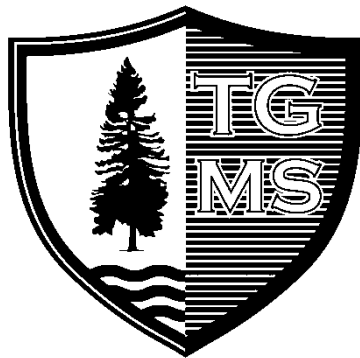




## BUCKINGHAMSHIRE COUNCIL

### Emergency Plan and Procedure Tylers Green Middle School



This policy was adopted: Autumn 2024

The policy is to be reviewed: Autumn 2025

## 1. INTRODUCTION

The aim of an emergency plan is to help staff respond effectively to an emergency at school or on an educational visit. This document describes the actions to be taken in the event of an emergency affecting the school i.e. any incident that involves the emergency services which may necessitate the closure of the school and/or which is likely to attract media attention, including incidents during off-site activities.

- public health incidents (eg flu pandemic)
- the effects of a disaster in the local community

As part of the emergency planning in our school, it is important that all staff and Governors are aware of and understand these procedures.

Every emergency situation is unique and, necessarily, the response will be different in detail. However, this document provides a clear expectation of the key actions to be taken, particularly to ensure that clear lines of communication can be established and maintained between all affected parties throughout the response.

All staff groups and governors should read, and have access to, this document, which is included on the induction checklists for staff and governors. It is stored on governor hub and on the school system: R:\Teachers Only\Policies\Resources. Hard copies of this document are kept on the following notice boards in school:

- School Office
- Bursar's Office
- Headteacher's Office
- PPA Room

The Headteacher, Assistant Headteacher, the Bursar and Governors would be able to access these procedures remotely via Governor Hub in case the school premises cannot be accessed.

**The Headteacher is responsible for this plan, and in their absence the Assistant Headteacher must take responsibility for putting the plan into action if an emergency occurs.**

Incident coordination will take place in the school office. If the school has to be evacuated, it has been agreed by both parties that the staff and children go to Tylers Green First School.

- The Incident Manager will liaise with the Headteacher at Tylers Green First School
- Tylers Green First School is manned during school hours (01494 813201)
- Wi Fi is available at Tylers Green First School

## **2. ROLES AND RESPONSIBILITIES**

In the event of any emergency, the School Incident Manager needs to establish an **Incident Response Team** as quickly as possible without compromising the safety of pupils (if during school hours).

The size, role and responsibilities of this team will vary according to the nature and circumstances of the incident although some suggestions are provided below.

<b>Role</b>	<b>Responsibilities</b>	<b>Staff who may support these roles</b>
<b>INCIDENT MANAGER</b>	<ul style="list-style-type: none"> <li>• Consider the need to alert other colleagues and external agencies.</li> <li>• Establish an Incident Response Team and allocate roles.</li> <li>• Collate all relevant information relating to the emergency.</li> <li>• Co-ordinate the emergency response strategy, liaising with relevant agencies, e.g. the emergency services, County Council, School Governors as appropriate.</li> <li>• Monitor the emergency response.</li> </ul>	<p><b>Sam Isaacs</b> (Headteacher)</p> <p><b>Anna Campbell or Rebecca Billingham</b> (Assistant Headteacher)</p>

	<ul style="list-style-type: none"> <li>• Provide regular staff/team briefings.</li> <li>• Authorise any additional expenditure.</li> </ul>	
<b>DEPUTY INCIDENT MANAGER</b>	<ul style="list-style-type: none"> <li>• Assists Incident Manager.</li> <li>• Co-ordinates and manages staff in the Incident Response Team.</li> <li>• Monitors staff welfare and organises staff roster.</li> </ul>	<b>Anna Campbell or Rebecca Billingham</b> (Assistant Headteacher)
<b>PARENT LIAISON OFFICER</b>	<ul style="list-style-type: none"> <li>• Advises parents and provides information.</li> <li>• Provides point of contact.</li> <li>• Arranges on site co-ordination of visiting parents.</li> <li>• Maintains regular contact with parents where appropriate.</li> </ul>	<b>Anna Campbell or Rebecca Billingham</b> (Assistant Headteacher)  <b>Claire Robinson</b> (H&S Governor) <b>Parent class reps</b>
<b>ADMINISTRATORS</b>	<ul style="list-style-type: none"> <li>• Man telephone lines.</li> <li>• Help to collate information.</li> <li>• Relay incoming and outgoing messages by telephone, email, text etc in a prompt manner.</li> <li>• Provide admin support to the Incident Manager and Deputy Incident Manager.</li> <li>• Maintain a master log of key events and decisions, including expenses incurred.</li> </ul>	<b>Elin Chalk</b> <b>Claire Johnson</b> <b>Julie Bowler</b>

<p><b>COMMUNICATIONS OFFICER / MEDIA SPOKESPERSON</b></p>	<ul style="list-style-type: none"> <li>• Acts as a point of contact for media enquiries.</li> <li>• Works with Buckinghamshire Council’s Communications team to prepare media statements/interviews.</li> <li>• Assist with internal communications.</li> </ul>	<p><b>Owen Brangwin</b> (Chair of Governors)</p> <p><b>Sam Isaacs</b> (Headteacher)</p> <p><b>Anna Campbell or Rebecca Billingham</b> (Assistant Headteacher)</p>
<p><b>TEACHERS</b></p>	<ul style="list-style-type: none"> <li>• Maintain supervision.</li> <li>• Ensure the safety and security of pupils.</li> <li>• Provide information and offer reassurance</li> <li>• Monitor pupils’ physical and psychological welfare.</li> </ul>	<p>Assisted by</p> <p><b>LSA Team</b></p>
<p><b>FACILITIES MANAGER</b></p>	<ul style="list-style-type: none"> <li>• Ensure site security at all times.</li> <li>• Provide information about site facilities/layout as necessary.</li> <li>• Assistance with access/egress to the school.</li> </ul>	<p><b>Ken Hazell</b></p>
<p><b>LIAISON OFFICER</b></p>	<ul style="list-style-type: none"> <li>• To represent the school at the County Council’s Emergency Operations Centre.</li> <li>• Communicate with colleagues at the school on a regular basis and receive updates/progress reports.</li> </ul>	<p>Nominated member:</p> <p><b>Mike Woods,</b> (County Liaison Officer)</p>

