



St Mary and St Pancras CE Primary School

Emergency Response Plan

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NEXT REVIEW DATE	January 2023		
SIGNED (HEADTEACHER)	Ms Jules Belton	DATE	Jan 21
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EMERGENCY RESPONSE PLAN

1 PREPARING TO HANDLE EMERGENCIES

Emergency preparedness means being ready, all the time, to continue to operate the school but at the same time to counteract the effects of the emergency. The aims are survival and damage limitation. This plan must retain a degree of flexibility to allow for different responses depending on the particular situation. For example, making decisions on whether the site is to be evacuated, or whether everyone is to remain on site.

A major emergency can occur with little or no warning on a scale **beyond** the coping capacity of the school operating under normal circumstances. It can range from a burst water main within the school or area to a terrorist attack. Managing emergencies is an extension of routine management.

Despite every effort to avoid critical incidents, a school must consider what could go wrong, prepare plans to deal with the situation and rehearse them. Plans need to be flexible and resilient so that unexpected and unusual events can be met.

The Headteacher should take responsibility for drawing up a response plan and staff should be allocated key tasks. All staff should be aware of the emergency plan and know what they are expected to do.

2 WHAT IS A SCHOOL EMERGENCY?

Emergencies in schools are those which occur unexpectedly and have a major impact on the life of an establishment. They can include:

- the death of a pupil or a member of staff
- a serious accident in a school/centre or on an educational trip
- a serious illness or a communicable disease, e.g. meningitis
- a violent intrusion onto school/centre premises (including a terrorist incident)
- a serious and immediate physical threat to students and/or staff
- fire, flood or explosion
- a bomb threat
- release of hazardous substances near or on the school/centre site
- health hazard
- hostage-taking or abduction
- emergency school/centre closure
- salvage

Each may involve:

- a long-term impact on individuals
- psychological distress
- financial issues
- insurance concerns
- media interest

- an impact on the school's ability to continue teaching (business continuity).

3 ROLES AND RESPONSIBILITIES

The roles of the school and other organisations in an incident are as follows:

3.1 THE ROLE OF THE SCHOOL

- To look after and protect students and staff from harm
- To create, adopt, maintain and operate a school emergency plan
- To keep the plan up-to-date
- To ensure that the relevant people in the school are informed and are ready and capable of assuming their assigned roles in an emergency.
- To test the school emergency plan and business continuity plan
- To manage the initial response to the incident, including establishing an Emergency Response Team (ERT) where required
- To notify the Council where support is required in an incident
- To work with the Council and the emergency services to manage the emergency
- To support students, staff and parents throughout
- Maintain communications with all stakeholders throughout the incident including school governors
- To bring about a swift return to normal life
- To provide follow up support and care for staff and students affected by the incident.

EVACUATION SITES:

1. MUGA (BALL COURT)

2. ST MARY'S CHURCH

(Eversholt Street, Somers Town, London,
NW1 1BN Tel 0207 424 0724)

POSSIBLE EMERGENCY SITUATIONS - OUTLINE OF ACTION

4.1 Death of student or staff member on site or in the school's care

- Contact ambulance service via 999 immediately, requesting that the police also attend.
- Make safe the hazard (where applicable), so others are not harmed.
- Do not move a body until the ambulance arrives.
- Evacuate all pupils and all but necessary staff from area.
- Contact Camden Council / CSF emergency response team for assistance.
- In doing so, make sure that the Camden Communication Team is alerted.
- Notification to parents or next of kin should be planned with health workers and police, and should normally be in person. This needs to be carried out very quickly because media will pick up the story from social media. Suggest that it is Headteacher led.

- Contact the critical incident response team at Camden educational psychology service – 020 7974 6500/1618 or 07787 845 276.
- Inform Health and Safety Executive immediately (by phone on **0845 300 9923**) and report the incident to **Camden Reportline on 020 7974 6655 option 2 then option 1.**
- Preserve any evidence of the cause of the incident
- Inform chair of governors, staff, parents, children, and so on.

4.2 Death of student or staff member away from the school

- Contact Camden CSF emergency response team for assistance on **0207 974 4444**
- Ensure the Camden Communication team is alerted
- Contact critical incident response team at Camden educational psychology service – 020 7974 6500 or 07787 845 276.
- Plan how notification will be given through school – e.g. emergency staff briefing followed by class briefings
- If the death implies a health risk to others (e.g. infectious disease), obtain professional advice (from Camden CSF and Camden PCT), brief staff, parents and students as appropriate and cooperate with health workers.
- If the death is related to school activities then inform the Health and Safety Executive immediately (by phone on **0845 300 9923**) and report the incident to **Camden Reportline on 020 7974 6655 option 2 then option 1**
- If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3) to discuss.

