Serlby Park Academy

Crisis Management Policy

Setting standards for success

Date of Last Review/update:	Jan 2017
Reviewed by:	RTH
Date of next Review:	Dec 2017

CONTENTS

1.0   Roles and responsibilities

1.1   The academy is a member of the Delta Academies Trust (DAT) and it will work in close collaboration with DAT's Core Team and with other DAT academies in the continuing development and implementation of this policy. The Academy Education Advisory Board delegates all responsibility for the management of such incidents to the Principal.

1.2   The responsibility for the implementation of this policy and provision rests with the Principal, who will retain full control of this policy, reflecting its strategic importance.

1.3   The Principal will identify key members of staff, who will form an Emergency Management Team and the Principal will communicate the names, roles and responsibilities of this team to the whole academy staff. The Principal will, at her/his discretion amend this team as appropriate to any situation.

Position	Name	Role
Principal	Rebecca Thompson	In overall control of the incident and liaising with the media
Head of Primary Academy, All Assistant Principals and Associate Assistant Principals	Nikkie Wright Sarah Price Warren Rose Mel Clarke	Responsible for the immediate management of the incident on their school site, under the direction of the Principal. This will involve liaising with Academy personnel, emergency services, council officers, etc.
Site Managers	Shaun Haigh John Heggie	Under the direction of the Principal, will be responsible for the implementation of operational procedures relative to management of the site.

2.0   Suggested audience

All academy staff and Education Advisory Board Memebers. As part of their academy induction or professional development, every member of staff will be aware of the information contained in this policy and will apply the principles and procedures defined in this policy.

3.0   Related policies

This policy is part of a suite of policies which should also be referred to:

- Safeguarding and pupil welfare policy
- Health and Safety Policy
- First Aid Policy
- Educational Visits Guidelines
- Fire Risk Assessment

4.0   Academy Mission Statement

Setting standards for success

5.0   Introduction

This Crisis Management Plan has been developed to:

- to prevent / minimise the loss of life / injury to all pupils, staff and visitors
- to swiftly inform emergency services and relevant organisations
- to take control of the incident until the emergency services arrive, thus minimising stress and discomfort
- to swiftly carry out measures to ensure actions by others following the original incident do not further damage the academy's resources, its pupils or staff; and
- to fully support pupils and staff following any incident, so that they are able to return to full participation in education at the academy as soon as possible

6.0   Types of Emergency

This policy and plan has been developed to respond to a number of emergency situations which the academy may face, including:

- accidents or deliberate acts of violence including terrorism;
- an academy fire or explosion;
- a pupil or member of staff being taken hostage;
- a bomb or suspected bomb being discovered;
- an infectious condition or other health risk, e.g. Meningitis or Influenza;
- a serious gas or water leak;
- death or serious injury of a pupil or member of staff;
- a transport-related incident to pupils or staff which result in hospitalisation;
- severe weather: snow, storms etc; and/or
- a terrorist act which results in injury or death.

7.0   Preparation

7.1   In order to minimise the effect of any emergency, the academy will prepare thoroughly to ensure that all emergencies are dealt with smoothly and efficiently, with the minimum of stress to pupils, staff and bystanders.

7.2   The establishment of an Emergency Management Team will be one of the first steps to be taken. The Principal and key staff will participate in relevant training provided either by the sponsor, DAT, or the Department for Education (DfE) or other appropriate organisation, for example, the Specialist Schools and Academies Trust (SSAT).

7.3   In the development of this plan, the emergency planning section of Teachernet has been used extensively: www.teachernet.gov.uk/emergencies/index.html

- This plan will support and be consistent with the Local Authority's emergency planning strategy.
- The academy will consult with all relevant services to ensure this plan is robust.
- The academy will carefully consider all possible scenarios and prepare comprehensive plans to resolve these issues.

8.0   Implementation

8.1   This plan will be discussed with key staff who are nominated within the plan to ensure they are fully aware of their roles and responsibilities.

8.2   A staff meeting or part of a staff development session will be organised to share this with all staff.

8.3   Training will be considered for appropriate staff, in relation to some of the main types of incident, including bereavement counselling.

8.4   Support for staff who have been affected by any incident and identification of ways of obtaining this will be considered.

8.5   The Principal will review this policy and plan on at least a yearly basis and where necessary update the plan, clearly communicating any amendments to all staff.

8.6   A central location (Principal's PA's office and Site Office) will be identified to keep a hard copy of this Crisis Plan, who should have access to the details of the plan, and emergency contact details.

8.7   Admin staff will be nominated to access personal files, to ensure information is always up-to-date.

8.8   Current lists of contact phone numbers will be available in hard and electronic versions of both staff and pupils, for use by the Emergency Team.

