

St Michael's Church of England Primary School

**Planning For Emergencies Policy
(Incorporating Lockdown Guidance and
Procedures)**

2017-18

05.11.2017

1. PREPARING TO HANDLE EMERGENCIES

Despite every effort to avoid critical incidents, school leaders must consider what could go wrong, prepare plans to deal with the situation and rehearse them. It is almost impossible to predict the exact form or effect of an emergency.

Establishments should therefore prepare broadly applicable emergency arrangements rather than a series of different plans which can, because of the inclusion of too much detail, inhibit creative planning and action at the time.

For each potential emergency situation the school should consider:

- **the scope of the threat**
- **its possible effects**
- **the potential impacts**
- **the methods to be used.**

The plans need to be flexible and resilient so that unexpected and unusual events can be met.

School leaders should take responsibility for drawing up a response plan and staff should be allocated key tasks. All staff should be aware of the emergency plan and know what they are expected to do. Governors need to be aware of the plan and to have confidence in it.

There are various ways for schools to make plans for dealing with emergencies. There is clearly much to be gained from those who have worked on plans already and schools are encouraged to share their plans with each other.

2. WHAT IS A SCHOOL EMERGENCY?

Emergencies in schools are those which occur unexpectedly and have a major impact on the life of an establishment. They can include:

- the death of a pupil or a member of staff
- a serious accident in a school/centre or on an educational trip
- a serious illness or a communicable disease, e.g. meningitis
- a violent intrusion onto school/centre premises (including a terrorist incident)
- a serious and immediate physical threat to students and/or staff
- fire, flood or explosion
- a bomb threat
- release of hazardous substances near or on the school
- hostage-taking or abduction

**Many of the above have actually occurred in schools and centres.
Each has a different impact on the establishment and community.**

Each may involve:

- a long-term impact on individuals
- psychological distress
- financial issues
- insurance concerns
- media interest
- an impact on the school's ability to continue teaching (business continuity).

3. MAIN CONTACTS IN CSF AND THE COUNCIL

CSF and the Council have systems and procedures in place to ensure that informed guidance and advice are readily available. The support includes counselling, handling the media, dealing with property-related matters and having access outside office hours to senior officers.

The main contacts in an emergency (updated October 2017) are:

Camden Executive Director of Supporting People	Martin Pratt	020 7974 1505 / 4221
CSF Emergency Response Team – Lead Director	Peter Dudley Director of Education	020 7974 3813
Senior officer day contacts	Eve Stickler Director of Early intervention and prevention Peter Dudley Director of Education Anne Turner, Director of Children’s safeguarding and social work Bodil Mlynarska, Head of children’s quality assurance Cynthia Walters, HR Strategic Lead (Supporting People directorate)	020 7974 1117 020 7974 3813 020 7974 6641 020 7974 6999 020 7974 4919
Premises	Matthew Sales, CSF Head of Property and Contracts	020 7974 2996
Health and Safety Manager	Darren Williams (Health & Safety)	020 7974 2117
Emergency Planning	Duty Emergency Planning officer: Darren Wilsher, Head of Emergency Management	020 7974 4444 (ask for duty emer planning officer) 020 7974 2797
CSF Press Officer/Media	Press Office (office hours) CSF Comms managers: Kirstin Rowan Ros Daniel CSF communications Officer	020 7974 5717 020 7974 2961 020 7974 1985 020 7974 6649
School closure / general advice	Jon Abbey, Managing Director of Camden Learning	020 7974 1122
Emergency counselling for pupils or staff	Kerry Moore - Critical Incident Response lead for EPS (Educational psychology service) or Hilary Forbes (Head of SEN and Educational psychology service)	020 7974 7166 020 7974 6547
Education Welfare Service	Stevie Bennett	020 7974 7159

4. ROLES AND RESPONSIBILITIES

The roles of the school and other organisations in an incident are as follows:

The role of the school

- To look after and protect pupils and staff from harm
- To create, adopt, maintain and operate a school emergency plan
- To keep the plan up-to-date
- To ensure that the relevant people in the school are informed and are ready and capable of assuming their assigned roles in an emergency.
- To test the school emergency plan and business continuity plan
- To manage the initial response to the incident, including establishing an Emergency Response Team (ERT) where required
- To notify the Council where support is required in an incident
- To work with the Council and the emergency services to manage the emergency
- To support pupils, staff and parents throughout
- Maintain communications with all stakeholders throughout the incident including school governors
- To bring about a swift return to normal life
- To provide follow up support and care for staff and students affected by the incident.

The role of the CSF Emergency Response Team

CSF Emergency Response Team works to support schools and other educational services in preparing for, dealing with and assisting with the after-effects of an emergency situation. The team will be convened by the Assistant Director, Strategy and Resources or an alternative member of DMT in his absence

Not all emergencies can be foreseen or predicted but thought needs to be given to all credible emergencies that can arise. The team encourages and supports schools in making plans for and preparing for emergencies. CSF and the Council also advise and provide some training for heads, relevant school staff and governors.