	<ul style="list-style-type: none"> <li>• Relay information to and from the County Council.</li> </ul>	
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### 3. COMMUNICATION

One of the greatest demands during an emergency is for information and regular updates. It may be necessary to allocate certain telephone lines for such things as incoming/outgoing calls to agencies, partners and staff; contacting parents; receiving enquiries from parents and media. It may be necessary to use mobile phones as well as landlines. The Council may be able to assist by providing extra telephone enquiry lines.

All calls, both incoming and outgoing should be logged (on the form in appendix 2) to include:

- date and time
- name of caller and role (i.e. parent or organisation)
- nature of the enquiry/message
- response given
- return number, if applicable
- further action taken as a result of the call.

Communication with parents is vital throughout to allay fears and minimise disruption or panic. Points for consideration include:

- what parents should do in the event that the school needs to close during school hours
- location of alternative place of shelter i.e. TGFS
- safe pick up point for parents collecting children
- how to communicate the school closure e.g. websites, email, telephone
- whether they may authorise for their child to be sent home or somewhere else safe e.g. a grandparents house, named contact on the White Card database on Google Drive
- phone numbers that parents can ring during an emergency
- informing parents that the Communications Officer can assist them in dealing with the media

Administration staff to ensure that contact details for pupils are accurate and updated regularly.

#### **4. EMERGENCY RESPONSE**

##### **ON SITE INCIDENTS**

Incidents occurring during 'school opening' hours:

The staff member witnessing or first discovering an incident will be responsible for initiating the immediate response. This may entail:

- Summoning help / calling the emergency services (dial 999).
- Instigating fire drill/evacuation procedures or sheltering / lockdown procedures (see below).
- Alerting the Headteacher, or Assistant Headteacher in their absence.
- Securing the immediate welfare of pupils and staff.
- Taking charge at a scene until the emergency services arrive and /or the School Incident Manager assumes control.
- Recording relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc (blank incident log sheet in Appendix 1).

##### **IN THE EVENT OF AN EMERGENCY- see appendix 6 Bucks Response to a School Incident /Emergency**

- Whoever assumes the role of School Incident Manager (usually the Headteacher or Assistant Headteacher in their absence) should contact Buckinghamshire Council's duty Resilience Officer, contactable through the Thames Valley Fire Control Service on

**07738 501318**

(N.B. This is an ex-directory number. It should only be used in emergencies and should not be passed on to others).

- Ask for the duty Resilience Officer.
- Leave a name, contact details, institution and brief summary of the incident.

Such an emergency may happen at the school, away from the school during off-site activities (including overnight trips) or when involving home-to-school transport. Examples might include:

- An incident involving the emergency services (e.g. road traffic collision, death or health injury of member of school community).
- An incident that might necessitate the closure of the school (but not weather related – unless the fabric of the school has been significantly damaged, threatening life / limb).
- An incident that is like to attract adverse media attention.

On receiving this information the Resilience Officer will arrange for a senior officer / adviser to call you back. Depending on the severity of the incident the Resilience Officer may also call you back to reassure you that your initial call is being acted on.

Once a senior officer has been contacted decisions will be made in liaison with the School Incident Manager on the appropriate response and support. This will include the co-ordination of the actions that need to be taken to ensure the effective management of the situation. In all cases it will involve the Communications Team at County Hall and, as appropriate, other relevant services such as building maintenance, insurance, legal, education psychology and health and safety.

## **5. EMERGENCY EVACUATION**

### **AIM**

The aim of the Emergency Evacuation Procedure is:

- to ensure the safe and speedy evacuation of the school buildings and to provide an accurate method of taking a roll call of pupils, staff and visitors.
- to outline clear roles and responsibilities in the evacuation procedure
- the emergency evacuation procedure is to be used for situations such as fire, gas leaks, bomb alerts, chemical leaks.

### **RESPONSIBILITIES**

The Headteacher and Governing Body are responsible for ensuring fire alarm systems are regularly tested and serviced. The Headteacher will ensure a termly emergency evacuation drill is carried out and this will be logged and reported to the Governing Body.

The Caretaker is responsible for weekly testing of fire alarms and monthly testing of emergency lighting. Records will be kept in the fire log books in the front office. The Caretaker is responsible for weekly checks on electrical leads, fire exits, and combustible materials and so on.

### **GENERAL FIRE SAFETY (See Health and Safety Policy)**

All staff will make it their responsibility to ensure:

- Their exit doors are unlocked when they arrive. The Caretaker and Cleaner generally lock the exits at night.
- Fire doors will not be propped open.
- Tops and fronts of heaters are kept clear.
- There is 1 metre clearance to the routes of exit doors.
- Displays, where possible, will not be above heaters, and if this is unavoidable they will be securely fixed.
- Combustible materials (paper, card, fabrics etc) are not stored near to sockets or lights; there is no build up of waste.
- Unnecessary lights or electrical appliances (Computers, printers, visualisers, IWB, fans, laminator toaster, etc) are to be switched off and where possible unplugged.
- All electrical items, plugs and cables are PAT tested each year.

