



NUTFIELD CHURCH PRIMARY SCHOOL

EMERGENCY PLAN

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

If there is an EMERGENCY right now:

ONSITE GO TO 3.1 Notification of Incident, **Page 8**

OFFSITE GO TO 3.3 Operation Duke, **Page 10**

Plan Admin	
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SECTION 1- INTRODUCTION

The aim of this plan is to give guidance to schools on how to effectively respond to and manage emergencies. It should allow them to coordinate the response and ensure continuity of their services.

The plan relates to:

- a) An event which threatens the safety of children and/or staff, or a crisis which might affect the public reputation of the school,
- b) Where the head teacher believes that the school would benefit from receiving additional (external) support for an incident affecting the school,
- c) Where the community in which the school is based is affected by an emergency.

The plan provides generic guidance on the actions that should be considered by the head teacher and school emergency management teams (SEMT), in the case of an emergency in the school or local community, or on an educational visit.

Any emergency affecting a school may afterwards be the subject of a detailed inquiry. It is important that accurate written records are kept, and that no piece of information about either the planning or the response to the incident is lost. Records may also be in the form of a recording made via a telephone or on an answer machine. The records should be retained after the incident for future reference.

Aims and Principles

The school is committed to providing a safe and secure environment for pupils, staff, parents/carers and any visitors involved in school related activities.

The aim of this plan is to enable this school to provide a structured response to a critical incident or major emergency and to manage and co-ordinate such emergency with the safety of pupils and staff as paramount, whether on or off site; and takes account of actions to be taken to ensure continuity of service.

In considering our policy and the detailed procedures that support it the following issues have been taken into account:

- Staff and governor awareness of their roles and responsibilities
- Clear communication channels for parents/carers, staff and external support services
- Compliance with current safety legislation
- Actions aimed at containing incidents to minimise escalation
- Support for those involved or affected by the incident
- Actions to facilitate future recovery – emotional and functional
- Use of external agencies where appropriate such as the LA, Southwark Diocesan Board of Education, Strictly Education 4S, and the Emergency Services

SECTION 2- CONTACT DETAILS

2.1 School Information

Name Of School	Nutfield Church (C of E) Primary School
Type Of School	Voluntary aided school
School Address	59 Mid Street South Nutfield Redhill Surrey RH1 4JJ
Operating hours (including extended services)	7:45am – 5:30pm
Approx number of staff	27
Approx number of students	202
Age range of students	5 to 11

2.2 Contact Details- School Emergency Management Team

SEMT Role	Name	Business as Usual (BAU) Role	School Ext.	Mobile	Home	Key Holder?
Lead Coordinator Communications & Media Management	Imogen Woods	Headteacher	01737 823239	07979 812715	-	Yes
Welfare Lead Coordinator	Anna Benjamin	Deputy Headteacher	01737 823239	07921 287659	-	Yes
Welfare	Katharine Brooks	Curriculum & Assessment Lead	01737 823239	07837 612396	-	No
Continuity and Recovery Premises and Resources Administrative Support	Daniel Walker-Cheetham	School Business Manager	01737 823239	07711 090738	-	Yes
Continuity and Recovery Premises and Resources Administrative Support	Serena Fowler	School Office Manager	01737 823239	07429 248550	01737 821544	No
Continuity and Recovery Administrative Support	Carmela Charalambous	School Office Assistant	01737 823239	07917 060584	-	No
Premises and Resources	Fred Kolndreu	Premises Manager	01737 823239	07906 905405	01737 822913	Yes

2.3 Other School Contacts

e.g. teachers/essential staff who do not make up a part of the central SEMT, but may be needed during an incident.

Name	BAU Role	School Ext.	Mobile	Home	Key Holder?
Sam Nicholls	Chair of Governors	-	-	01737 823209	No
Jane Vorster	Vice Chair Foundation Governor	-	07512 414741	01737 823206	No

2.4 External Contacts

(NOT TO BE SHARED PUBLICLY)

Role	Name & Landline & Mobile
The Diocese of Southwark	020 7939 9400
Area Schools Officer (ASO) - South East	Ann Panton – 07976924186 ann.panton@surreycc.gov.uk
SCC Emergency Management Duty Officer	07831473039
SCC Emergency Management Team (office hours only)	020 8541 9160
SCC Property helpdesk	Via ASO
SCC Contact Centre	Via ASO
SCC County Press Office	Via ASO
Buddy establishments	Christ Church, Kings Cross Lane, South Nutfield, Surrey, RH1 5NG Vicar: Revd Len Abrams - 01737 822211
School Insurance company	Block Property Insurance – Aston Lark, 01420 81488 PLI and Employers Liability – Zurich via Surrey County Council
Teacher Support Network (trained support and counsellors available 24hrs)	08000 562 561
Health and Safety Executive - to report fatalities and major incidents only	http://www.hse.gov.uk/riddor/report.htm
Advisory Team	0345 300 9923
The Foreign Office (links with British Consulates etc)	020 7008 1500
Met Office	0370 900 100
Water supplier	SES Business Water - 0203 750 9300 Account number: 162314-X Meter number: 08423715

