

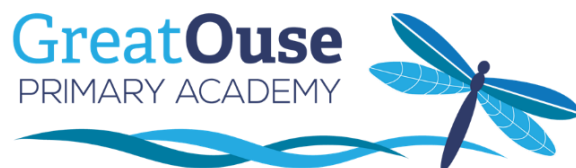
Critical Incident/Emergency Plan

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Approval board:	Local Academy Council
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Legislation or regulation:	<p>This Emergency Plan should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> • The School’s Trips & Visits Policy & Guidance EVOLVE site and OEP national guidance • Risk assessment & safe working practice guidance • Workplace health & safety legislative guidance • Asbestos safety guidance • Fire procedures • Bedford Borough Local Authority structure and directory including Emergency Contact Info for Schools (Appendix 1) • National OEAPs guidance (available on Evolve)

Version Control Document

Date	Version No.	Reason for Change	Author

CRITICAL INCIDENT/EMERGENCY PLAN



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PURPOSE OF THE SCHOOL EMERGENCY PLAN

Whilst no amount of planning can totally prevent accidents and problems occurring, some can certainly be prevented and the effects of others minimised by taking sensible precautionary measures.

These include:

- Ensuring staff are familiar with the school's fire and emergency routine
- Ensuring staff are familiar with the school's security regulations and ensuring, in particular, that persons not wearing a visitor's badge are challenged and escorted to reception. Reception should only give badges to visitors once identification has been established and verified and, if necessary contact has been made with the appropriate member of staff
- Following the correct procedures with regard to school trips
- Ensuring that pupils are signed in/out when they arrive late/need to leave school in the middle of a session
- Ensuring that staff are aware of pupils in their class or group with health problems and the way in which these should be treated
- Ensuring staff are never on the school site alone to deal with a potentially violent situation

This plan is supported by existing Critical Incident Plan produced by the LA (Bedford Borough Local Resilience Forum) in conjunction with emergency services.

Emergency incidents will be stressful in different degrees. For personal reasons some members of staff may not wish to assume an active role in the crisis. Staff should be informed of what support is available for themselves.

DEFINITION

An emergency incident or crisis can be clarified as an unexpected event which affects the school community, and which causes disruption on a scale, which is beyond the normal coping capability of the school. The emergency incident may involve significant threat, damage or injury to property and individuals, and may have a long-term impact on pupils, staff, governors and parents.

The following are examples of emergency incidents that may impact on the school and require activation of this emergency plan:

- Fire or flood to buildings and contents or explosion leading to destruction of part of the building
- Death, serious accident or assault to members of staff or pupils
- The death of a pupil or member of staff through natural causes, such as an illness
- A traffic accident involving a pupil or staff member
- Natural major emergency incident within the local community or tragedies involving children from many schools
- An illness such as meningitis within the school or local community
- Missing person(s)/abductions
- A serious accident to a child or adult
- An accident to a pupil or member of staff while out of school on a visit or swimming etc.
- Civil disturbances

The emergency plan will not list each type of emergency situation but will provide a framework for emergency response that can be used in most emergency situations. It is important that the emergency plan policy is understood by those with the responsibility for implementation and activated immediately.

Critical Incidents / Emergencies may arise as a result of:

School Trips	Local, sports, adventure visits
Severe Weather	Structural damage to buildings, death, injury
Loss of Staff/Pupil/Parent/Visitor to school	By death or injury on the premises or away from the school
Health Hazards	Epidemics
Industrial Incidents	Off-site effects on the school – chemical spillages etc.
Serious Incidents	e.g. Intruders on premises, unsafe site, etc.

OBJECTIVES OF THE SCHOOL EMERGENCY PLAN

- Establish an effective framework of emergency response
- Ensure that the emergency incident is communicated quickly and clearly to supporting agencies and partners, enabling support arrangements to be rapidly activated
- Maintain high standards of welfare and duty of care arrangements for pupils, staff and carers
- Ensure that actions and decision making during the emergency incident is properly recorded
- To minimise educational and administrative disruption within school
- To facilitate the return to normal working arrangements at the earliest time

REVIEW

The Principal and the Academy Council of GOPA are responsible for reviewing the plan and identifying areas for amendment. The school is also responsible for updating relevant sections of the plan on a regular basis within the school’s rolling programme.

THE SCHOOL EMERGENCY RESPONSE TEAM (SERT)

The SERT has responsibility for activating and implementing the school emergency plan.

The SERT team should record all decisions and actions in their own log books and be available for briefing sessions, handovers and post emergency debriefs

Name	Position in School	Role During Incident
Mr Paul Ives Work: 01234 907890 pives@greatouse.academy	Principal	Leader of plan Designate roles and responsibilities Co-ordinates from school Informs LA / CMAT of incident
Mrs Sally Paynter Work: 01234 907890 spaynter@greatouse.academy	Office Manager	Assist Principal Liaise with emergency services Contact relevant outside agencies Support Principal and SERT Provide all necessary records Inform Parents/relatives
Mr Chris Payne Work: 01234 907890 cpayne@greatouse.academy	Assistant Principal	Assist Principal Lead staff and pupil welfare arrangements on behalf of Head Adopt leader role if Principal not available
Mr Pete Evens Mobile: 07863 175946 Work: (SVA reception) 01487 830701	CMAT area manager west (referred to as site manager in this document)	Assist Principal Assist with emergency response on site Assist with building access and security
Mrs Sarah Flack Work: 01487 830204 sflack@sawtryjunior.org	Chair of Academy Council	Support Principal
Mrs Jane Dooley Work: (WTPA reception) 01733 852400 Mobile: 07738 463171	CMAT Director of Primary	Support Principal Provide guidance / advice from CMAT

CMAT contacts		
Mark Woods	CEO CMAT	01223 781950 mwoods@cmatrust.net Mark Woods PA: Valerie Bark 01223 781949 vbark@cmatrust.net
Jane Dooley	Director of Primary	07738 463171 jdooley@cmatrust.net
Pete Evens	CMAT area manager west (referred to as site manager in this document)	Mobile: 07863 175946 Work: (SVA reception) 01487 830701 pevens@Sawtryva.org pevens@cmatrust.net
Martin Hair	Health and Safety – Director of Estates	Mobile: 07740 777182 Work: 01223 781964 mhair@cmatrust.net
Sharon Templeman	Attendance and behaviour	Work: 01733 781964 stempleman@cmatrust.org
Sue Turnbull	HR	Work: 01733 368311 Sturnbull@cmatrust.net
Athene Communications Ryan Hyman (Head of Education) Named link: Lizzie Marlow	Press and PR (For all media dealings)	Ryan@athene-communications.co.uk Work: 01733 207338 lizzie@athene-communications.co.uk Work: 01733 207346
Matthew Sampson	Director of IT	01733 368367 msampson@cmatrust.net
Sophia Mastrangelo-Binns	Data Protection and compliance officer	01223 781986 SMBinns@cmatrust.net
Suzanne Cooper	Governance and Compliance	01223 781947 scooper@cmatrust.net