### **STAFF TRAINING**

Every member of staff will receive instructions in fire precaution during induction. The training will be recorded in the fire logbook. All members of staff will receive update training every 12 months.

Students and visitors will be instructed at the beginning of their attendance via the Entry System. All visitors have to accept our procedures to obtain entry to the school. Staff Handbook will include details of the Emergency Evacuation Procedure.

### **FIRE/EMERGENCY EVACUATION PROCEDURE**

## **IF YOU FIND A FIRE OR ONE IS REPORTED TO YOU**

- Anyone discovering a fire or other emergency for which the buildings should be evacuated should activate the alarm using the nearest available break glass call point. They should then notify reception/main office of the exact location of the incident.

## **FIRE FIGHTING**

- The safe evacuation of persons is an absolute priority. Trained Fire Wardens Sam Isaacs (Headteacher), Rebecca Billingham (Assistant Headteacher), Ken Hazell (Caretaker), Elin Chalk (School Business Manager) and Lesley Norman and Sarah Hayden (LSAs) may only attempt to deal with small fires, **if it is safe to do so without putting themselves at risk**, using portable fire-fighting equipment.
- Ensure the alarm is raised BEFORE attempting to tackle a fire.

## **ON HEARING THE FIRE ALARM:**

- All staff, pupils and occupants of the building must respond to alarm activations.
- The fire alarm is a continuous bell.
- The Headteacher (or person in charge during their absence) and Caretaker (if available) will check the fire panel and, **if safe to do so**, go to the zone where the alarm has been activated to investigate if there is a fire or false alarm. Summon the emergency services (**DIAL 999**), **using school phone/ mobile if a fire is discovered**.
- The Office staff will evacuate the building taking the class registers, a copy of the signing in register and evacuation pack by the nearest exit. Open side gates and main gate to playground.
- Staff will supervise / effect the evacuation of pupils/visitors to the designated assembly point(s).
- Staff not with pupils (i.e. in staff room or other part of the school), visitors and contractors must leave the building by the nearest exit and report directly to the assembly point. Under no circumstances should staff return to their classes via a route inside the school.
- All fire evacuation routes and assembly points are shown on maps in each classroom and work areas.

- The last person to leave the room will be the member of staff who must close the door.
- **Walk quickly – DO NOT RUN or stop to collect belongings**
- On arrival at the assembly area, teachers will be given their registers by the Office staff. Teachers will ensure all pupils and staff members are accounted for. In the event of a missing person, do not go back into the building. Report this to the person in charge and they will try to locate the person, or inform the Fire and Rescue service.
- The Office staff will check in the print out of the Inventory System so that all visitors signed in are accounted for.
- The Headteacher /Assistant Headteacher will liaise with the Fire Brigade on their arrival.
- The building must not be re-entered until staff are notified it is safe to do so by the Fire Brigade / Headteacher/Assistant Headteacher
- If the building cannot be reoccupied following an evacuation, pupils will be evacuated to Tylers Green First School and arrangements made to contact parents.

#### **OTHER ISSUES**

- If emergency evacuation occurs at the end of the school day, a member of staff will be instructed to ensure parents arriving to pick up children do not block the car park and are made aware of the situation.
- If staff and pupils are not on the school premises (i.e. on a trip or local walk) the [Office staff](#) will contact the teacher by mobile phone to inform them of the situation.

#### **SWIMMING POOL FIRE/EMERGENCY EVACUATION**

##### **IF YOU FIND A FIRE OR ONE IS REPORTED TO YOU:**

- Anyone discovering a fire or other emergency for which the buildings should be evacuated, should activate the alarm using the nearest available break glass call point.

##### **FIRE FIGHTING**

- The safe evacuation of persons is an absolute priority. Trained staff may only attempt to deal with small fires, **if it is safe to do so without putting themselves at risk**, using portable fire-fighting equipment.

- Ensure the alarm is raised BEFORE attempting to tackle a fire.

#### **ON HEARING THE FIRE ALARM WHILST IN THE POOL AREA:**

- All staff, pupils, occupants of building must respond to alarm activations.
- The fire alarm is one continuous bell.
- During school hours, the Headteacher (or person in charge during their absence) and Caretaker will check the fire panel and, **if safe to do so**, go to the zone where the alarm has been activated to investigate if there is a fire or false alarm.
- Staff and pupils will exit the pool by the rear emergency exit doors, gathering at the Assembly Point in the playground. The Teacher (or other person in charge during this session) must ensure all staff and pupils are accounted for.
- In the eventuality of a fire in the near vicinity, staff will be instructed to evacuate everyone in the pool area out through the fire exit doors to the assembly point. Space blankets for keeping warm are located in a box by the rear emergency exit doors. These must be used.
- At the assembly area - In the event of a missing person, do not go back into the building. Report this to the person in charge and they will try to locate the person or inform the Fire and Rescue service.
- If the building cannot be reoccupied following an evacuation, pupils will be removed to the school building, if during school hours and safe to do so. Alternatively, evacuate to the Tylers Green First School and arrangements made to contact parents.

#### **OTHER EMERGENCY EVACUATIONS**

##### **BOMB THREATS**

If a bomb threat is received notify the Headteacher, or in their absence, the most senior member of staff available. Contact the police for advice as to whether the school should be evacuated – this decision is ultimately the responsibility the school. The signal for evacuation of the building, should this be necessary, will be the same as the fire alarm signal. The normal evacuation procedure should be followed.

##### **INTERNAL GAS LEAKS**

If you smell gas, or suspect there is a gas escape, you should immediately:

- Open all doors and windows.
- Notify the Headteacher / senior member of staff of the incident.
- Call the Caretaker.
- Check that all gas appliances are switched off
- Caretakers to shut off the gas supply at the meter control valve
- Evacuate part or all of the premises as necessary.
- If gas continues to escape, telephone National Grid on 0800 111 999.