Gas board	Total Gas & Power - 0333 003 7874 Emergency: 0800 111 999 Account number: 3006653430 MPR number: 588074503
Electricity supplier	EDF Energy – 0845 366 3664 Account number: 7177184487 MPAN number: 1900047310958
Contractors: electricians	Buchanan & Curwen - 01372 373481 RobLambourn@b-and-c.co.uk
Contractors: plumbers	Advanced Control Solutions Ltd - 01483 237812 Office@ACS-SouthEast.com
IT consultant	JSPC Computer Services – 0190 376 7122 Frootes Media (Website) – Tony Cavallo, 07701 021649
Key suppliers (i.e. catering)	Twelve15 – 0137 283 2370 / 71
External organisations who use your premises for after school activities and other events.	Sweatbands – Sam Harding, 07808 268 836 Supreme Sports – James Fletcher, 0188 333 8305

2.5 Other Organisations

Organisation	Contact Details	Notes
Police	999 (emergency) 101 (non-emergency)	24 hour
Fire and Rescue	999 (emergency)	24 hour
Ambulance	999 (emergency)	24 hour
NHS	111 (non-emergency)	24 hour
Department for Education	03700002288	Office hours, general enquiries
Foreign Commonwealth and Development Office	02070081500	24 hour consular assistance. If abroad call +442070081500
Environment Agency	08459881188	24 hour flood line
Met Office	03709000100	24 hour weather desk
Health and Safety Executive	08453009923	Office hours, incident contact centre
Education Support	08000562561	24 hour. Can provide practical and emotional support to staff and their families in the education sector.

2.6 Blank Contacts List

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

[illegible]

SECTION 3- ACTIVATION

3.1 Notification of Incident

If appropriate, you should call 999 for the police, fire or ambulance service.

Information about an incident may come from a number of sources (for example a member of staff, pupil, parent/carers, member of the public, the local authority etc).

Whoever receives the alert should ask for and record as much information as possible.

3.1.1 Incident Form

Upon completion, immediately inform Imogen Woods, Headteacher.

Date/Time	
Exact Location of Incident	
Type of Incident (including actual words from informant)	
Hazards present or suspected	
Access- routes that are safe to use	
Number, type, severity of casualties	
Who else has been informed?	
Who should now be informed?	
Any action taken so far	
Name and contact of person on scene	
Key contacts (may need to add to blank contacts list in section 2.6)	
Name of person informing of incident	

