

# Carlton Primary School

## Health & Safety Policy

### Appendix B:

# Planning Emergencies

*Based on Camden's Children, Schools & Families (CSF) Advice*



***If you believe, you CAN achieve***

<b>Adopted/ last reviewed by Governing Body on:</b>	Date / Term / Year _____/_____/_____
<b>Next revision</b>	Annual / Bi-annual / Tri-annual / Termly _____
<b>To be reviewed on:</b>	Date / Term / Year _____/_____/_____

Signed: \_\_\_\_\_  
\_\_\_\_\_

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## Foreword

All schools, centres and CSF must be prepared to handle emergencies. Heads, managers and governors need to assure themselves that their schools, centres and services have thought about and planned their responses to serious incidents. An emergency plan is there to help you respond quickly in a crisis.

The advice in this revised booklet draws upon past incidents in Camden, as well as lessons learned from emergencies elsewhere, including those with tragic outcomes and issues such as bereavement and media interest. Schools, centres and services will need to agree their particular procedures in the light of their own special circumstances but these guidelines provide a framework.

This booklet covers the important areas of:

- **IDENTIFYING POTENTIAL EMERGENCIES**
- **PREPARING TO HANDLE EMERGENCIES**
- **MAIN CONTACTS/ROLES AND RESPONSIBILITIES**
- **EMERGENCY ACTION**
- **MEDICAL ADVICE**
- **ADVICE ON PSYCHOSOCIAL SUPPORT**
- **ADVICE ON WORKING WITH THE MEDIA**
- **IT CONTINUITY**
- **CSF CONTACT LIST FOR SPECIFIC INCIDENTS**
- **SCHOOLS / CENTRES CONTACT LIST**
- **USEFUL RESOURCES**

This booklet offers a starting point. CSF and the Council's corporate health and safety service are keen to support schools, centres and services in developing plans which suit particular needs. A great deal of the information and advice set out in this booklet is self-evident but it needs to be said and appropriate responses need to be planned.

Each school/centre is required to:

- Review these guidelines in the context of their existing procedures
- Complete the form at No. 11 and circulate the completed plan to all school staff
- Ensure the completed plan is stored on and off site in both printed and electronic formats
- Maintain and operate the emergency in response to emergencies that may effect the school
- Update the document each year, particularly to check staff contact details
- Ensure that school governors and persons within the school who have specific roles in the school emergency plan are provided with copies of the document, and that they are ready and capable of assuming those roles if an emergency situation develops

- Develop a programme of assessing the plan's effectiveness and reviewing the emergency arrangements (e.g. learning form previous incidents or tests such as fire drills).

A handwritten signature in black ink, appearing to read 'Richard Lewin', written in a cursive style.

Richard Lewin

**ASSISTANT DIRECTOR**

July 2012

## **1. Preparing To Handle Emergencies**

Despite every effort to avoid critical incident, consideration is given as to what could go wrong, prepare plans to deal with the situation and rehearse them. It is almost impossible to predict the exact form or effect of an emergency, therefore broadly applicable emergency arrangements rather than a series of different plans are set out below.

For each potential emergency situation the school/centres/service should consider:

- **the scope of the threat**
- **its possible effects**
- **the methods to be used.**

The plans are flexible and resilient so that unexpected and unusual events can be met.

## **2. What is a School Emergency?**

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

They can include:

- **the death of a pupil or a member of staff (see 4.1, 4.2)**
- **a serious accident in a school/centre or on an educational trip (see 4.3)**
- **a serious illness or a communicable disease, e.g. meningitis (see 4.3)**
- **a violent intrusion onto school/centre premises (see 4.4)**
- **a serious and immediate physical threat to students and/or staff (see 4.4)**
- **fire, flood or explosion (see 4.5, 4.7, 4.8)**
- **a bomb threat (see 4.6)**
- **major structural damage (see 4.9)**
- **release of hazardous substances near or on the school/centre site (see 4.10)**
- **health hazard (see 4.10)**
- **hostage-taking or abduction (see 4.11)**
- **emergency school/centre closure (see 4.12)**
- **salvage (4.13).**