Local Authority Contacts		
All LA Contacts and their areas of responsibility can be found in the booklet: Bedford Borough Education Directorate. A paper copy will be filed with this policy.		
Ben Pearson	Chief Officer – Education, SEND & School Infrastructure (Chief Education Officer)	01234 276884 (ext 44884) Gabby Moss: PA to Ben Pearson Gabby.Moss@bedford.gov.uk

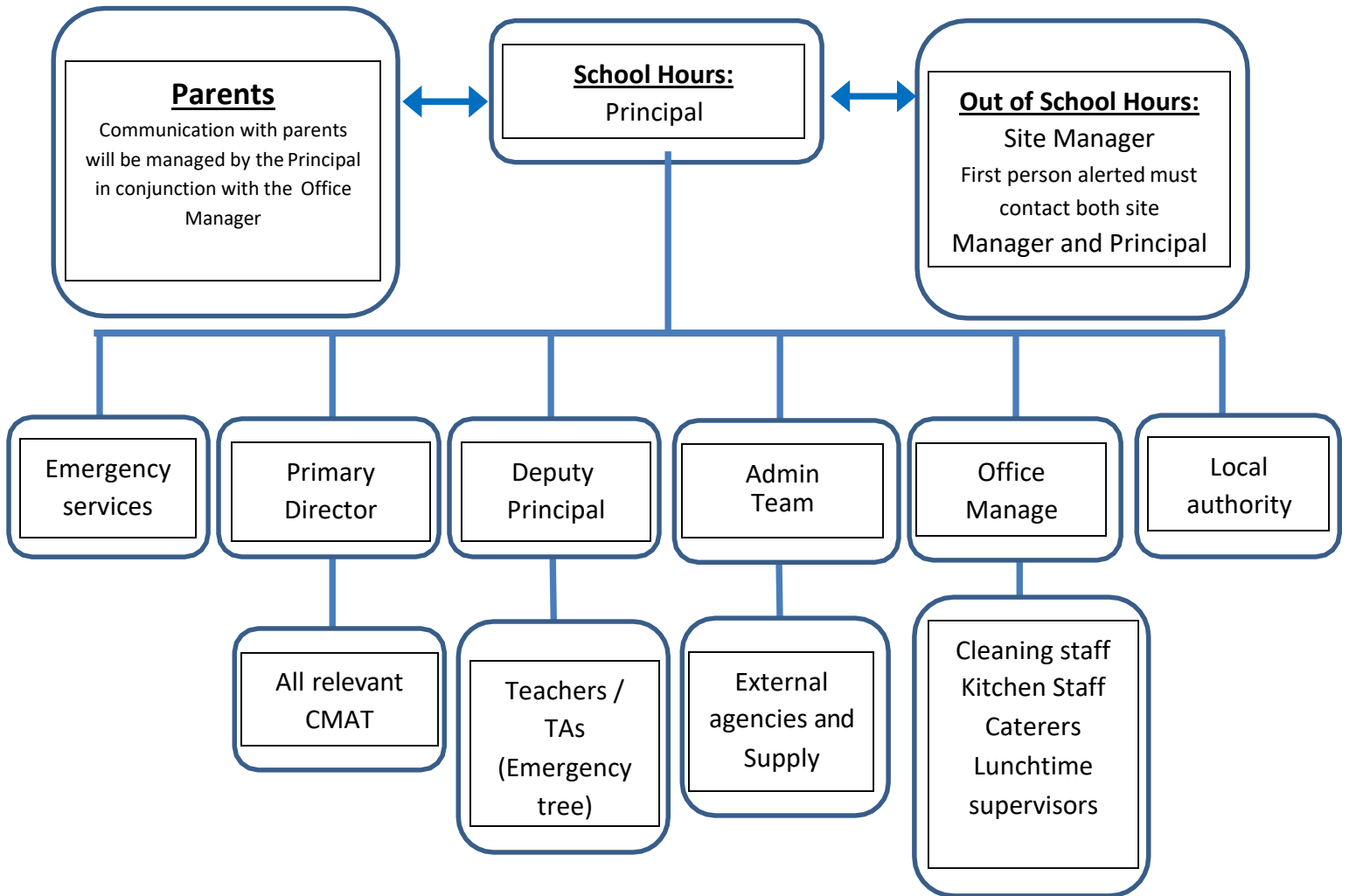
Dave Roberts	Inclusion Manager (exclusions)	01234 276809 david.roberts@bedford.gov.uk
Vicky Hayward	Education Safeguarding and Vulnerable Groups Lead	01234 267422 vicky.hayward@bedford.gov.uk
Alison Pullen	Looked After Children (Head of Virtual school)	01234 267422 apullen@bedford.gov.uk
David Blake	Attendance Manager	01234 267422 dblake@bedford.gov.uk

All members of the School Emergency Response Team (SERT) must:

- Have a copy of the emergency plan at home and at school
- Be aware of the roles of each part of the plan to enable the school to react swiftly and accordingly
- Retain the SERT contact numbers for 24-hour contact
- Phone the Principal in first instance of an emergency then the Assistant Principal, followed by the CMAT Primary Director

ACTIVATION OF THE SCHOOL EMERGENCY PLAN

The school emergency plan will be activated at the request of the Principal.



RECORD KEEPING

Records should be kept of all actions, conversations. It is advised that these are kept centrally where possible with this plan. The grab bag should contain some blank books to be used for this purpose.

For each log entry, in order to ensure clarity, the following should be recorded:

- Date and time
- All full names of person(s) involved and contact details
- Details of the event and any actions.
- Signed by the person completing it.

After all emergency evacuations, invacuations and for all drills, a review should be completed. For fire drills copies of these should be added to the Fire safety record.

ROLES AND RESPONSIBILITIES CHECK LISTS

The following check lists are provided to assist the School Emergency Response Team (SERT) to carry out their roles and responsibilities.

The check lists should be viewed as a general guide; further actions may be required that are specific to the incidents as it occurs.