4.3 Bereavement – ongoing issues

- The school should establish a line of communication with the family of the deceased, and agree with the family what information can be released about how the person died and what happened. The school should respect the family's wishes about attendance at the funeral and any memorial activities the school is planning.
- Staff on site will be notified straight away. They may also need to be briefed about what the school is doing, take time to prepare themselves to handle questions from pupils and parents, and to monitor pupils for any signs of emotional trauma. Arrangements will also be made to notify any members of staff not on site, and the catering and cleaning staff etc at the appropriate time.
- Staff may themselves be affected by the bereavement, and the Headteacher will talk to them collectively and individually over the coming days/weeks/months, monitor them, and ensure they receive the necessary support if they are unable to cope, e.g. bereavement counsellors, obtainable via the Council's human resources team.
- It is important for the school to carefully manage the way the news is given to pupils. Time will be taken to plan how to break the news to pupils, what to say, and who will say it. Pupils will need to be told what has happened and how everyone is feeling about it. It may also be appropriate to tell them why it happened, and younger pupils may need to be re-assured that it will not happen again, and it will not happen to them. It may be important for pupils, and especially younger pupils, to then be with the teachers and staff who they are familiar with so that they can feel safe to talk and share about how they feel about what has happened. This follow-up time is important to enable teachers to provide reassurance, answer individual questions and provide guidance to

the class group about how they should be feeling that it is all right to feel sad, or not to feel sad, and how to respond to what has happened.

- Pupils may also need some practical way to focus how they feel about what has happened, and the school can provide ways to do this, e.g. writing cards, making floral tributes, planting a tree of remembrance, a plaque, a book of condolence, a book of remembrance, a special assembly, a memorial service etc. An appropriate quiet area could be set-aside in the school for pupils to come to talk to staff about what has happened. The school will take advice from the council's psychology service and or CAMHS attached or linked to the school when planning how to handle the pupils in this situation.
- The headteacher may need to write a letter to parents to inform them about what has happened and concerning any arrangements that have been made. If the deceased is a member of staff, parents may need to know what arrangements the school is making to provide staff to cover their classes. A follow up letter may be required to notify parents about subsequent events and arrangements e.g. special assembly, memorial service etc.
- In cases of bereavement many people feel the need to express their feelings about what has happened, by sending cards, flowers, money or other items to the school, unless they are specifically told not to.
- Cards could be put on a special pin board/display, forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance. They should not just be thrown away.
- The school may need to designate a suitable place for people to put flowers where they are visible and can be perused. Remember flowers will quickly perish without water, and even with water flowers may wilt and become unattractive in time but disposal of flowers may also be a contentious issue, and they will not be just thrown away. The school may need to adopt a policy for this e.g. the flowers to be used at the funeral, or taken to the cemetery, or another appropriate location at an appropriate time. The small cards sent with the flowers may also contain written messages, and these could be forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance.
- Items such as toys or photographs could also be forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance.
- Books of condolence or remembrance could be forwarded to the bereaved family at an appropriate time.
- **N.B.** the family of the bereaved may not want to be bombarded with cards, flowers or other items, so the school will need to ask first before forwarding these to the family.
- A clear written record of money received and donors will be maintained by the school, and the money will be used for the purpose for which it was given. Money given for the family of the deceased will be passed on to them or donated to a charity instead if they prefer, and the school should respect their wishes. In the case of multiple bereavements the school will carefully consider a policy on how such money will be distributed. The school should take specialist advice if it is considering setting up charitable trusts.
- Where individual pupils or staff appear to be more seriously affected, bereavement counselling assistance can be obtained from the occupational health for staff, and the education psychology service and CAMHS for pupils as required.
- Where the deceased is a member of staff the school will liaise with HR in respect of pension entitlements for the family of the deceased. The HR team will also deal with the necessary correspondence with the family.
- School will also liaise with the LDBS for support.

4.4 Serious accident or illness at school/centre or on an educational journey

- Call ambulance or other emergency services on 999.
- Meet ambulance at entrance.
- Detail adult to accompany casualty.
- Contact parents/carers immediately.
- If parents unavailable, be prepared to act 'in loco parentis' including giving permission to operate.
- Notify the Headteacher, deputy or most senior member of staff present in their absence.
- Inform CSF emergency response team, H & S adviser and chair of governors.
- Complete accident report (legal requirement for accidents) in line with current procedures.
- Report the incident to **Camden Reportline on 020 7974 6655 option 2 then option 1.**
- If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3) to discuss.