### **INTERNAL CHEMICAL SPILLS**

If spill is severe, evacuate part or all of the building, using fire drill procedures if necessary.

Move all persons to a safe location, and call the emergency services. The Fire & Rescue Service are the lead agency in dealing with chemical / toxic / hazardous spillage incidents.

### **6. LOCKDOWN/SHELTERING PROCEDURES**

In the event of a serious or grave event, it is important that all staff respond to the directives and commands according to the unique circumstances of the situation. Therefore, communication is key and clear information is essential.

All staff to use their initiative and do a dynamic risk assessment at the time of lock down to ensure the safest option is made on the day. However, all staff to endeavour to follow the procedure in this policy where safe to do so.

In the event of a critical incident requiring Lockdown, the person who discovers the incident must notify the school office to raise the alarm.

#### **Lockdown/Sheltering Signals:**

If the children are outside:

- Signal for commencing sheltering/lockdown procedures – repeated short blasts on a whistle with the lockdown bell (intermittent ringing) being activated by the office staff.

- On hearing the signal children should immediately be brought into school. Last member of staff to enter after the children must lock external door behind them. Staff will take the children straight to their classrooms unless they have been told to go to a different location within school. If it is not possible for the pupils and staff to enter the school, they may be taken to hide, disperse or take cover if this will ensure their safety.
- Once in school, as soon as possible, a senior member of staff will update teachers as soon as it is clear.

If the children are in school:

- Person in charge instigating Lockdown will use the signal for commencing lockdown procedures - an intermittent bell which is activated in the school office by the office staff/caretaker. Office staff to lock their door.
- The Caretaker/School Business Manager and Headteacher will check all communal areas (e.g. the school hall) and check all external doors are locked when all children/staff are indoors.

#### **Actions in the event of Lockdown:**

- Person-in-charge instigating Lockdown will call for assistance by dialling 999. Use the phrase “We require immediate assistance” and state clearly that the safety of pupils and staff is in imminent danger.
- Staff should ensure pupils are moved into classrooms or the nearest safe area which is suitable for lock down.
- Locking the external playground doors and the year 3 toilet doors is the responsibility of the year group teachers in Year 3, and Year 5.
- In rooms, lock doors, close windows and blinds/curtains. Turn off computer monitors and lights.
- Staff and pupils should be kept away from windows and doors. Children will be instructed to sit on the floor under the tables where possible. Children should be reassured and kept calm and as quiet as possible.

- No one should be allowed out of the classroom or safe area during a Lockdown procedure.
- No one is to answer the door under any circumstances.
- A staff member should take a head count and obtain the names of all people in the room. Inform the office of missing team members and pupils.
- The Headteacher (or person-in-charge) will seek assistance from other members of staff as necessary to form an Incident Response Team.
- Should the fire alarm sound do not evacuate the building unless you have been told to do so or you have firsthand knowledge of a fire.
- Staff and pupils should stay where they are until officially notified that the Lockdown is over.
- Communication during lock down will be via walkie talkies and kept to an absolute minimum. Walkie talkies will be turned down to an eighth in volume and set to channel 10.
- Signal for giving the all clear will be the end of the lock down signal and additional walkie talkie communication by a senior member of staff.
- If the Lockdown extends over a long period of time, beyond school hours, parents should be notified via Buckinghamshire Council Grave Incident Protocol.

Specific school areas and safe alternatives:

If whole school is in the assembly hall – escort children to class rooms

If one class is in the assembly hall – escort children to ICT suite or music room

If in the block, library or rainbow room – escort children to the kitchen

Adults in PPA room and other office spaces to remain where they are and doors to be locked.

## **7. INTRUDERS**

In keeping with the Security Policy visitors to the school should be issued with a visitor's badge and sign in. All members of staff must be vigilant for intruders. Anyone who spots someone without a badge should take the following steps:

- If you recognise the visitor, and know that they have authorised access, escort them to the office to sign in and receive a badge
- If you do not know them but feel comfortable approaching them, ask them who they are and accompany them to the office to sign in
- If you do not feel happy approaching the person, alert the Headteacher, Assistant Headteacher or school office (whichever is closest) to the presence of an intruder immediately.

## **8. INCIDENTS OUTSIDE SCHOOL HOURS**

The person first witnessing or discovering an incident will be responsible for initiating the immediate response to the emergency situation.

This may entail:

- Summoning help / calling the emergency services (dial 999).
- Evacuating the premises immediately where necessary e.g. if a letting or other activity is taking place.
- Alerting the Headteacher (or other senior member of staff if not contactable).
- Contacting the Council by calling the Emergency Number:

**07738 501318**

and follow the guidance in section 4 above. The only difference would be that if you have no response from anyone to your initial call after 30 minutes please call again.

You will also need to start recording relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc (see blank incident log sheet at appendix 1).

## **9. OFF-SITE INCIDENTS**

Details of the procedures to be followed are contained in the Educational Visits Policy. Group Leaders should take a copy of the “Bucks Response to a School Incident/Emergency Flowchart/Serious Incident Action Card for the Group Leader” on each visit off site.

Group Leaders, having ensured that they have accounted for all party members and delegated a responsible adult to take care of uninjured members of the party should assume immediate authority for activating the emergency procedures by calling the County Emergency number:

**07738 501318**

When the senior officer calls you back the Group Leader should be prepared to provide the following information:

- Reconfirm your name and name of your school.
- Your location.
- Some indication of the nature of the incident.
- Details of any casualties.
- Contact information, including mobile phone number(s) and an email address at the location, if possible.