PRINCIPAL – EMERGENCY RESPONSE CHECK LIST		
ACTION	COMPLETED BY	TIME
Assess the information and situation		
Instruct the Office Manager to request the appropriate emergency services		
Brief the SERT		
Commence log of all actions and decisions		
Ensure safety/welfare of pupils and all adults in the care of the school		
Advise CMAT		
Advise the local Authority		
Decide whether to keep pupils in classrooms and safe areas or consider evacuation		
Consider evacuation of the school to designated evacuation points		
Consider evacuation of the school to designated back up location		
Consider activating school closure arrangements		
Identify any pupils or adults needing specific support		
Ensure that the SERT are effectively carrying out their designated roles and responsibilities		
Ensure that the School Emergency Grab Bag has been collected		
Liaise with emergency services		
Consider emergency roll call of all pupils and adults in care of the school		
Keep pupils and staff informed of situation		
Ensure all media enquiries are passed to Athene Communications and LA		
Ensure Chair of Academy Council is kept informed of situation and emergency response arrangements		
Call meetings of the SERT as required, and ensure that the SERT and LA receive regular situation updates		
Consider arrangements to assist the school in making a speedy return to normal functions		

OFFICE MANAGER – EMERGENCY RESPONSE CHECK LIST		
ACTION	COMPLETED BY	TIME
Request the attendance of the emergency services as directed by the Principal		
Assist and support the Principal to activate the Emergency Plan		
Obtain as much information as possible from the Principal about the situation		
Commence log of all action and decisions		
Ensure that all staff are aware that you are carrying out your designated Roles and Responsibilities as a member of the SERT team.		
Access and retain the school emergency 'grab bag'		
Ensure that pupil records and registers are available		
Ensure that parental / carer records and contact numbers are available and computer backups are in place		
Ensure that staff records and contact numbers are available and LA computer backups are in place		
Ensure that the visitor and pupil signing in/out books are available		
Ensure that the Principal is advised of all Media requests		
Assist the Principal in providing consistent advice/information to parents		
Where possible cancel any planned visitors to the school		
Establish contact with part-time staff / supply staff not in school if appropriate		
Liaise with Emergency services		
Attend meetings of the SERT as required, and ensure that regular situation updates are received		
Consider arrangements to assist the school in making a speedy return to normal functions		

DEPUTY PRINCIPAL – EMERGENCY RESPONSE CHECK LIST		
ACTION	COMPLETED BY	TIME
Assist and support the Principal to activate the school Emergency Plan		
Ensure that all staff are aware that you are carrying out your designated Roles and Responsibilities as a member of the SERT team.		
Obtain as much information as possible from the Principal about the situation		
Commence a log of all action and decisions		
Lead arrangements to ensure safety / welfare of pupils and all adults in the care of the school		
Lead and direct all school staff to support decisions taken by the Principal		
Seek advice from Principal on whether to keep pupils in class rooms and safe areas or consider evacuation		
If directed by the Principal – make arrangements for the evacuation of the school to designated evacuation points		
If directed by the Principal – make arrangements for the evacuation of the school to the designated back up location		
If directed by the Principal – make arrangements to activate closure arrangements		
Identify any pupils or adults needing specific support		
Carry out emergency roll call of all pupils and adults in the care of the school		
Keep pupils and staff informed of situation		
Ensure that the Principal is advised of all Media requests		
Assist the Principal in providing consistent advice / information to parents		
Attend meetings of the SERT as required, and ensure that regular situation updates are received		
Consider arrangements to assist the school in making a speedy return to normal functions		

SITE MANAGER– EMERGENCY RESPONSE CHECK LIST (THIS MAY BE DELEGATED ANOTHER MEMBER OF THE SITE TEAM IF APPROPRIATE)		
ACTION	COMPLETED BY	TIME
Assist and support the Principal to activate the school Emergency Plan		
Obtain as much information as possible from the Office Manager about the situation		
Commence a log of all action and decisions		
Be available to open up any area of the school if any incident occurs out of school hours		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SERT team		
Ensure that emergency services are able to access the scene of the incident quickly and without obstruction		
Ensure all building and gate keys are available		
If required Immobilise the gas supply Immobilise electricity supply Immobilise water supply		
If required assist with evacuation		
Be available to liaise with the emergency services and Principal		
Where possible assist with ensuring the security of the school site		
Supervise emergency services vehicle access only to school premises and keep access to school clear		
Attend meetings of the SERT as required, and ensure that regular situation updates are received		
Consider arrangements to assist the school in making a speedy return to normal functions		

CHAIR OF ACADEMY COUNCIL – EMERGENCY RESPONSE CHECK LIST

ACTION	COMPLETED BY	TIME
If required assist and support the Principal to activate the school Emergency Plan		
Ensure that all staff are aware that you are carrying out your designated Roles and Responsibilities as a member of the SERT team.		
Obtain as much information as possible from the Principal about the situation		
Commence a log of all action and decisions		
Assist the Principal in providing consistent advice / information to parents		
Attend meetings of the SERT as required, and ensure that regular situation updates are received		
Consider arrangements to assist the school in making a speedy return to normal functions		

SCHOOL EMERGENCY - THINGS TO GRAB

It is the responsibility of the Office Manager to ensure that the “Grab bag” is up to date and available in the event of the school emergency plan is activated.

SUGGESTED CONTENTS OF GRAB PACK
School Emergency Plan
Staff contact details – names, contact numbers (in this plan)
Academy Council contact details (in this plan)
School layout drawing (in this plan)
Logbooks, pens and papers X 2. All logs should be handwritten for easy reference
Utilities contact details (in this plan)
Local Authority contact details (in this plan)
CMAT contact details (in this plan)
Master Keys (front door, gates, master internal, boiler house master, classroom master, mobile)
Class Lists with home contact numbers – / Also MIS system
School mobile phone (dedicated phone line)

SCHOOL UTILITIES AND OTHER SERVICES

Utility	Location	Switch Off Arrangements	Emergency Contact Number
Water & Sewage	Plant Room	Mains tap	Anglian Water Tel: 08457 070 4158
Mains Gas	Plant Room	Touch Panel	Total Gas and Power Ltd. Via ESPO Energy Tel: 0116 294 4040 Gas emergency: 0800 111 999
Electric	Electrical cupboard	Trip switch on switch board / main switch (activates emergency lighting)	Total Gas and Power Contract number: 3004668029 Tel: 01737 275772 National Power Emergency: 105
Firefighting equipment	Whole School	n/a	Ace fire and security 0800 294 6550
Emergency lighting	Whole School	n/a	Britannia fire and security 01733 246 990 Out of hours: 0844 8791139
Key safe	Office	Admin Team have the key	

Evolve visit details – read-only access	Enables access to all school visits details	Username: GOPA Emergency Login Password: password1
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Although this may seem formidable many of these services may be needed for an incident that does not make the world headlines e.g. a pupil dying through an accident or a suicide, the death of a member of staff, a selection of the services listed above may be required.

Nor is a school expected to cope alone as the resources of CMAT and the Local Authority will be available and can be activated to provide specialist assistance particularly with regard to dealing with the Media which will absorb a major share of available resources.



BEDFORD
BOROUGH COUNCIL

Appendix 1: Bedford Borough Emergency Contact Info for Schools

Emergency Contact Information for Schools

September 2021

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Overview

This document provides contact information for Head teachers and managers of educational establishments. This information is for use in the event of an emergency, critical incident or establishment closure.

This document should be kept in a safe place and readily at hand in the event of an emergency.

The Head teacher or establishment manager should keep a copy that is accessible wherever they are and ensure that the Key Holder is aware of and has 24hr access to these emergency procedures and telephone numbers.

