

# **SWANLEA SCHOOL**

## **EMERGENCY PLAN**

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

# **SWANLEA SCHOOL**

## **EMERGENCY PLAN**

| Plan administration                               |                                                                                                                                       |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Version number                                    | 2                                                                                                                                     |
| Date of issue                                     | Mar 2025                                                                                                                              |
| Electronic copies of this plan are available from | Original is kept in T drive/Admin/Misc/Policies/Current and with Site Manager. It is also copied into the J Drive/Help files/Policies |
| Hard copies of this plan are available from       | Premises                                                                                                                              |
| Location of emergency grab bag(s)                 | Premises Office                                                                                                                       |
| Date of next review                               | Mar 2027                                                                                                                              |
| Person responsible for review                     | Facilities Manager, School Business Manager, Head of School                                                                           |

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## **CRITICAL INCIDENT DEFINITION**

A Critical Incident is a sudden, unexpected and traumatic incident or sequence of events that cause serious distress and disruption to the school community.

The TRAUMA caused by Critical Incidents challenges individuals mentally, physically, emotionally and spiritually.

A Critical Incident may be:

- The sudden death of a member of the school community e.g. pupil, staff member, significant other, through accident, murder, illness, drug overdose or suicide
- A serious incident involving pupils and school personnel on or off the school premises
- A violent attack or intrusion onto school premises e.g. armed intruder, or bomb alert
- The loss of buildings/parts of buildings by fire, flood, building collapse, storm damage or major vandalism
- A hostage situation
- A disaster in the school community e.g. transport accident
- The failure of major utilities - electricity, gas, water
- The loss of school data/records/expertise by fire, storm, theft, loss of key personnel etc
- The loss of equipment, particularly computer equipment, by fire, storm, theft etc
- A widespread contagious disease

**This plan is designed to allow the school to cope in a wide range of emergencies, including those occurring in school and out of the school setting.**

### **In-School:**

- the death of a pupil or member of staff through natural causes, such as illness
- the death of a pupil or staff member due to accident/incident
- a traffic accident involving a pupil or staff member
- a deliberate act of violence, such as a knifing or the use of a firearm
- a school fire or flood
- allegations or actual incidents of abuse against pupils by staff and staff against pupils
- an arson or other attack on the school
- terrorist attack
- services failure, electrical, gas, water, ICT
- fire, gas leak, flood
- hostage situation
- cyber attack
- disease outbreak, legionella, pandemic

### **Out of School:**

- deaths or injuries on school journeys, trips or residential trips
- tragedies involving children from many schools at public events such as football matches
- events immediately outside the school gate
- civil disturbances
- abductions/disappearances
- a civil disturbance or terrorist
- a disaster in the community
- a transport accident involving school members

## SECTION 1 - CONTACT DETAILS

### 1.1 School information

| School details                                          |                                       |
|---------------------------------------------------------|---------------------------------------|
| Name of school                                          | Swanlea School                        |
| Type of school                                          | Community Maintained Secondary School |
| School address                                          | 31 Brady Street                       |
| School operating hours<br>(including extended services) | 7am to 9pm                            |
| Approximate number of staff                             | 260                                   |
| Approximate number of pupils                            | 1270                                  |
| Age range of pupils                                     | 11-18                                 |

| Office contact details  |                           |
|-------------------------|---------------------------|
| Office telephone number | 0207 375 3267             |
| Office fax number       | 0207 375 3567             |
| Office email address    | officeadmin@swanlea.co.uk |

| Useful websites                 |                                                                                                                                |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| School website / extranet       | <a href="http://www.swanlea.co.uk">www.swanlea.co.uk</a>                                                                       |
| Local authority                 | London Borough of Tower Hamlets                                                                                                |
| Department for Education        | <a href="http://www.education.gov.uk">www.education.gov.uk</a>                                                                 |
| Foreign & Commonwealth Office   | <a href="http://www.fco.gov.uk">www.fco.gov.uk</a>                                                                             |
| Environment Agency              | <a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>                                               |
| Met Office                      | <a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>                                                                 |
| Health and Safety Executive     | <a href="http://www.hse.gov.uk">www.hse.gov.uk</a>                                                                             |
| Teacher Support Network         | <a href="http://www.teachersupport.info">www.teachersupport.info</a>                                                           |
| Employment Assistance Programme | <a href="http://www.healthassured.org/employee-assistance-programmes">www.healthassured.org/employee-assistance-programmes</a> |

## 1.2 Contact details - school staff and governors

| Name                         | Job title                               | SEMT role(s)<br>(if applicable) | Contact details | Alternative<br>contact details *                | Notes<br>(e.g. first aid trained)                                    |
|------------------------------|-----------------------------------------|---------------------------------|-----------------|-------------------------------------------------|----------------------------------------------------------------------|
| Brenda Landers               | Executive Headteacher                   |                                 | 07960 020556    |                                                 |                                                                      |
| Kabir Miah                   | Head of School                          |                                 | 07944 054147    |                                                 |                                                                      |
| Paul Gardner                 | Deputy Head                             |                                 | 07894 280851    |                                                 |                                                                      |
| Eleanor Cox                  | Deputy Head                             |                                 | 07837 982417    |                                                 |                                                                      |
| Lauren Clease                | Deputy Head                             |                                 | 07736 928402    |                                                 |                                                                      |
| Samantha Cullen              | Director of Ops & HR                    |                                 | 07717 131408    |                                                 |                                                                      |
| Kathrin Meinicke             | SBM                                     |                                 | 07923 121895    |                                                 |                                                                      |
| Terry Stimson                | Facilities Manager                      |                                 | 07956 363250    |                                                 |                                                                      |
| Aaron Burns                  | Assoc. Asst. HT and IT<br>Services Lead |                                 | 07533 967532    |                                                 |                                                                      |
| Rosie Gavens                 | Office Manager                          |                                 | 07961 333544    |                                                 |                                                                      |
| Christina Poulos             | Senior HR Admin.                        |                                 | 07508 869 871   |                                                 |                                                                      |
| Nasir Uddin                  | Media & Mktg Manager                    |                                 | 07919 837130    |                                                 |                                                                      |
| Employee Assist. Svcs        | Vita Health Group                       |                                 | 0800 111 6387   | Access using<br>organisation code<br>'LBTHwell' | <a href="http://www.mey-eap.com/access">www.mey-eap.com/access</a> . |
| Sophie Fanning<br>Tichbourne | Chair of Governors                      |                                 | 07950 309 627   |                                                 |                                                                      |

### 3 Contact details - extended services

\* Leave this field blank for use during an emergency; you may need to record alternative contact details.

| Name                                    | Type / description of extended service | Operating hours | Contact details                 | Alternative contact details * | Notes (e.g. key holder)       |
|-----------------------------------------|----------------------------------------|-----------------|---------------------------------|-------------------------------|-------------------------------|
| DELA Fire and Security                  | Fire and intruder Alarm Contractor     | 24 hrs          | 0780 8523451<br>01795 844 991   |                               | Ian Tennant or Steve Lawrence |
| National Gas Emergency Service          | Gas Board                              | 24 hrs          | 0800 111 999                    |                               |                               |
| KNF Ltd – Dave Woodruff / Noel Fennessy | Electrician                            | 8am to 6pm      | 0797 687 8413 or<br>07958316453 |                               |                               |
| Key Patrol                              | Key holding company                    | 24 hrs          | 0344 6932 990                   |                               |                               |
| Benstead                                | Glazier                                | 24 hrs          | 0208 0905 893                   |                               |                               |
| Water Utilities                         | Water                                  | 24 hrs          | 08459 200 800                   |                               |                               |

## 1.4 Contact details - local authority

\* Leave this field blank for use during an emergency; you may need to record alternative contact details.

