



DISASTER RECOVERY PLAN

In the context of this plan, a disaster is defined as a major emergency that is beyond the control of school staff, and which causes disruption on a scale which is beyond the normal coping capacity of the school. The emergency incident may involve significant threat, damage, or injury to property or individuals, and may have long term impacts on pupils, staff, governors and parents. Requiring the assistance of external emergency services and that has the potential to cause prolonged closure of the school.

Aim

The main objectives of this plan are, in the event of such an emergency, to enable the school to:

- Establish and effective framework/procedures of emergency response
- Maintain high standards of welfare and duty of care arrangements for pupil's staff and parents.
- Ensure that the emergency services are provided with up-to date contact details for key school staff.
- Ensure that actions and decision making during the emergency incident is properly recorded.
- continue to operate as normally as possible
- progress back to normal working as soon as possible
- cause the least inconvenience to pupils and staff

Full copies of this document should be kept by the Headmaster, both within school and at home, and by all other members of the Steering Committee. This document is updated annually. Detailed Emergency Guidance is issued by Kent County Council (http://www.kelsi.org.uk/_data/assets/pdf_file/0014/30155/Emergency-Planning-for-Kent-Schools-2015-edition.pdf) and should be read in conjunction with this document as it contains further advice with regard to dealing with pandemic/ disease outbreaks.

KCC School Contact Database

The impact of emergencies can be dramatically reduced with effective communications.

As part of preparedness for an emergency the school contact information needs to be kept up-to-date. The school contact database can be accessed here:

<https://kentcc.firmstep.com/default.aspx/RenderForm/?F.Name=PSy7GVDZbNS&HideAll=1> This database was last updated on: 20/04/2016

Types of emergency

There are many types of crisis that can affect schools but they fall broadly into two categories: In-school or on-site crises; out-of-school or off-site crises. The following are examples of emergency incidents which may impact on the school and necessitate activation of the emergency plan.

- Fire or flooding of building (or other destruction)
- A serious accident involving children/and or school personnel, on/off site
- Death of pupil or member of staff through accident or illness, on/off site

- Kidnap or disappearance of a pupil
- A terrorist attack, or violent intruder on or nearby school premises
- Pandemic Illness such as meningitis/bird flu
- Any emergency that requires the School to be used as a rest centre
- Weather, Climate and other Natural Disasters
- Energy and Utility Failure
- Chemical or toxic substance release on or off site
- A deliberate act of violence such as a knife attack or the use of a firearm
- Severe weather events such as floods, high winds, extreme storms etc.
- Animal and Plant Disease Outbreaks
- A damning ISI report made public.

What is a Major Emergency?

Any event (happening with or without warning) causing, or threatening, death or serious injury, damage to property or the environment, or serious disruption to the community which because of the scale of its effects cannot be dealt with by the emergency services and local authorities as part of their day to day activities.

Worst case examples: Dunblane -the shooting of many young children and a teacher; Wolverhampton - knife attack on young children and their teacher in the St Luke's school playground; Philip Lawrence - head teacher murdered outside the gates of his school while responding to an incident involving pupils; Middlesbrough pupil murdered by an intruder in the middle of the school day Lyme Bay - pupils drowned during an outdoor pursuits activity; M40 crash - twelve pupils and a teacher killed when their minibus crashed into another vehicle on the hard shoulder of the M40; Bolton - three pupils killed in a coach accident on a school trip to France; Murder abroad - school girl murdered in French hostel on school visit; The Jupiter - educational cruise ship with 400 pupils on board sinks 45 minutes after being hit by an Italian tanker.

Personal Tragedies

At the routine level, the most common crisis faced by many schools is helping individual pupils (and staff) cope with bereavement. Occasionally, the need to deal with whole school shock and bereavement occurs after the death or serious injury of a pupil or member of staff, perhaps as a result of a road accident or sudden serious illness. Some schools offer counselling facilities, others arrange to attend funerals and later hold a day of celebration for that person's life.

Personal tragedy, such as death or bereavement, is difficult for any person to handle. Schools need to be aware of the main symptoms which pupils and staff can exhibit when they have been unable to grieve: a decline in performance and an inability to concentrate are two particularly noticeable ones.

The school environment is not always an easy place in which to express feelings and emotions. While most schools are good at celebrating joyful and positive events, many schools find difficulty in coping with sadness and anger. Some children express a fear that their confidence may be betrayed.

The Mental Health Matters HELPLINE (0800 107 0160)

Mental Health Matters is a UK organisation working to promote well-being. The organisation provides a 24 / 7 freephone Helpline with trained and experienced support workers who use counselling skills to offer emotional support, guidance and information. A person suffering trauma may want to call / email the Helpline for further support and advice. In addition, the Helpline can be utilised by professional organisations that require further

information about what psychological services are available. In the event of a declared major incident (that is likely to cause trauma) Mental Health Matters should be informed via the central office on 0191 5163500 during office hours and the above helpline number outside of office hours, so they have an understanding of the situation and are fully prepared for an increase in calls.

Stage 1: Disaster Management Plans: Be Prepared

Risk assessments of activities in as many areas of school life as possible are centralised in a Risk Assessment folder on the school network. Once hazards have been identified, good management is about controlling the risks and reducing the potential for harm.

We need to assume that, at some time, there will be a crisis that needs to be dealt with. In such events, staff and pupils should know where to find help. All emergency control actions, not just fire drills, should be practised regularly. Roles should be set out in advance, so that if the unthinkable happens, everyone knows exactly what they are expected to do.

Schools need to give some consideration to what to do with the children in an emergency. Think twice about simply sending them home after a major trauma. It may be possible to find other places to take them.

Stage 2: Incident Management: Take control

When a crisis occurs, the first task is to gather as much information as possible and to relay it to the senior management team who will then need to control the flow and exchange of information with all other relevant people on and off site. Tell the truth simply and without fabrication. Once the news is out, the school is likely to be inundated with enquiries.