Key Contacts - Quick Reference

First Contact Officer

(For serious incidents only): 07468 472517

Risk Management

01234 227310 (office hours only)

Resilience

Jessica Jeffery: 01234 718518 or Stuart Ellis: 01234 276090 (office hours only)

Emergency School Closure

Ben Pearson: 01234 276884 (office hours only) or 07468 472396 School

Closure website www.bedford.gov.uk/snow

Bedford Borough Communications Team

01234 276276 or 01234 276277

Bedford Borough School Transport

Michelle Watkins (Manager for Passenger Transport and Sustainable Travel): 01234 276706

Steve Smith (Manager for Fleet & Transport Coordination): 01234 228339 or 07825 034744

Definition of an Emergency

An emergency or critical incident can be defined as a situation or event on or off school premises which results in:

- Loss of life/serious injury to establishment personnel or pupils or to members of the public on school/Bedford Borough Council premises.
- Significant structural damage to the building leading to possible establishment closure.
- Significant fire/flood incidents which are too large for a school/establishment to manage without additional assistance.
- Other disasters/tragedies. For example, a threat to the security of the school/establishment or a major environmental incident.
- Public health emergency, such as a meningitis outbreak.
- Prolonged utility failure, e.g. heating system, water.
- Missing children.

Defining the level of an emergency

Decide the level of emergency before you contact a team.

See Appendix 1 – Emergency/Critical Incidents Decision Chart for Schools and Academies.

Emergency Contact Information for Schools

In the event of an emergency or critical incident which is outside of the scope of the school or establishment to manage, the following procedures should be followed:

Contact the Local Authority First Contact Officer: 07468 472517

When you ring to notify about an emergency, please be prepared to provide the following information (where possible):

- Your name
- Your contact number (details)
- The name and address of the school or establishment
- Your local authority
- The nature of the incident
- Details of injuries and/or fatalities
- The condition of the school or establishment: will it need to be closed to the pupils/clients or public, either in the short or longer term?

The First Contact Officer will discuss with you to establish the nature of the incident and appropriate support and action required.

Major Structural Damage to Buildings, Fire or Flood

Where buildings suffer major structural damage or are damaged due to fire or flood, Risk

Management, Resilience or your Maintenance Contractor should be contacted as soon as possible.

Risk Management

Should be informed of any major structural damage, fire or flood so that insurers can be informed as soon as possible.

Insurance: 01234 227310

First Contact Officer: 07468 472517 Resilience:

Jessica Jeffery: 01234 718518 Stuart Ellis: 01234 276090

- 08.00 - 17.00 Monday to Friday - your call will be answered by dedicated Hotline operators.

Out of office hours

- All other times - your call will automatically be diverted to the out of hours call centre.

The out of hours call centre operator will take your call, record the details and despatch the out of hours contractor.

When you ring to notify about an emergency, please be prepared to provide the following information:

- Your name
- Your contact number (details)
- The name and address of the school
- The nature of the emergency

Emergency School Closure during Office Hours

As a general principle Head teachers must make every effort to keep schools open. However, there will be extreme circumstances when this will not be possible, for example, failure of heating in cold weather, lack of water supply affecting sanitation or unsafe conditions due to inclement weather.

In this situation the following procedures are to be implemented:

Step One: Contact

Ben Pearson, Chief Officer for Education, SEND & School Infrastructure:

01234 276884 or 07468472396 to discuss the way forward.

Step Two:

If, following this discussion, it is decided that it is not possible to keep pupils in school, then the following actions are to be taken:

- a. Contact should be made with the Chair of Governors.
- b. Arrangements are to be made for parents to be contacted and for children to be collected.

- c. Staff are to ensure that pupils are not permitted to leave the school unless appropriate arrangements for their care are made. This ensures that staff responsibilities under loco parentis are recognised and undertaken.
- d. The school must ensure that appropriate arrangements are made for those children who are obliged to remain on the premises.
- e. Where possible, staff should remain in school for the working day. Where this is not possible, alternative arrangements for staff should be explored. These might include working at another school or working from home.
- f. Notify the Bedford Borough Council Communications Team, who will advise on the appropriate action to take regarding the media, on **01234 276277 or 276276**.

Youth Project Closure

In the case of a significant incident where the Youth Project needs to be closed either in full or in part. The Lead Officer may have already been alerted through the Emergency Number and they will try to contact the team with appropriate advice.

If for some reason contact has not been made, please use the number below to seek assistance from the Authority:

Bedford Borough Council reception: 01234 267422

Inclement Weather - Schools

In severe weather conditions, the Head teacher in consultation with the Chair of Governors will use his or her discretion to decide whether local conditions mean that there is no alternative other than to close the school. The decision to close the school should only be made as a last resort and Head teachers should always consider partially opening the school depending upon the availability of staff. If a decision not to run school transport is made, then this should not be the reason for closing a school as there will be local children who would be able to attend.

However, if there is no alternative to closing, or partially closing the school, then the Authority has implemented a new procedure which allows Head teachers (from home if necessary) to update the Bedford Borough Snow Closures website, which in turn automatically alerts the local radio stations, school transport and senior officers.

Head teachers should note that the Borough website requires an update for each day of the closure, although details for the next day can be posted the previous evening to take effect after midnight.

The website (www.bedford.gov.uk/snow) allows Head teachers to indicate whether the school is open, partially open or closed and allows for comments also.

Head teachers will require a unique username and password in order to operate this system and this information has been sent by letter to each Head teacher. If for any reason this information cannot be located then please contact Ben Pearson, Chief Officer for Education, SEND & School Infrastructure on **01234 276884**. It is important that Head teachers ensure that they always have access to their username and password, particularly during the winter months.

If, for any reason Head teachers are unable to operate this procedure, then they should send emails or make contact by phone with the following agencies and colleagues: **Three Counties Radio: 01582 636900**

Heart Radio: 01582 676240 or hcnews@heart.co.uk

**Radio Northampton: 01604 239100 northamptonshire@bbc.co.uk
northampton.news@bbc.co.uk**

School Improvement Team: schoolimprovement@bedford.gov.uk

School Transport Team: 01234 228339 or stephen.smith@bedford.gov.uk

Press Office: proffice@bedford.gov.uk

THE ABOVE CALLS OR EMAILS MUST CONTAIN THE EDUCATION EMERGENCY CODE WORD (PLUTO) Please do NOT use the emergency contact number for inclement weather closures.

Additionally, Head teachers should make arrangements to put information relating to the school closure on their school website and to continue to utilise any existing communication arrangements whereby parents are alerted by text or emails if the school is to be closed.

Inclement Weather - Youth Projects

For youth projects it is unlikely that inclement weather will cause an emergency situation requiring immediate action to inform the public.

If a youth club is unable to be opened because of inclement weather the Youth Worker, after consultation with the Lead Officer, or the Service Manager, will make arrangement to post a notice on the front door of the youth project as soon as possible to inform the public of the reasons for closure and the date for re-opening, where this is possible.

Seasonal Reminder

Please remember to provide at least frost protection over the Christmas holiday period to ensure buildings are operational on return. In severe weather it may take some time for appropriate temperatures to be achieved after a period at frost protection.