| Organisation           | Name / role of contact (if applicable) | Contact details                               | Alternative contact details *                                                                                                                                                         | Notes |
|------------------------|----------------------------------------|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Children's services    | LBTH Children's services               | 0207 364 5006                                 |                                                                                                                                                                                       |       |
| Media / communications | Hannah Jowett – Comms Duty Officer     | 0207 364 4389<br>Out of hours 07732 402654    | communications@towerhamlets.gov.uk                                                                                                                                                    |       |
| Transport              | Imran Ahmin<br>Forid Miah              | 0207 364 1075<br>07928514190<br>0207 364 1069 |                                                                                                                                                                                       |       |
| Catering               | N/A – own catering                     | N/A                                           |                                                                                                                                                                                       |       |
| Emergency planning     |                                        | 020 7364 2886                                 | Emergency.planning@towerhamlets.gov.uk                                                                                                                                                |       |
| Health and safety      | Stuart MacGregor                       | 07904 041 672<br>020 3373 85456               | <a href="mailto:Stuart.mcgregor@juniperventures.co.uk">Stuart.mcgregor@juniperventures.co.uk</a><br>Website: <a href="http://www.juniperventures.co.uk">www.juniperventures.co.uk</a> |       |
| Risk / insurance       | LBTH (using Zurich)                    | 020 364 5000 (ask for insurance)              | insurance@towerhamlets.gov.uk                                                                                                                                                         |       |
| Legal                  | LBTH Legal                             | 0207 364 5000 (ask for Legal)                 |                                                                                                                                                                                       |       |
| Human resources        | Judicium                               | 01329 834 488                                 | employmentlawadvice@judicium.com                                                                                                                                                      |       |

|                        |                      |               |                                                      |  |
|------------------------|----------------------|---------------|------------------------------------------------------|--|
| Educational psychology |                      | 0207 364 2886 | Admin.eps@towerhamlets.gov.uk                        |  |
| Occupational health    | Adhoc Management Ltd | 0161 3020406  | <a href="http://www.adhocoh.com">www.adhocoh.com</a> |  |

## ***London Borough of Tower Hamlets – Resilience Team Contacts***

### ***Partnership Use Only***

#### **Emergency Activation of Resilience Team**

| <b>Emergency Contact</b>                                     | <b>Telephone</b>                                     | <b>Who you ask for</b>                           | <b>Response</b>                             |
|--------------------------------------------------------------|------------------------------------------------------|--------------------------------------------------|---------------------------------------------|
| <b>1<sup>st</sup> No. Office Hours and Out of Hours 24/7</b> | 020 73647070<br>(select option 6)                    | Duty Civil Protection<br>Co-ordinator (Duty CPC) | 24-hour Call Centre will<br>Notify Duty CPC |
| <b>2<sup>nd</sup> No. Office Hours and Out of Hours 24/7</b> | 020 7538 3102<br>(direct exchange)<br>Not for public | Duty Civil Protection<br>Co-ordinator (Duty CPC) | 24-hour Call Centre will<br>Notify Duty CPC |

- **24/7** - The Resilience Team are available for civil emergencies where residents are impacted or displaced due to incidents such as fires, floods, structural damage
- **24/7** - The Resilience Team can arrange for vulnerability checks to identify any additional needs of impacted residents

#### **Borough Emergency Control Centre Details (BECC) – Only if activated**

|                  |                                                                                                                                                                             |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Telephone</b> | BECC Link 020 7364 3089<br>BECC Manager 020 7364 3097<br>(Numbers only available when BECC is activated – In the first instance only use 'Emergency Contact' numbers above) |
| <b>Fax</b>       | Allocated on Activation                                                                                                                                                     |
| <b>Airwave</b>   | Allocated on Activation                                                                                                                                                     |
| <b>Email</b>     | <a href="mailto:becc.link@towerhamlets.gov.uk">becc.link@towerhamlets.gov.uk</a>                                                                                            |

#### **Civil Protection Unit Directory**

These officer's form part of the CPC rota. In the first instance please call the 'Emergency Contact' number above, then the relevant on call officer will be contacted on your behalf

|                     |                                                                         |
|---------------------|-------------------------------------------------------------------------|
| <b>Unit Address</b> | Civil Protection Unit, Mulberry Place, 5 Clove Crescent, London E14 2BG |
|---------------------|-------------------------------------------------------------------------|

|                                                |                                                                                                    |                  |                                                                                                      |
|------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------|
| <b>Email</b>                                   | <a href="mailto:emergency.planning@towerhamlets.gov.uk">emergency.planning@towerhamlets.gov.uk</a> |                  |                                                                                                      |
| <b>Title</b>                                   | <b>Name</b>                                                                                        | <b>Telephone</b> | <b>Email</b>                                                                                         |
| Civil Protection & Business Continuity Manager | Andrea Stone                                                                                       | 07713 066 867    | <a href="mailto:andrea.stone@towerhamlets.gov.uk">andrea.stone@towerhamlets.gov.uk</a>               |
| Civil Contingencies Officer                    | Jason Thomas                                                                                       | 07944 961 495    | <a href="mailto:jason.thomas@towerhamlets.gov.uk">jason.thomas@towerhamlets.gov.uk</a>               |
| Civil Contingencies Officer                    | Alex Hurrell                                                                                       | 07710 185 870    | <a href="mailto:alex.hurrell@towerhamlets.gov.uk">alex.hurrell@towerhamlets.gov.uk</a>               |
| Civil Contingencies Officer                    | Hannah Giles Beskine                                                                               | 07858 681 616    | <a href="mailto:Hannah.gilesbeskine@towerhamlets.gov.uk">Hannah.gilesbeskine@towerhamlets.gov.uk</a> |
| Neighbourhood Manager                          | John Fortune                                                                                       | 07980 890 535    | <a href="mailto:john.fortune@towerhamlets.gov.uk">john.fortune@towerhamlets.gov.uk</a>               |
| CSS Enforcement Support and Intervention       | Lorraine Walsh                                                                                     | 07903 565 155    | <a href="mailto:lorraine.walsh@towerhamlets.gov.uk">lorraine.walsh@towerhamlets.gov.uk</a>           |

## 1.5 Contact details - local radio stations

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\* Leave this field blank for use during an emergency; you may need to record alternative contact details.

| Radio station     | Name / role of contact<br>(if applicable) | Contact details             | Alternative<br>contact details *         | Notes<br>(e.g. coverage,<br>frequency) |
|-------------------|-------------------------------------------|-----------------------------|------------------------------------------|----------------------------------------|
| East London Radio |                                           | news@eastlondonradio.org.uk |                                          |                                        |
| East End Radio    |                                           | eeecstudio@gmail.com        | Website:<br>eastendcommunityradio.org.uk |                                        |
|                   |                                           |                             |                                          |                                        |
|                   |                                           |                             |                                          |                                        |

## 1.6 Contact details - other organisations

\* Leave this field blank for use during an emergency; you may need to record alternative contact details.

| Organisation                  | Name / role of contact (if applicable) | Contact details                                                                                                                                                                   | Alternative contact details * | Notes                                       |
|-------------------------------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------|
| Police                        | Bishopsgate police station             | 020 7601 2222 / 999                                                                                                                                                               |                               |                                             |
| Fire & Rescue Service         |                                        | 999                                                                                                                                                                               |                               |                                             |
| Ambulance Service             |                                        | 999                                                                                                                                                                               |                               |                                             |
| Department for Education      |                                        | Enquiry line:<br>0370 000 2288                                                                                                                                                    |                               |                                             |
| Foreign & Commonwealth Office |                                        | Consular assistance:<br>020 7008 1500 (24 hour)                                                                                                                                   |                               | If abroad, please ring:<br>+44 20 7008 1500 |
| Environment Agency            |                                        | Floodline:<br>0845 988 1188 (24 hour)                                                                                                                                             |                               |                                             |
| Met Office                    |                                        | Customer centre:<br>0870 900 0100 (24 hour)                                                                                                                                       |                               |                                             |
| Health and Safety Executive   |                                        | Infoline:<br>0845 345 0055<br><br>Incident contact centre:<br>0845 300 9923<br><br>Duty officer:<br>0151 922 9235 (24 hour)<br><br>Duty press officer:<br>0151 922 1221 (24 hour) |                               |                                             |
| Insurance company             | Zurich                                 | 0870 241 8050                                                                                                                                                                     |                               |                                             |