Children, Schools and Families (CSF) directorate

- Guidance for schools on emergency planning
- Link between the school and other council and health services
- Communication with all relevant areas of the Council
- Assisting with communication and dissemination of information to staff, pupils, parents / guardians and media
- Approval of offsite and hazardous activities
- Support to schools during an incident, including on site
- Educational psychology and Child and Adolescent Mental Health (CAMHS) (Open Minded) services to provide counselling and support.

Within the other departments of Camden Council

- Council Emergency Planning Team liaison in the event of a serious incident affecting the surrounding area in which the school is located
- High level liaison with the emergency services and utilities
- Home to school transport assistance
- Communications team – advice on handling the media
- Insurance team (where the insurance is through Camden Council).

The roles of the emergency services in an incident are as follows:

Metropolitan Police

- Saving life
- Protection of property
- Co-ordination of response
- Investigation of incident
- Protection / preservation of scene
- Identification of victims
- Casualty information
- Family liaison.

London Fire Brigade

- Saving life
- Protection of property
- Control and extinguish fire
- Safety of all response personnel
- Protection of environment
- Managing chemical incidents/spillages
- Mass decontamination
- Search and rescue, including in collapsed buildings.

London Ambulance Service

- Saving life
- Treatment and care of the injured
- Triage (dealing with casualties at the scene)
- Liaison with hospitals
- Transportation of casualties
- NHS focal point.

5. EMERGENCY ACTION

Immediate Action

Incidents may be brought to the school's attention by

- Staff/ pupils
- Emergency services
- Council
- Parents / guardians
- Media.

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

- Summoning help / calling the emergency services (dial 999)
- Alerting the head of school or most senior member of staff present in their absence.
- Take charge at the scene until further support arrives.
- Securing the immediate welfare of pupils and staff e.g. through shelter or evacuation.
- Collating relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc and at the earliest opportunity making a written record of these points.

Incident Logging

Everyone involved in responding to the 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, their source and the time and date. This is extremely important and will enable our school to provide detailed information should it be required at a later stage or if an inquiry or investigation takes place.

The next section has a series of “Action Cards” (One to a page where possible) These are meant to provide quick, simple and immediate advice, given a variety of emergency scenarios.

Death of student or staff member on site or in the school’s care
<ul style="list-style-type: none"> • Contact ambulance service via 999 immediately, requesting that the police also attend.
<ul style="list-style-type: none"> • Make safe the hazard (where applicable), so others are not harmed.
<ul style="list-style-type: none"> • Do not move a body until the ambulance arrives. Evacuate all pupils and all but necessary staff from area.
<ul style="list-style-type: none"> • Contact Camden Council / CSF emergency response team for assistance.
<ul style="list-style-type: none"> • Notification to parents or next of kin should be planned with health workers and police, and should normally be in person.
<ul style="list-style-type: none"> • Contact the critical incident response team at Camden educational psychology service – 020 7974 6500/1618 or 07787 845 276.
<ul style="list-style-type: none"> • Inform Health and Safety Executive immediately (by phone on 0845 300 9923) and report the incident to Camden Reportline on 020 7974 6655 option 2 then option 1.
<ul style="list-style-type: none"> • Preserve any evidence of the cause of the incident
<ul style="list-style-type: none"> • Inform chair of governors

Death of student or staff member away from the school

- Contact Camden CSF emergency response team for assistance
- Ensure the Camden Communication team is alerted
- Contact critical incident response team at Camden educational psychology service – 020 7974 6500 or 07787 845 276.
- Plan how notification will be given through school – e.g. emergency staff briefing followed by class briefings
- If the death implies a health risk to others (e.g. infectious disease), obtain professional advice (from Camden CSF and Camden PCT), brief staff, parents and students as appropriate and cooperate with health workers.
- If the death is related to school activities then inform the Health and Safety Executive immediately (by phone on **0845 300 9923**) and report the incident to **Camden Reportline on 020 7974 6655 option 2 then option 1**
- If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3) to discuss.

