

Mount Pleasant Primary School

Emergency Management Plan (Revised Spring Term 2017)

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Appendices; additional information, kept as part of the Business Continuity Plan in school office.

Definition

'An event – or events – usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organizational consequences.

AIMS

To:-

1. Create an awareness of the need for planned arrangements to be made.
2. Provide re-assurance of the practical help that is available from the Local Authority
3. Pass on advice based upon previous experiences.
4. Give guidance on other source of information and help.

SCOPE OF THE PLAN

In School

- Incident at a neighbouring school – Mount Pleasant giving 'mutual aid
- Serious health hazard internally or externally eg Chemical or toxic substance release
- Disease, epidemics or pandemics (guidance on widespread school closure would come from central government)
- Where a significant number of staff are absent due to illness, or a large number of pupils (10%+) are affected by illness, advice should be sought from the Health Protection Agency.
- A deliberate act of violence, or assault in school including the use of a knife or firearm
- A school fire, flood or explosion
- Flooding
- Severe weather damage or high risk of severe weather damage (see Bad Weather Plan)
- Bomb threat, receipt of a suspicious package or terrorist incident
- Civic disorder
- A pupil or teacher being taken hostage/abduction or kidnapped
- The destruction or serious vandalizing of part of the school or an area of building collapse
- Contractor failure resulting in loss of essential commodities eg water, heating

- The death, or serious injury, of a pupil or member of staff through natural causes, suicide or accidents
- The request to school to 'hold' pupils beyond the normal end of the school day (police etc making request due to incident locally).

Incidents During Offsite Activities

In respect of school trips and visits guidance is available from the DFE good practice guide Health & Safety of Pupils on Educational Visits, also see Offsite Policy.

Offsite risk assessments **must** be undertaken for all offsite activities.

(www.offsite.org.uk)

For all emergencies, the Headteacher or Deputy Headteacher must be notified immediately (following calls to emergency services). Parents of pupils involved **must not** be contacted prior to the Headteacher being spoken to.

Residential visits – The adults who are attending the residential visit must meet prior to the visit to go through all emergency procedures and risk assessments. The Headteacher or deputy Head must be present at this meeting. This meeting must be recorded and copies handed to the Headteacher.

Calling Police – Emergency Services

If an incident occurs which requires an immediate response from emergency services, then call

9-999

Lock Down Procedures

In the case of an emergency which requires a 'lock down', a signal will be given so that staff and children will return immediately to their classroom base where a register will be taken. The Learning Lodge and hall will be evacuated. Staff will notify the office immediately if anyone is missing.

The school will remain locked and everyone will remain in their bases until the Headteacher signals that staff and pupils may be released.

If any staff and/or pupils will be contacted and instructed not to return to school until they are told that it is safe to do so.

Evacuation of the School Site

In normal circumstances, the school evacuates to an assembly point on the school yard. Following sweeps of the building and an account of all person's whereabouts, the Headteacher (or a nominated person) will take one of the following decisions:

- To re-enter the building following assurance that there is no longer a risk.
- To remain at the assembly point and await advice from the Fire Service.
- To evacuate the school site to:
 - Mount Pleasant Chapel, as a temporary escape from the school premises
 - a neighbouring school – Withymoor Primary School, Gayfield Avenue, Off turner's Lane. DY5 2BH Tel: 9-01384 818530Headteacher: Mrs Gill Harper (See Appendix 1 for route)

The total evacuation of the school site will involve:

either

- Moving all persons via egress routes away from the school site to a designated place of safety (Mount Pleasant Chapel, Withymoor Primary School).
- Moving all persons through the Nursery yard or via the back of the Learning Lodge, down the side entrance to a designated place of safety (Mount Pleasant Chapel, Withymoor Primary School)

Roles and Responsibilities:

Teaching Staff and Support Assistants to remain responsible for the care of children.

Admin staff - Non-SERT - to be responsible for contacting parents to inform them of collection procedures for their children from the neighbouring school.

<https://dudley.integrissg2.com/dudley>

Admin staff - SERT – to remain on-site and assist the Headteacher and Caretaker in communicating information appropriately.

Headteacher or designated person, with the assistance of the caretaker, to remain on-site if at all possible to

- Liaise with the Fire service and other emergency services.
- Liaise with staff at Withymoor Primary School
- Respond to phone calls or arrival of parents.