|                                |                                                                                                         |                                                                                                                                      |                                                                                                                                                    |                                                                              |
|--------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Trade unions                   | NEU                                                                                                     | 07425 543 982                                                                                                                        | <a href="mailto:Natasha.chaudhury@neu.org.uk">Natasha.chaudhury@neu.org.uk</a><br><a href="mailto:Rosie.bond@neu.org.uk">Rosie.bond@neu.org.uk</a> | Natasha Chaudhury<br>(Secretary) Rosie Bond<br>(Assistant Secretary)         |
|                                | UNITE<br>UNISON                                                                                         | 020 8800 4281<br><a href="tel:02073646515">020 7364 6515 &amp; 7364 5302</a>                                                         | Unitetheunion.org<br><a href="mailto:Kerie.anne@towerhamlets.gov.uk">Kerie.anne@towerhamlets.gov.uk</a>                                            | Sharon Graham (Unite<br>General Secretary), Kerie<br>Anne (Branch Secretary) |
|                                | GMB                                                                                                     | 020 8573 6969 & 07870<br>176 720                                                                                                     | <a href="mailto:Anna.Lee@gmb.org.uk">Anna.Lee@gmb.org.uk</a>                                                                                       | Anna Lee (Regional<br>Organiser)                                             |
| Supplier (transport)           | Empress Coaches                                                                                         | 020 7739 5454                                                                                                                        |                                                                                                                                                    |                                                                              |
| Supplier (catering)            | N/A – in house                                                                                          | N/A                                                                                                                                  |                                                                                                                                                    |                                                                              |
| Supplier (cleaning)            | Atlas Cleaning – Luis<br>(Manager)                                                                      | 07825517858                                                                                                                          |                                                                                                                                                    |                                                                              |
| Supplier (temporary staff)     | Reed<br>GSL Empower<br>Prospero<br>Pinnacle<br><br>Ribbons and Reeves<br>Zen Educate<br>Opogo Education | 0845 241 9293<br>0207 739 2211<br>0203 841 0777<br>0207 404 6383<br>0207 017 2000<br>0208 004 1155<br>0203 964 2566<br>0330 058 6700 |                                                                                                                                                    |                                                                              |
| Utility supplier (gas)         | National Gas & Power<br>British Gas (on behalf of<br>NGP)                                               | 03300 300 800<br>0800 111999                                                                                                         |                                                                                                                                                    |                                                                              |
| Utility supplier (water)       | Water2business Ltd                                                                                      | 0345 600 2600                                                                                                                        |                                                                                                                                                    |                                                                              |
| Utility supplier (electricity) | National Gas & Power<br>British Gas (on behalf of<br>NGP)                                               | 03300 300 800<br>0800 111999                                                                                                         |                                                                                                                                                    |                                                                              |

|                               |                    |                                                                                                             |  |                                                                                                                              |
|-------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------|
| Utility supplier (heating)    | LD Energy Supplies | 01440 710 283                                                                                               |  |                                                                                                                              |
| Teacher Support Network       |                    | England:<br>08000 562 561 (24 hour)                                                                         |  | The Teacher Support Network can provide practical and emotional support to staff in the education sector and their families. |
| Employee assistance programme | Vita Health Group  | <a href="http://www.mey-eap.com/access">www.mey-eap.com/access</a><br>0800 111 6387 access using 'LBTHwell' |  |                                                                                                                              |

# 1.7 Contact details - for completion during an emergency

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

| Name | Contact details | Notes |
|------|-----------------|-------|
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |
|      |                 |       |

## SECTION 2 - ACTIVATION

### 2.1 Notification of incident

---

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

- + **Maintain a written record of your actions using this form and a log book. You may wish to record any new contact details in section 1.**
- + **Offer reassurance and support. Be aware that all those involved in the incident (both directly and indirectly) may be suffering from shock or may panic.**
- + **Find out what has happened. Obtain as clear a picture as you can.**
- + **Discuss with the informant what action needs to be taken and by whom.**

Name of informant:

Date and time of call:

.....

.....

Contact details of informant:

Date and time of incident:

.....

.....

Exact location of incident:

.....

.....

.....

Details of incident:

.....

.....

.....

Where is the informant now, and where are they going?

.....

.....

.....

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

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---

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

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---

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What advice have the emergency services given?

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Who has been informed?

- ☐ Headteacher
- ☐ School staff
- ☐ Governors
- ☐ Pupils
- ☐ Parents / carers
- ☐ Extended services

- ☐ Police
- ☐ Fire & Rescue Service
- ☐ Ambulance Service
- ☐ Local authority
- ☐ Health and Safety Executive
- ☐ Foreign & Commonwealth Office
- ☐ Media
- ☐ Insurance company
- ☐ Trade union

Does anyone else need to be informed?

---

---

---

Are any other actions required?

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---

---

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

Name of educational visit leader:

.....

Number of pupils on educational visit:

.....

Nature of educational visit:

.....

Number of staff on educational visit:

.....

Location of educational visit:

.....

.....

.....

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

.....

.....

.....