Bereavement – ongoing issues

- The school should establish a line of communication with the family of the deceased, and agree with the family what information can be released about how the person died and what happened. The school should respect the family's wishes about attendance at the funeral and any memorial activities the school is planning.
- Teaching staff will be notified straight away. They may also need to be briefed about what the school is doing, take time to prepare themselves to handle questions from pupils and parents, and to monitor pupils for any signs of emotional trauma. Arrangements will also be made to notify ancillary staff such as nursery, admin, catering and cleaning staff etc at the appropriate time.
- Staff may themselves be affected by the bereavement, and the head of school will talk to them collectively and individually over the coming days/weeks/months, monitor them, and ensure they receive the necessary support if they are unable to cope, e.g. bereavement counsellors, obtainable via the Council's human resources team.
- It is important for the school to carefully manage the way the news is given to pupils. Time will be taken to plan how to break the news to pupils, what to say, and who will say it. Pupils will need to be told what has happened and how everyone is feeling about it. It may also be appropriate to tell them why it happened, and younger pupils may need to be re-assured

that it will not happen again, and it will not happen to them. It may be important for pupils, and especially younger pupils, to then be with the teachers and staff who they are familiar with so that they can feel safe to talk and share about how they feel about what has happened. This follow-up time is important to enable teachers to provide reassurance, answer individual questions and provide guidance to the class group about how they should be feeling, that it is alright to feel sad, or not to feel sad, and how to respond to what has happened.

Pupils may also need some practical way to focus how they feel about what has happened, and the school can provide ways to do this, e.g. writing cards, making floral tributes, planting a tree of remembrance, a plaque, a book of condolence, a book of remembrance, a special assembly, a memorial service etc. An appropriate quiet area could be set-aside in the school for pupils to come to talk to staff about what has happened. The school will take advice from the council's psychology service and or CAMHS/Open Minded attached or linked to the school when planning how to handle the pupils in this situation.

- The executive headteacher may need to write a letter to parents to inform them about what has happened and concerning any arrangements that have been made. If the deceased is a member of staff, parents may need to know what arrangements the school is making to provide staff to cover their classes. A follow up letter may be required to notify parents about subsequent events and arrangements e.g. special assembly, memorial service etc.
- In cases of bereavement many people feel the need to express their feelings about what has happened, by sending cards, flowers, money or other items to the school, unless they are specifically told not to.
 - Cards could be forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance. They should not just be thrown away.
 - The school may need to designate a suitable place for people to put flowers where they are visible and can be perused. Remember flowers will quickly perish without water, and even with water flowers may wilt and become unattractive in time. But disposal of flowers may also be a contentious issue, and they will not be just thrown away. The school may need to adopt a policy for this e.g. the flowers to be used at the funeral, or taken to the cemetery, or another appropriate location at an appropriate time. The small cards sent with the flowers may also contain written messages, and these could be forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance.
 - Books of condolence or remembrance could be forwarded to the bereaved family at an appropriate time.

N.B. the family of the bereaved may not want to be bombarded with cards, flowers or other items, so the school will need to ask first before forwarding

these to the family.

A clear written record of money received and donors will be maintained by the school, and the money will be used for the purpose for which it was given. Money given for the family of the deceased will be passed on to them or donated to a charity instead if they prefer, and the school should respect their wishes. In the case of multiple bereavements the school will carefully consider a policy on how such money will be distributed. The school should take specialist advice if it is considering setting up charitable trusts.

- Where individual pupils or staff appear to be more seriously affected, bereavement counselling assistance can be obtained from the occupational health for staff, and the education psychology service and CAMHS/Open Minded for pupils as required.
- Where the deceased is a member of staff the school will liaise with HR in respect of pension entitlements for the family of the deceased. The HR team will also deal with the necessary correspondence with the family.

Serious accident or illness at school/centre or on an educational journey
<ul style="list-style-type: none"> • Notify the head of school or most senior member of staff present in their absence. They will contact parents/carers immediately.
<ul style="list-style-type: none"> • Call ambulance or other emergency services on 999.
<ul style="list-style-type: none"> • Meet ambulance at entrance.
<ul style="list-style-type: none"> • Detail adult to accompany casualty. (preferably parent/carer if they can get to the school in time)
<ul style="list-style-type: none"> • If parents unavailable, be prepared to act 'in loco parentis' including giving permission to operate.
<ul style="list-style-type: none"> • Head of school will inform CSF emergency response team, H & S adviser and chair of governors.
<ul style="list-style-type: none"> • Complete accident report (legal requirement for accidents) in line with current procedures.
<ul style="list-style-type: none"> • The head of school will report the incident to Camden Reportline on 020 7974 6655 option 2 then option 1. • If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3) to discuss.