The Educational Visits guidance provides for schools to identify in their planning School Contact(s), details of whom may be available to Buckinghamshire Council on the visits database. If School Contact details are not available the Headteacher will be contacted.

A log of actions taken and conversations held should be maintained by the Group Leader who may also seek further details of the incident, how and why it happened, so far as can be established. This is important – the information will need to be reported to Buckinghamshire Council at a later stage.

As with an on-site incident, early liaison between the Group Leader and Buckinghamshire Council will enable an assessment to be made of the appropriate actions to be taken to manage the incident response and support the party, the schools and parents.

Depending on the circumstances of the incident, an Incident Control Centre may be established at County Hall to form a continuous link between the party, the school and parents, the media, rescue

agencies etc. As appropriate it would arrange for the return of the party or arrange transport for parents to the location where pupils are unable to travel home soon after the incident.

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

Support and counselling will be arranged, as appropriate, for pupils and staff.

## **10. SCHOOL CLOSURES**

Decisions about school closures will most often be taken in response to:

- Severe weather conditions

- Heating failures

- Lack of water

- Building is unsafe

- Public Health incidents (eg flu pandemic)

- Other reasons preventing many staff and pupils from getting to school safely.

The decision about a school closure is the responsibility of the Headteacher but having, as far as reasonable and practical, consulted fully with the Chair of Governors and the Area Senior Adviser. Where, for whatever reason, consultation is not possible, the Headteacher can make that decision alone, but should notify the Chair of Governors and the Area Senior Adviser as soon as possible.

It is important that any decision to close a school is communicated quickly to all relevant parties e.g. parents. The Headteacher will confirm a school closure by arranging to submit details immediately using the web form accessible on SchoolsWeb, <https://schoolsweb.buckscc.gov.uk> This will then trigger an e-mail alert to relevant radio stations.

Parents and Radio stations will be able to access a list of schools that are closed on the Buckinghamshire Council website:

<https://closures.buckscc.gov.uk>

If the school has to be closed early due to severe weather of heating/water/electrical breakdowns, parents will be contacted by members of the administration team and other staff to arrange the safe collection of pupils. i.e. by telephone, email, website

Public Health incidents (eg flu pandemic)- The school shall follow the most recent advice set out by the DFE.

## **11. INCIDENT LOGGING**

Everyone involved in responding to an emergency should start and maintain a written log of their actions as soon as possible. A suggested form for this purpose is included in appendix 1. This should include any information and messages received; the source and the time and date. This is extremely important and will enable your school to provide detailed information should it be required at a later stage or if an inquiry or investigation takes place.

A whiteboard or flip chart may be used to keep a log of key events that staff can refer to between briefings. However, ensure that a copy of any whiteboard information is made elsewhere before wiping.

## **12. DEALINGS WITH THE MEDIA**

All dealings with newspaper, radio or television journalists should be handled with the advice and support of the Communications Team at County Hall.

The Communications Team will give information through press releases and arrange necessary interviews, and try to reduce the media pressure on the school and parents.

If individual members of staff are approached by the media they should be polite and state that the journalist will need to speak to the Communication team or to the Headteacher. They may take the contact details of the journalist and pass these to the Headteacher. Members of staff must not be drawn into conversation with journalists about any incident.

Only the nominated spokesperson should handle media enquiries as other people may not be in

possession of the same information or latest facts. Any information that is released should be approved by relevant parties where necessary.

In the early stage all media statements agreed with Buckinghamshire Council will be confined to the basic facts such as:

- Time and location of the incident.
- What the factual consequences have been (“two children (not named) from this school have been taken to hospital following an incident in the playground involving a bicycle”). Avoid speculation as to the cause, who may be to blame or how it might have been avoided in the first place.
- Summary of the action being taken by the school (perhaps together with other agencies) to control the situation and/or mitigate the consequences.
- Counter any rumour/speculation that you are absolutely certain is untrue. Otherwise, do not get drawn into a debate.
- Set a time for the next update.
- Media coverage should be monitored for accuracy and any inaccuracy should be swiftly rebutted (Buckinghamshire Council’s Communications Officer will assist with this).
- Such response must be rapid, accurate and meet media deadlines to ensure balanced media coverage.

Where it is accepted that the media will be present on site it is important to provide a segregated media reception area away from pupils, parents or staff that may have been caught up in the incident.

**Note: School staff must not use social networking sites (such as Facebook or Twitter) to discuss any school incidents, including emergencies.**

### **13. AFTER THE EVENT**

The effective management of an incident involves providing support after the event as well as during the initial response phase. This recovery timeline will vary and will focus on individual need for continuing support.

When the initial response is completed a structured debrief will provide an opportunity for everyone involved to review their actions, thus identifying what went well along with areas for improvement. Pupils, parents and staff should also be given additional opportunity to talk through their experiences either as a group or on an individual basis.

It will also be important to establish informal means of monitoring pupils and staff. Specific advice and support can be provided through Buckinghamshire Council, for example, Educational Psychologists and Post Disaster Support Team. They will be able to help the school understand more about potential reactions amongst pupils, parents and staff, and will advise on ways to support them. This may include reference to appropriate voluntary organisations.

#### **14. PERSONAL SAFETY OF KEYHOLDERS**

Persons nominated as keyholders may need to attend school buildings following a fire or burglary outside school opening hours.

It is particularly important not to put yourself, or others, at risk and keyholders need to ensure that they follow simple guidelines as indicated below. It is particularly important for the Headteacher to assess any risk keyholders may find themselves in, and to agree workable strategies to minimise any risk of harm or injury, e.g.