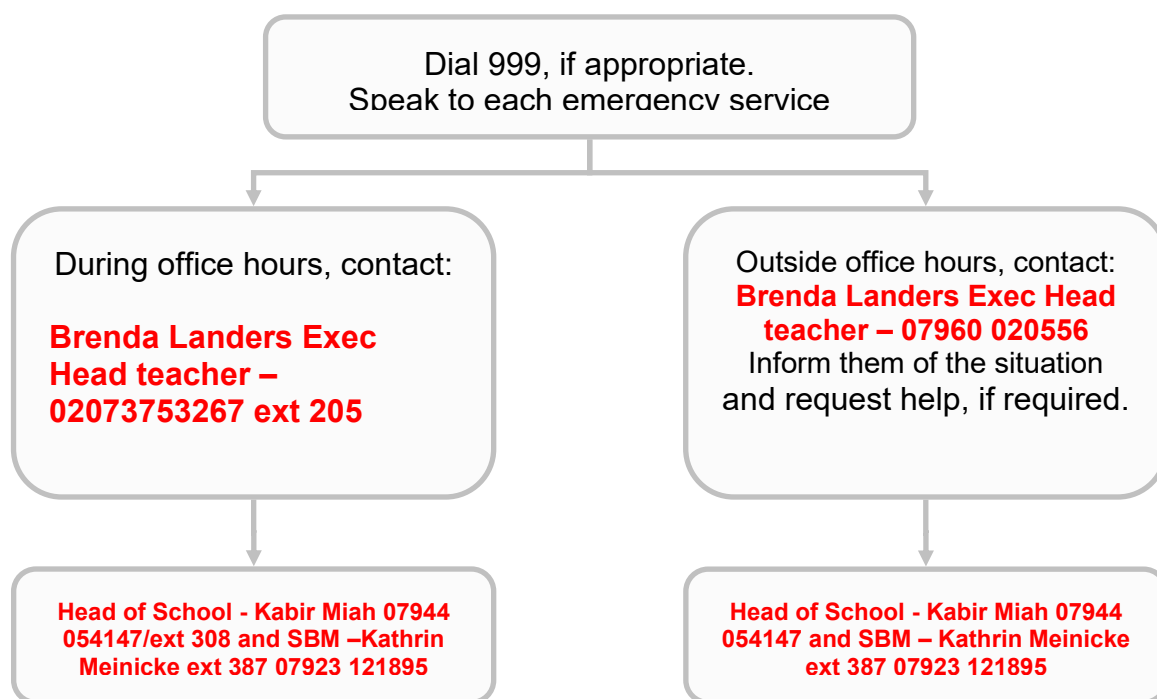
## 2.2 Initial action

---

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

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

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



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

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

## SECTION 3 - ROLES AND RESPONSIBILITIES

### 3.1 Roles and responsibilities - co-ordination

| Ref' | Co-ordination - initial response                                                                                                                                                                                                                                                                                                                                                                                                        | Tick / sign / time |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| C1   | Establish a basic overview of the incident.                                                                                                                                                                                                                                                                                                                                                                                             |                    |
| C2   | <p>If the incident has occurred on an educational visit:</p> <ul style="list-style-type: none"> <li>• Liaise with the educational visit leader on a regular basis</li> <li>• Consider sending extra staff to support the educational visit leader</li> <li>• Discuss with the educational visit leader the arrangements for notifying parents / carers</li> <li>• Consider how parents / carers and pupils will be reunited.</li> </ul> |                    |
| C3   | <p>Wherever possible, assign members of staff to relevant School Emergency Management Team (SEMT) roles:</p> <ul style="list-style-type: none"> <li>• Business continuity</li> <li>• Communications</li> <li>• Log-keeping</li> <li>• Media management</li> <li>• Resources</li> <li>• Welfare.</li> </ul>                                                                                                                              |                    |
| C4   | <p>Remember to:</p> <ul style="list-style-type: none"> <li>• Allocate tasks amongst the SEMT</li> <li>• Ensure that staff are clear about their designated responsibilities</li> <li>• Establish the location and frequency of SEMT / staff briefings</li> <li>• Ask staff to maintain a log of actions made and decisions taken</li> <li>• Assign a log-keeper to provide administrative / secretarial support.</li> </ul>             |                    |
| C5   | Inform all other staff of the incident. Ensure staff are briefed (and given tasks) on a regular basis. (Dep hds, HT, SBM, OM are able to send ALL STAFF emails. OM (Rosie) can send all staff a text)                                                                                                                                                                                                                                   |                    |
| C6   | Take action to protect property.                                                                                                                                                                                                                                                                                                                                                                                                        |                    |
| C7   | Work closely with other organisations (e.g. emergency services, local authority) as required. Provide accurate and factual information to those arriving on-scene.                                                                                                                                                                                                                                                                      |                    |
| C8   | Ascertain the whereabouts of all pupils, staff and visitors (using timetables, registers and visitor books may help). Ensure the emergency services are aware of anyone who is unaccounted for.                                                                                                                                                                                                                                         |                    |
| C9   | Inform governors as appropriate (Chair of Governors and Resources Chair of Governors).                                                                                                                                                                                                                                                                                                                                                  |                    |
| C10  | Decide the most appropriate method of contacting relatives of pupils / staff affected by the incident. If the matter is very serious (such as a fatality) liaise with the Police about informing next of kin.                                                                                                                                                                                                                           |                    |

| Ref' | Co-ordination - ongoing response                                                                                                                                                                       | Tick / sign / time |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| C11  | Act as the main contact for co-ordination of the response. Continue to liaise with the emergency services and other organisations.                                                                     |                    |
| C12  | Continue to allocate tasks amongst the SEMT. Work closely with the SEMT to co-ordinate their actions and help to resolve any complications or difficulties that arise.                                 |                    |
| C13  | If the response is likely to last for a significant amount of time, consider staff rotation / shift patterns.                                                                                          |                    |
| C14  | Ensure that regular briefings are given to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Pupils</li> <li>• Parents / carers</li> <li>• Governors</li> <li>• Extended services.</li> </ul> |                    |
| C15  | Work closely with the 'media management' role to provide regular briefings to the media. Seek support from other organisations if necessary.                                                           |                    |
| C16  | Check that everyone who should have been notified of the incident has been informed.                                                                                                                   |                    |
| C17  | In the event of a serious injury or fatality, report the incident to the Health and Safety Executive (HSE) as soon as possible.                                                                        |                    |
| C18  | Seek advice on legal and insurance issues, if appropriate.                                                                                                                                             |                    |
| C19  | If the incident is a crime scene (or subject to a fire investigation) seek advice from the Police and / or Fire & Rescue Service.                                                                      |                    |

| Ref' | Co-ordination - recovery                                                                                                                                                   | Tick / sign / time |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| C20  | Act as the main contact for the recovery process. Continue to allocate tasks amongst the SEMT and other staff.                                                             |                    |
| C21  | Ensure that post incident support is available to all who may require it (please refer to appendix 1 for more information).                                                |                    |
| C22  | Work closely with the 'resources' role in organising remedial work to property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate. |                    |
| C23  | Complete any necessary forms / paperwork.                                                                                                                                  |                    |
| C24  | Arrange a briefing for school staff involved in the response.                                                                                                              |                    |
| C25  | Represent the school at other debriefs which may take place (e.g. one organised by the local authority or Local Resilience Forum).                                         |                    |
| C26  | Initiate a review of the school emergency plan.                                                                                                                            |                    |
| C27  | Consider contacting the Head teachers of nearby schools to inform them of any important issues relating to the incident.                                                   |                    |

## 3.2 Roles and responsibilities - business continuity

Please refer to appendix 2 for more information on business continuity arrangements.

| Ref' | Business continuity - initial response                                                                                                                                                                                                          | Tick / sign / time |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| BC1  | Assess the nature of the incident, e.g.: <ul style="list-style-type: none"> <li>• Loss of utility supply</li> <li>• Loss of supplier</li> <li>• Loss of premises</li> <li>• Loss of personnel</li> <li>• Loss of telecommunications.</li> </ul> |                    |
| BC2  | Establish what effect the emergency will have on the operation of the school. Try to ascertain how long the disruption will last.                                                                                                               |                    |
| BC3  | Consider how the incident will affect any extended services that use the school premises. Liaise with these services as necessary.                                                                                                              |                    |
| BC4  | Attempt to recover important documentation, records and equipment if safe to do so (consult the emergency services for advice if necessary).                                                                                                    |                    |
| BC5  | If appropriate, contact organisations which can assist in document restoration.                                                                                                                                                                 |                    |

| Ref' | Business continuity - ongoing response                                                                                                                                                           | Tick / sign / time |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| BC6  | Minimise any disruption to the provision of education. Put arrangements in place to keep the school open and try to maintain normal school routines (e.g. teaching, exams) wherever possible.    |                    |
| BC7  | Seek support from other organisations (e.g. buddy schools, the local authority, suppliers / contractors) as required. (Stewart Headlam School is first place to congregate – call 020 7247 1201) |                    |
| BC8  | Work with the 'communications' role to ensure staff, pupils and parents / carers are informed of any changes to the school routine.                                                              |                    |
| BC9  | In the event of a public health incident (e.g. pandemic influenza), consider ordering infection control supplies and increasing the cleaning regime.                                             |                    |

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

### 3.3 Roles and responsibilities - communications

Please refer to appendix 6 for more information on communication arrangements.

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

| Ref' | Communications - ongoing response                                                                                                                                                                                                                                                                                                                          | Tick / sign / time |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| CO5  | Ensure regular information is provided to: <ul style="list-style-type: none"> <li>• Pupils</li> <li>• Parents / carers</li> <li>• Governors</li> <li>• Extended services.</li> </ul>                                                                                                                                                                       |                    |
| CO6  | Consider the most effective arrangements for contacting pupils and parents / carers (please refer to appendix 6). Ensure that records of calls made to parents / carers are maintained.                                                                                                                                                                    |                    |
| CO7  | Liaise with the 'media management' role about contacting local radio stations.                                                                                                                                                                                                                                                                             |                    |
| CO8  | Update the school answer phone on a regular basis.                                                                                                                                                                                                                                                                                                         |                    |
| CO9  | Liaise with the 'co-ordination' role in sending a letter home to parents / carers. This could include information on: <ul style="list-style-type: none"> <li>• What has happened</li> <li>• How their child was involved</li> <li>• The actions taken to support those involved</li> <li>• Who to contact if they have any concerns or queries.</li> </ul> |                    |
| CO10 | In the event of a major emergency, seek support from the local authority; they may be able to establish a helpline for enquiries from the public.                                                                                                                                                                                                          |                    |

| Ref' | Communications - recovery                                                                          | Tick / sign / time |
|------|----------------------------------------------------------------------------------------------------|--------------------|
| CO11 | Provide regular briefings to pupils and parents / carers.                                          |                    |
| CO12 | Assist the 'business continuity' role in providing remote / virtual learning.                      |                    |
| CO13 | Check that any information in the public domain (e.g. website content) is accurate and up-to-date. |                    |

### 3.4 Roles and responsibilities - log-keeping

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Please refer to appendix 9 for more information on log-keeping.