3.2 Initial Action

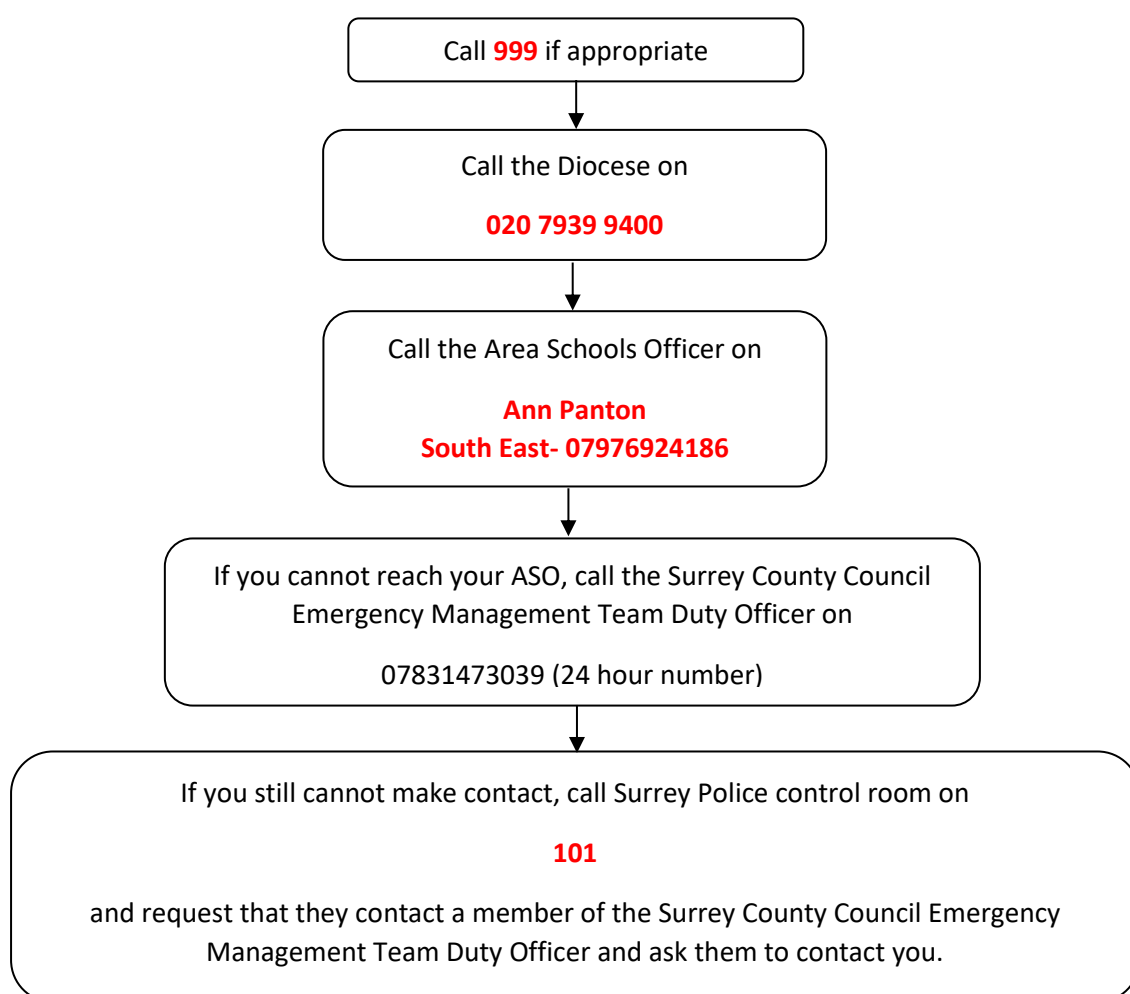
If neither the Headteacher nor nominee are able to respond (i.e. if they are involved in the incident), then the senior person present must follow the instructions of initial action below.

3.2.1 Priorities

- Assess the situation
- Take immediate action to safeguard pupils, staff and visitors
- Attend to any casualties and administer first aid, if appropriate.
- If needed, dial 999 for the emergency services and provide them with an overview of the situation.

3.2.2 Call Cascade

These numbers should only be used in an emergency. Do not give them to the press, parents, carers, or public.



If the incident is off site e.g. on a school trip, then refer to Section 3.3 Operation Duke

3.2.3 Next Steps

- Gather any equipment that may be useful (e.g. first aid kit, grab bag)
- Continue to log all communications and actions
- Notify school staff. If needed, assemble a School Emergency Management Team (SEMT) to assist in the response
- Refer to the list of emergency contact numbers in Section 2 for additional support if required
- If possible, avoid closing the school and try to maintain normal routines.

3.3 Operation Duke

3.3.1 Activation

The trip will have **party leader** who travels with the group, and a nominated school duty officer, usually the head teacher or a senior member of staff back at the school.

It is important however that all staff on the trip are familiar with Operation Duke in case that the Party leader is unable to manage this process (i.e., involved in the incident themselves). **Operation Duke cards can be completed by and should be made available to all staff on the trip.**

The party leader will contact the school duty officer or the SCC Emergency management duty officer and will provide them with the information needed to fill in the form in Section 3.3.2.

3.3.2 Initial Actions by School Duty Officer

1. Start a log: maintain a written record of your actions.
2. Offer reassurance and support. Be aware that all involved in the incident, those at the school, and you, may be experiencing shock or panic.
3. Contact Surrey County Council Emergency Management Team Duty Officer and the share the following information:
 - Full Name
 - Contact telephone numbers
 - Name of the Group involved
 - Nature of the incident
 - If a fatality is involved, is it confirmed, and by whom?
 - Full name(s) and ages of the injured
 - Nature of injuries
 - Whether local emergency services have been informed
 - The name and number of the unobtainable School Party Duty Officer
4. Follow Operation Duke procedures as per action card 3

3.3.2 Operation Duke Card

Name:	Status:	Telephone number:	Additional Tel number(s):
Name of group involved			
Location and exact nature of incident			
Is a fatality involved? Confirmed? By whom?			
People affected	Full Name(s) & Age(s)	Exact nature of Injuries	
Local emergency services informed?			
Next of kin informed? If so, how?			
Any contact with British Embassy?			
Any contact with Foreign and Commonwealth Office?			
Any contact with Red Cross? If relevant (British Red Cross may be able to link into the Red Cross for the Country concerned who may be able to support with locating of missing persons and welfare).			
Where the affected people are / will be taken to			
Names and locations of hospitals involved			
Number of people on the visit	Pupils	Teachers	Other adults
Arrangements for pupils not directly involved in the incident			
Any ongoing risk? (i.e. conflict still occurring)			

SECTION 4- SCHOOL EMERGENCY MANAGEMENT TEAM

Please see Section 6 for Key Contacts

Please see action cards 1 and 2 for a detailed list of actions

The head teacher, or a pre agreed nominee (in her absence), will take overall responsibility for the schools response to the emergency. They should be supported by a school emergency management team (SEMT) and called together as soon as an incident occurs.

