



DOG KENNEL HILL SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN

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ADOPTED AND SIGNED ON BEHALF OF THE SCHOOL BY THE GOVERNING BODY AT: Curriculum and Standards meeting on the 11th October 2022. Ratified at the full governing body on the 14th November 2022

Copies of this plan are held by:

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INTRODUCTION

This plan has been prepared and agreed by the staff and Governors of Dog Kennel Hill School to assist in dealing with an emergency situation that affects the school community.

This plan relates to an event which may involve:

- the safety of children and/or staff
- the school premises
- a serious accident involving children and/or school personnel on or off the premises
- the death of a child, staff member or governor
- a violent intrusion onto school premises (eg an armed intruder or a bomb alert)
- extensive damage to school premises
- the release of hazardous substances near or on the school site
- a crisis which might affect the public reputation of the school

It also considers where the Executive Head teacher believes that the school will benefit from receiving additional support or, where the community in which the school is based is affected by an emergency.

The school emergency plan aims to:

- provide support to all children and staff affected by an incident
- maintain the normal running of any parts of the school not affected
- return the whole school to normal as soon as possible

The plan provides generic guides to actions that should be considered by the Executive Head teacher, Head of School and the SEMT in case of an emergency in school or the local community, or on an educational visit.

The plan covers procedures for an incident occurring in school time and out of school hours, weekends and during school holidays.

Important Action Points

- Review the plan and its content at least once each year
- Keep the plan up-to-date regarding personnel
- Ensure staff know their roles
- Keep the school's contact list near to the phone in case it becomes necessary to activate the plan

ACTIVATION

In the event of a critical incident, it is essential that actions must be activated and to notify the Executive Head teacher, Head of School or SEMT immediately.

Information about an incident may come from a staff member, pupil, parent, the emergency services or the local authority.

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

- **Identification, location and details of the incident**
- **Name of the person informing of the incident**
- **Who else has been informed (eg emergency services etc)**
- **Exact location of the incident**
- **Details of any casualties**
- **Any action taken so far**
- **Name of contact at the scene**
- **Number of contact at the scene**
- **What assistance is needed**
- **Name of the person informing of the incident**
- **Who else needs to be informed (LA, Governors)**

IMMEDIATELY INFORM THE EXECUTIVE HEAD TEACHER OR HEAD OF SCHOOL

**RESPONSIBILITIES/CHECKLIST OF INITIAL ACTION BY EXECUTIVE HEADTEACHER/HEAD OF SCHOOL
SCHOOL EMERGENCY MANAGEMENT TEAM (SEMT)**

Action to be taken	completed
Ascertain details of incident	
Take immediate action to safeguard pupils and staff where necessary	
<p>Alert relevant emergency services (Police, Fire, Ambulance) via 999 system</p> <p>Be prepared to give the following information:</p> <ul style="list-style-type: none"> • Emergency Service(s) required • Exact location of the incident • Number of casualties • Nature of injuries • Location and telephone number where call is being made from • Hazards which may be encountered by the Emergency Services at the site 	
Log all communications and actions	
<p>Notify:</p> <p>Southwark Local Authority Southwark Emergency Planning Team are on call 24 hours per day. Call: 0207 525 5000 or 0207 525 3517 (Southwark Emergency Planning Manager -Andy Snazell)</p> <p>Ask for the Duty Emergency Planning Officer</p> <p>THESE NUMBERS SHOULD ONLY BE USED IN AN EMERGENCY - DO NOT GIVE THEM TO THE PRESS, PARENTS OR PUBLIC</p>	
Assemble a critical incident management team from pre-identified staff	
Refer to the list of emergency contact numbers in Appendix 1 for additional support if required	
Where possible, avoid closing the school and try to maintain normal routines	

SCHOOL EMERGENCY MANAGEMENT TEAM (SEMT)

The SEMT will comprise:

- Executive Headteacher
- Head of School
- Premises Manager
- Office Manager
- Safeguarding and Interventions Officer
- Chair of Governors (where contactable/available)

IMPLEMENTATION

Action to be taken	✓ when complete
Ensure that accurate, factual information is available for those arriving at the scene	
Liaise with the local authority, police, fire and ambulance services, and other agencies who may become involved	
Act as the main contact to co-ordinate the response	
Inform the chair of governors	
Inform all staff, and parents of injured pupils	
Decide how to inform other parents of injured pupils	
Ensure all staff maintain a log of actions and decisions	
Allocate tasks to members of the SEMT as appropriate	
Provide regular briefings for staff	
Continue to liaise with the local authority and the emergency services	
Try to maintain normal routines as far as possible	
Inform staff involved to prepare a written report of their involvement, noting events and times	
Inform the CAYA health and safety officer who will advise on reporting procedures, and inform trade unions if necessary	
In the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours	
Continue to allocate tasks to members of the SEMT as appropriate	

ROLES AND RESPONSIBILITIES OF THE SEMT

- **Executive Head Teacher or nominee from the SEMT** – to have overall responsibility for ensuring that this plan is adhered to.
- **Welfare** – to help those vulnerable/SEN children evacuate the building safely.
- **Logistics (office manager)** – to ensure that the Emergency Bag and First Aid kit are taken to the **designated area to deal with the incident or to evacuate to**. To give to the class teachers their class register at the Assembly Point.
- **SBM/Office/Premises** – to liaise with the relevant authority for confirmation that the school's facilities are safe for the school to be re-occupied.
- To keep a written record of the evacuation.
- To keep the Chair of Governors, Informed.

BASE FOR SCHOOL EMERGENCY MANAGEMENT TEAM

The base for the SEMT will be the Executive Head teacher's office where it is still possible to use this.

In cases where it is not possible to use the school premises as a base, the SEMT will make use of William Booth College, Grove Lane.