EMERGENCY PLAN - PROTECT

Inform the Resilience and Emergency Planning Team (these should be notified as soon as possible to give advice and support and to organize the response and recovery to an incident). Give details about:

- The nature of the incident.
- Exact location of the incident with details about entry and access points.
- The possible location of anyone who may need rescuing
- Numbers of casualties if possible and the nature of any injuries sustained
- Any individual hazards which may be present on the premises and their location.
- Contact telephone numbers on request.

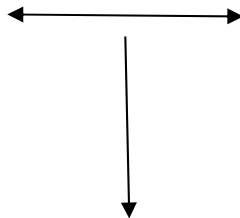
School Emergency Response Team (SERT)

SERT COORDINATOR

Jo Hartill
Headteacher
(In absence of above:
Deputy Head Teacher)

ADMIN SUPPORT

Office manager
Jane Geddes



MEDIA AND COMMUNICATIONS CO-ORDINATOR

Jane Geddes
Office Manager

FACILITIES COORDINATOR

John Johnson
caretaker (if on-site – may be asked to return
to school in an emergency)

WELFARE COORDINATOR

Kim Round
Assistant Office Support
Lorrain Capener
Deputy Headteacher

In the event of a School related emergency the proposed arrangement is outlined here:

Activation

Contact Resilience and Emergency Planning Team



Children's Services Directorate Emergency Support Team (DEST)



Assistant Director of Children's Services



Specialist Insurance Staff	Communications and Public Affairs Team	Specialist Counseling Staff	Specialist human Resource Support	Educational Psychology	Health and Safety officer	Building and Estates
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ACTIONS – ON-SITE INCIDENT

SERT COORDINATOR

ACTIVATE SCHOOL EMERGENCY PLAN

1. Assess risks and ensure immediate safety and welfare of pupils, staff and visitors.
2. Contact Emergency services (9-999 or 9-112)
3. Mobilise and brief SERT as required.
4. Contact Resilience and Emergency Planning team
5. Brief staff, governors, pupils and parents – following advice from Resilience and Emergency Planning team.

PLAN INITIAL MANAGEMENT OF INCIDENT

Dealing with enquiries	Media
Informing families of those involved	Access control (Police)
Transport	Special Needs pupils
Resources/Materials	Cultural/religious issues
Communication	Mutual Aid
Reuniting Pupils with family/parent	Business Continuity

PLAN LONG TERM MANAGEMENT OF INCIDENT

Security of site/preservation of evidence	Media
Clear up of affected area	Business continuity
Support for pupils/staff/families	Reputation
Acknowledgement of incident	Attending funerals
Gifts/cards to persons affected	Discussing opportunities
Planning memorials and commemorations	Monitoring the effects
Restoring normality	Debriefing/updating plans
Public inquiry/investigations/legal implications	Financial implications

ACTIONS – OFF-SITE INCIDENT

SERT COORDINATOR

ACTIVATE SCHOOL (OFF-SITE) EMERGENCY PLAN

1. Brief SET and mobilize as required.
2. Contact Resilience and Emergency Planning team
3. Brief staff, governors, pupils and parents – following advice from Resilience and Emergency Planning team.
4. Contact any other relevant agencies eg organize transport for returning pupils and staff.

PLAN INITIAL MANAGEMENT OF INCIDENT

Dealing with enquiries	Media
Informing families of those involved	Transport
Maintain normality within school	Special Needs pupils
Resources/Materials	Cultural/religious issues
Communication	Mutual Aid
Reuniting Pupils with family/parent	Business Continuity

PLAN LONG TERM MANAGEMENT OF INCIDENT

Communication with incident locality	Media
Clear up of affected area	Business continuity
Support for pupils/staff/families	Reputation
Acknowledgement of incident	Attending funerals
Gifts/cards to persons affected	Discussing opportunities
Planning memorials and commemorations	Monitoring the effects
Restoring normality	Debriefing/updating plans
Public inquiry/investigations/legal implications	Financial implications

Emergency action list – Supplementary Advice

ACTION BY: - SERT

Stage 1 - Initial Actions

- If coming in from home, remember to bring useful items such as keys.
 - Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events. (See Appendix 2 for emergency log)
 - Make every attempt to clarify exactly what has happened.
 - Then consider whether Incident requires involvement of 'Resilience and Emergency Support Team' NB it is requested that initial contact is always made with the Local Authority in emergencies in case they have wider significance.
 - All staff and governors should be informed as soon as possible, and given the same accurate information.
 - When informing children, seek advice on how to do this (Ed Psychology, Counseling Service)
 - Unless there is overwhelming pressure, avoid closing the school & endeavor to maintain normal routines & timetables.