4.1 Roles and Responsibilities

Role	Role Overview	Responsibilities	Staff responsible	Named Staff (Primary)	Named Staff (Secondary)
Lead Coordinator	Directs the school's response to the emergency	- Lead the response, assign roles and delegate tasks to appropriate staff - Set the strategy (i.e. lock down or evacuation) - Central contact point for information both internally and externally BUT leave most of the communications and disseminating information tasks to the person allocated to that role - Ensure relevant authorities are informed of the incident (Health and Safety Executive)	Headteacher / Deputy Headteacher	Imogen Woods	Anna Benjamin / Katharine Brooks
Welfare	Focuses on the physical and emotional wellbeing and safety of both pupils/students and staff (evacuation etc) If the incident is out of hours there may not be any immediate welfare actions however there may be a longer-term need for a welfare coordinator to help coordinate post-incident care and support.	- Lead on the safe movement of all staff and pupils. - Ensure (as reasonably possible) safe shelter and basic needs met. - Deploy educational psychologists (if safe to do so) - Ensure that SEMT members take time out as appropriate - Establish a debriefing process	Headteacher / Deputy Headteacher / Senior Teachers	Imogen Woods / Anna Benjamin	Katharine Brooks / Charlotte Cordey / Encarna Cox / Natalie Rutter
Communications and Media Management	Communicate with pupils, parents/carers and visitors. SCC media team should be able to advise.	- Lead on updates to web, school phone voicemails and text messages to parent/carers. - Manage incoming calls from media and members of the public and if applicable direct	Headteacher / School Business Manager / School Office Manager / School Office Assistant	Imogen Woods	Daniel Walker-Cheetham / Serena Fowler / Carmela Charalambous

		media enquiries to SCC Media Team.			
Continuity and Recovery	Identifies any critical areas (insurance, IT servers etc.) that may be affected during/after incident	• Lead on business continuity for school e.g. retrieve and restore data from backup tapes/systems • Focus on alternative arrangements (i.e. alternative buildings) and liaise with insurance for any new equipment or furniture needed. • Liaise with the relevant SCC Area School Officer regarding long term school closure if applicable • Responsible for the salvage of critical documents/equipment if this can be done safely • Possess a list of critical items	School Business Manager / School Office Manager / School Office Assistant	Daniel Walker-Cheetham	Serena Fowler / Carmela Charalambous
Premises and Resources	School site management Location arrangements for visitors, SEMT	• Lead on property management, ensure access for relevant individuals. • Has knowledge of the site, access and exit points • Knows how to shut electricity, gas and water supplies to make the site as safe and secure as possible. • Compile a list of damages property or resources for insurance purposes. • Procure resources to respond to the emergency if required, liaising with SCC as required	School Business Manager / Premises Manager / School Office Manager	Daniel Walker-Cheetham	Fred Kolndreu / Serena Fowler
Administrative Support	Provide generic administrative support	• Keep a record of costs incurred by the school or individuals • Maintain an incident log • Ensure that SEMT's decisions are recorded	School Business Manager / School Office Manager / School Office Assistant	Daniel Walker-Cheetham	Serena Fowler / Carmela Charalambous

4.2 Co-ordination room for SEMT

This is the location where the SEMT will congregate following an incident

Primary Location	School Office
2nd Location	Headteachers Office
Off-site	Christ Church, South Nutfield

4.3 Grab Bags

Location of grab bags:

- Each classroom on the back of their cupboard door
- Library/kitchen
- KS2 corridor (on wall between Hall and Resources Area)
- School Business Manager's Office

Contents of grab bags:

Classrooms and Library/kitchen	KS2 Corridor	School Business Manager's Office
– Attendance registers for the class – Parent/carers contact list for pupils in the class – Mini first aid kit – High visibility jacket	– Emergency plan – Floor plans – Baby wipes – Emergency foil blankets – First aid bag – Sick bags – Wind-up torch – Notepad – Whistle – Pens – Pencils – High visibility jacket	– Master keys (front door, pedestrian gate and vehicle gate) (x2) – Christ Church door key – Emergency plan – Floor plans – Attendance registers for all classrooms – Parent/carers contact details for all pupils – Staff contact details with next of kin details – Drawstring bag – Baby wipes – Emergency foil blankets – First aid bag – Sick bags – Wind-up torch – Notepad – Whistle – Pens – Pencils – Wire/fence cutters (x2) – High visibility jacket

4.4 Additional Support from Surrey Partners

The SEMT should access this support via Area Schools Officer (ASO) or if unavailable via Surrey County Council's Emergency Management Duty Officer.