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

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

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

### 3.5 Roles and responsibilities - media management

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

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

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

## 3.6 Roles and responsibilities - resources

| Ref' | Resources - initial response                                                                                                                                                                                                                                                                                                                                                                                                                      | Tick / sign / time |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| R1   | Take action to protect property. Consider turning off utility supplies.                                                                                                                                                                                                                                                                                                                                                                           |                    |
| R2   | Ensure the emergency services can access / egress the school without hindrance. Consider sending a member of staff to the school entrance to prevent people restricting access by parking in unsuitable places.                                                                                                                                                                                                                                   |                    |
| R3   | Advise the emergency services of any property related issues / hazards (e.g. asbestos, chemical stores). Consider providing personnel with a site map.                                                                                                                                                                                                                                                                                            |                    |
| R4   | <p>Work with other staff and the emergency services to control access to the school:</p> <ul style="list-style-type: none"> <li>• Advise staff and governors that they might have to prove their identity before the emergency services will grant them access.</li> <li>• Provide authorised visitors with identification badges and ensure they sign-in and sign-out.</li> <li>• Ensure that media access to the site is controlled.</li> </ul> |                    |

| Ref' | Resources - ongoing response                                                                                                                                                                                              | Tick / sign / time |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| R5   | Liaise with utility suppliers as required.                                                                                                                                                                                |                    |
| R6   | <p>Establish safe and secure areas to assist the response. E.g.:</p> <ul style="list-style-type: none"> <li>• SEMT briefing room</li> <li>• Briefing area for parents / carers</li> <li>• Media briefing room.</li> </ul> |                    |
| R7   | Work closely with staff and other organisations to provide access to facilities and resources as required. This may involve opening or closing parts of the school.                                                       |                    |
| R8   | Ensure the school site is secure (e.g. provide temporary fencing around damaged areas, arrange for broken windows to be boarded).                                                                                         |                    |
| R9   | Work with the 'business continuity' role to arrange temporary accommodation, if required.                                                                                                                                 |                    |

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

## 3.7 Roles and responsibilities - Welfare

| Ref | Welfare - initial response                                                                                                                                                                                                                                                                                                                                                                     | Tick / sign / time |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| W1  | Establish arrangements to meet the welfare needs of pupils, staff, parents / carers, visitors and responders.                                                                                                                                                                                                                                                                                  |                    |
| W2  | Identify pupils who may require additional support: <ul style="list-style-type: none"> <li>• Those with Special Educational Needs (SEN)</li> <li>• Those with medical needs</li> <li>• Those with Personal Emergency Evacuation Plans (PEEPs)</li> <li>• Anyone who may be particularly vulnerable or badly affected (e.g. those who were involved in, or witnessed, the incident).</li> </ul> |                    |

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

| Ref | Welfare - recovery                                                                                                         | Tick / sign / time |
|-----|----------------------------------------------------------------------------------------------------------------------------|--------------------|
| W9  | Please refer to appendix 1 for information on welfare arrangements and post incident support after the emergency response. |                    |

## 3.8 Roles and responsibilities - Educational Visit Leader

| Ref | Educational visit leader - initial response                                                                                                                                                                                                                                                                                        | Tick / sign / time |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| E1  | Ascertain the whereabouts of all pupils and staff. Ensure the emergency services are aware of anyone who is unaccounted for.                                                                                                                                                                                                       |                    |
| E2  | Contact the Head teacher (or nominated emergency contact) to ask for support. Remember to clarify international dialling codes if abroad.                                                                                                                                                                                          |                    |
| E3  | Establish a basic overview of the incident. Ensure that accurate, factual information is available for those arriving on-scene.                                                                                                                                                                                                    |                    |
| E4  | Establish arrangements to meet the immediate welfare needs of pupils and staff.                                                                                                                                                                                                                                                    |                    |
| E5  | Identify pupils with Special Educational Needs (SEN) and anyone who may be particularly vulnerable. Inform the emergency services of any pupils or staff with known medical conditions or requirements.                                                                                                                            |                    |
| E6  | Ensure that a member of staff accompanies any pupils to hospital but remember the safety of everyone else, even if unharmed. Do not leave anybody on their own and try to maintain an adequate adult / pupil ratio.                                                                                                                |                    |
| E7  | Ensure other staff are briefed (and given tasks) on a regular basis. Ask staff to maintain a log of actions taken and decisions made.                                                                                                                                                                                              |                    |
| E8  | Keep a log of important information, actions taken and decisions made.                                                                                                                                                                                                                                                             |                    |
| E9  | Remember to retain any important items / documents. E.g.: <ul style="list-style-type: none"> <li>• Contact details</li> <li>• Consent forms (including medical and next-of-kin details)</li> <li>• Maps</li> <li>• Tickets</li> <li>• Insurance policies</li> <li>• Proof of identity</li> <li>• Passports (if abroad).</li> </ul> |                    |
| E10 | Avoid making comments to the media until parents / carers have been informed.                                                                                                                                                                                                                                                      |                    |
| E11 | Do not discuss legal liability with others.                                                                                                                                                                                                                                                                                        |                    |

| Ref' | Educational visit leader - ongoing response                                                                                                                                                                                          | Tick / sign / time |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| E12  | Continue to assess any risks to pupils and staff. Take action to prevent further harm if necessary.                                                                                                                                  |                    |
| E13  | Act as the main contact for co-ordination of the response and work closely with the Head teacher / nominated emergency contact. Continue to liaise with the emergency services and other organisations.                              |                    |
| E14  | Continue to brief staff and allocate tasks on a regular basis.                                                                                                                                                                       |                    |
| E15  | Monitor and reassure pupils. Make arrangements for the longer-term welfare needs of pupils and staff.                                                                                                                                |                    |
| E16  | Consult the Head teacher (or nominated emergency contact) about arrangements for notifying parents / carers and reuniting them with their children.                                                                                  |                    |
| E17  | Liaise with the tour operator / provider, if appropriate.                                                                                                                                                                            |                    |
| E18  | Try to obtain the names and contact details of any witnesses to the incident. If possible, obtain a written account from them.                                                                                                       |                    |
| E19  | If abroad, contact the Foreign & Commonwealth Office for support.                                                                                                                                                                    |                    |
| E20  | If abroad, check your insurance policy and seek insurance / legal advice before incurring any substantial expense (e.g. medical treatment).                                                                                          |                    |
| E21  | Retain any receipts / documentation for insurance purposes. E.g.: <ul style="list-style-type: none"> <li>Records of expenditure</li> <li>Medical certificates / hospital admission forms</li> <li>Police incident number.</li> </ul> |                    |
| E22  | Check that everyone who should have been notified of the incident has been informed. Remember that information given must be limited until the facts are clear and all parents / carers have been notified.                          |                    |
| E23  | Ask the Head teacher (or nominated emergency contact) to assist with developing a media statement, with support from other organisations as appropriate. Devise an ongoing strategy for dealing with media requests.                 |                    |
| E24  | Ask pupils and staff to avoid speculation when talking to the media. Try to prevent the spread of misinformation (especially through the use of mobile phones).                                                                      |                    |

| Ref' | Educational visit leader - recovery                                                                                           | Tick / sign / time |
|------|-------------------------------------------------------------------------------------------------------------------------------|--------------------|
| E25  | Please refer to appendix 1 for providing welfare arrangements and post incident support after the initial emergency response. |                    |
| E26  | Complete any necessary forms / paperwork.                                                                                     |                    |