- Only attend the site if you consider it safe to do so. Incidents that may occur at night may pose particular risks and keyholders should either be accompanied, wherever possible, or attend only whilst the emergency services are in attendance or have declared the buildings safe.
- Keep in touch with someone else where necessary and carry a mobile phone if you can.
- Take a torch and consider carrying a personal attack alarm.
- It is important for the keyholder to have basic information about the property, including knowledge of the location of electrical switch gear, gas stop valves, chemical storage etc.



**Appendix 1**

**Incident Log sheet**

**Incident Log:**

**Date:**

**Name:**

**Sheet no.**

Time	From	To	Information given / received and Actions Taken

**Appendix 2**

**Telephone Log sheet**

**Incident:**

**Date:**

**Sheet no.**

<b>Time</b>	<b>Name of caller, Role of caller</b>	<b>Enquiry/ message</b>	<b>Response given</b>	<b>Return telephone number</b>	<b>Further actions taken</b>

## Appendix 3

### School Details

Name & Address	Tylers Green Middle School Cock Lane Tylers Green Bucks HP10 8DS
Contact details	Tel: 01494 812465 <a href="mailto:office@tylersgreenmiddle.co.uk">office@tylersgreenmiddle.co.uk</a>
Out of hours contact details	Sam Isaacs                    01494 257752/07502 109034 Ken Hazell                    01494 816682/07892 707153 Anna Campbell            07854 783317 Rebecca Billinghamurst 07802 548048
Number of students	256
Qualified First Aiders	<b>First Aid at Work</b>
	Sam Isaacs
	Claire Johnson
	Elin Chalk
	Julie Bowler
	<b>Schools First Aid</b>
	All other school staff
Parent contact information	In class registers In emergency bag

## Appendix 4

### Specific Strategies for Specific Issues

Situation	Strategies that can be employed – considerations/ actions
<b>Large scale temporary absence of staff</b>	<ul style="list-style-type: none"> <li>• Headteacher/Assistant Headteacher (in HTs absence) to assess whether safe to open school due to Health &amp; Safety issue for pupils to stay</li> <li>• Use emergency list to notify parents</li> <li>• Long term consider a rolling program of attendance</li> </ul>
<b>Permanent/long term absence of staff</b>	<ul style="list-style-type: none"> <li>• Long Term sickness insurance for Teaching, Bursar &amp; Caretaker</li> <li>• Extended hours for part-time staff</li> <li>• Use of Agency staff – Simply Education/Teaching Personnel</li> <li>• Use of ICT Bursar service for Bursar</li> <li>• Fixed term contracts</li> </ul>
<b>No notice denial of site with duration months/years</b>	<ul style="list-style-type: none"> <li>• Administration staff relocate</li> <li>• In liaison with Local Authority, relocate pupils and staff to another site</li> <li>• Use of network/liaison group schools to accommodate pupils and some staff</li> <li>• Work with LA for long term solution</li> </ul>
<b>No notice denial of site with duration for up to 7 days</b>	<ul style="list-style-type: none"> <li>• Headteacher/Assistant Headteacher (in HTs absence), to assess whether safe to open school due to Health &amp; Safety issue for pupils to stay</li> <li>• Essential school closed</li> <li>• Teachers and admin staff to work from Home</li> <li>• Relocate pupils and staff to another site in liaison with LA</li> </ul>

<b>Denial of access to normal offices</b>	<ul style="list-style-type: none"> <li>• Set up office space in PPA room</li> <li>• Remote working from home</li> </ul>
<b>Loss of mains electricity for up to 24 hours/for up to 3 days</b>	<ul style="list-style-type: none"> <li>• Headteacher/Assistant Headteacher (in HTs absence), to access whether safe to open school due to Health &amp; Safety issue for pupils to stay</li> <li>• Use emergency list/email/website to notify parents</li> </ul>
<b>Loss of mains electricity, 3 hours rota cuts</b>	<ul style="list-style-type: none"> <li>• Headteacher/Assistant Headteacher (in HTs absence), to assess whether safe to open school due to Health &amp; Safety issue for pupils to stay</li> <li>• Use emergency telephone/email/website to notify parents</li> </ul>
<b>Loss of gas – short term loss, restored within days (May cause 3 hour electricity power rotations)</b>	<ul style="list-style-type: none"> <li>• Headteacher/Assistant Headteacher (in HTs absence), to assess whether safe to open school due to Health &amp; Safety issue for pupils to stay if temperature below minimum levels.</li> </ul>
<b>Loss of public telecoms services for up to 5 days in region</b>	<ul style="list-style-type: none"> <li>• Use of mobile phones</li> <li>• Purchasing additional phones if necessary</li> </ul>
<b>Loss of landline and dependent systems for up to 3 days</b>	<ul style="list-style-type: none"> <li>• Use of mobile phones</li> <li>• Purchasing additional phones if necessary</li> </ul>
<b>Loss of gas</b>	<ul style="list-style-type: none"> <li>• Not an issue in summer</li> <li>• In winter – Headteacher/Assistant Headteacher (in HTs absence), to assess whether safe to open school due to Health &amp; Safety issue for pupils to stay if temperature below minimum levels.</li> </ul>
<b>Disruption to international transport for 24 hours</b>	Not Applicable
<b>No domestic rail/air transport; severe road delays for 24 hours,</b>	Not Applicable