SCC Schools & Learning

- Coordination of assistance throughout the ASO
- Welfare services/emotional support
- Additional accommodation
- Health and safety advice
- Management support to Head Teacher
- Education psychologist support

Other Surrey County Council's services

- Emergency response support including where possible support with resource including: transport, voluntary sector, etc.
- Advice on emergency planning
- Where possible, support with debriefing
- Legal advice
- Advice and assistance with media management
- Procurement
- Welfare support where appropriate

Occupational Health

- Advice and support on health issues
- Counselling service for staff (a buy-in service)

Surrey Police

- Overall control of the emergency response (emergency dependent)
- Media relations
- Contact with bereaved families
- Criminal investigation

Surrey Fire and Rescue Service

- Fire fighting
- Life saving and rescue
- Chemical spillage clean-up

South East Coast Ambulance Service

- Emergency medical response
- Transportation of casualties to hospitals
- Access to other health services

SECTION 5- STAND-DOWN AND RECOVERY

When the emergency services have left the school, or in the case of an incident on a school trip, when pupils and staff have returned home and media interest has subsided, the school can begin the recovery process.

Head teachers should work with their ASO to develop a recovery plan for the school. A range of support will continue to be available from across Surrey County Council. This support should be accessed through the school's ASO.

There may be formal inquiries or even police investigations into the incident, which may continue for some time, and require the cooperation and support of school staff, pupils and parent/carers.

Some elements that should be considered or undertaken include:

5.1 Recovery Considerations

As soon as possible after the emergency:
Arrange debriefing meetings for staff and pupils
Arrange structured debriefing meetings for the head teacher and SEMT in partnership with Surrey County Council if applicable
Identify and support high-risk pupils and staff
Consider the need for individual or group support
Identify and consider legal implications and seek advice appropriately
Initiate a review of the school emergency plan, evaluating the school's response and feeding in any lessons learnt
In the longer term:
Consider the development of a memorial - discuss with the bereaved family whether the development of a memorial would be acceptable to them. The memorial can be in the form of something practical like a bench or tree, or can take the form of an annual fundraising event, cup or trophy reflecting the pupil or staff member's particular interest. Once the family have given their views, it will be helpful to seek input from the wider school community.
Consult and decide on whether and how to mark anniversaries. It may be beneficial to identify a place for people to place flowers and other tributes. If possible, seek the views of the family/families involved.
The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected.
Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school.
Remember to make any new staff aware of which pupils were involved and how they were affected.

Section 6- Action Cards

Action Card 1- Establishing the Response

Action List of Lead Coordinator	
Identify SEMT Coordination room	
Assign roles to SEMT and agree priorities	
Liaise with emergency services, SCC and other agencies as applicable. Act as the main contact to coordinate response and give your contact details. Your primary point of contact for Surrey County Council should be your ASO	
Inform all staff and parent/carers of affected pupils, in liaison with Police.	
Ensure all staff maintain a log of actions and decisions	
Identify who will record staff and school costs, and collect incident logs	

Action List for SEMT	
WELFARE	
Take actions to secure the immediate safety of pupils and staff- this may include evacuation or shelter protocols i.e., keeping pupils and staff inside the building.	
Establish the whereabouts of all pupils, staff and visitors using timetables, registers and the visitor book. Make a list of those unaccounted for	
COMMUNICATIONS	
Agree who is the most appropriate main point of contact for the affected families. An early decision should be made about how to inform parent/carers quickly, and efficiently. It is important to agree a pre prepared, factual statement. Usually consent will need to be obtained before any identifying information can be released. Seek advice from ASO and/or media liaison. In the case of a fatal incident, the police will normally inform the parent/carers of the child or children involved.	
Inform all staff and school governors as soon as possible. Give them the same, accurate information. Agree a process for communicating the information with all members of staff. Include those who may not be working that day Inform staff of any agreed changes to regular school timetable or cancellation of normal school events	
MEDIA MANAGEMENT	
Avoid responding to media enquiries and direct them to the police if present or the County Press Office. Liaise with the County Press Office via the SCC EMRT or ASO as quickly as possible. Work with them to decide which information to release to the media. Usually consent will need to be obtained before any identifying information can be released. Seek advice from ASO and/or media liaison. It may be appropriate for the Headteacher to make a press statement after liaising with SCC	
Do not allow the press onto school premises or give them access to children/staff, unless there is a specific reasons and permission, and consents are in place	
If there is a large media presence, you should designate an area for them. This may prevent the media from blocking access routes and intimidating pupils and staff. ASO may be able to assist with a prepared script for both parent/carers and the media. In a major emergency, the police can deal with the press and prevent intrusion to the site.	
PREMISES AND RESOURCES	
Ensure access to site for the emergency services	
Open/close parts of the school as required	
Ensure the security of the school premises	
Turn off water, gas, and electricity if necessary	
CONTINUITY AND RECOVERY	
Are any critical areas impacted?	
Consider alternative arrangement for these areas	