Media Communication

If you, as the Head teacher or senior staff member of a school are approached by journalists seeking information about an incident concerning the school you may find it useful, in the first instance, to refer them to:

Communications Team, Bedford Borough Council (01234) 276277

The Communications Team provides a media handling service for critical incidents in local schools. The team will liaise with school staff and the media to handle enquiries, draft the responses and advise schools on media strategies and messages during a crisis:

To outline further, the team can: a.

Field media calls

- b. Provide communications advice on the media implications of the situation.
- c. Issue statements on behalf of the school, in liaison with the Head teacher/Deputy Head teacher and Chair of Governors and Officers at the Council.
- d. Provide strategic advice.
- e. Help prepare spokespeople for television/radio interviews.
- f. If there is intense media interest or if the school requests assistance for media handling a Communications Officer will go to the school to handle press queries on site.

Appendix 1 - Emergency / Critical Incident Decision Chart

DEFINE THE LEVEL OF EMERGENCY

LOW Maintained Schools

e.g.

- minor injury
- maintenance problems

Use school procedures to deal with incident internally

MEDIUM Maintained Schools

e.g.

- Prolonged utility failure
- Inclement weather (e.g. snow)
- No heating
- Intruder
- Event that attracts media interest
- Event outside the school perimeter that affects the school
- Transport incident involving injury

Helpful contacts: You can sign up to

- Met Office severe weather warnings at www.metoffice.gov.uk/weather/uk/warnings.html
- Environment Agency Flood alerts: www.environment-agency.gov.uk/homeandleisure/floods/3829.aspx

HIGH All Schools including Academies

e.g.

- Loss of life or serious injury
- Structural damage
- Fire/flood needing additional assistance
- Gas leak
- Other disasters/tragedies, e.g. security, environmental
- Public Health Emergency
- Significant event attracting large scale media interest
- Violent intruder

Key Contacts Phone Numbers Check List

It is recommended that you have emergency contact numbers displayed prominently and also in your emergency response pack.

Head teacher
Establishment key holder
Site manager
Police
Fire
Ambulance
Bedford Borough Health and Safety Team
Bedford Borough Council Communications Team
Gas service provider
Electricity provider
Water provider
Out of hours Building maintenance contractor
Insurance
Location and position of grab bag or snatch pack

Note: - Academies, Free Schools and Independent Schools will be charged for provision of services

Call 999
Call First Contact Officer Tel. 07468 472517 Activate your crisis plan

For your guidance, refer to "Critical Incidents in School Plan"

Activate your Crisis plan.
For utility failure contact your provider and determine the duration of the failure.

If you need advice, contact Ben Pearson (07468 472396)

Close

Do not close

Do not phone the First Contact Officer
Contact: Chair of Governors, Parents, Bedford Borough Council - Communications team
Tel. 01234 276276 / 276277
Register the closure on the website: www.bedford.gov.uk/snow (username and password required)
Refresh your information daily on this website



Notes

Notes

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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برای اطلاع

Za Informacije

Per Informazione

তথ্যের জন্য



01234 228311



Bedford Borough Council

Borough Hall

Cauldwell Street Bedford MK42 9AP

school.support@bedford.gov.uk



www.bedford.gov.uk



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USEFUL TELEPHONE CONTACT NUMBERS (Confidential)

Emergency services		
Police / Fire / Ambulance	999 If unable to speak: add 55	Non-urgent number: Bedfordshire Police: 101
UK Anti-terrorist hotline	0800 789321	
Utilities		
Gas	0116 294 4040	<u>Emergency number: 0800 111 999</u>
Electric	01737 275772	<u>Emergency number: 105</u>
<u>Water</u>		
<u>Telephone</u>	0333 0140 333	
<u>Intruder alarm</u>	01733 246 990	<u>Out of hours 0844 8791139+</u>
Property Services		
Site Agent	Raff 07746445680	rripalunga@greatouse.academy
Local organisations		
Dawn Until Dusk	07824515437	tracyhutton@kidsdawntildusk.co.uk
Catherine Harrison		
Biddenham International School	01234 342521	enquiries@biddenham.beds.sch.uk
School closure notification		
Three Counties Radio	01582 636963	3cr@bbc.co.uk
Bedford Borough Local Authority	01234 267422	Follow procedure using code word in LA emergency closure letter for relevant Academic Year Schools.closures@bedford.gov.uk
School website		Admins: Paul Ives, Chris Payne, Matilda Harris
School Facebook		Admins: Chris Payne, Matilda Harris

The Academy will refer to pages 9-12 of the booklet “responding to critical incidents” for guidance on the types of events and the most appropriate action that may result in school closure.

Typical events that may result in school closure include;

- Storms in excess of 70mph or storm force 8
- Flooding
- Cold / Adverse weather
- Disruption to the school’s water supply
- Disruption to the school’s power supply
- An event affecting the school’s kitchen where an alternative supply of cooked school meals is unavailable

Emergency closure procedure

Teachers

- If you are unable to get in to school, please phone the Principal at home (between 6.00 am & 7.30am)
- Principal will check local conditions with the Office Manager / site team .
- The site team will conduct a risk assessment of the site
- If too many teachers can’t get in and / or Site team’s risk assessment finds the site unsafe or inaccessible, the Academy will close.

Contact Arrangements

All staff are expected to have the most up to date Emergency closure tree at home.

- Principal will liaise with all other parties on the site to confirm their status prior to closure. It is very highly likely that if GOPA closes, Dawn Until Dusk will also close.
- Principal will contact the LA, local radio stations to inform of closure, using the LA emergency closure procedures to schools for that academic year (code word and school DFE number required)
- Principal will place the emergency closure banner with details of the closure on the website. An identical message will be placed on the school Facebook page.
- Teachers are asked to add it to their class Teams page.
- Office Manager will inform any additional agencies egg, peripatetic teachers, external club providers, supply teachers / agencies as required and cancel any meetings or visits in the Outlook calendar.

Appendix 3: Emergency Evacuation (off-site)

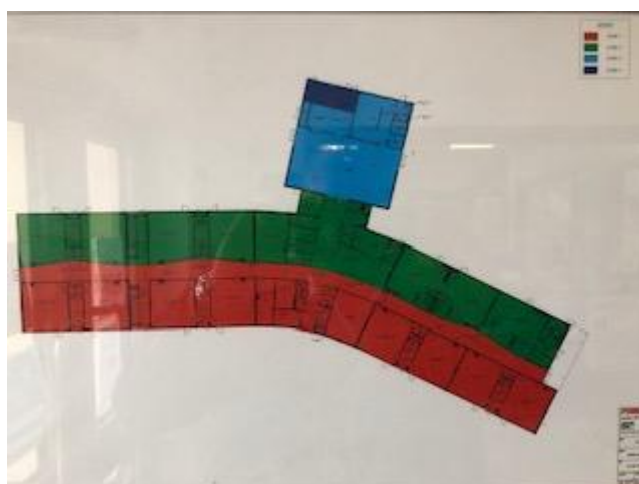
In the event that an emergency evacuation of the Academy site is required the following procedure will apply

- Emergency evacuation of the building to muster point on the school field (following procedures in appendix 4)
- Principal will inform Dawn Until Dusk (who share the same site) of the decision if they are not already aware.
- Class teachers will calmly lead their classes to field. TA's should follow at the back of their class. Additional adults should walk in the middle of the line, thus ensuring no one can be "lost".
- It is the teachers' responsibility to ensure their class are kept calm and are reassured they are safe.
- The muster point at GOPA is the school field.
- From here, the SERT team can arrange for parents to be contacted / informed and the children collected. This information is in the "grab bag" or can be accessed by logging onto the MIS system remotely.
- When children are collected, they must be handed over to their parent / carer and a record kept of who has been collected and at what time.