EMERGENCY BAG – TO BE TAKEN IN THE EVENT OF AN INCIDENT

The **Emergency Bag MUST** contain the following items and must be taken by the Office Staff when school is evacuated:- **Numbers 1. To 4. Above are kept in a file in the Emergency Bag**

EMERGENCY BAG CONTENT	Location of Emergency Bag – main office
1. Contact details for parents/carers	Reception office- Carrie Lucas
2. School registers	Reception office- Carrie Lucas
3. Staff next of kin contact details	Reception office- Carrie Lucas
4. Copy of this Plan	Reception office – Carrie Lucas
5. First aid kit and blankets	Reception office – Carrie Lucas
6. Visitors' Book – or print out	Reception office- Carrie Lucas

COMMUNICATIONS

Action to be taken	✓ when complete
Consider emergency communications needs	
Dedicate lines for incoming and outgoing calls and arrange extra support for reception.	
Arrange for the staffing of switchboard/telephone	
Inform pupils, in groups as small as practicable, considering the best way to impart tragic news (advice is available from the educational psychology service)	
Inform parents of children not directly involved in the incident, as decided by the Executive Head teacher or Head of School - use any existing arrangements for contacting parents quickly and efficiently	
Receive visitors to the school, ensuring they sign in and out and are issued with identification badges	
Ensure that staff are fully briefed on facts and are aware of what information can be released	

Advice for Official Spokesperson(s)

- ✘ DO NOT speculate - your interpretation or understanding can and probably will be exaggerated or quoted as hard fact
- ✘ DO NOT give any fact unless you are certain it is correct
- ✘ DO NOT say "NO COMMENT" - it can be taken as a negative answer which could be inaccurate and lead to difficulties later
- ✘ DO NOT be afraid to say "I DO NOT KNOW"
- ✓ DO have the confidence in yourself and your command of the situation to take a positive attitude towards the media
- ✓ DO inform the Press Officers of any development which may assist them and of any journalist you suspect of acting inappropriately.
- ✓ If you know that everyone is safe and well, or those parents of injured children have been told - say so as soon as possible - it stops other panicking.

NB: PUPILS SHOULD NOT TALK TO THE MEDIA UNLESS ARRANGED BY STAFF/PARENTS AND THEN ONLY WITH WRITTEN PERMISSION FROM PARENTS/GUARDIANS

Action to be taken	✓ when complete
Ensure access to site for emergency services	
Open/close parts of school as required, and turn off water, gas and electricity supplies if necessary	
Ensure the security of the school premises	
Establish a safe and secure base for the SEMT	
<p>Check that all available communications and office equipment are working (phones, fax, copiers), in:</p> <ul style="list-style-type: none"> • School Office • Head Teacher's Office • Head of School Office 	
Arrange a place to receive parents and children involved	
If necessary, evacuate the building in accordance with the School Fire Procedures	
Ensure that parents do not take students away, unless directed to do so	
Consider relocation to other premises	

ALL OTHER TEACHING AND NON TEACHING STAFF

Action to be taken	✓ when complete
Respond to instructions given by members of the School Emergency Management Team	
Be ready to respond to any potential hazard in and about the site	
Maintain a calm atmosphere	
Do not speak directly to the media but refer all enquiries to the Executive Head teacher or other person designated as being responsible for contact with the media	

EMERGENCIES DURING EDUCATIONAL VISITS

The Executive Head teacher or Head of School should be immediately informed of any incident by the group leader.

INITIAL ACTION BY EXECUTIVE HEADTEACHER OR HEAD OF SCHOOL

- Maintain a written record of your actions using this check list and attached log sheet
- Offer reassurance and support.
- Be aware that all involved in the incident, those at the school and you, may be suffering from shock or may panic.
- Find out what has happened. Obtain as clear a picture as you can - who informed you of the incident? (Usually the group leader)
- Record the details of the off-site activity/visit during which incident occurred
- Depending on the scale of the incident, consider assembling a SEMT to assist with the response

INITIAL ACTION LIST FOR SEMT

- Inform school staff as appropriate, depending on the time and scale of the incident
- Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception.
- Immediately inform parents of any injured pupils of what has happened and where their son/daughter is, recording what their plans are, e.g. to travel to their son/daughter, any assistance they need and any means of communications with them (e.g. mobile phone number)
- In event of a major incident, the police may give advice regarding naming badly injured people or fatalities. You may also need to inform next-of-kin of any staff who have been involved
- Inform parents of any other pupils on the visit but not directly involved in the incident.
- Parents should first hear of the incident from the school (or from the party leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/next of kin are informed
- Ensure that staff are fully briefed on facts and are aware of what information can be released
- Inform the chair of governors
- Contact the local authority: Southwark Council General line: 0207 525 5000
Southwark Emergency Planning Team are on call 24 hours per day.
Office hours: 9-5pm

Southwark Emergency Planning Team Email: emergency.planning@southwark.gov.uk
(These emails go to the whole team)

Southwark Emergency Planning Manager is: Andy Snazell 0207 525 3517

Andy.snazell@southwark.gov.uk

Team members: Barry Hall barry.hall@southwark.gov.uk & Robin Wheelar

robin.wheelar@southwark.gov.uk

Health & Safety Southwark Local Authority

Ailsa Williams

Health and Safety Manager

ailsa.williams@southwark.gov.uk

Tel: 020 7525 5385 | Mobile: 07873910515

Temple George

Health and Safety Advisor

Temple.george@southwark.gov.uk

Tel: 07858374425

THESE NUMBERS SHOULD ONLY BE USED IN AN EMERGENCY - DO NOT GIVE THEM TO THE PRESS, PARENTS OR PUBLIC

SUPPORT AVAILABLE FROM THE LA EMERGENCY PLANNING DIVISION COULD INCLUDE:

- Assistance at school or at the site of the incident by local authority officers, and/or others
 - Communications support, including public telephone helpline where appropriate
 - Help with arranging travel and transport between the incident, parents and the school
 - Help with media management, including press statements and interview briefing
 - For an incident occurring in another UK local authority, establishing links with that authority or, for an incident occurring abroad, communication via the Foreign Office, to British Consulate, foreign police, etc
- If necessary, introduce controls on school entrances and telephones
 - At least initially, the school is advised to avoid responding to media enquiries and direct these to the public relations division
 - Liaise with the public relations division as early as possible, and work with them to prepare a press statement
 - Arrange a quiet space to receive parents of the children involved as they arrive at the school