Assaults on staff or pupils by members of the public
<ul style="list-style-type: none"> • If the victim (s) requires medical attention, request a first-aid trained member of staff to see the injury and call an ambulance if required.
<ul style="list-style-type: none"> • Take necessary measures to make pupil/member of staff safe.
<ul style="list-style-type: none"> • Try to identify assailant (do not detain by force).
<ul style="list-style-type: none"> • Contact police at once on 999.
<ul style="list-style-type: none"> • Obtain the names of any witnesses.
<ul style="list-style-type: none"> • Record details.
<ul style="list-style-type: none"> • Head of school or senior staff member to contact Governors and Camden CSF health and safety adviser.
<ul style="list-style-type: none"> • Any witnesses should prepare factual witness statements. Ideally all statements should be prepared on the day of the incident.
<ul style="list-style-type: none"> • Head of school/staff member jointly complete accident report in line with current procedures.
<ul style="list-style-type: none"> • Head of school to report the incident to Camden Reportline on 020 7974 6655 option 2 then option 1.
<ul style="list-style-type: none"> • Ensure the Camden Communication team is alerted

Fire in school/centre

- Sound fire alarm. This will trigger a call from the monitoring station to the first person on a list of 4 (others will be phoned in order if number 1 doesn't respond) They will phone fire service
- Call fire brigade.
- Evacuate building(s) in line with evacuation policy. - **DO NOT STOP TO COLLECT PERSONAL BELONGINGS AND DO NOT USE ANY LIFTS**
- Check that building is empty, excluding staff/pupils in a designated place of safety.
- Undertake a roll call to ensure that everyone is accounted for.
- Meet fire brigade and inform them of who is in the building and where, location of fire.
- Inform CSF Emergency Response Team
- Do not re-enter the building without clearance from fire brigade.
- Report to the **Camden Reportline on 020 7974 6655 option 2 then option 2.**

Bomb threat or suspect package

If you receive a bomb threat or warning by telephone

- Keep calm and attempt to write down what is being said by the caller.
- Ask questions such as; “When will it go off?”, “Where is it?”, “What does it look like”. The words used by the caller can often indicate how familiar he or she is with your premises, thereby giving some indication as to whether the threat is genuine or otherwise.
- Where possible note any accent or background noise.
- Once the caller has hung up notify the Police on 999 and the head of school immediately. The school will respond to the advice given by the police.

If you receive a bomb threat or warning by post:

- Keep physical handling of the letter to a minimum
- Notify the head of school immediately

- Contact the police on 999.
- If in doubt they may advise you to evacuate

- It may be appropriate for staff to check areas of the building for suspect packages to ascertain whether:
 - There are any suspicious objects, i.e. items you would not normally expect to see in that location
 - There are major items that cannot be accounted for, e.g. items which you would normally expect to be in position but are missing
 - Anything is out of place
 - There is anything unusual, i.e. was a window or door left open that would not normally be open? Has anything been disturbed or items removed?

- Do not touch or remove any suspicious object.
- Do not use a mobile phone within 15 metres of a suspicious object and keep the area cordoned off.

- Seek police advice as to whether the school should be evacuated – this decision is ultimately the responsibility the school.
- If the school is evacuated do not re-enter the school until agreed by the emergency services

- Evacuate the premises if it is necessary to do so - using the bomb threat procedure to the bomb threat evacuation point and take a register of persons at the designated assembly point.

- In the event of extended evacuation, proceed to the agreed alternative site e.g. other school, park. **(This is Richard Cobden Primary School)**

- Contact CSF Emergency Response Team

- Contact parents by text. Notices to be attached to all entrances / exits to the school with details of the alternative site.

- Involve Council communications team to help with managing the press and issuing information about any alternative site.

- The Government has produced some added guidance on dealing with bomb

warnings or threats. Some higher education institutions (universities) have received threats via email - all of them hoaxes.

- The National Counter Terrorism Security office has guidance (mainly for Higher Education establishments: visit <http://www.nactso.gov.uk/AreaOfRisks/Education.aspx>)

Explosion

- Evacuate the building(s) as necessary - DO NOT STOP TO COLLECT PERSONAL BELONGINGS AND DO NOT USE ANY LIFTS.
- Evacuate the premises - using the bomb threat procedure to the bomb threat evacuation point .
- and take a register of persons at the designated assembly point.
- Inform emergency services on 999
- And inform Electricity Company and Gas transporter (tel 0800 111 999) as appropriate.
- Do not re-enter the building without clearance from emergency services.
- Inform CSF Emergency Response Team.
- Report it to the **Camden Reportline on 020 7974 6655 option 2 then option 2.**

Hazardous substances
<ul style="list-style-type: none">• Make safe (where applicable) the hazard so others are not harmed.
<ul style="list-style-type: none">• Contact CSF Emergency Response Team for assistance
<ul style="list-style-type: none">• If necessary, evacuate the building/buildings
<ul style="list-style-type: none">• Check that the building is empty, if appropriate.
<ul style="list-style-type: none">• Inform emergency services
<ul style="list-style-type: none">• Do not re-enter the building without clearance from emergency services.
<ul style="list-style-type: none">• Report it to the Camden Reportline on 020 7974 6655 option 2 then option 1 .• If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3 to discuss.