Managing the Media

When a crisis does occur, children, parents, staff, and especially the Headmaster will need protecting from the glare of publicity that will ensue. Reporters are looking for a story to make the news headlines. Rumour and supposition will be treated as seriously as hard fact. This is where good, clear communication is of paramount importance.

The Head is delegated to deal with media attention. Anyone emotionally involved in the crisis should not talk to the press. Making an unguarded comment while speaking "on the record" can live on for years.

An accurate, written statement which acknowledges the problem or crisis and which states that the school is looking into the matter will be prepared as a press release with subsequent factual updates provided as required.

Stage 3: Post Disaster Management: Recovery

Schools do need to be aware of the range of symptoms children and teachers may show after a traumatic event. Never underestimate the traumatic effects of a major crisis on people's lives. Never try to forget that it happened or ignore it. Anniversaries serve as reminders whether we like it or not. There may still be funerals to attend, legal processes to get through and people to support.

The first task, once the immediate crisis is over, is to restore some sense of security to the school and in the lives of all those affected. Staff will need to be debriefed and normal school routines re-established as far as possible. Support systems for children and staff who will need to talk about and share their feelings will need to be set-up. This might include counselling services and specialist treatment for those at the heart of the crisis.

Monitor the situation on a regular basis. Watch for "survivor guilt" and look particularly for major changes in behaviour which may suggest PTSD (post-traumatic stress disorder). Very young children may show regressive and anti-social behaviour. Getting the children to draw pictures and write about it may not be the answer and, in some cases, this may do more harm than good.

<http://www.rospa.com/school-college-safety/teaching-safety/whole-school-approach/safety-disaster-management/>

Roles and responsibilities

The Head will be the Disaster Recovery Plan (DRP) Co-ordinator. In the event of absence, injury or other incapacity, the position of DRP Co-ordinator will pass to members of the Steering Committee in order of seniority.

The Steering Committee will consist of the Head, Deputy Head, Director of Studies (Senior), Head of Prep, Director of Studies (Prep), Bursar, Head of Boarding, School Nurse, ICT Manager, Catering Manager. This team will assume control in the event of a disaster occurring.

If an emergency arises outside the normal school working day, the Steering Committee will be informed using the Telephone Tree.

In the event of a major emergency, the DRP Co-ordinator will first of all assess the situation and then ensure that the appropriate elements of the following procedure are carried out:

- sound alarms
- collect **grab bag** from front office
- evacuate pupils and staff to a safe place
- take a roll call
- telephone emergency services

Contents of grab bag

The grab bag will be kept in the Front Office and updated half termly by the Head's Secretary so it can be quickly acquired in the event of an emergency.

The contents are as follows

- School emergency plan
- Charged mobile phone with camera
- Contact details for all staff and pupils including next of kin
- Details of staff and pupils on medication
- Copy of the asbestos register
- Checklists of locations of gas, meters, water, electricity.
- Notes of locations of stop clocks, gas valves, fuse boxes etc.
- Copies of school site and plans of buildings
- School register
- Pens
- Clipboard
- Paper
- Sellotape
- First aid kit
- Torch
- Scissors
- Disposable gloves
- High Vis vest

- Whistle or loud hailer
- Spare set of keys

The DRP Co-ordinator will also be responsible for:

- liaising with emergency services
- dealing with the media; liaise with Police to control media access to the school
- activating the emergency plan
- notifying the Chair of Governors

The Deputy Head will be responsible in the Senior School for:

- Obtaining as much information from the Headmaster about the situation and keep a detailed written log of all events
- informing parents of the situation
- keeping calm and order amongst pupils and staff
- continuing liaison with staff, pupils and parents

The Head of Prep will be responsible in the Prep School for:

- informing parents of the situation
- keeping calm and order amongst pupils and staff
- continuing liaison with staff, pupils and parents

The School Nurse will be responsible for:

- identifying any casualties and dealing directly with those affected compiling details of any casualties
- treating casualties with First Aid
- arranging any subsequent counselling

The Bursar will be responsible for:

- setting up a temporary HQ
- arrangements for hot food and drinks
- provision of temporary toilet facilities
- contacting suppliers of any other necessary temporary facilities
- salvage of furniture and other resources
- security of the site and site access for emergency services

The Director of Studies (Senior & Prep) will be responsible for:

- maintaining as much as possible a working timetable throughout the school
- making arrangements for any required room changes
- supporting teaching and learning where necessary

The ICT manager will be responsible for:

- ensuring on-going access to computer records
- protection of stored data
- repair of school ICT network
- replacement of computer equipment

The Bursar will be responsible for:

- contacting insurers
- continuing liaison with insurers

Kent Police force

The code word 'Operation Chalkboard' has been allocated as a code word for Schools to indicate that an immediate emergency response is required. This code word should not be used for non-urgent requests for Police assistance.

Kent Area Education Officer

Jared Nehra Area Education Officer (AEO) for 03000 412121

Other Useful Numbers:

Educational Psychology: Andrew Heather Principal Educational Psychologist 03000 416231;
EPS OUT OF HOURS 03000 410101

Health & Safety: Sally-Ann Clark Health & Safety Advice Manager 03000 417049 Health and Safety Advice Line 01622 694476

Property: Property Helpline 03000 417 878

Media Office: Murray Evans Press Officer (Education) 03000 416071 07834 051150 Ella Hughes Press Officer 03000 416282 07738 755491 Out of Hours 03000 419191 03000 414141

Safeguarding Team West Kent: 03000 412284 Rebecca Avery e-safety Officer 01622 221018

Area Safeguarding Advisor (Education), Robyn Windibank 03000 412284

Immediate urgent assistance

Call 999 and give the code word 'Operation Chalkboard Emergency' if:

- an intruder is on site at the school
- you know or suspect someone has a weapon at school
- you have direct knowledge about an attempted potential or actual child abduction
- you have direct knowledge of a situation that endangers life at the school

Urgent assistance

Call 999

- a child dies or is seriously injured at school.
- there is a possibility of an intruder on the school site
- you have direct knowledge about an approach by a stranger and you feel threatened
- a dangerous situation has occurred in the immediate vicinity of the school which requires Police co-ordination to manage
- Someone is seen committing a crime, but there is no danger to pupils or staff.