3.5 Assaults on staff or pupils/students by members of the public

- If the victim (s) requires medical attention, request a first-aid trained member of staff to see to the injury and call an ambulance if required.
- Take necessary measures to make pupil/student/member of staff safe.
- Try to identify assailant (do not detain by force).
- Contact police at once on 999.
- Obtain the names of any witnesses.
- Record details.
- Contact Governors and Camden CSF health and safety adviser.
- Any witnesses should prepare factual witness statements. Ideally all statements should be prepared on the day of the incident.
- Complete accident report in line with current procedures.
- Report the incident to **Camden Reportline on 020 7974 6655 option 2 then option 1.**
- Ensure the Camden Communication team is alerted.

3.6 Fire in school

- **FOLLOW THE SCHOOL FIRE EVACUATION INSTRUCTIONS**
- Sound fire alarm.
- Call fire brigade.
- Evacuate building(s) in line with evacuation policy. - **DO NOT STOP TO COLLECT PERSONAL BELONGINGS AND DO NOT USE ANY LIFTS**
- Check that building is empty, excluding staff/pupils in a designated place of safety.
- Undertake a roll call to ensure that everyone is accounted for.
- Meet fire brigade and inform them of who is in the building and where, location of fire.
- Inform CSF Emergency Response Team
- Do not re-enter the building without clearance from fire brigade.
- Report to the **Camden Reportline on 020 7974 6655 option 2 then option 2.**

4.7 Bomb threat or suspect package

If you receive a bomb threat or warning by telephone

- Keep calm and attempt to write down what is being said by the caller.
- Ask questions such as; “When will it go off?”, “Where is it?”, “What does it look like”. The words used by the caller can often indicate how familiar he or she is with your premises, thereby giving some indication as to whether the threat is genuine or otherwise.
- Where possible note any accent or background noise.
- Once the caller has hung up notify the Police on 999 and the Headteacher immediately.

If you receive a bomb threat or warning by post:

- Keep physical handling of the letter to a minimum
- Notify the Headteacher immediately
- Contact the police on 999.
- If in doubt they may advise you to evacuate
- It may be appropriate for staff to check areas of the building for suspect packages to ascertain whether:
 - There are any suspicious objects, i.e. items you would not normally expect to see in that location
 - There are major items that cannot be accounted for, e.g. items which you would normally expect to be in position but are missing
 - Anything is out of place
 - There is anything unusual, i.e. was a window or door left open that would not normally be open? Has anything been disturbed or items removed?
- Do not touch or remove any suspicious object.
- Do not use a mobile phone within 15 metres of a suspicious object and keep the area cordoned off.
- Seek police advice as to whether the school should be evacuated – this decision is ultimately the responsibility the school.
- If the school is evacuated do not re-enter the school until agreed by the emergency services
- Evacuate the premises if it is necessary to do so - using the bomb threat procedure to the bomb threat evacuation point – and take a register of persons at the designated assembly point.
- In the event of extended evacuation, proceed to the agreed alternative site e.g. other school, park.
- Contact CSF Emergency Response Team
- Contact parents where possible. Notices to be attached to all entrances / exits to the school with details of the alternative site and contact telephone numbers.
- Involve Council communications team to help with managing the press and issuing information about any alternative site.
- The Government has produced some added guidance on dealing with bomb warnings or threats which you may find useful. Some higher education institutions (universities) have received threats via email - all of them hoaxes.
- The National Counter Terrorism Security office has guidance (mainly for Higher Education establishments: visit <http://www.nactso.gov.uk/AreaOfRisks/Education.aspx>)

4.8Explosion

- Evacuate the building(s) as necessary - DO NOT STOP TO COLLECT PERSONAL BELONGINGS AND DO NOT USE ANY LIFTS.
- Evacuate the premises - using the bomb threat procedure to the bomb threat evacuation point – and take a register of persons at the designated assembly point.
- Inform emergency services on 999
- And inform Electricity Company and Gas transporter (tel 0800 111 999) as appropriate.
- Do not re-enter the building without clearance from emergency services.
- Inform CSF Emergency Response Team.
- Report it to the **Camden Reportline on 020 7974 6655 option 2 then option 2.**

4.9 Hazardous substances

- Make safe (where applicable) the hazard so others are not harmed (only dealing directly with the hazard if it is safe to do so).
- Contact CSF Emergency Response Team for assistance.
- If necessary, evacuate the building/buildings.
- Check that the building is empty, if appropriate.
- Inform emergency services.
- Do not re-enter the building without clearance from emergency services.
- Report it to the **Camden Reportline on 020 7974 6655 option 2 then option 1.**
- If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3 to discuss).