<b>gradual restoration of service for 4 days</b>	
<b>Significant disruption to local transport network for up to 7 days</b>	<ul style="list-style-type: none"> <li>• Headteacher/Assistant Headteacher (in HTs absence), to assess whether safe to open school due to Health &amp; Safety issue for pupils and staff to stay</li> <li>• Use emergency list to notify parents</li> </ul>
<b>Loss of mains water and sewerage</b>	<ul style="list-style-type: none"> <li>• Close School</li> <li>• Use emergency list to notify parents</li> <li>• Establish with staff work that can be performed from home</li> <li>• Staff that can work remotely from home</li> <li>• Teachers to set work for pupils via email</li> </ul>
<b>Loss of IT</b>	<ul style="list-style-type: none"> <li>• School system is remotely backed up every 24 hours</li> <li>• Replacement ICT hardware is usually available within 2 weeks.</li> <li>• Use of staff laptops for word documents</li> </ul>
<b>Severe Weather</b>	<ul style="list-style-type: none"> <li>• Circular to parents on emergency closure procedure.</li> <li>• Ensure adequate grit &amp; salt available</li> <li>• Caretaker to clear ice and snow from site</li> <li>• Establish with staff work that can be performed from home</li> <li>• Staff that can work remotely from home</li> <li>• Teachers to set work for pupils via email</li> </ul>

## Appendix 5

### Action Cards

#### Emergency Response Action Card

##### Incident Manager

<b>When Alerted</b>	
<b>Attempt to clarify what has happened</b> <ul style="list-style-type: none"><li>• Name of caller and telephone number they can be contacted on</li><li>• Nature of the incident, what has happened?</li><li>• To whom?</li><li>• Where?</li><li>• When?</li><li>• Numbers of those injured or affected</li><li>• Nature of injuries</li><li>• Location of those affected</li><li>• Whether there is still a continuing danger or not</li><li>• What has happened since?</li><li>• Which emergency services are involved?</li></ul>	
<b>Start a written log</b> of all information received, relayed and actions taken.	
<b>Alert Buckinghamshire Council</b> and determine who else needs to be informed of the incident, for example, Chairman of Governors.	
<b>Establish an Incident Response Team.</b> Consider the following roles: <ul style="list-style-type: none"><li>• Deputy Incident Manager</li><li>• Liaison officer – Parents</li><li>• Administrators</li><li>• Communications and Media Spokesperson</li><li>• Teachers</li><li>• Facilities/Site Management</li></ul>	

During non-school hours, arrange for the school premises to be opened up if necessary.	
Arrange initial staff/team briefing.	

<b>Continuing the response....</b>	
Continue to collate incident updates and all relevant information.	
Ensure that all decisions are communicated to relevant internal and external parties.	
Arrange further regular staff briefings as appropriate.	
<b>Longer term</b>	
Give people the opportunity to talk about their experiences.	
Conduct a debrief meeting.	
Monitor staff and pupils informally.	
Ensure that there are procedures in place for referring people to relevant agencies for further support.	
Continue to keep a record of continuing issues and actions.	
Advise any new staff of what has happened and potential effects so that they can be aware.	

## Emergency Response Action Card

### Deputy Incident Manager

<b>When Alerted</b>	
Start a written log of all information received, relayed and actions taken.	
Assist the Incident Manager in alerting colleagues and establishing the Incident Response Team.	
Help to alert all other staff of the incident.	
<b>Continuing the response</b>	
Ensure that all staff are aware of each other's incident response role and responsibilities.	
Assist the Incident Manager as required.	
Help to keep all staff regularly updated.	
Organise a staff rota and ensure that staff breaks are scheduled.	
Monitor staff responses and arrange support where necessary.	

## Emergency Response Action Card - Administrators

<b>When Alerted</b>	
Start incident log of information received, relayed and actions taken.	
<b>At the School....</b>	
<p>Allocate telephone numbers for incoming calls</p> <ul style="list-style-type: none"> <li>• Parents Enquiries</li> <li>• Media Enquiries</li> <li>• External responding agencies</li> <li>• County Council/School Governors</li> </ul> <p>And designate phones for outgoing lines.</p>	
Ensure that staff are aware of designated telephone numbers used above.	
Ensure that there is a stock of blank log sheets.	
Collate relevant information e.g. parent/next of kin contact details.	
<p>Log all incoming and outgoing calls and ensure that messages and notes are passed to the Incident Manager and relevant staff promptly.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Date and time of call</li> <li>• Name of caller / person called</li> <li>• Organisation</li> <li>• Message</li> <li>• Response</li> <li>• Action Taken</li> </ul>	
Maintain a record of any costs incurred, for example, extra staff hours, refreshments, transport.	
Assist in recording details of visitors to the site and in providing means of identification.	

Assist the Incident Response Team as directed.	
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### Emergency Response Action Card

#### Parents Liaison Officer(s)

<b>When Alerted</b>	
Start an incident log of information received, relayed and actions taken.	
<b>At the School</b>	
Obtain briefing by Incident Manager and agree information/briefing, possibly a prepared text, so that a consistent message is given out to all callers.	
Confirm contact details and be ready to act as first point of contact for incoming enquiries.	
Where appropriate, obtain and offer further contact numbers for support and additional information.	
Ensure that all incoming and outgoing calls are logged. Details to include: <ul style="list-style-type: none"> <li>• Name of caller/person called</li> <li>• Time and date</li> <li>• Message received/given</li> <li>• Response</li> <li>• Further action taken.</li> </ul>	
Arrange a Meeting/Greeting Point on site for any parents and relatives visiting the school.	
Ensure that the names of all visitors are recorded.	
Make arrangements to ensure that parents/relatives are not left alone on site.	
Consider the need for additional support for visiting parents and relatives, for example, tea and coffee	
Where appropriate and if families give their consent, offer the contact numbers of other families involved in the crisis. ( <i>Wherever possible, parents of all other children in the school should be warned that the school has</i>	

<i>experienced a crisis and that their child may be upset.)</i>	
Attend staff briefings and ensure that all information and briefings are updated regularly.	