ACTION CARD 2- ONGOING REPONSE

Action list of Lead Co-ordinator	
Provide regular briefings for staff and continue to liaise with the emergency services and the ASO.	
Try to maintain normal routines as far as possible.	
Tell the staff involved to keep a log of their involvement, noting key actions and times.	
If relevant an accident report should be completed (for example OSHENS) and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours.	
Inform the Head of Strategic Risk Management (in hours) who will advise on reporting procedures. Staff may wish to submit draft reports to trade union legal officers.	
Allocate tasks listed below between SEMT	
Inform the chair of governors as soon as reasonable	
Action List for SEMT	
WELFARE	
Establish a staff rota and ensure that staff take regular rest periods	
Identify those pupils and/or staff who are badly affected, and who need extra support.	
Make arrangements for reuniting pupils with their parent/carers.	
Advise staff to be aware of their feelings and support each other. If the school has bought-in to the service, provide staff members with the telephone number for Employee Assistance Programme.	
Consider other welfare needs of the children, for example food and toilet breaks. Consider how long the lockdown will be ongoing for. Would it be more beneficial to send the children home?	
COMMUNICATIONS	
Consult with the ASO and Educational Psychologist, prepare teachers to deal effectively with informing pupils. It may be helpful to draw up a script and model how pupils should be told.	
Pupils should be informed in small groups, again by being given accurate, age appropriate, factual information. If possible, this should be done the same day as the incident. In the case of a fatality, the ASO and educational psychology service will be able to advise on the best way to inform pupils.	
Use any existing arrangements, such as a telephone cascade, for contacting parent/carers quickly and efficiently. You might also want to consider changing the answer phone message on telephones, amend website, use parent/carer text system to contact parent/carers etc.	
Receive visitors to the school, ensuring they sign in and out and are issued with identification badges.	
MEDIA MANAGEMENT	
Liaise with SCC press office and police (where relevant) to prepare a press statement, to be agreed by the head teacher and ASO, and to decide the ongoing strategy for dealing with the press.	
Take advice from ASO/media on request for interviews or information.	
PREMISES AND RESOURCES	
Arrange an appropriate place (for example private room) to receive parent/carers of children involved	
DISMISSING CHILDREN TO PARENTS/CAREERS	
If the response requires children to be dismissed a communication will be sent out to all parents/carers Upon collection teachers should sign children out on their registers and note who collected. If it is not the usual parent/carer collecting this must be delegated to the Headteacher as dismissal is at her discretion. SLT are to use their personal phones under the direction of the Headteacher to make contact with parent/carers if necessary.	

ACTION CARD 3- OPERATION DUKE IMPLEMENTATION

Considerations for School Duty Officer	
COMMUNICATIONS	
Inform school staff as appropriate, depending on the time and scale of the incident.	
Inform parent/carers directly involved as appropriate. Parent/carers should first hear of the incident from the school (or from the party leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parent/carers /next of kin are informed. If a fatality liaison with the police before direct contact with the parent/carers should be made, this can be facilitated via Surrey County Council Emergency Management Team Duty Officer. The Police may also want to deploy a Family Liaison Officer.	
EMERGENCY MANAGEMENT	
Contact the Surrey County Council Outdoor Education Advisor for details of the support available. It includes: • Help with media management, including press statements and interview briefing • Help with arranging travel and transport between the incident, parent/carers and the school • Provision of extra communications, including public telephone helpline where appropriate • Assistance at school or at the site of the incident by, Area Schools Officer and/or others • For an incident occurring in another UK local authority, establishing links with that authority or, for an incident occurring abroad, communication via the Foreign Office, to British Consulate, foreign police, etc. • Advice regarding insurance matters.	
Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception if required. Line to be used for incoming calls only:..... Line to be used for outgoing calls only:.....	
COMMUNICATION TO WIDER SCHOOL FAMILY	
At an appropriate time (after those directly involved) have been informed, inform pupils and staff at school and their parent/carers. Consult regarding what information can be released. Remember that information given must be limited until the facts are clear and all involved parents/carers/next of kin are informed and have given consent. In the event of a tragic incident, consider seeking support from the educational psychology service about the best way to inform pupils and to support them afterwards. Staff and pupils should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones).	
Inform the chair of governors.	
MEDIA MANAGEMENT	
Introduce, if necessary, controls on school entrances and telephones.	
At least initially, the school is advised to avoid responding to media enquiries and direct these to SCC press office.	
Liaise with SCC press office and the ASO as early as possible, and work with them to prepare a press statement.	
RESOURCES	
Consider arrangements required in order to receive people that may be arriving at the school, such as parent/carers of children involved, media, and emergency services.	