If outside term time (or outside school hours)

- Arrange for:-
 - the site-manager to open certain parts of the school as appropriate and to be available (and responsive) to requests.
 - immediate School Administration support.
- Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview.
- If the Incident does attract Media attention, you are likely to be inundated with requests for interviews and statements. Try to postpone Media comment until after the LA's PR Officer arrived (who will be part of the 'Resilience and Emergency Support Team'). If you cannot, 'Points to note with media interviews' for some key points to remember.

EMERGENCY PLAN - PROTECT

NB: It is especially important that if names of those who may have been involved in the incident are known **DO NOT** release – or confirm – them to anyone, before those identities are formally agreed and parents are informed.

- If deputising for the Headteacher, try if possible to contact and brief her.
- Inform Chair of Governors-
 - of incident and, if appropriate, of involvement of 'Local Authority Support Team'.
 - they should standby to be available for interview by the Media.
- Call in the designated staff members to form the 'School Emergency Response Team.
- Be prepared to receive many telephone calls.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 – Once SERT established

- If 'Resilience and Emergency Support Team' has been activated, arrange for On-Site facilities for the Team.
- Ensure that the sight is secured and it is as safe as possible.
- If necessary, shut off electricity, gas and water supplies, or have the location of the stop taps ready to hand to the emergency services.
- Agree appropriate identification of staff by using badges.
- Set up arrangements to manage visitors – arrange for their names to be recorded and check all identities.
- Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring –
 - sufficient help is available to answer the many calls that could be received
 - staff maintain records of all calls received
 - brief, but up-to-date prepared statements are available to staff answering phones
 - media calls are directed to the LA's Communications, Media Management Welfare and Facilities Team
 - care is taken when answering telephone calls
 - an independent telephone is made available for outgoing calls only – a mobile phone can be useful – but remember such messages can be readily intercepted. Eg Head's Office 01384

EMERGENCY PLAN - PROTECT

812518. The Resilience and Emergency Planning Team can arrange for additional telecommunications support 24/7.

- o telephone staff are reminded that some calls could be bogus
- To arrange for all staff – not just teaching staff – to be called in and, if necessary, briefed at an early stage. (Subsequent briefings say 2 x per day for 10 minutes, should be arranged.
- To be aware of how colleagues are coping
- To arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers, wherever possible).
- To brief Team to discourage staff and pupils from speaking to the Media.
- To arrange, if appropriate, for Team members to each have a copy of the Next-of-Kin List.
- Prepare de-briefing sessions at the end of the incident.

Parents:

In a major emergency, it will be important to prepare an announcement or a co-ordinated release of information to parents, the public, the media. Special steps should be taken to inform affected parents effectively and sensitively. This should be done in consultation with the police and the Council's Communications and Public Affairs Team. An early decision should be made about how to inform parents, bearing in mind the speed at which rumours can circulate. In the case of a fatality, the police will normally inform the next of kin. Other more general methods of informing parents could be:

- Notice of school website
- Text message
- Letters
- Notice on school gate
- Recorded message on a designated telephone line
- Local TV/Radio announcement
- Member of staff outside the school giving parents information.
- Individual parents contacted by telephone

It would re-assure parents to have access to updated information as and when it is appropriate to do so, or even to give regular updates with time notices clear with the message, " there is nothing further to report at this time".

If the incident is away from school, seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Staff:

EMERGENCY PLAN - PROTECT

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff (Teachers and office staff). Make a point of seeing that all staff involved know each other's roles & responsibilities.
- Always try to think of something positive to say to staff & respond positively to ideas and suggestions
- Be available to see staff when required.
- Remember some members of staff may be so affected, that they will not be able to help in supporting children
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If Incident is away from school, staff **must not** drive parents to the scene.
- Transport arrangements for parents who need to travel to the scene should be arranged by the school as soon as possible.
- Maintain liaison with 'Resilience and Emergency Support Team' Senior Officer for duration of Incident.