8.9   The Principal and nominated staff will keep a copy of the current Crisis Plan and all contact details at home, as emergencies sometimes happen when the academy is not occupied.

8.10   All staff will be instructed not to give interviews or comments to the media. All media enquiries must be directed to the Principal, who may nominate a senior leader to respond on her/his behalf.

8.11   An emergency resource bag should be prepared and stored centrally (Principal's PA or General Admin office) which contains:

- contact numbers for all pupils, staff and key organisations(e.g. Local Council, DAT Core Team, local radio stations), etc;
- list of pupils who have medical conditions;
- paper copies of emergency registers;
- a megaphone and spare batteries; and,
- a first-aid kit and, if available, medication for pupils with medical conditions.

8.12   This bag must be located centrally and securely (In the General Office JE to confirm). Arrangements will be made for it to be brought out for every emergency. This includes all fire alarms.

9.0   Communication

The importance of having clear lines of communication to all stakeholders and external agencies, including the media must not be underestimated.

The Principal will ensure that staff and resources are allocated which allow information to be distributed without hindrance to all key stakeholders.

9.1   Land-line telephony

In times of an emergency it is likely that significant pressure will be placed on the academy switchboard lines, which could hamper the ability of the academy to receive and send

information. The purchase of private direct line numbers for the Principal and key staff should be considered if not already in use. These can be purchased at a modest cost in multiples of ten numbers from the academy's telephony provider. At least one private direct line phone, ideally the Principal's, should not go through the Academy switchboard, so that in the event of a power cut or switchboard malfunction the Principal can be contactable.

9.2   Mobile phones

In the event that the academy may have to be evacuated, mobile phones will be needed. It is advisable that all members of the Emergency Management Team (and other members of the SLT) have mobile phones, which are kept fully charged for such emergencies. The numbers of these phones and those of the private direct lines should be entered into the memories of the phones when first purchased, to ensure ease of contact.

9.3   Briefings during an incident

9.3.1.   The Principal will consider providing scripts on a regular basis for administration staff who are manning the switchboard.

9.3.2   A dedicated area of a staff notice board or e-mails will be identified to keep staff updated.

9.3.3   All information should be factual: Time and location of incident; Numbers of pupils and staff involved (no names); Summary of action taken. Staff should not be drawn into speculation, just stick to the facts. Provide the time of next update.

9.3.4   All media coverage should be monitored for accuracy and any inaccuracies corrected.

9.4   Pupils' mobile phones

Pupils should be very strongly discouraged from using personal mobile phones to ring parents or others during any incident or emergency, to prevent the spread of inaccurate information or unnecessarily alarm to parents/carers. The reasons for this should be clearly explained to pupils to gain their understanding and support.

9.5   Local radio stations and internet-based programmes

In the event of any emergency, the academy will make full use of local radio stations and the communications alert systems such as, 'Keep Kids Safe' to communicate effectively with all families and other stakeholders. N.B. 'Keep Kids Safe' is primarily an internet-based alert system which is being increasingly used in schools to alert parents and carers to any issues around their child's welfare.

9.6   Emergency Cascade System

If the academy cannot be opened for whatever reason: utility failure, severe weather, etc., an emergency cascade system will be used. If an issue emerges before the site is open, the site manager will report the problem to the Principal, who will take the decision to open the academy. If the decision is not to open, the Principal will communicate this to other senior staff who in turn will communicate with designated colleagues, known as the 'Snow Chain'. In a very short time all members of staff will have received a clear message about the status of the academy. Communication will also be sent to parents/carers via local radio stations and the internet. The Principal will inform the Chair of the Education Advisory Baord and the Chief Executive of DAT that the academy has been closed.

10.0 Monitoring and Evaluation

The academy will implement its plan for crisis management which will be led by the Principal and, monitored by the Health and Safety Committee, which will include an Education Advisory Board member with responsibility for this area. A progress report will be presented annually to the Education Advisory Board.

11.0 Approval by Education Advisory Board and Review Date

This policy will be reviewed annually in July and will be amended in line with current best practice, changes in legislation and changes to DfE, HSE, DAT and academy policies.