MEDIUM TERM ACTIONS/CONSIDERATIONS

- Ensure you contact your local education officer as soon as possible the next working day to inform them of the situation
- If the visit is abroad, and the incident results in substantial medical or other expense, insurers used should be informed as soon as possible
- Inform pupils and staff at school and their parents. Decide what information you should give. Remember that information given must be limited until the facts are clear and all involved parents/next of kin are informed
- In the event of a tragic incident, consider seeking support from the educational psychology service about the best way to inform pupils and to support them afterwards
- Staff and pupils should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones)
- Inform all staff involved to prepare a written report noting events and times
- In the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours. Staff may wish to submit draft reports to trade union legal officers

POST INCIDENT CARE

Post-incident care is aimed at helping individuals to understand their feelings following an emergency and to identify sources of future support. The overall aim of the support is to help people in a way that will reduce the possibility of them developing post-traumatic stress disorder.

Thought has been considered how the topics of loss, bereavement, risks/safety and change are covered in the curriculum.

Consult with parents following an incident. It is important to communicate with parents of pupils who have been involved, and ensure that their needs and wishes are taken into account.

The Education Psychology Services will provide appropriate care and support to those affected by a major incident in the school community. Dependant on the scale and nature of the incident the Crisis Support Team could be deployed to support the work of the Education Psychology Services.

STAND DOWN AND RECOVERY

RECOVERY PLAN CHECKLIST (AS SOON AS POSSIBLE AFTER THE EMERGENCY)

- Liaise with parents regarding plans for attendance at funerals
- Liaise with parents regarding plans for attendance/representation at memorial services
- Arrange debriefing meetings for staff and pupils
- Arrange debriefing meetings for the Executive Head teacher and SEMT
- Identify and support high-risk pupils and staff
- Promote discussion of the emergency in class
- Consider the need for individual or group support
- Help affected pupils and staff to come back into school
- Initiate a review of the school emergency plan, evaluating the school's response and feeding in any lessons learnt

IN THE LONGER TERM:

- Consult and decide on whether and how to mark anniversaries
- The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected
- Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school

- Remember to make any new staff aware of which pupils were involved and how they were affected

CONTACTS (Appendix 1)

All contact information must be updated regularly and entered in appendix 1 every half term. This document and the appendices must also be kept up to date in the Emergency Bag, retained in the main office and taken to any critical situation. An offsite copy must also be available as well as an electronic copy accessible from an offsite location.

COMMUNICATION (Appendix 2)

Refer to the communications appendix and ensure that all the relevant contact information is accessible as outlined in the Contact page in order to effectively communicate with staff, pupils, parents, governors, local authority and other external services.

SCHOOL INFORMATION (Appendix 3)

Complete and maintain all the information required within appendix 3 as this information will be vital in the event of a critical incident. Information must be updated every half term or termly as a minimum.

EMERGENCY SCHOOL CLOSURE (Appendix 4)

It is the policy of the School to make every effort to remain open wherever possible.

The decision to close the School either before or during the school day will be made by the Executive Head teacher in conjunction with the Head of School and Chair of Governors.

The School will only be closed if one or more of the following conditions apply:

1. Insufficient staff are able to come in to keep the School running safely
2. Conditions on site are deemed too dangerous
3. Conditions are considered to be or are anticipated to become too hazardous for travel
4. Local or central government instruct us to close (e.g. as a result of a public health incident).

In the event of an Emergency School Closure, the following procedure will be adopted if the decision is taken before the start of the school day:

1. The Executive Head teacher will send a text message to all members of the Senior Leadership Team (SLT) and the Premises Officer by **7.00 am or at the earliest opportunity** to establish the conditions at the school and in the surrounding and commuting areas.
2. The Executive Head teacher will make a decision regarding school closure in conjunction with the Chair of Governors between **7.00 a.m. - 8.00am** (or at the earliest as appropriate) and advise SLT.
3. The Office Staff will post the information on the School web site by 8 am.
4. The Office Staff will send a text message to all staff and parents via Arbor.
5. The Office Staff will ensure the Tree Tops Breakfast Club Manager and After School Club Managers are advised.
6. The Premises Officer will post signage at the entrance to the School to advise that the School is closed.
7. The closure can be posted on the Southwark Head teachers Website using the emergency button. www.southwarkheads.org.uk

NOTE: if the decision is taken to open the School, a message will be placed on the School web site and consideration will be given to sending out a text message to advise parents. Signage at the School gate will confirm that the School is open.

In the event of an Emergency School Closure during the day :-

1. Parents will be contacted by text message and by phone as necessary and asked to collect their children.
2. If the school has been evacuated they will also be advised of collection point.

RESOURCES – SITE INFORMATION AND HAZARD ASSESSMENT (Appendix 5)

Attach and include a floor plan of the school to include:

- Fire alarm points
- Details on how to switch off the fire alarm and contact details of the alarm company
- Fire Extinguishers
- Gas and Electrical locations of meters etc.
- Water tanks, boilers, stop cocks and cut of valves
- Chemical storage (COSHH) for the school
- Asbestos register
- CCTV contact
- Intruder alarm contact

Gas, water and electricity: To be turned off from the boilers throughout the site. (Main Building, Nursery, Reception buildings).

Access points: Vehicular access can be gained via the entrance gate in Dog Kennel Hill.

Chemicals: Cleaning bottles and aerosols which can be dangerous, explosive and flammable are in small numbers all over the school mostly in cleaning cupboards which are clearly labelled. Staff should be aware of any such chemicals and put them safely out of the reach of children.