Missing or lost pupils / Hostage-taking or abduction
<ul style="list-style-type: none">• Contact police at once on 999.
<ul style="list-style-type: none">• Contact CSF assistant director / member of Emergency Response Team on 020 7974 4221.
<ul style="list-style-type: none">• Collect and retain witnesses.
<ul style="list-style-type: none">• Record details.
<ul style="list-style-type: none">• Contact parents/carers/next of kin.
<ul style="list-style-type: none">• Inform chair of governors or other (if applicable).
<ul style="list-style-type: none">• Contact CSF communications 020 7974 6649• press office 020 7974 5717, 07901 554 530

Emergency school/centre closure (this can arise in relation to the above incidents)

- Schools should not assume closure is the only option. Advice should be sought and discussed in all cases before the decision to close is taken

Contact CSF Emergency Response Team

- Property and contracts, Matthew Sales 02079744221
- Learning, Improvement and Partnership Jon Abbey 02079741122

- Discuss possible closure with those listed below in the following order
 - Property and contracts
 - School improvement
 - Health and safety
 - Assistant director.

- Inform / notify relevant officers including press office and communications with action being taken and anticipated duration of closure if known.

- Information to be put on school's website regarding closure, re-opening and who parents should contact for more information.

- Consider which other local services in the school need to be informed, e.g. play centres and school meals service.

Lockdown / stay put in the school if there is an incident in the area
<ul style="list-style-type: none">• Take advice from the emergency services.
<ul style="list-style-type: none">• Contact Richard Lewin, assistant director for strategy and resources or Martin Pratt, director of children, schools and families for advice/assistance.
<ul style="list-style-type: none">• School leadership to arrange for contact to parents of pupils to notify them of the situation.
<ul style="list-style-type: none">• Ensure any pupils on medication take required doses. If any pupils require urgent medication and do not have them, inform the emergency services
<ul style="list-style-type: none">• If the situation extends past a meal time, staff should access provisions from the school kitchen to feed pupils and themselves.
<ul style="list-style-type: none">• If it becomes necessary to stay overnight – liaise with the emergency services regarding bedding / blankets.

6.Terrorism Issues

Events in Paris, Manchester and London are a reminder of the threat we face and it is important for communities to be alert, but not alarmed. Following a number of requests by schools for guidance we have been working with the Metropolitan Police Counter Terrorism Unit on how our schools can protect themselves if the need arises and they recently delivered an Incident Management Briefing to schools about procedures in such circumstances.

The Police advised that it is important that you know what to do in the event of getting caught up in such an incident, which is to follow the **'Run, Hide and Tell'** - guidance which can be applied to many places and situations. This advice included the need for establishments to create an emergency plan, similar to a fire evacuation, which consider lockdown procedures, which in a school setting means moving children to a safe place within the building.

Lockdown Procedures

The aim of lockdown is to prevent people moving into danger areas and preventing or frustrating the intruders accessing a site (or part of). It is recognised that due to their nature some sites may not be able to physically achieve lockdown.

What is dynamic lockdown?

Dynamic lockdown is the ability to quickly restrict access and egress to a site or building (or part of) through physical measures in response to a threat, either external or internal.

Why develop dynamic lockdown?

All opportunities to deter threats of at the planning stages should be taken. Presenting a strong security system through visible and effective activity, for example:

- Staff awareness and reporting process – particularly at first point of entry. The office staff/front of house need to be cautious; they should know what is suspicious.
- Efficient use of CCTV/Entryphone
- Make sure visitors are asked to identify themselves before letting them enter the premises. This happens in any case, as part of our safeguarding arrangements to provide a secure school site.

Be Alert

Be vigilant, look out for and report any suspicious activity. Suspicious activity is anything that seems out of place, unusual or just doesn't seem to fit in with day-to-day life. If something looks unusual or out of place - report it. You **CAN** ask someone to account for their actions however you **CAN'T** detain them/prevent them from leaving the site.

Raising the alarm

- Call 999 for immediate police response.
- Ring 0800 789 321 for the anti-terrorist hotline (this can be anonymous; you do not need to leave your details).
- You can also contact the 999 emergency services by SMS text from your mobile phone if you are unable to make voice calls. To register for this service, text 'register' to 999 then follow the instructions you are sent.

Further information on counter-terrorism support for businesses and communities can be found at <https://www.gov.uk/nactso>

Useful resources

Further information on counter-terrorism support for businesses and communities can be found at <https://www.gov.uk/nactso>

Guidance on receipt of a bomb threat

<http://www.cpni.gov.uk/security-planning/business-continuity-plan/bomb-threats/>

Bomb threat checklist

<http://www.cpni.gov.uk/documents/posters%20and%20checklists/bomb-threat-checklist.pdf?epslanguage=en-gb>

NaCTSO Guidance Note 1a – Advice to Schools for Reviewing Protective Security

Although written in connection with bomb hoaxes this document has multiple links - as well as advice on bomb threats and packages and searching and evacuation planning, counter terrorism, and there is a lot on security.