4.10 Missing or lost Pupils / Hostage-taking or abduction

- Contact police at once on 999.
- Contact CSF assistant director / member of Emergency Response Team on 020 7974 4221.
- Collect and retain witnesses.
- Record details.
- Contact parents/carers/next of kin.
- Inform chair of governors or other (if applicable).
- Contact CSF communications 020 7974 6649
- press office 020 7974 5717, 07901 554 530
- Undertake specific Safeguarding Risk Assessment and action undertaken where safeguarding applies.

4.11 Emergency school/centre closure (this can arise in relation to the above incidents)

- This could include extreme weather, loss of electricity, water or gas etc.
- Schools will only consider closure as a last. Advice should be sought and discussed in all cases before the decision to close is taken
- Contact CSF Emergency Response Team
- Property and contracts – Steve White LDBS and Simon Roberson Camden Insurance
- Camden Learning – Jon Abbey
- Discuss possible closure with those listed below as applicable in the circumstances:
 - Property and contracts
 - School improvement
 - Health and safety

- Assistant director.
- Inform / notify relevant officers including press office and communications with action being taken and anticipated duration of closure if known.
- Information to be put on school's website regarding closure, re-opening and who parents should contact for more information.
- Consider which other local services in the school need to be informed, e.g. play centres and school meals service.

4.12 Lockdown / stay put in the school if there is an incident in the area

- **FOLLOW LOCKDOWN PROCEDURE – see page 31**
- Take advice from the emergency services.
- Contact Jon Abbey, Camden Learning, or Martin Pratt, Deputy Chief Executive and Executive Director Supporting People. See section 3 main contacts for contact details
- School leadership to arrange for contact to parents of pupils in their class to notify them of the situation.
- Ensure any pupils on medication take required doses. If any pupils require urgent medication and do not have them, inform the emergency services
- If the situation extends past a meal time, staff should access provisions from the school kitchen to feed pupils and themselves.
- If it becomes necessary to stay overnight – liaise with the emergency services and Council regarding bedding / blankets.

4.13 Salvage

- Before undertaking any salvage operation, seek advice from the CSF Emergency Response Team – salvage can itself be hazardous.
- Prioritise items for salvage by value to the school, not necessarily just by monetary value. Ensure that items that cannot easily be replaced are salvaged first.
- DO NOT attempt any salvage operation that could place lives in danger, or health at risk

4. TERRORISM ISSUES

Recent events are a reminder of the threat we face and it is important for communities to be alert, but not alarmed. The Metropolitan Police Counter Terrorism Unit have advised it is important that we know what to do in the event of getting caught up in such an incident, which is to follow the 'run, hide and tell' - guidance which can be applied to many places and situations. Our Lockdown Procedure (Appendix A) reflects this.

Lockdown Procedures

The aim of lockdown is to prevent people moving into danger areas and preventing or frustrating the intruders accessing a site (or part of). As with any emergency procedures it is important to practice Lockdown to ensure we are properly prepared.

Be Alert

Be vigilant, look out for and report any suspicious activity. Suspicious activity is anything that seems out of place, unusual or just doesn't seem to fit in with day-to-day life. If something looks unusual or out of place - report it. You **CAN** ask someone to account for their actions, however you **CAN'T** detain them/prevent them from leaving the site.

Raising the alarm

- Call 999 for immediate police response.
- Ring 0800 789 321 for the anti-terrorist hotline (this can be anonymous; you do not need to leave your details).
- You can also contact the 999 emergency services by SMS text from your mobile phone if you are unable to make voice calls. To register for this service, text 'register' to 999 then follow the instructions you are sent.

4. EMERGENCY ACTION CHECKLIST

ACTION BY: - Headteacher or nominee

Within hours Stage 1 - Initial Actions

- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events. **See incident log page 25.**
- Make every attempt to clarify exactly what has happened.
- Then consider whether Incident requires involvement of 'Local Authority Support Team' NB ***it is requested that initial contact be always made with the Local Authority in emergencies in case they have wider significance.***
- If so, contact one of the single point contact numbers. **See emergency contact list page 23**
- Establish whom they will contact. Check this includes the Education Committee Chair.

If during term time

- Unless there is overwhelming pressure, avoid closing the school & endeavour to maintain normal routines & timetables.

If outside term time (or outside school hours)

- Arrange for:-
 - the Site Service Officer to open certain parts of the school as appropriate and to be available (and responsive) to requests.
 - Immediate School Administration support.
- Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview.
- If the Incident does attract Media attention, you are likely to be inundated with requests for interviews and statements. Try to postpone Media comment until after the LA's PR Officer arrives (who will be part of the 'Local Authority Support Team'). If you cannot, **see 'points to note with media interviews page 10**
- **NB: It is especially important that if names of those who may have been involved in the incident are known DO NOT release – or confirm – them to anyone, before those identities are formally agreed and parents are informed.**
- If deputising for the Headteacher, try if possible to contact and brief him/her.
- Inform Chair of Governors- of Incident and, if appropriate, of involvement of 'Local

Authority Support Team'. They should standby to be available for interview by the Media.