**All of these have actually occurred in schools and centres.  
Each has a different impact on the establishment and community.**

Each may involve:

- **a long-term impact on individuals**
- **psychological distress**
- **financial issues**

- **insurance concerns**
- **media interest.**

This list is not exhaustive and will be updated as necessary

### **3. Main Contacts**

‘Children, Schools and Families’ (CSF) and the Council have systems and procedures in place to ensure that informed guidance and advice are readily available. These systems are planned by the CSF Emergency Response Team which include officers from the list below. The support includes counselling, handling the media, dealing with property-related matters and having access, outside office hours, to senior officers.

The main contacts in an emergency are:

<b>Name</b>	<b>Manager</b>	<b>Section</b>	<b>Contact Details</b>
Helen McMullen	Director of CSF (Interim)	CSF	07833 406179
Barbara Sampson	Head of Service	Integrated Early Years Service	07855 326 123
Anthony Keen	Deputy Head of Service	Integrated Early Years Service	07974245184
Jean Lang	Head of SIS (Primary)	School Improvement Service	07824 868640
Michael Shew	Head of SIS (Secondary)	School Improvement Service	07811 942080
Enid Armstrong	Principle Governors Support	School Improvement Service	07760 462994
Jennie Lavis	Head of Adult and Community Learning	ACL	07736 070491
Andy Knowles	Assistant Director (Inclusion/Achievement)	CSF	07970 795325
Hilary Forbes	Head of Service	SEN and Psychology	07813 754525
Ed Magee	Head of Service	WISE	07833 406200
Andrew Herbert	Head of Service	PLSS	020 7974 3006 020 7974 8027 (admin)
Eugene Griffins	Acting Head of Service	Integrated Youth Support Service	07940 952285
Khayrun Kalam/ Shari Tickell	Deputy Head of Service	IYSS	07903 582 312/ 07769 867077
Amanda Fernando	Head of Service	MOSAIC	07798 668157
Stuart Berwick	Head of Service	School Admissions	07944 183146
Vanessa Lincoln	HR	CSF Business Partner HR	07834 189581
Carol Mayo	Head of Service	TDS	07736 977943
Richard Lewin	Assistant Director	CSF	07944 593850

	(Resources)		
Sarah Bourne	Head of Service	Property & Contract	07904 281 335 07947 615937
Olivia Vincenti	Head of Commission and Partnerships	Commissioning	07917 265027
Hilary Simpson	Head of ICT	CSF	07775 542464
Daxa Kotecha	Strategy and Development Manager	CSF	
Anne Turner	Assistant Director (Family Services and Social Work)	CSF	07896 654076
Tim Aldridge	Head of Service	LAC 16+ and Children's Provision	07768 463309
Sally Joseph	Head of Service	LAC	07985 544229
Patricia Denney	Head of Service	Safeguarding and Social Care (North)	07920 587988
Ila Modi	Head of Service	Safeguarding and Social Care (South)	07980 659094
Madeline Ismach	Head of Service	Great Ormond Street Hospital	07876 235257
Bodil Mlynarska	Head of Service	Children's Quality Assurance	07837 983507
<b>OTHER CONTACTS</b>			
Melissa Brackley	Head of Emergency Management	Emergency Planning	07909 664463
Trevor King	Business Continuity Manger	Emergency Planning	07786 197735
Joy Blackwood	BC and EP Co-ordinator	CSF	07951 755472
Charlene Redway	Assistant Co-ordinator	CSF	07944 311125
Carole Smith	Reception/Security	Corporate Property	07770 220629
Philip McCorkill	Communications	CSF	0207 974 6649
Tricia Lucas	Corporate Property Services	Corporate Property	07554 458890

Schools and centres, in their response plans, should also have a contact telephone list for their own particular needs. A directory of CSF contacts for specific incidents is set out in section 10.