Non urgent assistance

Call 101 Police non-emergency number if:

- A theft is discovered at school
- You have knowledge or a suspicion that drugs or other illegal substances are present at school.
- You discover intentional damage or vandalism to the school or property
- You need to speak to a local Police Officer
- You need to make a complaint about someone's behaviour that merits Police involvement.
- The Head will contact a senior governor prior to contacting the Police and may also consult with the Area Safeguarding Officer 03000 412284 depending upon the situation.

**Gas Leak emergency number
0800 111 999**

Immediate action in case of disaster.

- Sound alarms
- Administer first aid where appropriate
- Call emergency services
- Evacuate if appropriate
- Ensure grab bags are taken if appropriate
- Account for all staff, pupils and visitors
- Log all events and times.
- The Chair of Governors will be contacted immediately or in their absence the Vice Chair.
- The Police will be contacted to ask for controlling access to the school.
- The Steering Committee will meet in the Head's office or a building near to the site.
- The roles will be allotted and plan of action discussed
- If the disaster is abroad then a contact number will be opened up to authorities in the foreign country through the appropriate embassy of the Foreign Office and arrangements made to get a senior member of staff out to the scene of the disaster as a matter of urgency to take charge from the staff involved.
- Parents will be contacted by mobile phone and parent mail. It may be sensible to send someone off site to use an exchange that will not be blocked or overheard by the media.
- If the pupils are off-site parents should be reunited with them as soon as possible.
- If appropriate set up a quiet area to receive parents and pupils of the school and ensure someone is there to meet and greet them

Communication

Communicating with Parents

Only nominated members of Staff/Governors have the authority to contact parents. Such persons, when answering or contacting parents will have a written list of known facts issued by the Head. The nominated person will only say:

- What is known as a fact
- How parents will be updated as information becomes more complete
- How parents should contact hospitals etc.
- Check whether any help is needed with transport.

While the school's main responsibility is to parents whose children are involved, there will be others who will want to know what has happened, depending on the circumstances it may be appropriate to

- Send an account that is written
- Post factual information on the web-site but take into account the sensitivities of the situation if the event involves injury or death of a pupil/member of staff
- Use the media to communicate with parents

Communicating with the pupils

If the disaster occurs during term time a lot again will depend on whether information is available while the pupils are at school.

The first priority will be to make sure that the pupils know what is true.

The second priority will be, as appropriate, for the school community to share its shock or grief.

The procedure will be:

- Pupils will be told of the event in tutor groups by selected staff or through assembly, and told the bare facts of what has occurred
- Absolutely honest responses to be given to questions that cannot be answered.

If the disaster occurs during the holiday there may have to be special arrangements to allow families, friends and others to come into the school, and for an appropriate member of staff to be available to inform and support. This will be determined by the Head and put into place by the Steering Committee.

Communicating with the Media

- **All** statements to the media will be made after discussion with the Head and Governors.
- The Chair of Governors will make a statement at the earliest but appropriate moment.
- All staff and governors will refer any questions to the Head of the school

The media will not normally be invited onto the school site and if they do make their way into the site, they will be asked to leave by the Head. The assistance of the Police may be sought if necessary. Pupils will be kept away from the media and the importance of this will be explained to them.

No names or addresses will be given to the media. Pupils or staff are not to speak to the media.

General communication

- Suppliers will need to know where to deliver goods and any changes in normal delivery arrangements.
- The Royal Mail will need to know where and when to deliver and collect mail

Recovering from a major emergency

The Head and the Steering Committee will be responsible for ensuring the school's recovery from a major emergency.

The precise requirements for recovery will vary according to the nature of the emergency concerned, but the following points may be applicable and should be considered as appropriate:

Premises

- Insurance company notified and quotations obtained for works
- Damage to school premises should be repaired as soon as possible
- If extensive parts of the school are irreparable, alternative accommodation should be found. This may involve the use of temporary portable buildings on site, or a move into premises elsewhere.

- Furniture, such as beds, chairs, desks, may need to be replaced, either by temporary hire or by purchase for permanent use.

Telephones and communication equipment

- It is essential that telephone services should be restored as soon as possible. Where necessary, mobile phones could be used as a temporary replacement.
- Computer networks should also be restored at the earliest opportunity to allow communications by e-mail. For this reason, the school's administrative network should be backed-up regularly and a copy of the back-up record kept off site.

After effects

- Lengthy debriefing sessions
 - Lessons learned
 - New procedures being developed and implemented
 - Increase in staff sickness rate
 - Increase in long term sickness rate
 - Increase in staff turnover
 - Grieving process
 - Budgetary difficulties, both short term and medium term
 - Parts of the building remaining out of use or destroyed
 - Building and repair works
 - Possible dispersal of classes to other locations

1. Environmental hazard

There are several possibilities of chemical or radiological incidents, but the most likely is a release of toxic, corrosive or explosive gas or smoke. A gas cloud will move with the wind so schools even some distance away may eventually become affected.

The most important consideration here is that evacuation and closure of the school may NOT be the safe option. The local authority and the Control of Major Accident Hazards (COMAH) site (<http://www.hse.gov.uk/comah/>) is responsible for initiating an off-site plan and part of that would involve warning local schools.

The area around Beechwood is 'LOW' risk for industrial pollution and flooding and is not a radon affected area.