This policy has been formally approved and adopted by the Education Advisory Board at a formally convened meeting

Signed: _____
                          (Chair of Education Advisory Board)

Date: _____

Review date: _____

End of Statement

Appendix 1: References

'Guidance on First Aid for Schools: A Good Practice Guide' DCFS, 1996

'School Security: dealing with troublemakers' DCFS & Home Office, 1997

'NHS Online'

'Supporting pupils with medical needs' DCFS and DoH, 1996

'A legal toolkit for schools' DCSF – can be downloaded from Teachernet site

'Fire Safety Guide' DCSF, 2000

'How to combat arson in schools' Arson Prevention Bureau, 2004

Online Resources

www.teachernet.gov.uk/emergenceis/index/html

From Teachernet Emergencies Site

- Online arson risk assessment
- Security survey and risk assessment

www.homeoffice.gov.uk/security/

www.ukresilience.info/
a central reference point for all organisations to use in connection with any concern or threat.

www.preparingforemergencies.gov.uk. Another useful site for information.

www.metoffice.uk/weather/uk/uk_forecast_weather.html
This site provides authoritative information on all aspects of the weather.

www.bbc.co.uk/connectinginacrisis/index.shtml Information from the BBC

Appendix 2: Tasks in the event of an emergency

A. ACTION: IMMEDIATELY

(a) Obtain as much factual information about the state of the emergency to ensure that all staff and pupils are safe
(b) Alert the Principal; the Principal should alert the Chair of the EAB and Chief Executive of the DAT.
(c) The Principal will activate the emergency management team.

B. ACTION: WITHIN THE FIRST HOUR

- Carry out a quick appreciation of the immediate responses required
- Select and set up control arrangements to manage the incident and ensure pupils and staff in the Academy are safe

C. ACTION: WITHIN HOURS

- Call a staff meeting to give information
- Inform pupils in a sensitive way – in small groups if possible
- Arrange a debriefing meeting for all staff involved in the incident
- Arrange a debriefing meeting for all pupils involved in the incident

D. ACTION: WITHIN THE NEXT FEW DAYS; IT COULD BE LONGER

- Facilitate support for high-risk pupils and staff
- Attend / organise funerals, services, memorials

E. ACTION: AS SOON AS POSSIBLE FOR AS LONG AS NECESSARY

- Decide and agree on a range of responses and support measures
- These have the potential to run for several weeks or months
- Refer affected pupils and staff to appropriate counselling

Appendix 3: Arson

Prevention Strategy

The academy will complete a Fire Risk Assessment, which will include the possibility of Arson. This assessment will form part of the Staff Handbook.

Fire Safety will be included in the curriculum as part of the PSHE course.

The academy Behaviour Policy and staff supervision rotas for breaks and lunchtimes will support staff to carefully manage pupil access during lessons, at breaks and before/after academy.

A comprehensive site security review will be completed on a yearly basis, or at more frequent intervals, if the situation dictates. This survey will control:

- Unauthorised entry onto the academy site, minimised through the installation of appropriate signs, fencing and if appropriate CCTV;
- Unauthorised entry into the academy buildings, minimised by ensuring all doors, windows and skylights are secure, lighting, an effective intruder alarm system is fitted and prosecution-quality CCTV cameras and digital recording facilities are fitted where necessary.
- Any further building work 'designs out' potentially vulnerable areas.
- Procedures are applied to ensure that access to any combustible material is strictly limited.
- Procedures to 'close-down' areas of the academy are applied at the end of each day as appropriate.

In line with Government advice, any instances of suspected arson will be reported to all parents, to inform and equally stress the dangers of arson.

The academy's Fire Safety Policy is applied and reviewed annually, with the assistance of the Fire Service.

The academy will make use of the Online Arson Risk Assessment tool within the Teachernet Emergencies website to minimise an arson attack:

http://www.teachernet.gov.uk/emergencies/typesofincident/fire/index.html#

Appendix 4: Contact List

The names and telephone numbers of organisations and individuals who may be useful to the academy in an emergency

Organisation	Name	Telephone Number
DAT Director of Education	Paul West	07535 257 760
DAT Finance Director	Karen Bromage	07535 253 419
Nottinghamshire County Council Emergency Duty Team		0300 456 4546
Local Radio Stations Trax FM Radio Hallam		 01302 341 166 0114 209 1000
BBC Radio Nottingham		0115 902 1890
British Gas	24 hour number	0800 111 999
Yorkshire Electricity	24 hour number	0800 375 675
Yorkshire Water	24 hour number	0345 1 24 24 24
Zurich Municipal Relationship Manager: Rob Nash	rob.nash@uk.zurich.com	Office: 0870 241 8050 Out of hours: 0800 0280 336 Mobile Telephone No - 07764 282295 Home Business Line 0121 355 0746 Mobex - 7400 4133

Appendix 5: Emergency Contact Cascade (Academy to complete)

In the event of an incident or emergency which necessitates the closure of the academy, while the academy is not open, staff will be notified using this system.

Staff should ensure that they provide the colleague who will ring them, their contact details.

Principal

(Chief Executive SPT)   Vice Principal (Primary)   Vice Principal (Secondary)   Academy Finance Manager

Assistant Principal: Assistant Principal   Assistant Principal   Assistant Principal
QA and CPD   Maths   English   Primary