Consider resources required and their location in order to be able to respond efficiently to the incident.	
REPORTING OF ACCIDENTS	
Tell the staff involved to prepare a written report noting events and times. A log of decisions and actions made should always be completed for any incident. Inform the Head of Strategic Risk Management (in hours) who will advise on reporting procedures. Accident report forms should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours. Staff may wish to seek advice from trade union legal officers before submitting draft reports.	
DISMISSING CHILDREN TO PARENTS/CAREERS	
If the response requires children to be dismissed a communication will be sent out to all parents/carers Upon collection teachers should sign children out on their registers and note who collected. If it is not the usual parent/carer collecting this must be delegated to the Headteacher as dismissal is at her discretion.	

SECTION 7- APPENDICES

APPENDIX 1- BUSINESS CONTINUITY

Paper based records	Where are they stored?	Back-up measures
Asset registers	Fireproof safe	Electronic copy on server
Insurance Docs	School Business Managers office	Electronic versions on server
Attendance registers	School Office	Electronic versions on SIMS.net

Electronic Records	Where are they stored?	Back-up measures
Contact details	SIMS.net	Paper records in School Office. Daily backup to the cloud.
Financial Info	SIMS FMS	Paper records in School Business Manager's Office.
Medical Info	SIMS.net	Paper records in School Office.
Attendance Registers	SIMS.net	Paper records in School Office.

APPENDIX 2 – SITE INFORMATION

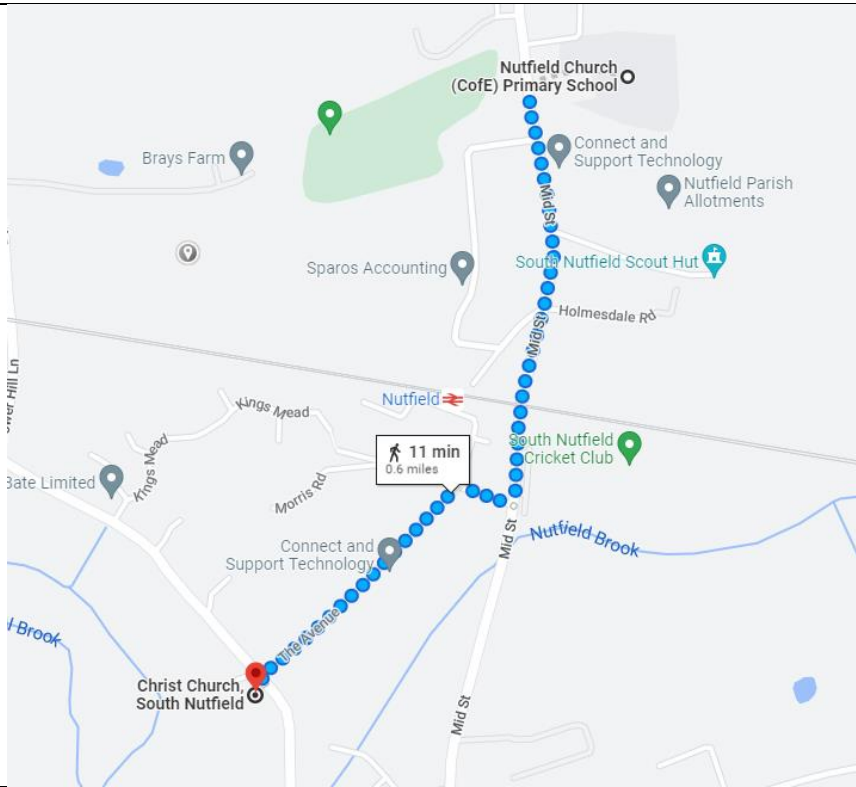
Utility Supplies	Locations	Access	Notes
Gas	Garden of Premises Manager's bungalow	Through Premises Manager's bungalow or side gate	
Water	Garden of Premises Manager's bungalow	Through Premises Manager's bungalow or side gate	
Electricity	Boiler House	Key	Key in School Business Manager's office cupboard.
Heating	Boiler House	Key	Key in School Business Manager's office cupboard.