- Emergency services called
- Head and IT notified.
- Message sent by text and email
- Pupils to take shelter in buildings: Sheltering is usually the recommended course of action. Once inside a school building, substance exposure is reduced by about 90%. A few simple measures can reduce that exposure to almost negligible.
- Check all windows and doors are closed.
- Turn off central heating / mechanical ventilation / air conditioning to reduce air circulation.
- Eliminate any ignition sources.
- Ingress points (door sills, window frames, air bricks) should be sealed with wet cloths, towels or even wet newspaper.
- Depending on the substance, move to an upper or lower floor according to advice.

- Avoid using canteens and toilets as these rooms generally have better ventilation.
- All windows doors to be kept closed
- Keep Police informed of conditions by landline.
- Avoid using mobile phones, the networks may be needed by the emergency services.
- Parent/carer advised to stay away from the school until an 'all clear' is announced. If Parents do turn up at school to collect their child then they may be contaminated and put pupils/staff at risk.
- Keep all staff and children in a limited area.
- Use buildings and rooms that are less likely to have ventilation.
- Making regular checks on staff and children.
- The Police or the local authority will give the "All Clear" announcement. Rumour and anecdotal information should be disregarded. Once the "All Clear" has been officially received, advice should be sought about whether or not decontamination is necessary.
- Tune in to local media.
- GO IN, STAY IN AND TUNE IN.
- Note that before children are allowed to go home, it is a good idea to ensure that their homes are not under threat. Consider keeping children at school until the full picture is known.

Evacuation

A decision to evacuate a school may be taken before, during or after an incident. The Health Protection Agency guidelines use the following to decide whether evacuation is the best action.

- Size of evacuation zone.
- Is there sufficient time to evacuate?
- How long will the evacuation take?
- Method of informing schools and the community.
- The time of day.
- Weather and outside temperature.
- Availability, suitability and capacity of rest centre network.
- If a decision is taken to evacuate a school, the Police, the Fire Brigade or the local authority will notify this to the head teacher. It is likely that the school would have received prior notification that the authorities are considering evacuation. A lot of time can be saved if the Head takes a few precautionary measures:
- Inform and warn all staff.
- Listen to local radio.
- Ensure all children have their belongings with them at all times.
- Check those on regular medication have sufficient. If not and medication is essential, alert Police and the local authority immediately.
- Assign specific people to be available to assist less mobile children.
- The Head must ensure that they have their 'grab bag' ready to hand
- Keep doors and windows tightly closed.
- Keep the AEO notified of the situation.
- Arrange an activity bag for use in the rest centre.
- If an evacuation is ordered, the school staff and pupils should comply with the evacuation plan. Before leaving, and if safe to do so, the Head should:
- Ensure all doors and windows are closed.
- Turn off central heating / mechanical ventilation / air conditioning to reduce air circulation.

- ONLY if time permits, seal ingress points (door sills, window frames, air bricks) with wet cloths, towels or wet newspaper.
- Secure the school.
- It is likely that all personnel at the school would be evacuated to the same rest centre. Management of the children at the rest centre is likely to be challenging.

Post Evacuation Action

Staff at the rest centre will issue the “All Clear” announcement. Rumour and anecdotal information should be ignored. Once an official “All Clear” has been received, children should be sent home if safe to do so. The school should NOT be re-occupied until advice has been sought about decontamination. It is likely that the school will undergo environmental sampling to ensure that it is safe to occupy. This may take several days if the evacuation zone is large.

2. Bomb threat

Although bomb threats usually turn out to be hoaxes, they must always be taken seriously. It is important that the front office staff know what questions to ask so they may pass on as much information as possible to the Police.

Prompt card for Staff in the front office.

Procedures for handling bomb threats

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, often the work of malicious jokers, although terrorists do make hoax calls with the intent of causing alarm and disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the police.

Calls may be of two kinds:

- Hoax threats designed to disrupt, test reactions or divert attention
- Threats warning of a genuine device – These may be attempts to avoid casualties or enable the terrorist to blame others if there are casualties. However genuine threats can provide inaccurate information about where and when a device might explode.

Principles

Base bomb threat procedures on the following principles:

Ensure that all staff who could conceivably receive a bomb threat are trained in handling procedures or have ready access to instructions. This applies particularly to courts, banks, hotels, hospitals, news agencies, public transport organisations and those offering any sort of emergency service. Switchboard operators should be familiarised with procedures.

Draw up a clear list of actions to follow upon receipt of a call. Even though staff may be unable to assess a threat’s accuracy or origin, their impressions of the caller could be important. A suggested bomb threat checklist is shown below:

Bomb threat checklist

This checklist is designed to help staff to deal with a telephoned bomb threat effectively and to record the necessary information.

Actions to be taken on receipt of a bomb threat:

- Switch on recorder/voicemail (if connected)
- Tell the caller which town/district you are answering from
- Record the exact wording of the threat:

Ask the following questions:

- Where is the bomb right now?

- When is it going to explode?

- What does it look like?

- What kind of bomb is it?

- What will cause it to explode?

- Did you place the bomb?

- Why?

- What is your name?

- What is your address?

- What is your telephone number?

Record time call completed:

- Where automatic number reveal equipment is available, record number shown:

- Inform the Security Co-ordinator of name and telephone number of the person informed:

- Contact the police on 999. Time informed:

The following part should be completed once the caller has hung up and the Security Co-ordinator and the police have been informed.

- Time and date of call:

- Length of call:

- Number at which the call was received (i.e. your extension number):

About the caller

- Sex of caller:

 ● Age:

- Nationality:

✓ Tick where appropriate

Language

- Well spoken
- Irrational
- Taped message
- Offensive
- Incoherent
- Message read by threat-maker

Caller's voice

- Calm
- Crying
- Clearing throat
- Angry
- Nasal
- Slurred
- Excited
- Stutter
- Disguised
- Slow
- Lisp
- Accent

Type of accent

- Rapid
- Deep
- Hoarse
- Laughter
- Familiar

If so, whose voice did it sound like?