Asbestos: Where asbestos is present it will be labelled with yellow triangular Warning Asbestos Stickers. The Asbestos Management Plan file which is updated regularly is kept in the premises office. All contractors MUST be asked to read and sign the asbestos book prior to starting any work.

External hazards: There are no rivers or streams but any prolonged spells of snow, and wet weather could result in drains not being able to cope which could lead to surface water flooding.

Fire Alarm and Access Control: The fire alarm panel is located by the main entrance lobby, next to the main doors. During school hours, when the fire alarm is activated all the fire doors are released. When the school is locked out of hours, the doors will release. Regular fire alarm checks are undertaken to ensure that in the event of emergency all equipment is fully functional. Extinguishers are tested, inspected and replaced annually.

EVACUATION/SHELTER PLAN (Appendix 6)

The school may need to be evacuated when it is dangerous or potentially dangerous to remain in the building; circumstances including

- Fire
- Gas Leak
- Flood
- Electrical Fault/Lightening strike
- Chemical spillage or leak
- Explosion
- Bomb Threat
- Damage to the building
- Terrorist attack or threat

The school fire alarm will signal the need to evacuate. Assembly points will be used in the following order, according to the nature of the emergency and advice from the emergency services:-

1) School Football Pitch

2) Full Evacuation – Off site – William Booth College, Grove Lane

An up-to-date, detailed plan of the school showing evacuation routes and assembly points is contained within this plan as well as maps placed in every room within the school. If the whole school site needs to be evacuated (e.g. due to a bomb threat) or in the event of bad weather, then staff should lead pupils to William Booth College, Grove Lane.

- Registers - these are printed by the school office and a copy kept in the Emergency Bag in the back office. The Office Staff are responsible for accessing Inventory to ensure that they have the most up to date visitor log and register.
- Staff will take the register as soon as the children are lined up at the Assembly Point and the head teacher notified if any children are missing.
- The Office Staff are responsible for the folder containing pupils' contact details, staff and next of kin details when the alarm is sounded. An electronic copy is kept on Arbor.
- The Office Staff and First Aider's are responsible for bring the First Aid kit and blankets.
- Should pupils need to be sent home then the class teacher will keep track of who is collected and will release the pupil only to their parent/ carer unless we have been notified of alternative arrangements. This will be recorded on the register.
- Fire wardens will check toilets and non-teaching spaces as necessary.

EVACUATION

If evacuation is occurring:

- You should try to minimise the risk of re-entering the building
- Once evacuated, staff should **NOT** re-enter the building. If all pupils and staff are not accounted for, take details of the missing and inform the emergency services of their last known location.
- Pupils will be asked to buddy up
- Escort pupils with disabilities (following their PEEP plans)

- SEMT to have assigned roles
- Administer first aid if needed. This should only be undertaken by the schools qualified First Aiders.
- Ensure easy access for emergency vehicles
- Keep pupils calm and if possible occupied
- Do not re-enter the buildings until they have been checked by emergency personnel and declared safe.

SHELTER IN PLACE OR “LOCKDOWN”

Emergencies may very occasionally arise when it is safer for the members of a school to remain within the school building beyond normal school hours. Such Occasions would be very rare indeed,

- Factory or adjacent building fire (possible hazardous fumes)
- Severe Weather
- Major transport disruption – where it may be difficult for parents to travel and collect children
- Terrorist attack or intruder threat

The emergency services would give direction depending on the circumstances.

In the case of chemical or other fires on sites adjacent to the school it will be essential that all doors and windows be kept shut and for all pupils and staff to be moved to rooms away from the incident. Also, all air circulation appliances, such as extractor fans and air conditioning units, should be switched off.

In the case of an intruder on the school premises, the Executive Headteacher or Head of School may instruct a ‘shelter in place’ or ‘lockdown’ procedure, whereby all classes are required to ‘stay put’, barricading the doors to their classrooms or in other designated ‘safe’ areas.

- Check all external and internal public areas e.g. playgrounds, sports facilities, corridors etc, and get all pupils and staff into secure classrooms or safe areas
- Keep all pupils secure in classrooms until given the all clear
- Consider barricading your doors with furniture, shut windows and blinds. Turn off lights if necessary
- Keep pupils seated and away from doors and windows. There may be circumstances when it is best to sit on the floor or under desks or move to rooms away from the incident
- Teachers and Teaching Assistants will maintain, as best they can, a calm atmosphere in the classroom and keep alert to the needs of pupils
- Try and keep pupils engaged in quiet classroom based activities or games
- Do not, under any circumstances, allow anyone out of the classroom during a “shelter in place” procedure under any circumstances
- Teachers and Teaching Assistants should remain with their pupils at all times
- If the Teachers and Teaching Assistants are out of class at the time of the incident then they should attempt to go back to the classroom IF SAFE to do so. However, if this is too risky or dangerous then they must try and make contact with the pupils as soon as possible.
- Executive Head teacher, Head of School office staff and other non-teaching staff who can be safely assembled, should form the SEMT.
- If the children are outside, teachers and supervisors should, depending on the situation, either move them to the nearest hall or building that can be secured and that has an alternative escape route, or ask them to hide, disperse or take cover.

In a major incident, senior school staff should wait for the all clear from the Emergency Services. If telephone lines and mobile phone services are out of action or busy, a member of the SEMT will be assigned to listen to the local radio and relay any relevant information to the SEMT Lead (Executive Head teacher or nominated person such as the Head of School). It may be necessary to maintain this situation for several hours or even overnight. In very extreme circumstances it may be safer for pupils to be kept in the school for a long period even without food and blankets. However - working with the Emergency Services every effort should be made to move pupils and staff to a place of safety, and to get them home at the earliest possible opportunity.

EMERGENCIES ON EDUCATIONAL VISITS – ACTIVATION

Appendix 7

The Executive Head Teacher and or Head of schools or their pre-agreed nominee should be immediately informed of any incident by the group leader.

INITIAL ACTION BY EXECUTIVE HEADTEACHER OR HEAD OF SCHOOL

Maintain a written record of your actions using this pro-forma and a log sheet.