FIRE DRILLS AND EVACUATION IN CASE OF EMERGENCY

There is a plan of the academy situated in all rooms. Staff should ensure they and their class are familiar with it and the procedures for fire evacuation

- When the alarm sounds, all staff, pupils and visitors should stop what they are doing.
- Pupils should line up immediately in silence at their nearest exit.
- The teacher should pick up the laminated fire list before leading them outside of the building. Any visitors should follow them.
- Any TA's should follow the pupils out of the nearest exit, having checked toilets and cloak areas before closing the door behind them. If possible, the box of inhalers should be picked up and taken outside. They should also check any classes in their vicinity are aware of the alarm and are evacuating.
- The designated muster point for fire evacuation is the school field. Lines should begin at the back of the field, away from the building.
- Pupils must leave in an orderly manner and in silence.
- The Office Manager should bring out the registers and hand these to teachers.
- Whilst waiting for registers, the teachers should count their class to check they have the correct number of children against their laminated fire list.
- When the register arrives, teachers should call out the name of the children and wait for a reply.
- Any missing children should be immediately reported to the Principal / Assistant Principal who will make a decision about what to do.
- The Principal is responsible for ensuring that all staff and visitors have exited the building safely.
- No one should re-enter the building unless the Principal has given the all-clear.
- The Principal is responsible for ensuring the fire service is called.
- The school is split into four zones (Red – Zone 1, Green – Zone 2, Light Blue – Zone 3, Dark Blue – Zone 4). The Fire Wardens are responsible for sweeping a zone and following appropriate procedures.



- The Site Agent / Principal will consult the fire panel to check the source of the alarm.
- Children must be taught what to do if they find themselves away from their class when the alarm sounds i.e., leave by the nearest exit. Opportunities to practise should be built into the start of each term.
- Staff must not attempt to fight any fire other than when it is of a very minor nature.

Fire drill takes place once a term.

FIRE DRILLS AND EVACUATION IN CASE OF EMERGENCY – lunch time

- The lunch time procedure differs in that pupils in the hall are taken around the outside of the building to the field so all can be quickly accounted for.
- The midday supervisors in charge of supervising the hall must escort the children out of the fire exit in the hall.

FIRE DRILLS AND EVACUATION IN CASE OF EMERGENCY – out of school hours

- On hearing the alarm evacuate the building immediately. **Do not re-enter until authorised to do so by the Fire Service or Staff Fire Warden.**
- A member of the office staff will call the fire service and wait at the front of the building to meet them and allow them access to the building. They will take the 'grab bag' containing a set of keys to allow the fire service access to the school via all three gates. They will also inform Dawn Until Dusk of the situation.
- If the alarm rings BEFORE school starts: -
 - There may already be children in the school. If there are children in the room that you are in, please escort them out of the building and line up as they would do during a daytime drill. All staff must ensure that children arriving for school **DO NOT** enter the building – but line up with their class mates in the usual way.
 - **Parents** - Any parents on the playground that are dropping off children will be asked to go to the field with their children until the all clear has been given.
- If the alarm rings AFTER school ends i.e. after-school clubs: -
 - Staff running clubs escort the pupils out of the building and line up as they would do during a daytime drill. Parents **MUST NOT** take their children home until all children are safely accounted for.
 - A member of the office team will take the club registers out onto the field so that the register can be taken.
 - Any available member of staff to sweep all of the building to ensure everyone has evacuated the premises and then meet on the field and report to fire warden.

- A member of the office staff will go to the front of the school and ensure that no-one enters the building. If no office staff available, any other free member of staff must undertake this task.
- Any visitors, supply teachers, sports coaches, PPA teachers etc. to congregate on the field at the rear of the school.
- A member of the office staff to collect the staff signing in sheet and the visitor's book and take to the field to register all staff and visitors.
- **The fire alarm must not be deactivated or silenced until the fire service has attended.**

All fire drills must be reviewed and recorded in the Fire Safety folder. Procedures should be amended if required following any drill or fire evacuation event.

1. Rationale

1.1 As part of our Health and Safety policies and procedures the academy has a Lock Down (invacuation) procedure for the very rare occasions when it may be necessary to seal off the academy so that it cannot be entered from the outside. This will ensure that pupils, staff and visitors are safe in situations where there is a hazard in the school grounds or outside the school in the near vicinity.

1.2 A lockdown is implemented when there are serious security risks for the premises due to, for example, nearby chemical spillage, proximity of dangerous animals, serious weather conditions or attempted access by unauthorised persons intent on causing harm/damage.

1.3 Once an assessment has been made of the level of danger the situation poses, staff will be notified as quickly as possible to avoid undue stress and distress to everyone involved.

2. Notification of Lockdown

2.1 Should an immediate and rapid invacuation be required, staff will be notified in the following way;

- A handbell will ring for thirty seconds
- A read receipt Email will be sent to all staff from the Office Manager informing them of invacuation.
- The handbell will ring again for thirty seconds
- Staff will be contacted via mobile phone by the Admin Team if necessary
- The handbell will then ring continually for up to thirty seconds
- There will be no further announcements until an all-clear is given via a whistle.

2.2 Should a more discrete invacuation be required or possible, a member of the SLT, Office staff or Principal will visit each classroom to inform staff of a lockdown. In both instances, unless directed otherwise, the following procedures must be adhered to.

2.3 Staff are required to then follow the **CLOSE** procedure:

Close all windows and doors,

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing attention

Endure. Be aware you may be in lock down for some time

The above signal will activate a process of children being ushered into the school building as quickly as possible and the locking of the classrooms, offices, connecting doors and all outside doors/ shutters where it is possible to remain safe to do so. It is important to ensure the children are calm so this should be done as calmly and efficiently as possible.

2.4. Children or staff not in class for any reason will proceed to the nearest occupied classroom and remain with that class and class teacher e.g. Intervention groups, children visiting the LRC.

2.5 Any classes in the hall must remain there and follow the procedures in 2.3. Staff in the kitchens should ensure all external and internal doors and the hatch are locked.

2.6 Toilets / cloakrooms should be checked and all pupils inside ushered into the **nearest** classroom (this is not necessarily their usual classroom as movement around school must be minimised).