Within hours

- Call in the designated staff members to form the 'School Emergency Management Team', *see page 21-22* and nominate one as the On-Site Coordinator to oversee that Team on your behalf.
- Be prepared to receive many telephone calls.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Within hours

Stage 2 – Once established – Assign roles, *see page 11*

Brief Staff Member acting as On-Site Co-coordinator to oversee the following:-

- If 'Local Authority Support Team' has been activated, arrange for On-Site facilities for the Team.
- Agree appropriate identification of staff by using badges
- Expect to see identification of Local Authority Support Team Officers.
- Set up arrangements to manage visitors – arrange for their names to be recorded.
- Set up arrangements to enable accurate information to flow into and out of the school and for telephones calls, by ensuring –
 - sufficient help is available to answer the many calls that could be received (The Local Authority Support Team will be able to assist with a 'Help-Line')
 - staff maintain records of all calls received
 - brief, but up-to-date prepared statements are available to staff answering phones
 - media calls are directed to the LA's PR officer
 - care is taken when answering telephone calls
 - an independent telephone is made available for outgoing calls only – a mobile phone can be useful – but remember such messages can be readily intercepted
 - telephone staff are reminded that some calls could be bogus

Same day if practicable

- To arrange for all staff – not just teaching staff – to be called in and, if necessary, briefed at an early stage. (Subsequent briefings say 2 per day for 10 minutes, should be arranged.)
- To be aware of how colleagues are coping

Same day if practicable

- To arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers, wherever possible).
- To brief Team to discourage staff and pupils from speaking to the Media.
- To arrange, if appropriate, for Team members to each have a copy of the Next-of-Kin List.

Within hours and continue until complete

Parents:

- If pupils are involved, the contacting of parents will be an important early task (remember if it is a major Incident, the parents may well have already heard). It may be appropriate to ask the parents to come to the school for a briefing and support. This will need to be done with the utmost care.
- Maintain regular contact with parents. **Model letters see page 14, 15**
- If incident is away from school seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Same day if practicable

Staff:

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff (Teachers and office staff). Make a point of seeing that all staff involved know each other's roles & responsibilities.
- Always try to think of something positive to say to staff & respond positively to ideas and suggestions
- Be available to see staff when required.
- Remember some members of staff may be so affected, that they will not be able to help in supporting children
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If incident is away from school, try to dissuade shocked staff from driving parents to the scene.

'Local Authority Support Team'

- Maintain liaison with 'Local Authority Support Team' Senior Officer for duration of Incident.

As soon as necessary

Stage 3 – Period following the close of the incident

- When appropriate, seek advice from 'Local Authority Support Team' and local clergy contact on special assemblies/funeral/memorial services.
- Prepare joint report with named Senior Officer, for CSF Director.
- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school (as appropriate).

Incrementally over days and the weeks after crisis

Stage 4 – Longer term issues

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

- Work with Staff to monitor pupils informally
- Clarify procedures for referring pupils for individual help
- Be aware that some Staff may also need help in the longer term.
- Recognise and if appropriate, marking anniversaries
- Remember to make any new staff aware of which pupils were affected and how they were affected.

- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the Incident does attract Media attention, it is likely that interest will continue for many weeks.

ACTION BY: - EMERGENCY MANAGEMENT TEAM

Stage 1 – Initial Actions

- Obtain full facts of Incident from Headteacher or nominee
- Open and continue to maintain a personal log of information received, actions taken and the time of those events. **See incident log page 25**
- Assist, where appropriate, in assessing the emotional needs of the staff and pupils. Co-ordinate rapid action to sensitively inform staff and pupils to provide appropriate support
- Assist class teachers who will undertake classroom briefings
- Arrange special groups for very distressed pupils.

Stage 2 – Once Established

- Under guidance from School On-Site Co-ordinator, assist the Headteacher (or Nominee)
- Work with LA Support Team the Headteacher (or Nominee) and School On-Site Co-ordinator as directed.

Stage 3 – Period Following Close of the Incident

- As above

This team should comprise Up to four senior members of staff, together with office staff.

Emergency management team	
Leadership team	Admin
Jules Belton	Hannah Martin
Lucy Heard	Lorraine Crean
Lesley Carneiro	Darren Walker

ACTION BY: - ADMINISTRATIVE ASSISTANTS

Stage 1 – Initial Actions

- Obtain full facts of Incident from Headteacher
- Open and continue to maintain a personal log of information received, actions taken and the time of those events. **See page 25.**
- If coming in from home, remember to bring useful items, such as any keys needed.