Stage 3 – Period following the close of the incident

- When appropriate, seek advice from 'Resilience and Emergency Support Team' and local clergy contact on special assemblies/funeral/memorial services.
- Prepare joint report with named Senior Officer, for Director of Education.
- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school (as appropriate).
- Arrange to give full de-briefing to staff and governors
 - Critical incident stress debriefing – carried out by trained specialists
 - Post-incident debriefing – learning lessons from the incident – carried out with other experts and LA representatives

Stage 4 – Longer term issues

The effects of some Incidents can continue for years. Thought will need to be given to: -

- Work with Staff to monitor pupils informally
- Clarify procedures for referring pupils for individual help
- Be aware that some Staff may also need help in the longer term.
- Recognise and if appropriate, marking anniversaries
- Remember to make any new staff aware of which pupils were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the Incident does attract Media attention, it is likely that interest will continue for many weeks, or years.

It is important not to underestimate the impact of an emergency on staff, which in some cases may be greater than the impact on pupils.

Points to note with media interviews

During an incident, the media will be at the scene very quickly and in large numbers. It is important to co-operate for two reasons:

- The media can provide a useful conduit for the dissemination of public information.
- It is important that what is reported is factually correct; if they don't get information from you, then they will approach others for comment which may lead to inaccurate reporting.

The schools key objectives are:

- To show that it is controlling the incident and doing all it can to minimize the consequences.
- To set minds at rest as far as possible and counter dangerous rumours
- To establish itself as caring, responsible and competent.

The expertise of Dudley Council's Communications and Public Affairs Team lies in dealing with the media. Talk to the team and listen to their advice.

Do not allow the press on to the school premises or give them access to children unless

there is a special reason for this and consent has been given.

- Person giving interview should be, Headteacher, Nominee, Chair of Governing Body or LA Press Officer.
- Demonstrate concern, not panic – share **Pity** for victim and family loss, give **Praise** to the emergency services.
- Have another person with you, if possible, to monitor the interview.
- Give **facts** only – do not speculate – do not apportion blame. At the earliest stages use, “We are dealing with an incident and will release information as soon as the details have been confirmed”. Use the phrase, “at the moment those facts are unknown” rather than respond with unverified facts or ‘no comment’.

If possible, agree an interview format i.e. establish what the interviewer wants to ask.

- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out, unless you have been requested, or the Headteacher decides to deliver a statement. The press may ask for copies of the statement, be prepared to hand this out.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Don't over-elaborate your answers. Answer only the questions asked.
- Refuse requests for photos or schoolwork of children/staff involved.
- Try to keep a grip on your emotions during interviews-especially if it is TV.
- Most journalists are responsible, but check where interview/camera team go, when interview is over.
- **Only give out information regarding deaths of persons once the next of kin have been informed. Never before.**

Business Continuity Plan

This is kept in the school office along with associated records and inventories.

Contact List

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

Organisation	Name	Telephone No.
Headteacher	Jo Hartill	
Deputy Headteacher	Lorrain Capener	
SERT – Office Manager	Mrs J Geddes	
SERT - Caretaker	Mr J Johnson	
Welfare Support	Miss S Hutchinson	
Assistant Heads	Mrs S Derbyshire	
	Mrs C Grinsell	
SENCO	Mrs C Woodhall	
Chair of Governors	Mr S Jarvis	
Cougar – School Security Company		
Resilience and Emergency Planning Officer DMBC Chief Executive Department	Designated Senior Officer	0300 555 8283 and request duty Emergency Planning Officer. 01384 817080 07812 264633
Dudley MBC 'out of hours' and 24hour service (5.30pm – 8.00 am)	Senior Council officers contact	01384 818182 01384 812040

Management Rooms	
Main Management Room	Headteacher's Office
Admin Support Room	Reception Office
Parent's Support Room	The Hub
Media Room	School Hall

EMERGENCY PLAN - PROTECT

If an alternative site is required, this will be at Saltwells EDC. Telephone 01384 813709

The contact for loss of electricity supply is Western Power Distribution (0800 328 1111)

SSE link is <http://www.sse.co.uk/HelpAndAdvice/SafetyAndEmergencies/>

The contact for gas leaks/loss of supply is The National Grid (0800 111 999)

Total link is <http://www.totalgp.com/help/emergencyessentials/>

Appendix 1

Route to Withymoor Primary School