**Emergency Response Card**

**Facilities Manager**

<b>Actions</b>	
Start incident log of all information received, relayed and actions taken.	
Check access to and exiting from the site for visiting parents and consider any special instructions which may need to be communicated.	
Liaise with the Incident Manager and Communications Officer to ensure that media are not being intrusive.	
Arrange a specific area for media briefings/visitors. Ensure there is sufficient segregation.	
If necessary, collate plans of school premises and relevant information regarding utilities.	
Ensure that all staff and visitors are wearing correct identification throughout their visit.	

## Emergency Response Action Card

### Communications Officer

<b>Actions</b>	
Start log of all information received, relayed and actions taken.	
Liaise with the County Council's Communications Unit and Incident Manager to agree media strategy.	
Ensure that all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.	
Make arrangements for regular internal communication to members of staff.	
Prepare briefing notes and media statements in conjunction with the County Council's Communication Unit and Incident Manager.	

**School Emergency - Contacting Buckinghamshire Council**

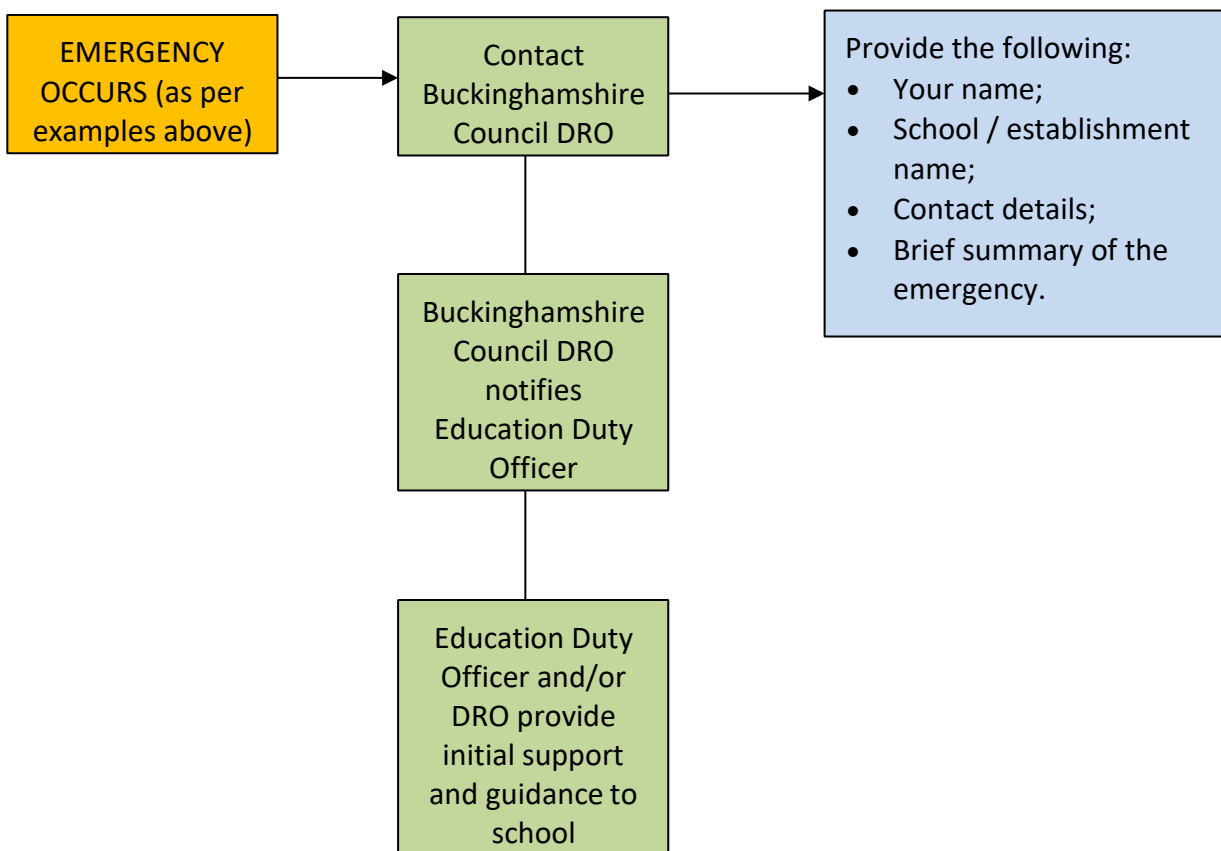
Emergencies may happen at the school, away from the school during off-site activities (including overnight trips) or when involving home-to-school transport. Examples might include:

- An incident involving the emergency services (e.g., road traffic collision, death or serious injury of member of school community).
- An incident that might necessitate the closure of the school (but not weather related - unless the fabric of the school has been significantly damaged, threatening life / limb).
- An incident that is likely to attract adverse media attention.
- Significant injury to member of school on a trip.

Buckinghamshire Council provide a Duty Resilience Officer (DRO) who is a 24hr point of contact for emergency responders and schools. In the event of an emergency the school should contact:

**Duty Resilience Officer 07738 501318**

The Duty Resilience Officer will be able to provide some basic support and guidance on the emergency and be able to contact the Education Duty Officer. The following flow chart explains the process:



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**Other Useful phone numbers / information sources:**

Function	Contact details	Comments
Council Duty Resilience Officer – <b>EMERGENCIES ONLY</b>	07738 501318	
Buckinghamshire Council Property Service Desk ( <i>also out of hours</i> )	01296 383 238	Further information can be found under 'Premises and Property' on Schoolsweb
Buckinghamshire Council Contact Centre	0845 370 8090	For reporting of accidents, incidents, near misses that are not an emergency
<a href="#">SchoolsWeb</a> ( <i>also school closure information / mechanism</i> )		Passwords held by individuals. Site maintained by Digital Team, Customer, Resources BU
<a href="#">EVOLVE</a> website		Passwords held by individuals. Maintained by Buckinghamshire Council Educational Visits Adviser

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