APPENDIX 3- EVACUATION

Signals	
Fire evacuation	Continuous ring of the fire alarm
Bomb evacuation	Continuous ring of the fire alarm
All clear	On Headteacher's authority

Assembly	
Fire assembly point	Years R,1 and 2 – Upper school playground, all facing Kentwyns Years 3,4,5 and 6 – Upper school playground/field – all facing Kentwyns
Bomb evac point	Field

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. your buddy school)

Pre-identified buddy school/place of safety	Place of safety
Name of premise	Christ Church, South Nutfield
Type of premise	Church
Contact name and details of key holder	Vicar: Revd Len Abrams - 01737 822211 Key in Headteacher's desk drawer and in the emergency grab bag in the School Business Manager's office.
Address	Christ Church, South Nutfield, Kings Cross Lane, South Nutfield, Surrey, RH1 5NG
Directions/map	
Estimated travel time	10-15 minutes' walk
Capacity	300
Capacity (sleeping)	200
Facilities	Toilets, water, WiFi, heat and light
Notes	Key to be kept in grab bag and HT draw.

APPENDIX 4- SHELTER

Signals	
Signal for shelter	On Headteacher's instruction
Signal for all-clear	On Headteacher's authority

4.1 Shelter considerations

Ref	Initial Response	Tick/Sign/Time
S1	Ensure all pupils are inside the school building	
S2	Move pupils away from the incident (e.g. to the other side of the building)	
S3	Dial 999 if appropriate	
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/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 5- LOCKDOWN

Signals	
Signal for lockdown	Loud hailer siren
Signal for all clear	On Headteacher's authority

Lockdown	
Room most suitable for lockdown	Hall
Entrance points which must be secured	Front doors and all external doors
Communication arrangements	Spoken or written

For more information on lockdown procedures, please refer to the schools lockdown on guidance via the link [School and college security - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/school-and-college-security)

APPENDIX 6- BOMB THREATS

If you receive a telephone call from someone who claims to have information about a bomb, record as much information as possible using the forms below:

Once you have recorded the information and called the Police, contact your ASO.

Time of call:

Telephone number you were contacted on:

Exact wording of threat:

Stay calm and 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? Why?	
What does it look like?	
What kind of bomb is it?	
What is your name?	
What is your number?	
What is your address?	

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

Did dialling 1471 work:

What information did it give:

Further considerations:

What gender do you think the caller was?

- ☐ Male
☐ Female

Approximately, how old was the caller?

Did the caller have an accent?

.....

.....

Did the caller use a codeword?

Did the caller sound familiar?

.....

.....

What sort of voice did the caller have?

- | | | |
|------------------------------------|--|-------------------------------------|
| ☐ Normal | ☐ Well spoken | ☐ Impediment |
| ☐ Loud | ☐ Poorly spoken | ☐ Stutter |
| ☐ Quiet | ☐ Deep | ☐ Lisp |
| ☐ Whispered | ☐ High pitched | ☐ Slurred |
| ☐ Clear | ☐ Hoarse | ☐ Other |
| ☐ Disguised | ☐ Nasal | |

At what pace did the caller speak?

- | | | |
|---------------------------------|--------------------------------|-------------------------------|
| ☐ Normal | ☐ Quick | ☐ Slow |
|---------------------------------|--------------------------------|-------------------------------|

What manner did the caller have?

- | | | |
|-----------------------------------|-------------------------------------|------------------------------------|
| ☐ Normal | ☐ Upset | ☐ Irritated |
| ☐ Calm | ☐ Angry | ☐ Muddled |
| ☐ Excited | ☐ Rational | ☐ Other |
| ☐ Laughing | ☐ Irrational | |

Were there any distinguishable background noises?

.....

Notes:

APPENDIX 7- 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 handwriting, 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 the school receiving a dangerous package is low.

However, if you do receive a package, carry out the actions below:

	Initial Response to suspicious package	Tick/Sign
1	Put the package down and walk away from it • Do not touch it further • Do not move it • Do not put it in anything • Do not put anything on top of it	
2	Note the exact time and location	
3	Notify the police and head teacher	
4	Evacuate the building. Keep people as far from the package as possible. Ensure that assembly points are located away from the danger of flying glass	
5	Contact ASO	

	Initial Response to a potentially hazardous substance	Tick/Sign
1	Keep all persons exposed/potentially exposed separate from others. Ask them to avoid touching their eyes, nose, or skin	
2	Turn off all ventilation/ air circulation systems. Closed all windows and internal fire doors	
3	Seek medical attention for anyone who is experiencing symptoms of chemical exposure e.g. streaming eyes, coughing and irritated skin.	
4	Contact ASO	