The team meets to plan for and rehearse situations that may arise. Not all emergencies can be foreseen or predicted but account needs to be made of all credible emergencies that can arise. The team encourages and supports schools in making plans for and preparing for emergencies. CSF and the Council also advise and provide some training for heads, relevant school staff and governors.

If the Assistant Director for Strategy and Resources (Lead Officer) is unavailable for any period of time then an alternative contact will have been nominated and details circulated to the Emergency Response Team and to Melissa Brackley - Borough Emergency Planning & Business Continuity Manager.

**Below is a list of the other emergency services that will support the school;**

**Metropolitan Police**

- Saving life
- Protection of property
- Co-ordination of response
- Investigation of incident
- Protection / preservation of scene
- Identification of victims
- Casualty information
- Family liaison.

**London Fire Brigade**

- Saving life
- Protection of property
- Control and extinguish fire
- Safety of all response personnel
- Protection of environment
- Managing chemical incidents/spillages
- Mass decontamination
- Search and rescue, including in collapsed buildings.

**London Ambulance Service**

- Saving life
- Treatment and care of the injured
- Triage (dealing with casualties at the scene)
- Liaison with hospitals
- Transportation of casualties
- NHS focal point.

The role of Camden Council and CSF is as follows:

**Children, Schools and Families (CSF) directorate**

- Guidance for schools on emergency planning
- Link between the school and other council and health services
- Assisting with communication and dissemination of information to staff, pupils, parents / guardians and media
- Approval of offsite and hazardous activities
- Support to schools during an incident, including on site
- Communication with all relevant areas of the Council
- Emergency accommodation for schools where required
- Provide additional teaching resources and staffing where required
- Educational psychology and Child and Adolescent Mental Health (CAMHS) services to provide counselling and support.

#### **Within the other departments of LBC**

- Council Emergency Planning Team liaison in an incident
- High level liaison with the emergency services and utilities
- Home to school transport assistance
- Communications team - handling the media
- Rest / Reception Centres for evacuees or survivors
- Property Services (building surveyors and engineers)
- Liaison with BT and other telecommunications providers
- Provision of administrative support staff
- Insurance team.

#### **The role of the school**

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

## **4. Roles and Responsibilities**

The roles of the emergency services in an incident are as follows:

#### **CSF Emergency Response Team**

CSF Emergency Response Team works to support schools and other educational services in preparing for, dealing with and assisting with the after-effects of an emergency situation. The team consists of:

<b>Name</b>	<b>Role</b>	<b>Mobile</b>
Richard Lewin - AD	Chair	020 7974 4527 07944 593 850
Ila Modi – safeguarding / children in need	Service Mgr	020 7974 1502 07789 948 842
Sarah Bourne – Head Property & Contracts or	Service Mgr	07904 281 335

Paul Hampson - P&C technical officer		07903 273 544
Hilary Simpson	ICT business partner	020 7974 4237 07775 542 464
Philip McCorkell - CSF communications	Communications	020 7974 6649 07790 517 537
Trevor King / Emergency Planning Officers	EPOs	020 7974 3495 Mob: 07786 197 735
Michael Shew (AD) / Jean Lang (primary)	AD / Service Mgrs (achievement / school improvement)	020 7974 1534 / 7306 07811 942080 07920 254 295
Anthony Keen Integrated Early Years service	Deputy Service Mgr	020 7974 4371 Mob: 07974 245 184
Carole Smith Security	Reception/security	0207 974 5209 07770 220 629
Hilary Forbes SEN and Ed Psychology	Acting head of service	020 7974 6500
Claudia Noël-Michael SEN and Ed Psychology	Critical incident response co- ordinator	020 7974 6500 07787 845 276
Sophie Massicott	Property	020 7974 3005 07908 708 729
Eugene Griffin Integrated Youth Support	Acting head of service	020 7974 6762 07940 952 285
Ed Magee Welfare, inclusion and support in education	Acting head of service	020 7974 1653 07833 406 200

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A full list of contact details is contained in the Emergency Contact List held by the Assistant Director for Strategy and Resources.