Offer reassurance and support. Be aware that all involved in the incident, those at the school and you, may be suffering from shock or may panic.

Find out what has happened. Obtain as clear a picture as you can:

Who informed you of the incident? (Usually the group leader)

Where are they now?

Where are they going?

Remind the group leader to follow the pre-agreed emergency procedure advice
Record the details of the off-site activity / visit during which the incident occurred

- Location and nature of activity / visit
- Name of person in charge of activity / visit
- Number of people on the visit
- Record the details of the incident
- Date and time of incident:
- What has happened? People affected, Emergency Services involved and advice they have given
- Names and locations of hospitals involved
- Arrangements for pupils not directly involved in the incident
- Name of person in charge of your group at the incident
- Depending on the scale of the incident, consider assembling the School Emergency
- SEMT to assist with the response.

PANDEMIC PLAN

Appendix 8

In a pandemic, while the school remains open, staff should:

- Take hygiene measures to reduce the risk of infection spreading;
- Ensure that staff showing any signs of infection go home
- Ensure that children showing signs of infection go home
- Provide any information requested by the Local Authority (eg absence rates).

Central Government will advise whether schools in affected areas should stay open or close, on the basis of scientific advice. The decision on whether to close at that time remains with the school – normally the governing body would delegate that power to the head. The Executive Head Teacher or Head of School would also usually decide whether a school should close for other reasons (eg lack of staff)

INFECTION CONTROL

Hygiene measures need to be taken to reduce the risk of infection spreading.

These include:

- Covering the nose and mouth when coughing or sneezing, disposing of used tissues carefully, sealed in a bag and placed in a bin;
- Frequently cleaning hard surfaces such as desks, tables, worktops, door handles, phones and keyboards should be risk assessed by the school's Premises Officer.
- Staff and students should be encouraged to wash their hands frequently with liquid soap and water for a minimum of 30 seconds and to dry them with paper towels OR by using alcohol-based gels/solutions. It is important to remember that some individuals with sensitive skin may find the continued use of alcohol-based solutions causes skin problems, so these should only be used by pupils where soap and water is not readily available;
- Parents should be urged to collect from school children showing signs of infection.

PANDEMIC RESPONSE PLAN

- Convene SEMT
- Reinforce and ensure good standards of hygiene are maintained
- Site staff to undertake deep cleaning of classes with high level of absence
- Monitor for symptoms of outbreak and take advice from DFE websites on incubation periods and actions that should be taken
- Communicate with staff and parents
- Advise anyone displaying symptoms to remain at home and contact GP

School Pandemic Influenza Action Check List

1. The Executive Head teacher, Head of School and Chair of Governors will decide if the school is to be closed
2. The DfE guidance on infection control will be provided to all staff and added to the curriculum as part of PSHE lessons. This will be repeated regularly with pupils.
3. The Office Staff will ensure the school has suitable provisions of infection control materials/equipment as recommended in the DfE guidance
4. The Premises Officer will meet with cleaning staff to ensure that during a pandemic the provision of service will meet the requirements detailed in the DfE guidance.
5. During a pandemic the school will communicate with staff, students, parents/carers via the following systems/arrangements:
 - School Website
 - Message Home
 - Email

SCHOOL PANDEMIC RECOVERY PLAN

1. Select a suitable date to re-open the school
2. Ascertain which teaching staff will be available to return to work
3. Ascertain which non-teaching staff will be available to return to work
4. Decide which year groups will return on which dates- if the whole school is unable to return on the same day
5. Adjust curriculum/ school day timings in line with the above
6. Discuss the provision of meals with contracted provider
7. Decide which methods of notification will be used e.g. letter, email, website, local media
8. Record details of the reopening on school answer-phone
9. Ensure that all areas are disinfected prior to reopening to staff and students
10. Review all risk assessments and the control measures in light of changes to staff, processes and procedures
11. Consider whether there may be a need for bereavement counselling for both staff and students
12. Consider whether there should be a memorial service.

BOMB THREATS AND SUSPECT PACKAGES

Appendix 9

Bomb threat prompt card for Office staff

If you take a telephone call from someone who claims to have information about a bomb:

1. Stay calm
 2. Let them finish the message without interruption. Try to record EXACTLY what they say, especially any code word they might give
- **Make a note of:**
 - the exact time of the call
 - the caller's sex and approximate age
 - any accent the person has, or any distinguishing features about their voice, e.g. speech impediment, state of drunkenness etc.
 - any distinguishable background noise

GUIDANCE ON SUSPECT PACKAGES

The likelihood of a school receiving a postal bomb or suspected biological or chemical package is very low, however, you should be aware of the immediate steps to be taken if you receive a suspect package or come into contact with a biological or chemical substance.

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

- Grease marks or oily stains on the envelope or wrapping
- An unusual odour including, but not restricted to, almonds, ammonia or marzipan
- Discolouration, crystals on surface or any powder or powder-like residue on the envelope or wrapping (suspect biological or chemical threat)
- Visible wiring or tin foil
- The envelope or package may feel very heavy for its size
- The weight distribution may be uneven
- Delivery by hand from an unknown source or posted from an unusual place
- If a package, it may have excessive wrapping
- There may be poor handwriting, spelling or typing
- It may be wrongly addressed, or come from an unexpected source
- No return address or postmark that does not match return address
- There may be too many stamps for the weight of the package

If you suspect that a letter or a package may contain a bomb:

1. Stay calm
2. Put the letter or package down gently and walk away from it

Do not put the letter or package into anything (including water) do not put anything on top of it

3. Ask everyone to leave the area (including classes if necessary)
4. Notify the police and the Executive Head teacher / Head of School immediately

Do not use mobile phones or sound the alarm using the break glass call points

The Executive Head teacher/Head of School should then:

- Notify the police immediately on 999
- Ensure that any air conditioning system in the building has been turned off, and that all doors (including internal fire doors) and windows have been closed
- Evacuate the building, keeping people away from the contaminated room as far as possible
- Keep all persons exposed to the material separate from others and available for medical attention
- If ***anyone*** is experiencing symptoms of chemical exposure (e.g. streaming eyes, coughs and irritated skin) seek medical attention immediately

If anyone believes they have been exposed to biological / chemical material, they should be encouraged to:

- Remain calm
- Do not touch eyes, nose or any other part of the body
- Wash your hands in ordinary soap where facilities are provided

ACCOUNTING FOR STAFF, PUPILS AND VISITORS

Appendix 10

A method for keeping clear details of staff, pupils and visitors is essential in the event of a critical incident and that all persons are accounted for. The inventory app can be accessed by office staff and will provide up to date registration information.