2.7 At the given signal, the children remain in the room they are in and the staff will ensure the windows and doors are closed/locked and screened where possible and children are positioned away from possible sightlines from external windows/doors. Lights, Smartboards must be turned off. Mobile phones are put on silent mode. A heavy piece of furniture should be placed in front of the internal classroom doors.

2.8 Senior leadership will conduct a sweep of the school to ensure no one is left out in corridors or outside. The Office manager will check the hall and check all low windows are closed and external doors are locked.

2.9 A roll call must be completed immediately. This information must be provided to the office using email identifying those children not accounted for and any additional children / adults in their room. **The office will email each classroom too.**

2.10 The office team will co-ordinate ensuring all children and adults are accounted for. Staff will not be contacted unless there is a problem or query.

2.11 NO ONE SHOULD MOVE ABOUT THE BUILDING unless an intruder has gained entry and the room occupied becomes unsafe. In this situation, the class teacher should try to raise alarm and remove all the children and any additional adults as quickly and efficiently as they can, by the nearest exit.

2.12 Staff are to support children in keeping calm and quiet.

2.13 Staff to remain in lock down positions until they are informed of either an all clear, a de-escalation or escalation by key staff e.g. Senior Leadership Team, Chair of Academy Council or Office Staff.

2.14 The signal for the all-clear is the phrase “invacuation all-clear,” followed by the school handbell ringing continually for up to 30 seconds. This will be followed by an email to all staff.

2.15 Once an all-clear is given Senior Leaders will visit each class to check on everyone’s well-being.

3. Staff Roles:

3.1 Office Manager / Site Agent or most senior member of office staff to lock the front door and dependent on the nature or circumstances of the incident and it is safe to do so, endeavour to lock all gates.

3.2 Principal or Site Agent to lock / check the academy’s doors and entrances. This includes staffroom door. They will also conduct a sweep of the building to ensure no pupils and adults are remaining.

3.3 Office Manager / Admin Team to ensure that the police are called, if necessary.

3.4 Individual teachers/ TA's lock /close classroom door(s) and windows. Nearest adult to check exit doors. Cloakroom doors must also be locked and the cloakroom evacuated into the nearest classroom. All TA's should ensure the cloakrooms and toilets are checked, the external doors are locked and pupils ushered into the nearest classroom.

4. Communication with parents

4.1 If necessary, parents will be notified as soon as it is practical to do so via the school's established communication network – text, website, school Facebook page.

4.2 Parents will be told:

'..the academy is in a full lockdown situation. During this period the entrances will be un-manned, external doors locked and nobody allowed in or out. Please do not contact the academy as this will tie up emergency lines. We will provide updates as soon as we can.'"

4.3 Depending on the type and severity of the incident, parents may be asked NOT to collect their children from academy as it may put them and their child at risk.

4.4 Pupils will not be released to parents during a full lock down.

4.5 Parents will be asked not to call the academy as this may tie up emergency lines.

4.6 If the end of the day is extended due to the lock down, parents will be notified and will receive information about the time and place pupils can be picked up.

4.7 A letter to parents will be sent home on the nearest possible day following any serious incident to inform parents of the context of the lockdown and to encourage parents to reinforce with their children the importance of following procedures in these very rare circumstances.

5. Air Ambulance Lock down procedure

The Academy field is a large enough space for the air ambulance (or police helicopters) to make landings. Should a helicopter be required to land on the field the following procedure should be followed so that the field is a safe landing zone and all pupils are safely and quickly accounted for.

5.1. If pupils are in class. Each class will be visited by a member of the Admin Team or SLT and informed. No children are to leave the classroom. TA's are required to lock all external doors. The children will be informed (the helicopter is loud enough to be heard).

5.2. If pupils are outside e.g., lunch / break. Staff on duty will blow whistles and ensure all pupils line up. Teaching staff must collect their class from the playground immediately and take them to their usual classroom. SLT or members of the Admin Team

will do a sweep of the outside field and playground to ensure all pupils are indoors. Staff must lock external doors. A roll call must be taken to ensure everyone is accounted for back in class.

6. Lock down drills

6.1 Lock down practices will take place at least once a year to ensure everyone knows exactly what to do in such a situation. This will also ensure children are familiar with this procedure and likely to remain calm.

6.2 Monitoring of practices will take place and staff debriefed for positive reinforcement or to identify required improvements.

7. Review

7.1 These procedures will be reviewed and updated annually and following any invacuation situation.

8. Invacuation Plan- Management and Control

8.1 Nominated Person Responsibility

Principal: Oversee overall procedures, liaise with parents

Office manager or most senior member of office staff available: Initial contact with emergency services

Teachers: Pupil control

Teaching assistants / teachers: Sweep cloakrooms and nearest group rooms to ensure all pupils are accounted for.

8.2 Signals

Lockdown:

- A handbell will ring for thirty seconds
- A read receipt Email will be sent to all staff from the Office Manager informing them of invacuation
- The handbell will ring again for thirty seconds
- Staff will be contacted via mobile phone by the Admin Team if necessary
- The handbell will then ring continually for up to thirty seconds
- There will be no further announcements until an all-clear is given

All clear:

- A whistle will be blown for thirty seconds
- An email will be sent to all staff from the Office Manager informing them of the all clear
- A whistle will be blown for up to thirty seconds
- SLT will check that all are aware the lockdown is over

Specified assembly points: No unnecessary movement around school, remain in the room currently occupied, including the hall.

Entrance points: Main School Entrance, EYFS entrance, Pre-School entrance, KS1 entrance, Bike Shed entrance, Lower KS2 entrance.

Communication arrangements: Telephone System, Mobile phones, emails.



Lockdown Annex 1: Lock Down Plan

Step	Time	Initial response	Check	Signed
1. Ensure all pupils are inside.				
2. Secure all entrance points to the school.				
3. Dial 999 for each emergency service that the incident requires.				
<p>4. Ensure that staff members take action to increase protection from further danger: Block access points. <i>Sit on the floor, under tables or against the wall.</i></p> <p>Keep out of sight and draw blinds to avoid detection.</p> <p>Put mobile phones on silent Turn off lights, Interactive whiteboard / screen and computers.</p> <p>Stay away from windows and doors.</p>				
5. Ensure that all pupils and staff are aware of an exit point in case an intruder manages to gain access or the room becomes unsafe.				
6. Check for missing or injured staff members and pupils if it is safe to do so.				
7. Remain inside the classroom until the all clear signal has been given or unless told to evacuate by the emergency services.				

Appendix 6: SCHOOL TRIPS

The planning procedures and expectations for all visits are detailed in the Educational Visits Policy and must be followed.

Staff back at base are able to access all visit plans on evolve using the read only account.