Stage 2 – Once established

- Under guidance from School On-Site Co-ordinator, assist the Headteacher (or Nominee)
- Work with LA Support Team the Headteacher (or Nominee) and School On-Site Co-ordinator as directed.
- Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments
- Concerning incoming telephone calls

- take especial care when answering telephone calls early on
- maintain a record of calls received
- only give out information from prepared statements that will be made available
- remember that some calls could be bogus

Stage 3 – Period Following Close of the Incident

- As above

4. WORKING WITH THE MEDIA

In the case of a major disaster, the media can swamp the area. In fact, any significant incident involving a school will attract the media’s attention.

The media should have a **single point of contact** so reporters know who to approach for information and to keep disruption at the school or centre to a minimum.

In situations where the emergency services are involved, the police will normally take the lead on dealing with the media services. However, reporters will still want information, views, and comments from the school, centre or service.

The most important point to remember is that the media will not go away if you ignore them. In fact, they will be a bigger problem as they will seek out information themselves and will distract or disrupt your staff.

The press office operates a 24 hours a day, seven days a week service for emergencies. If support is needed handling media enquiries, they can be contacted for advice.

CONTACT PRESS OFFICER – 020 7974 5717
Or
OUT OF HOURS DUTY PRESS OFFICER – 07901 554 530

Eight-point guide to handling the media:

1. Co-operation is the key - avoid the media at your peril - they will cause more trouble if you do
2. Be prepared - but be flexible. Have a plan and put it into effect swiftly
3. Nominate a contact officer to liaise with the media – this could be the police or a Council press officer
4. In the case of a major incident, a central media point may be set up with phone lines and a designated email address
5. Provide regular briefings, backed up by statements - accentuate the positive, provide salient details, have a clear line and be consistent
6. Develop a fact file (reporters will be pushing for information on the school, numbers of pupils, exact location, names of those caught up in the emergency)
7. Be prepared to use the media to send a message to parents – via the Council’s press office or other central contact if possible
8. Journalists now do a lot of their fact finding through social media. Make sure you keep your

social media accounts like twitter and facebook up to date regularly.

9. Take advantage of the expertise of the Council's press office.

- Have another person with you, if possible, to monitor the interview
- If possible, agree an interview format i.e. establish what the interviewer wants to ask.
- **Be prepared** to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember you could **be quoted on anything you say** to a journalist, even if it is not part of the formal interview.
- Be prepared to say you **cannot comment**.
- **Don't over-elaborate** your answers
- **Refuse requests for photos or schoolwork** of children/staff involved.
- Try to keep a **grip on your emotions** during interviews-especially if it is TV.
- Most journalists are responsible, **but check where interview/camera team go**, when interview is over.

ROLES AND RESPONSIBILITIES - ACTION PLAN

	ACTIONS	SUGGESTED PERSON RESPONSIBLE	NAMES
1	Ensure accurate lists of contact persons is readily available (both for activity staff and emergency contact points)	School Business Manager Administration manager	Hannah Martin Lorraine Crean
2	Contact emergency services	Staff member	Hannah Martin
3	Immediate action to safeguard students and staff – evacuation and roll call in accordance with fire/bomb threat procedures	Staff member	Jules Belton Lucy Heard Lesley Carneiro
4	Take “Emergency Grab Bag” in the event of evacuation if possible	School Business Manager/ Administration manager	Hannah Martin Lorraine Crean
5	Staffing telephone	School Business Manager/ Administration manager	Hannah Martin Lorraine Crean
6	Opening of appropriate parts of the school / Building	Site Officer/headteacher	Darren Walker
7	Ensure premises are secure	Site Officer /Headteacher	Darren Walker
8	Informing Chair of Governors/other and CSF Department	Headteacher/most senior staff	Jules Belton Lucy Heard Lesley Carneiro
9	Contacting parents/guardians/relatives	Headteacher/most senior staff	Jules Belton Lucy Heard Lesley Carneiro
10	Liaison with media	Headteacher / most senior staff /Camden Press Office	Jules Belton

			Lucy Heard Lesley Carneiro
11	Check communications – alternative telephones (mobile)	School Business Manager/ Administration manager	Hannah Martin Lorraine Crean
	This list was updated on:		14.01.21

Leadership hierarchy – in the absence of:

Jules Belton – Lucy Heard

Lucy Heard – Lesley Carneiro

4 MAJOR EMERGENCY RESPONSE CONTACT LIST

CONTACT	NAME	PHONE NUMBER
Emergency Service		999
Headteacher	Jules Belton	07961322584 (M) 0208 533 6491 (H)
Deputy Headteacher	Lucy Heard	07908 492 387 (M) 020 7001 1534 (H)
Assistant Headteacher	Lesley Carneiro	07793 294383 (M)
School Business Manager	Hannah Martin	07709 838 607
SSO	Darren Walker	07971 000 007
Chair of Governors		
Camden Executive Director of Supporting People	Martin Pratt	020 7974 1505 / 4221 M: 07833 406179
CSF Emergency Response Team – Lead Director	? Director of Education	020 7974 3813 M: 07825 351 967
Camden Senior officer day contacts	Eve Stickler Director of Early intervention and prevention) ? Director of Education Anne Turner, Director of Children’s safeguarding Bodil Mlynarska, Head of children’s quality assurance Cynthia Walters, HR Strategic Lead for CSF	020 7974 1117 M: 07557 290 007 020 7974 3813 M: 07825 351 967 020 7974 6641 M: 07896 654 076 020 7974 6999 M: 07736 332766 020 7974 4919
Premises	Matthew Sales, CSF Head of	020 7974 2996

	Property and Contracts	M: 07824 350393
Health and Safety Advisor	Darren Williams (Health & Safety)	020 7974 2117 07824 418 488
Emergency Planning	Duty Emergency Planning officer: Darren Wilsher, Head of Emergency Management	020 7974 4444 (ask for duty emergency planning officer) 020 7974 2797 M: 07733 307295
LBDS Link Inspector	Helen Ridding	020 7932 1154(W) 07930 932 349 (M)
CSF Press Officer/Media	Press Office (office hours) Press Office (duty mobile) CSF Comms managers: Rachel Poyton (Mon to Wednesday) Sally Cloughton (Wednesday to Friday) CSF communications Officer	020 7974 5717 M: 07901 554 530 020 7974 5966 M: 07500 225304 0207 974 4687 M: 07557 294118 020 7974 6649
School closure / general advice	Jon Abbey Managing Director of Camden Learning	0207 974 4064
Emergency counselling for pupils or staff	Claudia Noel-Michael (Critical Incident Response lead for EPS (Educational psychology service)) or Hilary Forbes (Head of SEN and Educational psychology service)	020 7974 6500 / 1618 M: 07787 845276 020 7974 6500 / 6547
Children in need team	Michelle O'Regan	020 7974 1905
Integrated Early years service	Anthony Keen Deputy Service Manager	020 7974 4371
Integrated Youth Support	Eugene Griffin Acting head of service	020 7974 6762
School Nurse	Anne Bunko	0203 317 2304
Accident and emergency Department of Local Hospital	UCH (University College Hospital)	0845 155 5000 / 020 3456 7890 Main
Pupil Attendance Service	Ed Magee	020 7974 1653 M: 07717806427
Vicar	Revd Anne Stevens	020 7388 1461 (w) 07960 873009 (m)
Vicar	Father Paschal Worton	0207 424 0724 (c)

		0207 387 7301 (h) 07952 018715 (m)
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Camden Incident Log

Name:	Date: (when Log Started)
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<u>TIME</u>	<u>PERSON TO/FROM & METHOD OF COMMS</u>	<u>MESSAGE DETAILS/ INSTRUCTIONS GIVEN/ ACTIONS/DECISIONS</u>

INCIDENT INFORMATION SHEET

Information about an incident may come from a number of sources. Whoever receives the alert should ask for, and record, as much information as possible.

INCIDENT DATE:	TIME:
INCIDENT LOCATION:	
WHAT HAPPENED	
CASUALTIES (Number/nature of injuries)	
EMERGENCY SERVICES Those involved/advice given	
EVACUATION On-site evacuation or evacuation to alternative safe place	
DAMAGE TO PROPERTY Details of any known damage	
HAZARDS Any known continuing hazards	

INCIDENT INFORMATION SHEET: EDUCATIONAL VISITS

Information about an incident may come from a number of sources. Whoever receives the alert should ask for, and record, as much information as possible.

DATE:		TIME:	
CLASS INVOLVED:			
PERSON IN CHARGE:			
PERSON REPORTING INCIDENT:			
PLACE BEING VISITED:			
LOCATION OF INCIDENT:			
WHAT HAPPENED			
CASUALTIES (Number/nature of injuries)			
CASUALTY LOCATION/S (e.g hospital)			
LOCATION OF SCHOOL PARTY (e.g. hotel)			
ADVICE FROM EMERGENCY SERVICES			
OTHER ACTION TAKEN			
NUMBER OF PEOPLE ON VISIT	PUPILS	TEACHERS	OTHER

Draft letter for parents following tragic incident

Dear Parents/Carers,

You may have heard/

It is with sadness and regret that I have to inform you.....