Background sounds

- Street noises
- House noises
- Animal noises
- Crockery
- Motor
- Clear
- Voice
- Static
- PA system
- Booth
- Music
- Factory machinery
- Office machinery
- Other (specify)

Other remarks

Signature: _____

Date: _____

Print name: _____

Consider that the member of staff who receives the threat may not be prepared – receiving such a threat may be the closest that many people ever come to acts of terrorism – so offer some basic advice for staff on handling a threat, for example:

1. Stay calm and listen.
 2. Obtain as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and whom they represent. If possible, keep the caller talking.
- Let caller finish the message without interruption-try to record exactly what they say-a code word may be given.
 - Note the exact time of the call

- Callers sex and age
 - Any accent.
 - When they have finished the message try to ask the following questions
 - Where is the bomb?
 - What time is it due to go off?
 - What does it look like?
 - What will cause it to explode?
 - Why are you doing this?
 - What is your name?
 - What is your address?
 - What is your telephone number?
 - Dial 1471 –to get details of where call was made from
 - Report to Head and Police.
3. Ensure that any recording facility is switched on.
 4. When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can get their number.
 5. Immediately report the incident to the relevant manager or security team to decide on the best course of action and notify the police. If you cannot get hold of anyone, and even if you think the call is a hoax, inform the police directly. Give your impressions of the caller and an exact account of what was said.
 6. If you have not been able to record the call, make notes for the security staff or police. Do not leave your post – unless ordered to evacuate – until the police or security arrive.

See more at: <http://www.cpni.gov.uk/security-planning/business-continuity-plan/bomb-threats/#sthash.MYxmtjAS.dpuf>

3. Suspicious package

If there is a suspicion that a parcel or letter may contain a biological or chemical threat the following procedure should be followed.

- Stay calm
- Do not touch the package, leave it where it is.
- Shut windows and doors in the room and leave, but keep yourself separate from Staff and pupils –to avoid contamination.
- Notify Head immediately
- Notify the Police-999
- Ensure that any air conditioning in the building is switched off and that all doors and windows are closed.
- Evacuate the building
- Keep all persons exposed to the material separate from others and available for medical attention
- Anyone experiencing symptoms of chemical exposure-streaming eyes, coughs and irritated skin-should seek immediate medical attention

4. Aggressive or Unacceptable Behaviour from a visitor

The School has its own procedures for dealing with visitors, which balances a welcome to the school with security. Events which may have the potential to breach security are extremely rare but can be very distressing. There is a need to safeguard children and staff by restricting the entry of visitors to known individuals and others who have identified themselves properly at reception.

If a visitor's identity is not proved to the satisfaction of reception staff then they must not be admitted. If staff are unsure about the validity of identification produced it may be necessary to ask for additional corroboration e.g. through making a phone call to the visitor's employer. Should a visitor become threatening, abusive or aggressive to reception staff or appear to be under the influence of drugs or alcohol, call Police using 999 without delay.

For a visitor who appears to be in distress or argumentative then senior staff will attempt to firstly diffuse, then assess the situation before a decision is made to call the Police.

5. Suspicious or Dangerous Person

In such cases the "Lock Down" procedure is invoked where the school is sealed off and no one is able to enter or leave until the situation is resolved.

Lock down of school buildings

On rare occasions it may be necessary to seal off the school so that it is not able to be entered from 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

A lockdown is implemented when there is serious security risks to the premises due to, for example, near-by chemical spillage, serious weather conditions or attempted access by unauthorised persons intent in causing harm/damage.

Staff will be notified of a lockdown by text (on school devices) messages sent to all screens, email and word of mouth.

IT to lock all electronic doors on instructions from the Head/ Head of Prep

Designated Staff to be appointed as key holders in each area. Staff training will be required and an annual run through of the procedure to be arranged and logged.

Suspicious person seen outside school grounds

If a suspicious person is seen loitering or otherwise outside the school grounds, the school must:

- Impero management system to send message to all screens.
- Staff inside rooms must lower blinds or draw curtains.
- Call Police immediately. Give the Police as much information as you can about the person. Description, name if known, behaviour, whether armed
- Staff should continue normal teaching.
- Do NOT leave the building to challenge the person.
- Wait for Police to give an all clear before unlocking doors.

Intruder on site

- Front office notified-IT and Head notified
- Police called-999 code 'Chalk board'. Give the Police as much information as you can about the suspicious person. Description Name if known Behaviour Whether armed
- Head to sanction lock down.
- Message send email to all staff

- Text to all school devices
- Impero management system to send message to all screens.
- All electronic doors to be locked by IT dept.
- All key doors to be locked by designated Staff.
- All pupils to be brought into buildings and to go to rooms with staff /pupils in.
- Shut blinds-stay in sheltered part of the room and lock internal and ensure emergency exits are secure, but usable if need be.
- Move children away from windows and external doors or fire exits
- Staff should remain calm but consider additional ways to block entry through internal doors while also considering an alternative emergency exit. This might be through a fire exit, other door or windows.
- Do NOT challenge or approach the person.
- Wait for Police to give an all clear.
- Turn off mobile phones-stay quiet.

For all incidents:

- Notify all staff and inform them to maintain timelines and records of all actions and events
- Establish lines of responsibility, accountability and leadership.
- Decide whether the school or the Police should inform parents if applicable.
- Move pupils/students out of view.
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.

6. Abduction

In the case of an abduction or attempted abduction from school surroundings, or if there are concerns about a stranger loitering in or near school property, note as many details as possible e.g. physical description, type of vehicle, clothing etc. If a child is abducted, whether from the school premises or elsewhere, the event will undoubtedly attract intense media attention.