## APPENDIX 1 - POST INCIDENT SUPPORT

| Ref | Post incident support - assistance for pupils and parents / carers                                                                                                                                                                                                                                                         | Tick / sign / time |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P1  | Introduce a strategy to monitor pupils and staff who may be particularly affected by the incident. Ensure that staff are aware of this strategy.                                                                                                                                                                           |                    |
| P2  | Offer pupils and staff the opportunity for psychological support and counselling. Ensure staff and pupils know that support is available and arrange access to these services as necessary.                                                                                                                                |                    |
| P3  | Consider which pupils need to be briefed, how, and by whom.                                                                                                                                                                                                                                                                |                    |
| P4  | Provide opportunities for pupils to discuss their experiences (e.g. promoting discussion during class, arranging a special lesson). Do not discourage pupils from talking about their experiences.                                                                                                                         |                    |
| P5  | Consider providing relevant books in the school library.                                                                                                                                                                                                                                                                   |                    |
| P6  | Arrange for a member of staff to visit those affected (at home or at hospital). Ask for consent from parents / carers before doing this.                                                                                                                                                                                   |                    |
| P7  | Make arrangements to express sympathy to those who have been hurt. Consider encouraging pupils to send cards / messages to those affected.                                                                                                                                                                                 |                    |
| P8  | Be sensitive about the demands practical issues might make on pupils (e.g. deadlines for coursework, imminent exams).                                                                                                                                                                                                      |                    |
| P9  | Send a letter to parents / carers with information on: <ul style="list-style-type: none"> <li>• The nature of the incident</li> <li>• How their child was notified of the incident</li> <li>• Arrangements for support organised by the school</li> <li>• Who to contact if they would like additional support.</li> </ul> |                    |
| P10 | Maintain regular contact with parents / carers.                                                                                                                                                                                                                                                                            |                    |
| P11 | Do not make public any sensitive / confidential information about individuals unless consent has been given by pupils and parents / carers.                                                                                                                                                                                |                    |
| P12 | Consider organising an event for parents / carers to discuss any issues or concerns they might have.                                                                                                                                                                                                                       |                    |
| P13 | If pupils who were particularly affected by the incident leave school (e.g. transferring from primary to secondary education) consider, sensitively and confidentially, notifying the Head teacher of the new school.                                                                                                      |                    |

| Ref' | Post incident support - general actions                                                                                                                                                          | Tick / sign / time |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P14  | Request support from educational professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate.           |                    |
| P15  | Consider requesting support from other organisations. E.g.: <ul style="list-style-type: none"> <li>• Teacher Support Network</li> <li>• Samaritans</li> <li>• Cruse Bereavement Care.</li> </ul> |                    |
| P16  | Manage any distress that could be caused by ongoing Police enquiries, legal proceedings and media attention.                                                                                     |                    |
| P17  | Cancel or rearrange any events which are inappropriate.                                                                                                                                          |                    |
| P18  | Plan appropriate support for staff to enable them to cope with any questions or discussions pupils might have about the incident.                                                                |                    |
| P19  | Ensure that any new roles given to staff do not place too great a burden. Over time, staff may need to be relieved of any additional responsibilities given to them.                             |                    |
| P20  | Ensure that new staff are aware of the incident, which pupils were involved and how they were affected.                                                                                          |                    |
| P21  | Consider any actions which can be taken to support the local community if affected by the incident (e.g. fund raising).                                                                          |                    |

| Ref' | Post incident support - returning after a period of absence                                                                                                                                                                                                                                             | Tick / sign / time |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P22  | Negotiate with parents / carers a suitable date for returning to school after a period of absence.                                                                                                                                                                                                      |                    |
| P23  | Consider if any additional support could be provided which would make the return easier. E.g.: <ul style="list-style-type: none"> <li>• Initial part-time attendance</li> <li>• Alternative methods of teaching</li> <li>• A sanctuary that pupils could use if upset during the school day.</li> </ul> |                    |
| P24  | Brief pupils who may be able to help in the process of resettling (e.g. close friends).                                                                                                                                                                                                                 |                    |
| P25  | Ensure that all staff are aware of the need for sensitivity. Put in place special arrangements for: <ul style="list-style-type: none"> <li>• Missed work</li> <li>• Rescheduling projects</li> <li>• Exams.</li> </ul>                                                                                  |                    |

| Ref' | Post incident support - funeral arrangements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tick / sign / time |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P26  | Contact bereaved families to express sympathy on behalf of the school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |
| P27  | Take account of religious and cultural factors (e.g. some faiths wish to hold funerals within 24 hours of death). Consider contacting religious leaders within the community for support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                    |
| P28  | <p>Consult parents / carers sensitively about funeral arrangements. Try to establish if representatives from the school will be invited to the service. It may be useful to consider:</p> <ul style="list-style-type: none"> <li>• Closing the school on the day of the funeral as a mark of respect</li> <li>• A senior member of staff attending the funeral on behalf of the school</li> <li>• If staff and pupils can be allowed time off school to attend the funeral</li> <li>• Providing transport to take pupils and staff to the funeral</li> <li>• Providing pupils with information about what happens at funerals</li> <li>• Arranging floral tributes and / or donations.</li> </ul> |                    |

| Ref' | Post incident support - remembrance                                                                                                                                                                                                                                                                                                                                                                             | Tick / sign / time |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P29  | <p>Taking into account the wishes of the family, consider providing a suitable memorial at the school:</p> <ul style="list-style-type: none"> <li>• Garden</li> <li>• Seating area / bench</li> <li>• Tree</li> <li>• Book of condolence</li> <li>• Fountain</li> <li>• Sculpture</li> <li>• Painting</li> <li>• Photograph</li> <li>• Prize (e.g. a sporting / academic trophy for older children).</li> </ul> |                    |
| P30  | <p>Be aware of important dates which may need to be prepared for. E.g.:</p> <ul style="list-style-type: none"> <li>• Birthdays</li> <li>• Christmas</li> <li>• Mother's day</li> <li>• Father's day</li> <li>• Anniversary of the event.</li> </ul>                                                                                                                                                             |                    |
| P31  | <p>Discuss with governors, staff, parents / carers and pupils how to mark anniversaries and other important dates. E.g.:</p> <ul style="list-style-type: none"> <li>• Commemorative service</li> <li>• Special assembly</li> <li>• Concert</li> <li>• Display</li> <li>• Sports event.</li> </ul>                                                                                                               |                    |
| P32  | Be aware of renewed media interest near anniversaries of the event.                                                                                                                                                                                                                                                                                                                                             |                    |

## APPENDIX 2 - BUSINESS CONTINUITY

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

| Paper-based records                     | Where are they stored?                                                                           | Effect of loss<br>(short-term, medium-term, long-term)                                             | Back-up measures /<br>restorative arrangements                          |
|-----------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Coursework                              | At pupils homes/sticks/in school offices/network                                                 | Long term if paper-based                                                                           | Call exam boards                                                        |
| Examination papers                      | Exams Office Safe                                                                                | Short term if exams not completed, medium term if completed papers not sent off (re-sits required) | Send new batch of papers, or re-sit exams, seek advice from exam boards |
| Asset registers / equipment inventories | Online at <a href="http://www.parago.co.uk">www.parago.co.uk</a>                                 | None – online – accessible in the cloud                                                            | N/A                                                                     |
| Insurance documentation                 | LBTH Insurance services and online T/Admin/Bursar/Insurance/on board outside Premises/SBM office | No loss – held online and at Insurers                                                              | N/A                                                                     |

| Electronic records    | Where are they stored?                                                                                                                      | Effect of loss<br>(short-term, medium-term, long-term) | Back-up measures /<br>restorative arrangements |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|------------------------------------------------|
| Coursework            | Pupils own sticks/network/school offices/Google Classroom                                                                                   |                                                        | Pupils should save all coursework              |
| Contact details       | Staff & Pupil details held in SIMS contractor details see contacts log filed electronically on contracts register in Premises files online. | None – held online                                     | N/A                                            |
| Financial information | SAGE – backed up daily – held in the cloud                                                                                                  | None – held online                                     | N/A                                            |

|                      |                                                              |                                                                                                              |                           |
|----------------------|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------|
| Staff work on drives | Drives back up to Microsoft Office in the Cloud and on site. | None – held online Office 365 Sharepoint                                                                     | N/A                       |
| Medical information  | MIS (SIMS) and hard copy                                     | Short term if paper copies lost.<br>Long term if MIS fails, but this has back ups in house and in the Cloud. | N/A – held electronically |

| Remote learning    | Notes / instructions                                                          |
|--------------------|-------------------------------------------------------------------------------|
| Website / extranet | <a href="http://www.swanlea.co.uk">www.swanlea.co.uk</a> and Google Classroom |
| Email              | N/A                                                                           |
| Post               | N/A                                                                           |