LOG KEEPING

Appendix 10

It is essential that clear, precise logs are taken when a critical incident occurs and that all the information is clearly collated in order that instructions and information can be processed quickly and effectively.

TRAINING

Appendix 11

The Emergency Plan will be reviewed yearly by the Executive Head Teacher, Head of School and Office Staff to ensure all contact details are updated, including the pupil and staff contact list and any external users of the site.

The Executive Head Teacher and Head of School will arrange for training for all staff annually and include:

- First Aiders
- Fire Marshals
- Fire alarm drills (half termly)
- Taking and completing logs (practice a critical incident scenario)

The Emergency plan will be reviewed by the Premises Manager and Head of School annually to confirm it continues to meet the needs of the school.

A record of when the School Emergency Plan has been reviewed and when training has taken place should be kept.

BUSINESS CONTINUITY PLANNING

Appendix 12

The following procedures and information are designed to ensure critical functions continue wherever possible in the event of a disaster or emergency. The key priority will remain the continuation of pupils' education, as well as the securing of IT and business functions of the school.

ALTERNATIVE/ADDITIONAL TEMPORARY ACCOMMODATION

In the event of classrooms or office space being unusable after any disaster, the school should call **Portakabin on 01293 536215.**

APPENDICES

APPENDIX 1 - CONTACTS

This should be updated in response to changes and reviewed annually

School Staff Identified for Incident Response

Name	Status	Mobile phone	Keyholder
Galiema Amien-Cloete	Headteacher	07738 821158	No
Barbara Ghezzi	Head of School	07909 522585	No
Tom Roche	Premises Manager	07983 743767	Yes
Terry Roche	Premises Assistant	07882 424201	Yes

APPENDIX 2 - COMMUNICATIONS

Communication with Parents:

When parents hear of a problem, they will naturally come to the school for information. You may need to identify a space where parents/carers can be seen in groups or on an individual basis where tragic news can be shared in a considerate way. A staff member or trusted adult from the school community may need to be on hand to receive visitors and deal sensitively with their enquiries.

Other methods of informing parents could include:

- Emails or text messaging
- Notices on the school website
- Letters
- Notices on the school gate/fence
- Person at the entrance to the school to explain issues

Communication with Staff:

Staff communication will depend on the situation at hand. Staff will be updated in the following ways:

- ✓ Via email
- ✓ Staff briefing
- ✓ Virtual staff briefings
- ✓ Staff will be called when needed

APPENDIX 3 – BASIC INFORMATION ABOUT THE SCHOOL

Basic information	
School Name:	Dog Kennel Hill Primary School
School Address:	Dog Kennel Hill East Dulwich London SE22 8AB
Telephone:	0207 2741829
Age Range:	3-11 years
Number of pupils:	278
Map of surrounding area:	include in file
Photographs:	include in file
Plan of School:	See fire evacuation plan
Details of Senior Staff	
	MOBILE CONTACT
Executive Head Teacher	07738 821158
Head of School	07909 522585
Premises:	Tom: 07983 743767 Terry: 07882 424201
Details of Governors	
Chair of Governors:	Mary Henley: mhenley@riverhillfederation.onmicrosoft.com
Vice Chair of Governors:	Liam Wardley liam.wardley@riverhillfederation.onmicrosoft.com

APPENDIX 4 – EMERGENCY SCHOOL CLOSURE

Detailed guidance on this subject may be issued by the Local Authority and their website should be checked for any updates on this procedure.

You should refer to this guidance when completing this section for your school.

Please remember that in any wide area emergency closing a school can have a knock on effect with other key services as parents would have to take time off to look after their children. Although the health and safety of pupils/students and staff is paramount, Head teachers should also take this into account and plan for any learning activities and or online learning that children can access if this is appropriate.

APPENDIX 5 – SPECIFIC HAZARDS AFFECTING SCHOOL SITE AND HAZARD ASSESSMENT

See attached fire evacuation plan.

The instructions to reset the fire alarm are located within the front reception area.

In the event of an obstruction, there are 3 designated evacuation routes:

- Front office
- Dog Kennel Hill gate
- EY gate

School telephone number 0207 2741829 / Carrie Lucas: 07591 510425

Asbestos: There is asbestos in the old nursery building and main building. These areas are indicated with labelling.

Boilers: Are located in the basement of the main building. Access is next to the bike shed. Boilers are located in the old nursery building and at the rear of the Mary Seacole Building.

Gas meter:

- In the basement of the main building. Access is next to the bike shed.
- Gas meter is located at the rear of the old nursery building
- In the boiler room of the Mary Seacole Building
- In the Friends cupboard, next to the bike shed

APPENDIX 6 – EVACUATION AND SHELTER PLAN

This section should include:

CHECKLIST	PROCEDURE
An up-to-date, detailed plan of the school showing evacuation routes and assembly points (this should include at least one alternative in case the emergency affects the main route or assembly point)	Fire Evacuation Plan identifies exit routes and fire evacuation assembly points
Information on any different evacuation routes and assembly points to be used in case of a bomb alert (eg assembly points may need to be further away from the building)	Evacuate to William Booth College
Procedure for sheltering (stay indoors, close doors and windows) if this is advised instead of evacuation	✓ Teachers to keep children calm and follow directions as given
Procedure for lockdown of the school (stay indoors, lock doors, close and cover windows) in case of an intruder	✓
Information on warning signals for fire alarms, bomb alerts, sheltering and lockdown	✓
Any identified 'place of safety' nearby where pupils and staff can be taken if unable to return to the school for some time	William Booth College
Information on how staff will ensure that all pupils and people visiting the site are accounted for - procedures for use of registers, visitors books etc	Computer based visitor system in place
Procedure for sending pupils home if the situation becomes prolonged, taking account of the need to track who has left/been collected	Use Arbor or Emergency Contact Log to text/call parents from the school office or assembly point

In the case of an intruder on the school premises, the Executive Head teacher/Head of School may instruct a 'shelter in place' or 'lockdown' procedure, whereby all classes are required to 'stay put', barricading the doors to their classrooms or in other designated 'safe' areas.