Username:

Password:

Before going on the trip check:

- Most of this information will be held on Evolve (unless zone 1), ensure copies of this are provided to all adults. If it is zone 1 and is not on evolve has a risk assessment been filed with the EVC?
- Have you got / done a risk assessment? Has it been signed off by the EVC?
- Has everyone participating (adults and pupils) filled in emergency medical form?
- Does the office have a copy? Have you got a copy?
- Has the office got all the group lists with the supervisory adult and their mobile number?
- Have you got the mobile numbers of all supervisory adults?
- Have all adults been briefed on:
 - Where they are going
 - Timings
 - Expectations
 - Potential hazards
 - Procedures if an emergency arose
- Have you left the telephone number of the venue?
- Have you got the telephone number of the nearest hospital?
- Have the office got the phone number of the coach company?
- Have the office got the number of the nearest hospital?
- Have you left the office a list of timings?
- Are all mobiles switched on and not on silent including the school mobile?
- Have the office got these things on the main desk throughout the day?

In an emergency

What follows is given in way of guidance that will need to be adapted to suit the situation. This written guidance should be held by each adult member of the party.

1. Establish the nature and extent of the emergency.
2. Make sure all other members of the party are accounted for and are safe.
3. If there are injuries, establish their extent and administer appropriate first aid if you have been trained and feel capable. Be aware of consequences that might follow were you to

give incorrect treatment. Have regard to your own safety vis-à-vis blood contact. Call the appropriate emergency services.

4. Advise other staff of the incident and of actions taken. The designated Leader of the trip will be in charge and will decide on responsibilities to be undertaken by each adult member of the group.
5. Contact the most senior member of staff at school to relay the following information:
 - Nature, date, time and location of incident
 - Details of injuries etc.
 - Names of those involved
 - Actions taken so far

It is the responsibility of the Principal / Deputy Principal to advise the Chair of the Academy Council.

6. Ensure that an adult accompanies any pupil casualties to hospital. If only one adult is available in the circumstances a decision will have to be reached as to the best course of action.
7. Ensure that remaining pupils are adequately supervised and arrange for an early return to base / school.
8. If circumstances permit, arrange for one adult to remain at the site of the incident to liaise with the emergency services until the incident is over and all children are accounted for.
9. All calls made to or by school must be logged on Log Sheets provided.
10. **It is essential that you do not discuss matters with the Media.** This is the responsibility of the Principal, Assistant principal, Chair of Academy Council, CMAT and Athene Communications.
11. The party leader should, at the first opportunity, make notes on the incident, as should other people involved. A record should be kept of the names and addresses of any witnesses or people involved.
12. A return to school may involve repatriation with families at another venue off-site to avoid media attention. This may need to be a non-CMAT venue / away from GOPA.

DO NOT DISCUSS LEGAL LIABILITY

DO NOT TALK TO THE MEDIA OR POST ANYTHING ON SOCIAL MEDIA

Appendix 7: Review for all critical incidents / invacuations / evacuation and DRILLS

This should be completed for all critical incidents, invacuations, evacuations and for any drills. A copy of fire drill reviews should be added to the Fire safety records. Additional paperwork may also be required in the event that this is NOT a drill.

Date _____ Time _____

Nature of event _____

What went well

Issues arising

Amendments to procedure required? (outline below)

Signed _____ (Principal)

Countersigned _____ role _____

SUPPORT FOR STAFF

It is important to bear in mind that individuals show stress in different ways and at different times – sometimes the people from whom you least expect it. It is helpful for staff to know that it is acceptable for them to show distress or grief.

It may be necessary to provide temporary cover for class teaching.

Teachers may have difficult tasks in the immediate aftermath of an incident. These may require the staff to listen to and respect the wishes of the children, allowing discussion of some issues.

The following situations can cause difficulties:

- Reading the class register from which names(s) are now missing.
 - Children showing signs of upset.
 - Uncharacteristic behaviours from a class, for example, excessive talking.
 - Leaving the empty chair/spaces in the classroom.
 - Handing back books/belongings to bereaved family.
-
- Ensure that **ALL** Staff have up to date information and developments.
 - Appoint staff for specific jobs to be done and liaise regularly.
 - Contact staffs' families if domestic arrangements need to be made or make mobile phones available.

SUPPORT FOR PRINCIPAL/SLT/ SERT team

The Principal and one other member of staff should retain overall responsibility for ongoing dealings with the crisis.

The Senior Leadership Team should, if possible, be relieved from other duties.

DEALING WITH THE CHILDREN

Directly involved

- Pupils may need a particular member of staff to be available, with whom they can talk about particular problems. It is helpful for times of availability to be given.
- Pupils often feel they have a 'real' ownership of issues surrounding a death, because of their close attachment to the deceased pupil(s).
- Open mourning can communicate distress to other pupils less affected by a specific tragedy.

- Some children in the neighbourhood may be affected because of their social links with the victims of an incident.
- Many pupils feel upset but may show it at different times, in different ways and in different places.
- Typical reactions can include tearfulness, withdrawn behaviour, anger and aggressive outbursts, inattentiveness, denial, inappropriate humour.
- Recurring grief can be triggered by an apparently unrelated incident.

Not directly involved

- Keep school running as normally as possible.
- Arrange children in other or larger groups if adults are needed elsewhere.
- Call in supply staff or staff from other local schools to man classes if necessary.
- Adopt a calm reassuring manner with children and ensure all other adults do the same.
- Consult and liaise with the Principal/Deputy Principal/ Chair of Academy Council on procedures for children close to or involved in the incident and about what information is to be given to children.
- Work with Principal/Deputy Principal/ Chair of Academy Council on moving children to another site if evacuation is necessary.

PLAN FOR PARENTS

Parents need to be given accurate information as soon as possible.

If the critical incident is off-site consideration for repatriation of children and families need to be considered. If there is media involvement / attention, this may need to be off-site / out of GOPA.

Maintain communication with parents as appropriate to ensure that they are aware of the situation and the plans to return school to normal functioning.

Senior Leadership Team to consider implications for those parents directly affected by incident, particularly in establishing parental wishes regarding the nature of information to be given out.

Senior Management Team to liaise with relevant staff and children to enable them to collect the appropriate information to disseminate and where necessary to use in commemorative assemblies.

LONGER TERM TASKS

The Senior Leadership Team will give consideration to the following tasks as prompted by the nature of the incident involved:

- Longer term counselling arrangements
- Disposal of flowers
- Funerals
- Memorial Services
- Memorial Funds
- Returning to normal school routine
- Anniversaries

Appendix 9: Key Holders List (emergency alarm trigger response)

Key Holders

Numbering denote key holder preference based on distance from school site

*Designates member of SLT and/or SERT. Please contact the above staff if it is an incident concerning the premises – these members of staff are key holders (number for speed of attendance)

Name	Keys held	Email/Mobile	Local area/home
Paul Ives*	Master key	pives@greatouse.academy	Sharnbrook
Chris Payne*	Master key	cpayne@greatouse.academy	Felmersham
Raff Ripilunga*	Master key	rripilunga@greatouse.academy	Bedford
Catherine Harrison*	Master key	07824515437	Oakley