- Call Police immediately. Use 999, say ‘Operation Chalkboard’
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.
- Agree a spokesperson to liaise with the media and Police. The Headmaster may not necessarily be the best choice for this as there is no way of knowing how long the media will focus attention on the school and prolonged contact can be disruptive to school life. The AEO may be the most appropriate person for this.
- Decide whether the school or the Police should inform parents if applicable.
- Contact Education Psychology for support, through AEO or directly. See contact details.
- At the end of the day, arrange a venue, out of school, for all relevant parties (police, Head, local clergy, chair of governors, AEO) to meet and review the previous day's events and plan the strategy for the day.

7. Serious Assault by a Student

If a student commits a serious assault, whether using a weapon or not, it is essential that the following action is adhered to:

Immediate Action

- Do NOT challenge or approach the student.
- Consider initiating lockdown for ‘Intruder inside/outside School Buildings.’ This will depend on the suspected whereabouts of the student and the likelihood of further assault if the lockdown is initiated.
- CALL POLICE immediately. Use 999. If the student is armed or believed to be armed, say ‘Operation Chalkboard’. Give the Police as much information as you can about the suspicious person.
- Description
- Name if known
- Behaviour and suspected action
- Whether armed
- Ask POLICE to call an ambulance if there are casualties.
- Once the Police have been called, they take charge of the incident. Follow their instructions.
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Contact Education Psychology for support, through AEO or directly. See contact details.
- Decide whether the school or the Police should inform parents if applicable.
- An area of the school may be a crime scene. No attempt should be made to clear up or tidy any area where an incident took place.

8. Student is suspected of being armed

If a member of staff suspects or receives information that a pupil is carrying some form of weapon, the best course of action is to call Police and let them deal with it. It is important to remember that the student may have no violent intent. Many children claim that they are carrying a weapon for ‘protection’ against bullies or other threats. The student may themselves be a victim.

However, such outcomes can only be considered after the situation is under control. If weapons are present, the Police are best placed to assist the school in getting control of a situation.

- Do not challenge or approach the student.
- Call Police using 999 and give the code word ‘Operation Chalkboard’. Give the Police as much information as you can about the suspicious person.
- Name
- Description
- Behaviour
- What the student is believed to be armed with, if known.
- Once the Police have been called, they take charge of the incident. Follow their instructions.
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Contact Education Psychology for support, through AEO or directly. See contact details.

- Decide whether the school or the Police should inform parents if applicable.
- An area of the school may be a crime scene. No attempt should be made to clear up or tidy any area where an incident took place.

Searching a Pupil

Schools are now legally entitled to conduct a search of a student and their belongings.

In practice, schools might feel more comfortable restricting searches to bags rather than conducting a body search on the student. If a body search is considered necessary, it might be better to request Police assistance.

9. Death of a pupil or member of staff

The Education Psychology Service helps schools deal with the shock of crisis situations such as the death of a colleague, the death of a child or a traumatic incident such as a near death experience.

- Kent Safeguarding Children Board (KSCB) have a statutory responsibility to review the deaths of all children under the age of 18, whether expected or not.
- KSCB procedures state that the Child Death Overview Panel (CDOP) board must be informed. Form A (Annexe 2) must be completed and sent within 24 hours
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Contact Education Psychology for support, through AEO or directly. See contact details.
- Set up a list of people to contact and tracking who is told, by whom and when, in order to ensure that no one close to the situation will find out by chance and that no one is missed.

Policy in case of bereavement. This could include:

- Identification of a named person (probably the Head) to co-ordinate the school's response.
- Ensuring that all staff receive the information at the same time.
- Ensuring that all pupils/students are informed at the same time, though not necessarily in one group, and that this is done as promptly as circumstances allow. Parents/Carers to be informed on the same day, by letter.
- Developing a range of strategies to adopt in the days and weeks that follow a significant loss.
- Identifying an individual to keep in touch with the family on an on-going basis.
- Thinking about ways to celebrate a life e.g. organise a special assembly, either to coincide with the funeral or at a later date so that family members can participate if they wish to do so.
- Thinking about how to include the children. In the short-term pupils/students could contribute to a memory table or scrapbook. In the longer-term planting a tree or establishing an annual award might be considered.

10. Death, Serious Injury or Medical Emergency Occurring on School Property

Never assume someone is dead until certified by medical personnel. Continue providing appropriate medical support.

- Notify emergency services.
- Call first aid staff to location.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.

- Ensure pupils/students are not exposed to trauma.
- Inform family of injured person (Police will do this).
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Contact Education Psychology for support, through AEO or directly.
- Notify Health and Safety Executive (form HSE2508) (<https://www.hse.gov.uk/forms/incident/>)

11. Out of School or Journey Emergency

In the event that an accident or emergency occurs while away from the school:
Follow normal procedure for alerting emergency services if required.

- Contact school immediately.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Specific advice for foreign/off-site trips:
 - Regularly check travel advice for country or city that you are visiting via the Foreign Office website. Speak to your travel provider and check travel insurance.
 - Watch and read news about country and region.
 - Parents of boarders need to agree in writing any visit to London or any destination abroad. This applies to each separate trip.
 - Copies of risk assessments must be given to school office and DHM and should include both the DHM and Head's mobile numbers.
 - Be vigilant in public places.
 - Look out for anything suspicious and report to local police immediately
 - Be clear about any evacuation routes used and have a plan of action to follow in event of any incident.
 - Keep mobile phones charged with emergency numbers programmed in.
 - Be discreet on social media about yourself and your plans.
 - Consider the extent to which you would stand out from a crowd.
- Inform colleagues and hotel staff about where you are going and when you will return.
- Ensure that the school has a detailed copy of the proposed itinerary for the trip including, visits planned with dates, times and mode of transport. **ANY CHANGES TO THIS EVEN IF MADE WHILST ON THE TRIP MUST BE CONVEYED TO DHM AND THE HEAD.**
- Identify places like police stations, hospitals official buildings on your route where you could seek refuge in an emergency.
 - Inform AEO. See contact details.
 - Contact the KCC Media Office.
 - Inform chair of governors
 - Contact Education Psychology for support, through AEO or directly.
 - Use a major incidents communications log to note down everyone you contact.
- As with all critical incidents, an accident on a school journey is likely to attract intense media attention.- Refer to School visits or Excursions Health and Safety of Pupils Policy.