- Check all external and internal public areas e.g. playgrounds, sports facilities, corridors etc, and get all pupils and staff into secure classrooms or safe areas
- Keep all pupils secure in classrooms until given the all clear
- Consider barricading your doors with furniture, shut windows and blinds. Turn off lights if necessary
- Keep pupils seated and away from doors and windows. There may be circumstances when it is best to sit on the floor or under desks or move to rooms away from the incident
- Teachers and Teaching Assistants will maintain, as best they can, a calm atmosphere in the classroom and keep alert to the needs of pupils
- Try and keep pupils engaged in quiet classroom based activities or games
- Do not, under any circumstances, allow anyone out of the classroom during a "shelter in place" procedure under any circumstances
- Teachers and Teaching Assistants should remain with their pupils at all times
- If the Teachers and Teaching Assistants are out of class at the time of the incident then they should attempt to go back to the classroom IF SAFE to do so. However, if this is too risky or dangerous then they must try and make contact with the pupils as soon as possible.
- Head teachers, office staff and other non-teaching staff who can be safely assembled, should form the SEMT.
- If the children are outside, teachers and supervisors should, depending on the situation, either move them to the nearest hall or building that can be secured and that has an alternative escape route, or ask them to hide, disperse or take cover.

In a major incident, senior school staff should wait for the all clear from the Emergency Services. If telephone lines and mobile phone services are out of action or busy, a member of the SEMT will be assigned to listen to the local radio and relay any relevant information to the SEMT Lead (Executive Head teacher/Head of School). It may be necessary to maintain this situation for several hours or even overnight. In very extreme circumstances it may be safer for pupils to be kept in the school for a long period even without food and blankets. However - working with the Emergency Services every effort should be made to move pupils and staff to a place of safety, and to get them home at the earliest possible opportunity.

APPENDIX 7 – CHECKLIST FOR GROUP LEADERS ON EDUCATIONAL VISIT

Maintain a written record of your actions using this pro-forma and a log sheet.
Find out what has happened.

Obtain as clear a picture as you can:

Who informed you of the incident? (Usually the group leader)

Where are they now? Where are they going?

Inform Executive Head teacher/Head of School (at school) as soon as possible. *Depending on the scale of the incident, consider assembling the SEMT to assist with the response.*

In the event of an Incident:

- Provide the name of the person in charge of your group at the incident
- Ascertain details of incident – date, time, the location of the incident, names of those involved, actions taken and a contact point where you can be located.
- Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system
- Call for additional assistance if available or required (staff, passers by)
- Administer first aid where possible
- Account for all members of the party and ensure that all persons uninjured stay together
- Allocate staff member(s) to travel to hospital(s) with casualties
- Ascertain if there are any witnesses
- Allocate staff member(s) to stay at incident site to liaise with the emergency services
- Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible. Liaise with the Executive Head teacher/Head of School over transport arrangements.
- Offer reassurance and support. Be aware that all involved in the incident, those at the school and you, may be suffering from shock or may panic.
- Do **NOT** discuss legal liability

Location and nature of activity/visit			
Name of person in charge of visit			
Telephone number(s)			
Number of people on the visit	Pupils		
	Teachers		
	Other adults		
Date and time of incident			
Location			
What has happened?			
People affected	Name	Injury	Where they are / will be taken
Emergency Services involved and advice they have given			
Names and locations of hospitals involved			
Arrangements for pupils not directly involved in the incident			
Name of person in charge of your group at the incident			
Telephone Number(s)			

APPENDIX 8 – INFLUENZA PANDEMIC PLAN

The Government will advise Southwark Local Authority about whether or not schools should close. We will make the final decision and if your school needs to close we will contact you.

This section should:

- outline procedures for dealing with a child or member of staff who shows symptoms at school - they should be isolated and sent home as soon as possible
- outline systems to minimise the spread of infection if the school stays open during a pandemic (eg hand-washing, disposal of tissues etc)
- consider how lessons can be maintained if some staff become sick
- consider how non-teaching and teaching staff could be used in other areas if your school is advised to close
- download the model letters from the department for children, schools and families web site and adapt for your own needs, using them as templates
- if you are advised to close your school, you should attempt to provide some form of education by remote methods

REPORTING

If you have a case in school, pupil or staff, we need to know so that it can be included in the daily report to:

Southwark's Outbreak Prevention and Control Plan (OPCP)

Southwark Council | 160 Tooley Street | SE1 2QH

E: publichealth@southwark.gov.uk

T: **0344 3262052**

If you need further guidance on any issues on flu please contact NHS DIRECT on 111

If you have any questions about media issues please contact Ella Rogers (Southwark communications team) Mobile: 07719102665, Email: ella.rogers@southwark.gov.uk

APPENDIX 9 – BOMB THREATS AND SUSPECT PACKAGES

Bomb threat prompt card for office staff

Action to be taken	✓ when complete
Stay calm	
Make a note of: <ul style="list-style-type: none"> • the exact time of the call • the caller’s sex and approximate age • any accent the person has, or any distinguishing feature about their voice eg speech impediment, state of drunkenness etc • any distinguishable background noise 	
When they have finished the message, try to ask as many of the following questions as you can, being cautious to avoid provoking the caller: <ul style="list-style-type: none"> • Where is the bomb? • What time is it due to go off? • What kind of bomb is it? • What does it look like? • What will cause it to explode? • Why are you doing this? 	
Make note of incoming caller’s number (displayed on phone)	
Report the call to the police and the Executive Head teacher/Head of School immediately. In the extremely unlikely event that there was a code word with the message, and the location of the bomb was given as a location other than the school, follow the same procedure - report the call immediately to the police, and then notify the Executive Head teacher / Head of School	

SUSPECT PACKAGES - GUIDANCE

The likelihood of a school receiving a postal bomb or suspected biological/chemical package is very low, however, you should be aware of the immediate steps to be taken if you receive a suspect package or come into contact with a biological or chemical substance.