## APPENDIX 3 - SITE INFORMATION

| Utility supplies  | Location                                                  | Notes / instructions      |
|-------------------|-----------------------------------------------------------|---------------------------|
| Gas               | Gas and water Intake Cupboard near Black Durward St gates | Premises Team have access |
| Water             | Gas and water Intake Cupboard near Black Durward St gates | Premises Team have access |
| Electricity       | Electricity Intake Cupboard (next to Gas Intake Cupboard) | Premises Team have access |
| Heating (Boilers) | South and North side boiler houses                        | Premises Team have access |

| Internal hazards  | Location                                                                | Notes / instructions                                                                           |
|-------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Asbestos          | NONE                                                                    |                                                                                                |
| Chemical store(s) | Chemical store container behind sports hall<br>Science Prep Room (1/007 | Premises only have access<br><br>Science Teachers and Technicians and Premises/SLT have access |

| Pre-designated areas | Location                                                      | Notes / instructions |
|----------------------|---------------------------------------------------------------|----------------------|
| SEMT briefing area   | Conference Room. 2 <sup>nd</sup> option will be Parents' Room |                      |
| Media briefing area  | Reception Area or Assembly Hall (if allowed onsite)           |                      |

## APPENDIX 4 - EVACUATION

| Signals                       |                                                                                                                             |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Signal for fire evacuation    | Normal fire drill message voiceover                                                                                         |
| Signal for bomb evacuation    | As above, but a member of SEMT in playground diverting them straight to our external evacuation site in Collingwood Gardens |
| Signal for all-clear          | Emergency Services/Facilities Manager will advise Head teacher on All Clear                                                 |
| Signal for Emergency Lockdown | 3 beeps, Code 99 – repeats every 30 seconds                                                                                 |

| Assembly points - fire evacuation |                                |
|-----------------------------------|--------------------------------|
| Fire evacuation assembly point A  | Playground (internal)          |
| Fire evacuation assembly point B  | Collingwood Gardens (external) |

| Assembly points - bomb evacuation |                                                                            |
|-----------------------------------|----------------------------------------------------------------------------|
| Bomb evacuation assembly point A  | Same as above                                                              |
| Bomb evacuation assembly point B  | Same As above / Stewart Headlam School if Collingwood Gardens is not safe. |

If the school has been evacuated and pupils are not able to return to school (or go home) it may be possible to relocate temporarily to another building (e.g. buddy school or place of safety).

| Pre-identified buddy school / place of safety / rest centre |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of premise                                             | Stewart Headlam School                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Type of premise                                             | Primary School                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Contact name and details of key holder(s)                   | Executive Head Teacher – 0207 247 1201 – Judy Knappett<br>Head of School – Nilufar Chowdhury                                                                                                                                                                                                                                                                                                                                                                                                   |
| Address                                                     | Tapp Street, London E1 5RE                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Directions / map                                            | <a href="https://www.google.co.uk/maps/place/Tapp+St,+London+E1+5RE/data=!4m2!3m1!1s0x48761ccfd6cd0cd:0x85e39ce67517d7b3?sa=X&amp;ved=0ahUKEwjN7o-25IfRAhXJJcAKHdiDDXsQ8gEIGTAA">https://www.google.co.uk/maps/place/Tapp+St,+London+E1+5RE/data=!4m2!3m1!1s0x48761ccfd6cd0cd:0x85e39ce67517d7b3?sa=X&amp;ved=0ahUKEwjN7o-25IfRAhXJJcAKHdiDDXsQ8gEIGTAA</a><br><br>Turn left out of Swanlea School towards Merceron Street, turn right at Somerford Street, Stewart Headlam Street is on left. |

|                                               |                                                                                           |
|-----------------------------------------------|-------------------------------------------------------------------------------------------|
| Estimated travel time (walking, with pupils)  | 3 mins' walk                                                                              |
| Estimated travel time (by coach, with pupils) | N/A                                                                                       |
| Capacity                                      | Pupils must be sent home from the Stewart Headlam playground as no capacity for teaching. |
| Capacity (sleeping)                           | Majority of pupils live locally.                                                          |
| Facilities / resources                        | Primary School                                                                            |
| Notes                                         |                                                                                           |

## APPENDIX 5 - SHELTER

| Signals              |                                                               |
|----------------------|---------------------------------------------------------------|
| Signal for shelter   | Tannoy voiceover- invac message to remain inside the building |
| Signal for all-clear | Tannoy voiceover                                              |

Upon hearing the shelter signal, take the action below.

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

## APPENDIX 6 - LOCKDOWN

| Signals              |                                  |
|----------------------|----------------------------------|
| Signal for lockdown  | Tannoy voiceover – invac message |
| Signal for all-clear | Tannoy voiceover                 |

| Lockdown                                                      |                                                                                                                                                                  |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rooms most suitable for lockdown                              | Sports Hall, Dance Studio, Assembly Hall, Gym, Restaurant                                                                                                        |
| Entrance points (e.g. doors, windows) which should be secured | Set access system to lock or manually lock them                                                                                                                  |
| Communication arrangements                                    | <ul style="list-style-type: none"> <li>• Two-way radios</li> <li>• Classroom telephones</li> <li>• Mobile phones</li> <li>• Instant messaging / email</li> </ul> |
| Notes                                                         |                                                                                                                                                                  |

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

| Ref' | Initial response - lockdown                                                                                                                                                                                                                                                                                                                                                         | Tick / sign / time |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| L1   | Ensure all pupils are inside the school building. Alternatively, ask pupils to hide or disperse if this will improve their safety.                                                                                                                                                                                                                                                  |                    |
| L2   | Lock / secure entrance points (e.g. doors, windows) to prevent the intruder entering the building.                                                                                                                                                                                                                                                                                  |                    |
| L3   | Dial 999. Dial once for each emergency service that you require.                                                                                                                                                                                                                                                                                                                    |                    |
| L4   | Ensure people take action to increase protection from attack: <ul style="list-style-type: none"> <li>• Block access points (e.g. move furniture to obstruct doorways)</li> <li>• Sit on the floor, under tables or against a wall</li> <li>• Keep out of sight</li> <li>• Draw curtains / blinds</li> <li>• Turn off lights</li> <li>• Stay away from windows and doors.</li> </ul> |                    |
| L5   | Ensure that pupils, staff and visitors are aware of an exit point in case the intruder does manage to gain access.                                                                                                                                                                                                                                                                  |                    |
| L6   | If possible, check for missing / injured pupils, staff and visitors.                                                                                                                                                                                                                                                                                                                |                    |
| L7   | Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.                                                                                                                                                                                                                                                                              |                    |

## APPENDIX 7 - SCHOOL CLOSURE

| Ref' | Generic actions - initial response                                                                                                                                                                                                                                                                                                      | Tick / sign / time |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| SC1  | Assess the need for closure. Consider whether any mitigation measures are possible, such as: <ul style="list-style-type: none"> <li>Partially opening the school to some pupils</li> <li>Asking a buddy school for assistance</li> <li>Purchasing infection control supplies (in the event of a public health incident).</li> </ul>     |                    |
| SC2  | If necessary, assemble an SEMT.                                                                                                                                                                                                                                                                                                         |                    |
| SC3  | Seek support from other organisations (e.g. the local authority) as appropriate.                                                                                                                                                                                                                                                        |                    |
| SC4  | Ensure that everyone who needs to be aware of the closure is notified, using the most suitable options in appendix 6. It may be appropriate to inform: <ul style="list-style-type: none"> <li>Pupils</li> <li>Parents / carers</li> <li>Staff</li> <li>Governors</li> <li>Local radio stations</li> <li>The local authority.</li> </ul> |                    |
| SC5  | If the closure takes place during the school day, arrange transport for pupils as necessary.                                                                                                                                                                                                                                            |                    |
| SC6  | If the closure takes place outside school hours, at least one member of staff should be present at the school entrance at the beginning of the school day, to ensure that any pupils who do arrive are informed of the closure, and to check pupils are able to return home safely.                                                     |                    |
| SC7  | Make alternative arrangements for exams if necessary.                                                                                                                                                                                                                                                                                   |                    |

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

| Ref' | Generic actions - ongoing response                                                                                                                     | Tick / sign / time |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| SC8  | Ensure pupils, parents / carers, governors and the media are regularly informed of developments.                                                       |                    |
| SC9  | Consider how pupils with Special Educational Needs (SEN) or medical needs may be affected if the school remains closed for an extended period of time. |                    |
| SC10 | Ensure the security of the school premises.                                                                                                            |                    |
| SC11 | Put in place arrangements for remote learning (please see appendix 2).                                                                                 |                    |

