her to notify parents / carers that the school will be closed
	tomorrow. She'll arrange for other staff and governors to be told and
	put a notice on the school website. I'll contact the radio stations.

SECTION 15 – EMERGENCY ALERTS

Emergency Alerts is a new service from the UK government expected to launch in 2023. Emergency alerts will warn you if there's a danger to life nearby.

In an emergency, your mobile phone or tablet will receive an alert with advice about how to stay safe. The alerts are designed for incidents of severe flooding, fires, extreme weather or public health emergencies.

The alerts will only be sent by the emergency services, government departments, agencies and public bodies that deal with emergencies.

These alerts are broadcast from mobile phone masts so that every compatible mobile phone or table in range will receive an alert. The government does not need your mobile phone number to send you an alert.

Your phone or tablet may make a loud siren-like sound even if it set on silent, it may vibrate or read out the alert. It will last for about 10 seconds. Stop what you are doing and follow the instructions in the alert.

You can check the validity of an alert or re-read it by visiting Current alerts - GOV.UK (www.gov.uk)

At times, these alerts may mean that other parts of this emergency plan must be actioned. Please follow the relevant part of the policy.