7. MEDICAL ADVICE

First aid

Schools should have a medical policy that sets out the roles and responsibilities of the school and staff in the event of a medical emergency.

Nominated staff should be trained and understand what to do in an emergency for the most common serious medical conditions likely to occur at the school.

Existing medical conditions

On 1 September 2014 a new duty came into force for governing bodies to make arrangements to support pupils at school with medical conditions. Governing bodies should ensure that the school's policy covers the role of individual healthcare plans, and who is responsible for their development, in supporting pupils at school with medical conditions.

DFE Guidance: [Supporting pupils at school with medical conditions](#)

Asthma

From 1st October 2014 legislation on prescription medicines allow schools to keep salbutamol inhalers for use in emergencies. This change applies to all primary and secondary schools. Schools are not required to hold an inhaler but the guidance below has been developed by the Department of Health to capture good practice which schools should observe.

DH Guidance: [Guidance on the use of emergency salbutamol inhalers in schools](#)

Communicable (infectious) diseases

Public Health England has produced guidance on infection control for schools, which includes up-to-date recommendations on when children should be kept away from school.

This guidance also states when the local Health Protection Team should be contacted. Local health protection teams at PHE work alongside the NHS, local authorities and emergency services providing specialist support in communicable disease, infection control and emergency planning. In addition to **preventing, investigating and managing outbreaks**, the local Health Protection Team can advise the school on **communications** with parents and the media.

PHE Guidance:

[Guidance on infection control in schools and other childcare settings](#)

Camden's local HPT is the North East and North Central London HPT:

Public Health England
Ground Floor, South Wing
Fleetbank House
2 to 6 Salisbury Square
London
EC4Y 8JX

Telephone: 020 3837 7084 (option 1)
Fax: 020 3837 7086
Email: necl.team@phe.gov.uk

Pandemic 'flu

Schools should prepare plans for a flu pandemic as part of their general emergency planning and ensure these are shared with staff and, as appropriate, parents. School managers normally the head teacher if the governing body delegates this to the head) would make the final decision on whether to close a school during a pandemic.

DFE guidance: [Planning for human influenza pandemic: summary guidance for schools](#) if the above link does not work then copy this link below into your browser <http://webarchive.nationalarchives.gov.uk/20130401151715/http://www.education.gov.uk/publications/eOrderingDownload/STERL-0706-WEB.pdf>

8. PSYCHOLOGICAL SUPPORT

- Camden Educational Psychology Service (EPS) has a dedicated Critical Incident Response (CIR) Team. The CIR team has developed a policy to support schools in responding to critical incidents (CI). This is where a serious incident happens that affects the school population such as the death of a pupil or member of staff, a local disaster or a serious incident in the school. We have also included in our definition of critical incident the diagnosis of a terminal illness within a pupil's immediate family and a significant death within an individual pupil's immediate family, e.g. death of a parent or sibling.
- The purpose of having a CI policy is so that we can deliver an immediate, coordinated and consistent response to all Camden educational settings. Our aim would be to help them to deal with the aftermath of such an event and to help them plan the next steps to return to normality.
- Camden Educational Psychologists (EPs) support educational settings by helping them to prioritise immediate actions and helping them to think about how they themselves can support pupils and staff. We have developed a bereavement guide for children which can be shared with settings and a systematic plan for follow up work.
- EPs in the CIR team have been trained in Psychological Debriefing. A Psychological Debriefing is a group meeting to review the impressions that survivors, bereaved or helpers experience during or following critical incidents. The meeting aims at reducing unnecessary psychological after effects.
- If your school needs support with managing the aftermath of an emergency, please contact the Camden CIR team.

EPS Service Contacts:

Principal Educational Psychologist

Hilary Forbes

EPS Service Contacts:

Critical Incident Response Coordinator

Kerry Moore- EP 02079747166

Critical Incident Response Team

Kerry Moore - EP 02079747166

Hilary Forbes Head of EP Service 02079746547

9. WORKING WITH THE MEDIA

In the case of a major disaster, the media can swamp the area. In fact, any significant incident involving a school will attract the media's attention.

The media should have **a single point of contact-the head of school** so reporters know who to approach for information and to keep disruption at the school or centre to a minimum.

In situations where the emergency services are involved, the police will normally take the lead on dealing with the media services. However, reporters will still want information, views, comments from the school, centre or service.

The most important point to remember is that the media will not go away if you ignore them. In fact, they will be a bigger problem as they will seek out information themselves and will distract or disrupt your staff.

The press office operates a 24 hours a day, seven days a week service for emergencies. If support is needed handling media enquiries, they can be contacted for advice.