If the Assistant Director for Strategy and Resources (Lead Officer) is unavailable for any period of time then an alternative contact will have been nominated and details circulated to the Emergency Response Team and to Melissa Brackley - Borough Emergency Planning & Business Continuity Manager.

#### **Metropolitan Police**

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- To work with the Council and the emergency services to manage the emergency
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- To bring about a swift return to normal life
- To provide follow up support and care for staff and students affected by the incident.

## **5a. Emergency Action**

### **Immediate Action**

Incidents may be brought to the school's attention by

- Staff/ pupils
- Emergency services
- Council
- Parents / carers
- Media

The staff member witnessing or first discovering the incident will be responsible for initiating the immediate response to the incident. This may entail:

- Summoning help / calling the emergency services (dial 999).
- Take charge at the scene until further support arrives.
- Securing the immediate welfare of pupils and staff e.g. through shelter or evacuation.
- Alerting the Head Teacher or in her absence the Deputy Head or most senior member of staff present in their absence.
- Collating relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc and at the earliest opportunity making a written record of these points.

### **Incident Logging**

Everyone involved in responding to the emergency should start and maintain a written log of their actions as soon as possible. A copy of the recording form for this purpose is included in **Appendix 1**. A hard copy is held in the main office in the risk assessment file. This includes any

information and messages received, the source and the time and date. This is extremely important and will enable your school to provide detailed information should it be required at a later stage or if an inquiry or investigation takes place.

## **5b. Response to Emergencies at Carlton School**

<b>1. Death of student or staff member on site or in the school's care</b>
<ul style="list-style-type: none"> <li>• Contact ambulance service via 999 immediately, requesting that the police also attend.</li> </ul>
<ul style="list-style-type: none"> <li>• Make safe the hazard (where applicable), so others are not harmed.</li> </ul>
<ul style="list-style-type: none"> <li>• Do not move a body until the ambulance arrives. Evacuate all pupils and all but necessary staff from area.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact Camden Council / CSF emergency response team for assistance.</li> </ul>
<ul style="list-style-type: none"> <li>• Notification to parents or next of kin will be planned with health workers and police, and will be in person.</li> </ul>
<ul style="list-style-type: none"> <li>• Notification to staff will be given through school. The head will alert the Chair of Govs, there will be an emergency staff briefing. Governing Body will be contacted by the Chair of Governors. Support from the LA is notifying the parents and carers. Circle time/class meetings to inform the pupils as a starting point.</li> </ul>
<ul style="list-style-type: none"> <li>• Inform the Health and Safety Executive (by phone <b>0845 300 9923</b>) within 10 days where appropriate and complete the CSF Accident form, copying it to the Camden H &amp; S adviser.</li> </ul>
<ul style="list-style-type: none"> <li>• Preserve any evidence of the cause of the incident.</li> </ul>
<b>2. Death of student or staff member away from the school</b>
<ul style="list-style-type: none"> <li>• Contact Camden CSF emergency response team for assistance</li> </ul>
<ul style="list-style-type: none"> <li>• Notification will be given through school. The head will alert the Chair of Govs, there will be an emergency staff briefing. Governing Body will be contacted by the Chair of Governors. Support from the LA is notifying the parents and carers. Circle time/class meetings to inform the pupils.</li> </ul>
<ul style="list-style-type: none"> <li>• If the death implies a health risk to others (e.g. infectious disease), obtain professional advice (from Camden CSF and Camden PCT), brief staff, parents and students as appropriate and cooperate with health workers.</li> </ul>
<ul style="list-style-type: none"> <li>• Inform the Health and Safety Executive (by phone <b>0845 300 9923</b>) within 10 days where appropriate and complete the CSF Accident form, copying it to the Camden H &amp; S adviser.</li> </ul>