12. Road Traffic Incident or Breakdown

It is generally advisable to move everyone as far away from the road or vehicles as possible.

- Alert Ambulance, Police, Fire Brigade or Breakdown Service as required.
- Arrange to move uninjured personnel to a place of safety.
- Ambulatory casualties should be moved, but you should not move non-ambulatory casualties unless they are in imminent and critical danger (e.g. fire) because you could make their injuries worse.
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Account for all staff and students.
- For any road traffic crash, call Police even if minor and regardless of fault.
- Inform AEO. See contact details.
- Contact the KCC Media Office.
- Inform chair of governors.
- Remain in sight of the vehicle (if safe to do so).
- Keep everyone together and undertake regular roll checks.
- Do not discuss incident with onlookers, do not admit, or place, blame.
- If a road traffic crash, complete a written account of the accident. Make it as comprehensive as possible. If a camera is available, take pictures of the scene of the crash.

Additional Advice for a Motorway Incident

- DO NOT STAY IN, NEXT TO OR NEAR THE VEHICLE
- Get ALL children and staff over the crash barrier, regardless of the weather or other conditions.
- If there is an embankment or other safe area, move everyone as far away from the motorway traffic lanes and the accident site as possible.
- Do not let anyone return to the vehicle.
- Inform everyone to stay off the carriageway and hard shoulder and do not go on to it unless the Police or Highways Patrol gives you clearance to do so.

13. Suicide Threat or Attempt

- Provide first aid as appropriate.
- Call Emergency Services.
- Protect other pupils/students from witnessing the event
- Establish lines of responsibility, accountability and leadership.
- Inform all staff to maintain timelines and records of all actions and events.
- Inform AEO.
- Contact the KCC Media Office.
- Inform chair of governors
- Contact Education Psychology through AEO or directly.

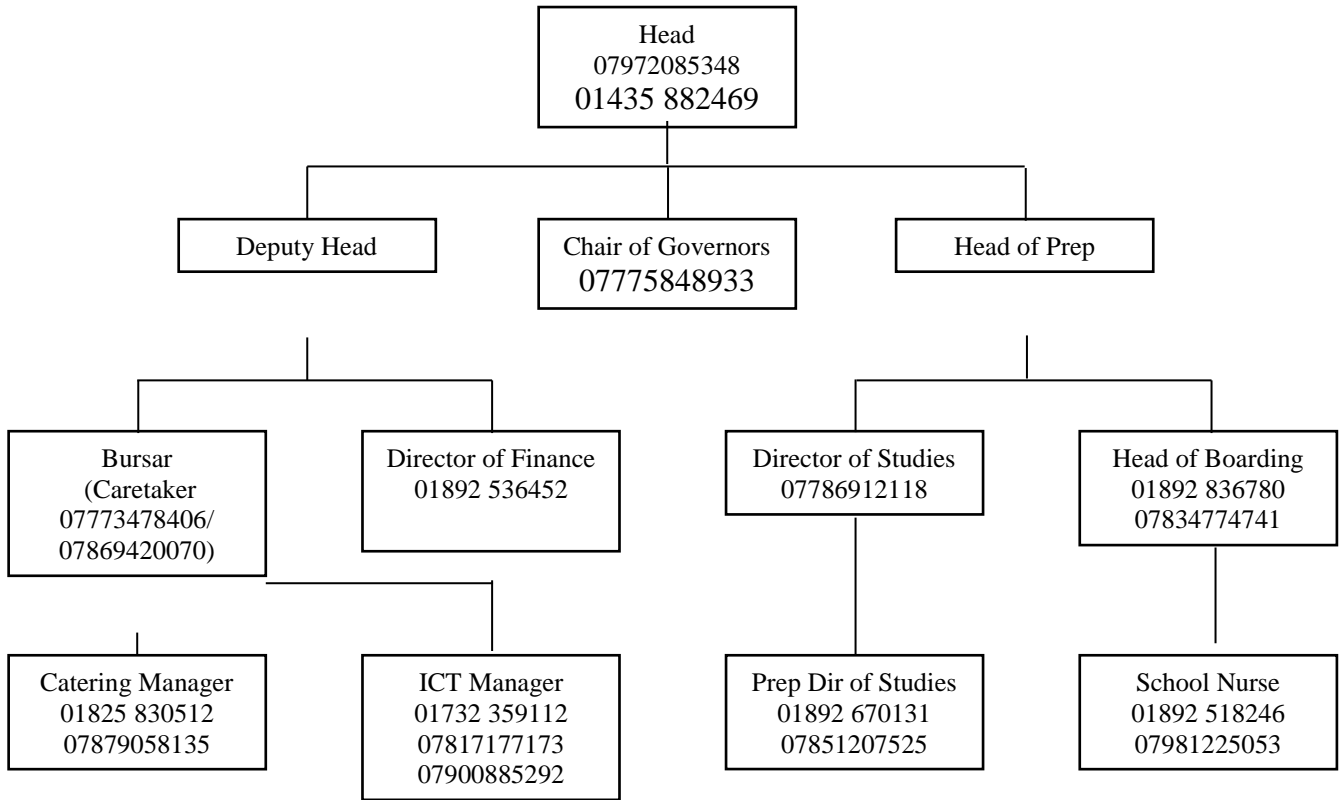
14. Emergency that requires the School to be used as a Rest or Reception Centre

In the event of any Major Emergency, school buildings and/or facilities (including services co-located in schools, e.g. nurseries) may be taken over by a local authority and used for other purposes. One of the more usual uses is as an Emergency Rest Centre or Survivor Reception Centre. Schools often have the facilities to receive, record, care for, feed and temporarily house large numbers of people. The procedure for establishing a Rest Centre is tried and tested. A centre can be set up fairly quickly. The local Borough and District Councils will often be the agency that sets up a rest centre which may then be taken over as the greater resources of the County Council are brought in. The procedure is that as soon as the need is identified, the Head, Bursar and caretaker (key holders) are informed and asked to open the school. The lead

agency than installs supplies and equipment and the centre becomes open to receive evacuees.