## APPENDIX 8 - COMMUNICATIONS

| Designated telephone lines                                                | Contact number | Location of telephone           |
|---------------------------------------------------------------------------|----------------|---------------------------------|
| Incoming calls                                                            | 020 7365 3267  | Reception                       |
| Outgoing calls                                                            | 020 7365 3267  | Any offices/throughout building |
| Reception Office Mobile (if internet lines are down for VOIP switchboard) | 07902 355755   | Reception Area                  |

All relevant parties should be updated at regular intervals on the incident; even if no significant developments have occurred since the last time of contact.

| Methods of communication  | Notes / instructions                                                                                                                                                                                              |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Answer phone              | <ul style="list-style-type: none"> <li>• Example of pre-recorded message</li> <li>• Instructions on setting to 'message only' mode</li> <li>• Can it be updated remotely or only from the school site?</li> </ul> |
| School website / extranet | <ul style="list-style-type: none"> <li>• Log-in details</li> <li>• Who is authorised / trained to edit the website?</li> <li>• Can it be updated remotely or only from the school site?</li> </ul>                |
| Text messaging system     | <ul style="list-style-type: none"> <li>• Log-in details</li> <li>• Who is authorised / trained to use the text messaging system?</li> <li>• Can it be used remotely or only from the school site?</li> </ul>      |
| Local radio stations      | <ul style="list-style-type: none"> <li>• Instructions for reporting school closures.</li> </ul>                                                                                                                   |
| Telephone tree            | Will be coordinated between SLG members                                                                                                                                                                           |
| Sign at school entrance   | To be put up by Office Manager or Facilities Manager                                                                                                                                                              |
| Newsletter                |                                                                                                                                                                                                                   |
| Email                     | Office Team can send out emails to all staff/parents via SIMS                                                                                                                                                     |
| Letter                    |                                                                                                                                                                                                                   |
| School notice board       |                                                                                                                                                                                                                   |

Preferred methods of communication are included below (although these may change depending on the exact nature of the incident).

| Group            | Preferred method of contact                                         | Contact details are available from |
|------------------|---------------------------------------------------------------------|------------------------------------|
| Pupils           | If in school, by tannoy, Tutors, LCOs                               | N/A                                |
| Parents / carers | Text to parents plus email (can be done remotely via SIMS In Touch) | Kept in the cloud in SIMS          |

|                   |                                                                                                                        |  |
|-------------------|------------------------------------------------------------------------------------------------------------------------|--|
| Governors         | Chair and Resources Chair info available via School Office or Headteacher, Headteacher's PA or School Business Manager |  |
| Extended services | See contacts log in this policy and on Contacts Register in The Key (accessible remotely)                              |  |

# APPENDIX 9 - BOMB THREATS

---

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

Time of call:

Telephone number you were contacted on:

Exact wording of the threat:

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

Where is the bomb right now?

What will cause it to explode?

When will it explode?

Did you place the bomb? If so, why?

What does it look like?

What is your name?

What kind of bomb is it?

What is your telephone number?

What is your address?

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

Did dialling 1471 work?

Time the call ended:

+ **Contact the Police (999) and Head teacher / nominee immediately.**

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

What gender was the caller?

- ☐ Male  
☐ Female

Approximately how old was the caller?

.....

What type of accent?

.....

Did the caller use a codeword?

.....

Did the caller sound familiar?

.....

What sort of voice did the caller have?

- |                                    |                                        |                                     |
|------------------------------------|----------------------------------------|-------------------------------------|
| <input type="checkbox"/> Normal    | <input type="checkbox"/> Well spoken   | <input type="checkbox"/> Impediment |
| <input type="checkbox"/> Loud      | <input type="checkbox"/> Poorly spoken | <input type="checkbox"/> Stutter    |
| <input type="checkbox"/> Quiet     | <input type="checkbox"/> Deep          | <input type="checkbox"/> Lisp       |
| <input type="checkbox"/> Whispered | <input type="checkbox"/> High pitched  | <input type="checkbox"/> Slurred    |
| <input type="checkbox"/> Clear     | <input type="checkbox"/> Hoarse        | <input type="checkbox"/> Other      |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Nasal         |                                     |

At what pace did the caller speak?

- |                                 |                                |                               |
|---------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Quick | <input type="checkbox"/> Slow |
|---------------------------------|--------------------------------|-------------------------------|

What manner did the caller have?

- |                                   |                                     |                                    |
|-----------------------------------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Normal   | <input type="checkbox"/> Upset      | <input type="checkbox"/> Irritated |
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Angry      | <input type="checkbox"/> Muddled   |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Rational   | <input type="checkbox"/> Other     |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Irrational |                                    |

Were there any distinguishable background noises?

.....

.....

Notes:

.....

## **ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT SENT VIA EMAIL OR SOCIAL MEDIA:**

- Do not reply to, forward or delete the message
- If sent via email, note the address
- If sent via social media, what application has been used and what is the username/ID?
- Dial 999 and follow police guidance
- Preserve all web log files to help police investigation (as a guide, 7 days prior to the threat message and 48 hours after)

**SAVE AND PRINT – HAND COPY TO POLICE**

## APPENDIX 10 - SUSPICIOUS PACKAGES

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

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

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

| Ref' | Initial response - upon receiving a suspicious package                                                                                                                                                                                                                                                        | Tick / sign / time |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| SP1  | Remain calm.                                                                                                                                                                                                                                                                                                  |                    |
| SP2  | Put the letter / package down gently and walk away from it: <ul style="list-style-type: none"> <li>• Do not touch the package further</li> <li>• Do not move it to another location</li> <li>• Do not put the package into anything (including water)</li> <li>• Do not put anything on top of it.</li> </ul> |                    |
| SP3  | Note its exact location.                                                                                                                                                                                                                                                                                      |                    |
| SP4  | Evacuate the building, keeping people away from the room as far as possible. Ensure that any assembly points are located away from the danger of flying glass.                                                                                                                                                |                    |
| SP5  | Notify the Police (999) and the Head teacher / nominated emergency contact immediately.                                                                                                                                                                                                                       |                    |
| SP6  | Do not use mobile phones, two-way radios or sound the alarm using the break glass call points.                                                                                                                                                                                                                |                    |

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

| Ref' | Initial response - if exposed to a potentially hazardous substance                                                                                                                                 | Tick / sign / time |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| SP7  | Keep all persons exposed to the material separate from others, and available for medical examination. Ask them to remain calm and avoid touching their eyes, nose or any other part of their body. |                    |
| SP8  | Ensure that ventilation / air circulation systems in the building have been turned off and that all doors (including internal fire doors) and windows have been closed.                            |                    |
| SP9  | Anyone experiencing symptoms of chemical exposure (e.g. streaming eyes, coughs and irritated skin) should seek medical attention urgently.                                                         |                    |

## APPENDIX 11 - LOG-KEEPING GUIDELINES

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | Thursday, 19/05/2011                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7.40pm | Received call from Jane Sutcliffe at the council. Report of a fire at school (although she's unsure which parts of the building are affected). Police and fire service are on-scene. Jane offered to send someone to the school to assist with the response - I gave her my mobile number and she'll let me know who will attend. I'll contact Philip Healy (caretaker) and we'll aim to arrive at school within half an hour. |
| 7.50pm | Rang Philip. Number engaged.                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7.55pm | Rang Philip. Told him about the situation and asked him to meet me at the school entrance as soon as possible. He'll be there for 8.15pm.                                                                                                                                                                                                                                                                                      |
| 8.05pm | Received text message from Jane - someone from her team (Andrew Taylor) will meet us at the entrance in about 10 / 15 minutes. Mobile number for Andrew: <del>07802 388</del> 07802 338 202.                                                                                                                                                                                                                                   |
| 8.20pm | Arrived at school, Philip and Andrew already there. Spoke to fire officer - one classroom ablaze, adjacent ones likely to be severely affected by smoke damage. Unsure of the cause but arson can't be ruled out at the moment. We'll have to close the school tomorrow. Also need to arrange a site visit in the morning (provisional time 8am).                                                                              |
| 8.40pm | Informed Anna Hughes (deputy headteacher) about the incident. Asked her to notify parents / carers that the school will be closed tomorrow. She'll arrange for other staff and governors to be told and put a notice on the school website. I'll contact the radio stations.                                                                                                                                                   |

Notes should be recorded in chronological order.

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

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