3. Bereavement – on-going issues
<ul style="list-style-type: none"> <li>Where the deceased is a member of staff the school will liaise with HR in respect of pension entitlements for the family of the deceased. The HR team will also deal with the necessary correspondence with the family.</li> </ul>
<ul style="list-style-type: none"> <li>Where the deceased is a member of staff the school, if necessary, will make arrangements for other staff to cover classes and arranging for temporary or supply teachers. This is the responsibility of the DH or AH –depending on rota</li> </ul>
<ul style="list-style-type: none"> <li>The school will, through the head, establish a line of communication with the family of the deceased, and agree with the family what information can be released about how the person died and what happened. The school should respect the family’s wishes about attendance at the funeral and any memorial activities the school is planning.</li> </ul>
<ul style="list-style-type: none"> <li>All staff will be notified straight away by meeting. They will also be briefed about what the school is doing, take time to prepare themselves to handle questions from pupils and parents, and to monitor pupils for any signs of emotional trauma.</li> </ul>
<ul style="list-style-type: none"> <li>Staff affected by the bereavement will meet with the head or deputy collectively and individually over the coming days/weeks/months, monitor them, and ensure they receive the necessary support if they are unable to cope, e.g. bereavement counsellors, obtainable via the Council’s human resources team. The school will also link with TOPPS</li> </ul>
<ul style="list-style-type: none"> <li>The Head and Deputy will plan how to break the news to pupils, what to say, and who will say it. Pupils will be told what has happened and how everyone is feeling about it. If it is appropriate, they will be told why it happened, younger pupils will be re-assured that it will not happen again, and it will not happen to them. Pupils then be with the teachers and staff who they are familiar with so that they can feel safe to talk and share about how they feel about what has happened.</li> <li>Pupils will also have the opportunity to express how they are feeling- the school will provide ways to do this, e.g. writing cards, making floral tributes, planting a tree of remembrance, a plaque, a book of condolence, a book of remembrance, a special assembly, a memorial service etc.The school will take advice from the council’s psychology service and or CAMHS attached or linked to the school when planning how to handle the pupils in this situation. They will also link with the TOPPS.</li> <li>Where necessary the adults supporting the children will receive support and advice on how to talk to the children and answer their questions.</li> </ul>
<ul style="list-style-type: none"> <li>The Head Teacher will write a letter to parents to inform them about what has happened and concerning any arrangements that have been made. If the deceased is a member of staff, parents may need to know what arrangements the school is making to provide staff to cover their classes. A follow up letter may be required to notify parents about subsequent events and arrangements e.g. special assembly, memorial service etc.</li> </ul>
<ul style="list-style-type: none"> <li>In cases of bereavement many people feel the need to express their feelings about what has happened, by sending cards, flowers, money or other items to the school, unless they are specifically told not to. If this is the case, the school will find an appropriate means of storing these items and forwarding them to the families.</li> </ul>
<p><b>N.B.</b> the family of the bereaved may not want to be bombarded with cards, flowers or other</p>

items, so the school will need to ask first before forwarding these to the family.

If money is raised for the family - the office will maintain a clear written record of money received, the donors and how the money will be used. Money given for the family of the deceased will be passed on to them or donated to a charity instead if they prefer, and the school will respect their wishes. In the case of multiple bereavements the school will carefully consider a policy on how such money will be distributed. The school will take specialist advice if it is considering setting up charitable trusts.

- Where individual pupils or staff appear to be more seriously affected, bereavement counselling assistance can be obtained from the occupational health for staff, and the education psychology service and CAMHS for pupils as required.

#### **4. Serious accident or illness at school/centre or on an educational journey The trip leader or designated leader will;**

- Call an ambulance or other emergency services on 999.
- Meet ambulance at entrance.
- Detail adult to accompany casualty.
- Contact parents/carers immediately.
- If parents unavailable, be prepared to act 'in loco parentis' including giving permission to operate.
- Notify the Head Teacher, deputy or most senior member of staff present in their absence.
- Inform CSF emergency response team, H & S adviser and chair of governors.
- Complete accident report (legal requirement for accidents) in line with current procedures.
- Inform Health and Safety Executive (by phone **0845 300 9923**) within 10 days where appropriate and complete the CSF accident form, copying it to the Camden H & S adviser

#### **5. Assaults on staff or pupils/students by members of the public**

- If the victim (s) requires medical attention, the member of staff present will request a first-aid trained member of staff to see to the injury and call an ambulance if required.
- If that member of staff is not the head, then the head will be notified.  
The head and member of staff will;
- Take the necessary measures to make pupil/student/member of staff safe.  
E.g. removing them from the area
- Try to identify assailant (do not detain by force).