(known facts of the incident)

As a school/ centre community, we are all deeply affected by this tragedy/

I am sure that you will wish to join me and my staff in offering our condolences and sympathy to those affected/to

(refer to individuals/families affected only where it is appropriate to release this information)

I have now spoken to all pupils/young people and staff in school about what has happened and you will need to be aware of the following arrangements that we have now made:

(Details about

:

- *school / centre closure,*
- *changes to timings of school/centre day*
- *transport*
- *lunch time arrangements*
- *changes to staffing*
- *arrangements for specific classes/year groups*
- *counselling support*
- *provision of further information*

as relevant)

(If appropriate, advice about media contacts)

I think it is very important that we all take the time to talk with and reassure children / young people about what has happened. This is likely to be a very difficult time for us as a school/centre community and we will all need to support each other.

We appreciate the expressions of concern we have received, however it would be helpful if parents did not telephone in to the school/centre during this time so we can keep telephones and staff free to manage the situation.

Yours sincerely

Dear Parents / Carers,

As a school/centre community, we have all been affected by the recent tragedy involving
.....

As part of our care and support for the children, we have been able to make arrangements involving outside agencies to provide counselling and support for young people in school / centre. We would like to make this available to your child.

This support is likely to consist of staff and professionals from outside agencies talking to pupils in small groups and offering advice and reassurance as appropriate. Please contact me if you have any queries regarding this.

Yours sincerely

Draft lockdown exercise letter for parents

Dear Parents

Lockdown exercise for XXXX School

I have a duty as headteacher, to ensure that the school is well prepared for a range of emergencies that might potentially face us. We have developed a lockdown procedure for a number of potential reasons and we have now included our response to the unlikely event of potential intruders attempting to enter the school to do harm.

Unlike fire evacuation drills, schools are not obliged to carry out lockdown drills and will decide for themselves if it is something that they need to do. There is no specific current risk, however, we have decided that it will benefit our school for us to carry out such an exercise.

Our training for preparedness will be to ensure pupils and staff know how to act and what to do in the event of such an emergency. At some stage in the coming weeks, a drill will take place in school to simulate an incident involving an unauthorised intruder. The simulation exercise will involve the whole school community. Its purposes will be to ensure that our responses and systems are tested and evaluated, as well as to ensure that everyone has an understanding of their roles and responsibilities, and can act accordingly during such an event. The drill will be carefully managed to ensure an appropriate balance between informing the pupils so they know how to react to such an event, and ensuring we do not alarm them unduly or fuel unnecessary anxiety. In particular, careful consideration will be given to the framing of the exercise for younger pupils.

On a general point, parents are asked to be vigilant when in or around the school site and to help us by reporting any suspicious behaviour. Please also be prepared to be challenged when walking around school, or asked to move your vehicle by members of our security staff. Whilst such challenge may be inconvenient, the advice we have received is clear that an alert school is a safer one and that routine challenges are an effective deterrent.

I hope that the information is reassuring and that it exemplifies our commitment to ensuring that the school is as safe an environment as it can be for all members of our community. If you have any further questions or concerns about this area of school management, please do not hesitate to contact me, via reception.

Yours sincerely



This document outlines the procedure that should be initiated immediately in the event that an intruder enters the premises.

Anyone suspecting a dangerous attack should raise the alarm through alerting the school office/SLT to enable the panic alarm to be activated, triggering lockdown.

- Upon hearing the alarm, doors to be locked from the inside immediately and lights turned off.
- CREATIVE ROOM – glass partition door to be locked with the key.
- HALL – Entrance doors to be locked.
- Headteacher should immediately call 999 and notify them of the situation.
- Children should be positioned silently in the designated 'safe' corner of their classroom to ensure they are out of sight.
- All blinds should be closed.
- Mobile phones to be on silent with vibrate 'disabled.'
- All children and staff members to be accounted for.
- Staff and children in offices or communal areas should follow the same steps. The main office and kitchen should close the security shutters.
- In the event that any staff and children are moving around the school when the signal is raised, they should swiftly move to the nearest safe zone and lockdown.
- Do not assume the all clear; maintain this position until the police open the door manually. Doors should not be opened nor blinds raised until afterwards. Staff must not respond to verbal commands to open the door from the outside.
- It is vital that staff ensure calm and discipline is maintained until the all clear/further instructions given.

PLAYGROUND

- At playtimes in the event that the alert system is activated, staff should immediately initiate an evacuation **via the car park** and go directly to St Mary's Church.

Staff must wear fobs at all times