Naturally, normal schooling is impossible under these circumstances. The school will be closed to Day pupils. As early as possible, the head teacher should initiate the contact procedure to try and inform as many parents as possible. The use of the school closure website can facilitate this, as relevant websites and local radio stations would be automatically updated.

TELEPHONE TREE



EMERGENCY TELEPHONE NUMBERS

Ambulance	999	Glazier	01892 522415
Building contractor	07932062950	Groundsmen	01622 737107
Gas leak number	0800 111 999	Heating engineer	01892 615678
Caretaker	07869427070	Intruder alarm suppliers	08700424212
Catering (Brookwood)	01932 233299	Insurance company	01784 427351
Catering manager	07876882573	Local newspaper	01892 686868
Church	01892 522525	Plumber	079 32062950
Compressors/pumps	01892 615678	Police – local station	01732 771055
Doctor	01892 511833	Portable building supplier	020 877 2824
Electrician	079 320 629 50	Portable heating supplier	01892 616318
Electricity supplier	0845 366 3664	Portable lighting supplier	01892 616318
Fire – local station	01892 523461	Post Office	01892 518477
Fire alarm maintenance	01892 724242	Telephone –First Office	01892 676000
Gas supplier	01622 605348	Telephone - BT	0800 800 150F

Annexe 1

When a Child in School Dies

Suggestions on how to include the children:

- A memory table – a small table, or the child’s desk, on which pictures, photographs, flowers, mementoes, poems, pictures etc. can be placed. Staff and parents/carers should be encouraged to be involved in this if they wish. The table can remain for as long as the class, or school, wish, but it should be the pupils/students’ decision on how to dismantle it, as this is part of ‘moving on’.
- Planting a tree – in memory of the child who has died. Small notes from the children can be buried with the tree when it is planted. This may also form part of a memorial service.
- Celebration of life service – this may be held at the same time as the funeral in order for the school to feel that they are taking part. Otherwise, the parents/carers of the child who has died could be invited to the school in order to attend a separate service. Favourite songs, poems specially written or a special story could be included, and the pupils/students should be encouraged to taken an active part in preparing and presenting the service.
- A scrapbook – filled with pictures, photos, poems, and letters etc., collated by the class or school, for the parents/carers of the child who has died. This is a very tangible souvenir of their child and his or her time in school.
- A collage – similar to the scrapbook, but in the form of a picture, can be displayed within the school.
- An award – might be presented at the end of each term to the pupil/student’s memory. This could be an award in a subject in which the child who died was particularly good. Otherwise this could be awarded to someone who had shown particular qualities, such as sensitivity, exceptional kindness or bravery.
- DOING something in memory of someone who has died is part of the healing process. It is a life skill to be able to remember sad as well as happy times, and learn to deal with them.
- We all need reassurance that we will not be forgotten.

Annexe 2



**Form A - Notification of a Child Death
CDOP Identifier (Unique Identifying
Number).....**

This form to be returned to CDOP (Child Death Overview Panel)
Manager at:

Address: Room 2.60 Sessions House Email: cdop@kent.gov.uk

County Hall Fax 01622 694114

Maidstone Kent ME14 1XQ

The information on these forms and the security for transferring it to the CDOP Co-ordinator should be clarified and agreed with your local Caldicott guardian.

If there are a number of agencies involved, liaison should take place to agree which agency will submit the Notification.

Child's Details Full Name of Child		
Any aliases		
DOB / Age	// days/months/years	NHS No.
Address		
Postcode		
School/nursery etc.		
Date & time of death	//	Time
Other significant family members		
Date of referral	//	
Name of referrer		
Agency		
Address		
Tel Number		
Email		
Referral details		
Date of referral	//	
Name of referrer		
Agency		
Address		
Tel Number		
Email		

Details of the death:

Location of death or fatal event (Give address if different from above)		
Death expected?	Expected	Unexpected†
Reported to Coroner	Y / N / NK /NA	Date: //
Name:		
Reported to Registrar	Y / N / NK /NA	Date: //
Name:		
Has a medical certificate of cause of death been issued?	Y / N / NK /NA	Date: //
Post mortem examination:	Y / N / NK /NA	Date: //
Venue:		

† An unexpected death is defined as the death of a child which was not anticipated as a significant possibility 24 hours before the death or where there was a similarly unexpected collapse leading to or precipitating the events which led to the death.

Notification Details:

Please outline circumstances leading to notification. Also include if any other review is being undertaken e.g. internal agency review; any action being taken as a result of this death. **(Please provide as much detail as possible expanding this box or inserting additional pages as required).**

Sample Letter to Parents/Carers

School Address

Dear Parents/Carers

It is with great sadness that I am writing to inform you of the death of a pupil/student from our school.

We learned this morning that has died after a (insert an appropriate phrase, such as 'after a short illness', or 'after a tragic accident'). Mr and Mrs have told me that died peacefully, in hospital last night.

The pupils/students in school were told by their teachers this morning and lessons were suspended to allow them time for their individual and shared sorrow.

It is our intention, with Mr and Mrs’s permission, to hold a Celebration of Life service on the same day as the funeral will be taking place, in order for the whole school to be part of this time. You are more than welcome to join us at this service.

I enclose a book list and some suggested websites that might help you to help your child with the grief.

Yours sincerely

DHM September 2018. To be reviewed September 2019.