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

- Grease marks or oily stains on the envelope or wrapping
- An unusual odour including but not restricted to almonds, ammonia or marzipan
- Discolouration, crystals on surface or any powder or powder-like residue on the envelope or wrapping (suspect biological/chemical threat)
- Visible wiring or tin foil
- The envelope or package may feel very heavy for its size
- The weight distribution may be uneven
- Delivery by hand from an unknown source or posted from an unusual place
- If a package, it may have excessive wrapping
- There may be poor hand writing, spelling or typing
- It may be wrongly addressed, or come from an unexpected source
- No return address or postmark that does not match return address
- There may be too many stamps for the weight of the package

If you suspect that a letter or a package may contain a bomb:

- Stay calm
- Put the letter or package down gently and walk away from it
- Do not put the letter or package into anything (including water) and do not put anything on top of it
- Ask everyone to leave the area (including classes if necessary)
- Notify the police and the Executive Head teacher/Head of School immediately
- Do not use mobile phones or sound the alarm using the break glass call points

If you suspect that a letter or a package may contain a biological or chemical threat:

- Stay calm
- Do not touch the package further or move it to another location
- Shut windows and doors in the room and leave the room, but keep yourself separate from others and available for medical examination
- Notify the Executive Head teacher/Head of School immediately

The Executive Head teacher/Head of School:

- Notify the police immediately on 999
- Ensure that any air conditioning system in the building has been turned off, and that all doors (including internal fire doors) and windows have been closed
- Evacuate the building, keeping people away from the contaminated room as far as possible
- Keep all persons exposed to the material separate from others and available for medical attention

- If anyone is experiencing symptoms of chemical exposure (eg streaming eyes, coughs and irritated skin) seek medical attention immediately

If anyone believes they have been exposed to biological/chemical material, they should be encouraged to:

- remain calm
- do not touch eyes, nose or any other part of the body
- wash your hands in ordinary soap where facilities are provided

APPENDIX 10 – LOG KEEPING

How to write the log:

- Note all relevant facts in chronological order
- Stick to the FACTS - do not include any assumptions (if you are noting down assumptions to show your reasoning for making a decision, make this clear)
- If you make a mistake, cross it out with a single line | so that what is underneath is still visible, and initial it
- Do not leave blank spaces - or if you do, rule them out with a line
- Do not overwrite – if you make a mistake, cross it out, initial it and start again
- Do not leave large blank spaces between words or between entries
- Do not use correction fluid
- Unused space after the end of a series of entries should be ruled through, then signed in full, dated and timed
- Avoid approximations and abbreviations

LOG SHEET

Incident:	
Location of incident:	

Date	Time	Event/Action Taken	Initials

APPENDIX 11 – TRAINING AND EXERCISING

Training record:

Date	Training	Areas covered	Attendees

Exercise record:

Date	Brief details of exercise	Actions identified	Outcome of actions	Aspects of plan tested

APPENDIX 12 – BUSINESS CONTINUITY

Business continuity planning is the process involved in ensuring that a business or organisation can continue with its critical functions after a disaster or emergency. In the case of schools, one of these functions is to continue pupils' education. You therefore need to think about what is required in order to continue this function and what vital records or data you may need to duplicate or back up.

Statistically the emergency most likely to be experienced by a school is one that affects the school building, such as a fire or flood. Having an inventory of the contents of the school is invaluable in calculating losses for insurance claims. This section is split into three tables which should be completed for the school.

Equipment - this doesn't need to include every single item in the school, as numbers of desks and chairs are easy to calculate, but IT, electrical equipment and any other specialist, large, one-off or expensive items.

Paper based records - schools will have at least some essential paper based records, which could be easily damaged or destroyed in a fire or flood. These should be listed in the table along with the locations of backup copies which should be stored off site - this should include your emergency plan.

It is also worth encouraging staff to think about where they keep lesson plans and pupils' coursework, as loss of these could have a large psychological impact on staff and pupils.

IT data and systems - all important data stored on school computers should be backed up either remotely, or using tapes which should be stored off site. The table allows the recording of essential data sets and IT systems and where they are backed up.

All members of staff have access to the school's computer system from home via Home Access Plus+. This will ensure that, where IT functions are still operational, information can be conveyed to pupils and all stakeholders via the school web site and other electronic means. In the event of the breakdown of IT systems at the school, the Headteacher will also be able to access pupil and staff information from **ARBOR**

The school is currently supported by the following:-

IT INFORMATION	Contact Information
The school's IT support is provided by Concerocom	0333 111 0004
The school's IT support is provided externally by Concerocom	support@concerouk.com T: 0333 111 0004
MIS system: Arbor (cloud based)	myteam@arbor-education.com
BROADBAND: LGFL	020 82 555 555
FIREWALL: LGFL	020 82 555 555
WEBSITE: Frootes web design	07701 021649

EQUIPMENT INVENTORY

Description	Make	Model Number	Serial number	Purchase Price	Purchase Date	Location (room)

IT AND DATA SYSTEMS

Data/system	No. of users requiring access	Backed up?	Where back up is held

PAPER BASED RECORDS

Document	Location	Duplicated?	Where are duplicates held?

NOTES