CONTACT PRESS OFFICER – 020 7974 5717
or
OUT OF HOURS DUTY PRESS OFFICER – 07901 554 530

Eight-point guide to handling the media:

1. Co-operation is the key - avoid the media at your peril - they will cause more trouble if you do
2. Be prepared - but be flexible. Have a plan and put it into effect swiftly
3. Nominate a contact officer to liaise with the media – this could be the police or a Council press officer
4. In the case of a major incident, a central media point may be set up with phone lines and a designated email address
5. Provide regular briefings, backed up by statements - accentuate the positive, provide salient details, have a clear line and be consistent
6. Develop a fact file (reporters will be pushing for information on the school, numbers of pupils, exact location, names of those caught up in the emergency)
7. Be prepared to use the media to send a message to parents – via the Council's press office or other central contact if possible
8. Journalists now do a lot of their fact finding through social media. Make sure you keep your social media accounts like twitter and facebook up to date regularly.
9. Take advantage of the expertise of the Council's press office.

10. IT CONTINUITY

It is important that should a disaster occur that the school/centre/service should be able to continue to function, albeit in a limited capacity, and provide all the necessary statutory services. This will mean that the information that the school works with to enable day to day running will need to be replicated in a form that can be quickly provided. The Integris system can be accessed from St Mary's CofE school

Business Continuity

- Work with IT suppliers to discover the recovery times for each system. (Camden SITSS)
- Put in place procedures to cover loss of service. Service level agreement in place

Backup procedure

- Decide which information will need to be regularly backed up.
- Produce regular (nightly) backups of software
- Additional ad hoc backups to be performed as required and stored in the standard way
- Keep the backup tapes offsite
- Verify the restore process periodically.
- All of the above takes place as described

Virus checks-Nightly checks when school closed

- Ensure an up to date virus checker is installed on every essential system.
- Do not allow any disks coming from an outside source to be used unless virus checked.
- The system administrator must be informed immediately if a virus is found.

Financial software

- Produce all reports that would normally be produced at the end of a quarter
- Print detailed cost centre reports
- Backup data file(s) before and after carrying out period end.

Budgeting

- Staff salary details should be kept up to date throughout the coming financial year on a regular basis.
- Backup data file(s).

Administration manager

- Print student index cards (these should normally be produced at regular intervals during the year to ensure contact details are available in the event of system failure).
- These are on the Integris system and can be accessed externally

11. SCHOOL / CENTRE CONTACT LIST

Important contacts in addition to those already listed

CONTACT	NAME	TELEPHONE
Ambulance		999
Fire Brigade		999
Police		999
Chair of Governing Body	Judith Powell	07504 924 492
Camden (Out of Hours) Customer Services Centre		020 7974 4444
School / Centre or Service Area agreed for Evacuation	Richard Cobden School, 29 Camden Street, NW1 0LL	02073726565
School Nurse	Carly Townsend	0203 317 5859
School's Educational psychologist	Olga Zacharaki	0207 974 2509
Local Hospital A&E Department	Royal Free Hospital	020 7794 0500
MASH Multi Agency Safeguarding Hub	Duty Social Worker	020 7974 3317
Emergency Duty & Assessment Team – Out of hours		020 7974 4444
Other Voluntary Agencies		
Local Religious Leaders / Diocese	Father Michael Thomas	0207 267 3962
Health Protection Unit		020 8200 4400 / 6868

12. USEFUL RESOURCES

Schools and centres may find the following useful in drawing up response plans:

[NaCTSO Guidance Note 1a – Advice to Schools for Reviewing Protective Security](#)

Although written in connection with bomb hoaxes this document has multiple links - as well as advice on bomb threats and packages and searching and evacuation planning, counter terrorism, and there is a lot on security.

National guidance for emergency planning for schools

<https://www.gov.uk/guidance/emergencies-and-severe-weather-schools-and-early-years-settings>

Further information on counter-terrorism support for businesses and communities can be found at <https://www.gov.uk/nactso>

Guidance on receipt of a bomb threat

<http://www.cpni.gov.uk/security-planning/business-continuity-plan/bomb-threats/>

Bomb threat checklist

<http://www.cpni.gov.uk/documents/posters%20and%20checklists/bomb-threat-checklist.pdf?epslanguage=en-gb>

Health Protection Agency

www.hpa.org.uk

National Institute for Health and Clinical Excellence guidance

<http://www.nice.org.uk/guidance>

APPENDIX 1

Camden Incident Log

Name:	Date: (when Log Started)
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TIME	PERSON TO/FROM & METHOD OF COMMS	MESSAGE DETAILS/ INSTRUCTIONS GIVEN/ ACTIONS/DECISIONS

APPENDIX 2

St Michael's Church of England Primary School

Lockdown guidance and procedures

There is a wide variety of scenarios which may trigger a school's lock down procedures. Some examples may include:

- A reported incident/civil disturbance in the local community (with the potential to pose a risk to staff and pupils in the school)
- An intruder on the school site (with the potential to pose a risk to staff and pupils)
- A warning being received regarding a risk locally, of air pollution (smoke plume, gas cloud etc)
- A major fire in the vicinity of the school
- The close proximity of a dangerous dog roaming loose or other dangerous animal

We should incorporate the following key principles:

- Staff are alerted to the activation of the plan in person by named people eg the office staff and senior leaders
- Pupils who are outside of the school building are brought inside as quickly as possible
- Those inside the school should remain in their classrooms
- All external doors and, as necessary, windows are closed and classroom doors are shut
- Once in lockdown mode, staff should text the Head of School with the number of pupils and adults in the classroom
- Staff should encourage the pupils to keep calm
- As appropriate, the school should establish communication with the Emergency Services as soon as possible
- The Local Authority should be notified via the appropriate number
- If necessary, parents should be notified as soon as it is practicable to do so via a text message; however, parents are not permitted to collect their children during a lock down procedure
- **If it is necessary to evacuate the building, the fire alarm will be sounded**
- Staff should await further instructions
- It is of vital importance that the school's lockdown procedures are familiar to members of the SLT, school administrators, teaching staff and non-teaching staff. To achieve this, a lockdown drill should be undertaken at least once a year. Depending on their age, pupils should also be aware of the plan. (Practices will increase their familiarity). Parents too should know that the school has a lockdown plan, and a copy should be placed on the school's website.

Lockdown: This signifies a threat to the school. There is no attempt to continue normal business inside the school building and no movement around the school unless absolutely necessary and in response to changing circumstances.

LOCKDOWN PROCEDURES:

1. Heads of School at St Michael's and Our Lady's jointly decide to instigate lockdown
 2. NO ONE IS PERMITTED TO LEAVE OR ENTER THE SCHOOL BUILDING OR SCHOOL GROUNDS
 3. The Heads of School text this information to the Executive Headteacher
- In each school the following procedures are then followed.**
4. The Head of School meets designated senior leaders and office staff to direct them to help her/him
 5. Designated senior leaders and office staff go to all classrooms, teaching areas (including the playground), the kitchens and site manager rooms, state 'lockdown' to the adult in charge of the class/area at the time. The class teacher must share this status with their support staff and any other adult who may be in the room
 6. The Head of School contacts the Local Authority and Emergency Services (probably Police).
 7. The Head of School texts parents the following message *The school has gone in to lockdown. This is because.....Every effort is being taken to keep the children safe. During this period, the switchboard and entrances will be unmanned, external doors locked and nobody allowed in or out. Do not contact the school as this will tie up emergency telephone communications. Do not come to the school as your child cannot be released to you. Wait for the school to contact you by text when it is safe to come and collect your child'.*
 8. The Head of School checks that all members of staff have been informed, including members of staff off site on a trip etc
 9. Site Manager and Assistant Headteacher walk around the interior perimeter of the site and check that all gates/doors are shut
 10. Site Manager and Assistant Headteacher walk through the school and ensure that all external doors are closed. Most of the doors, once shut, cannot be opened from the outside; those that can be opened (e.g. front door) will be locked.
 11. **The class teacher should switch on their mobile phone and turn it to silent and keep checking it for messages from the senior leaders**
 12. The class teachers should ensure that all pupils from their class are back with the class, in the classroom and under his/her supervision (You may need to collect pupils from reading groups, music lessons, toilet etc. If pupils are working with an adult outside the classroom eg volunteer reading tutor/music teacher/EP etc, that adult should remain in your classroom until you receive further information from the Head of School)
 13. Children will be told that there is a lockdown practice. School staff will keep children calmly occupied in class for the duration of the lockdown.
 14. All staff and pupils remain in classrooms with external doors and windows shut.
 15. At any point during the lockdown, the fire alarm may sound which is a cue to evacuate the building.
 16. The school remains in lockdown until it is lifted by the Head of School
 17. The Head of school will tell staff or text staff the information that **lockdown has been lifted**
 18. The Head of school will text parents the information that **lockdown has been lifted**
 19. Following a lockdown situation there will be a full staff debrief

Communication between parents and the school

- Arrangements for communicating with parents in the event of a lockdown should be on the school website and parents should be signposted to this information periodically in routine communication via newsletters.
- In the event of lockdown, the incident or development will be communicated to parents as soon as is practicable via text messages e.g. *'The school has gone into lockdown. This is because.....Every effort is being taken to keep the children safe. During this period, the switchboard and entrances will be unmanned, external doors locked and nobody allowed in or out. Do not contact the school as this will tie up emergency telephone communications. Do not come to the school as your child cannot be released to you. Wait for the school to contact you by text when it is safe to come and collect your child'*.
- Parents will be concerned but regular communication of accurate information will help to alleviate undue anxiety.
- The school site may or may not be cordoned off by Emergency Services depending on the severity of the incident that has triggered the Lockdown.