<ul style="list-style-type: none"> <li>• Instruct a member of the admin team to contact police at once on 999.</li> </ul>
<ul style="list-style-type: none"> <li>• Obtain the names of any witnesses.</li> </ul>
<ul style="list-style-type: none"> <li>• Record details.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact Governors and Camden CSF health and safety adviser.</li> </ul>
<ul style="list-style-type: none"> <li>• Any witnesses will be required to prepare factual witness statements- ideally on the day of the incident.</li> </ul>
<ul style="list-style-type: none"> <li>• The head will complete accident report in line with current procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• The head will inform Health and Safety Executive (by phone <b>0845 300 9923</b>) within 10 days where appropriate and complete the CSF Accident form, copying it to the Camden H &amp; S Adviser</li> </ul>

<p><b>6. Fire in school/centre</b></p>
<ul style="list-style-type: none"> <li>• Sound fire alarm.</li> </ul>
<ul style="list-style-type: none"> <li>• Call fire brigade</li> </ul>
<ul style="list-style-type: none"> <li>• Evacuate building(s) in line with evacuation policy.</li> <li>• The admin staff take copies of lunch registers and visitor book</li> </ul>
<ul style="list-style-type: none"> <li>• Each fire marshal to check that building is empty, excluding staff/pupils in a designated place of safety –the front playground.</li> </ul>
<ul style="list-style-type: none"> <li>• Class teachers undertake a roll call to ensure that everyone is accounted for. Admin staff check visitors, including those in the CCLC.</li> </ul>
<ul style="list-style-type: none"> <li>• SSO will meet fire brigade and inform them of who is in the building and where, location of fire.</li> </ul>
<ul style="list-style-type: none"> <li>• SSO will inform CSF Emergency Response Team</li> </ul>
<ul style="list-style-type: none"> <li>• Do not re-enter the building without clearance from fire brigade.</li> </ul>
<p><b>7. Keyholders Attending School Site in Absence of SSO</b></p>
<ul style="list-style-type: none"> <li>• On being contacted by Camden Monitoring Service, keyholders should ascertain how the alarm has been tripped (forced entry or smoke detector) and who will be meeting them at the site (police and/or fire service).</li> <li>• The keyholder should meet the Service Officers at the gate and allow them access to the site. When told it is safe to do so, the keyholder should access the building and disable the alarm.</li> <li>• When the service officers have checked the building, the keyholder should inform the</li> </ul>

Head Teacher and/or SSO of the situation, and then reset the alarm if told it is safe to do so by the Service Officers.

## 8. Bomb threat or suspect package

- If you receive a bomb threat or warning by telephone
  - Keep calm and attempt to write down what is being said by the caller.
  - Try to keep the caller on the phone and ask questions such as; “When will it go off?”, “Where is it?”, “What does it look like”. *The words used by the caller can often indicate how familiar he or she is with your premises, thereby giving some indication as to whether the threat is genuine or otherwise.*
  - Where possible note any accent or background noise.
  - Once the caller has hung up notify the head teacher immediately.
- If you receive a bomb threat or warning by post:
  - Keep physical handling of the letter to a minimum
  - Notify the head teacher immediately
- Contact the police.
- It may be appropriate for staff to check areas of the building for suspect packages to ascertain whether:
    - There are any suspicious objects, i.e. items you would not normally expect to see in that location
    - There are major items that cannot be accounted for, e.g. items which you would normally expect to be in position but are missing
    - Anything is out of place
    - There is anything unusual, i.e. was a window or door left open that would not normally be open? Has anything been disturbed or items removed?
- Do not touch or remove any suspicious object.
- Seek police advice as to whether the school should be evacuated – this decision is ultimately the responsibility the school.
- Contact CSF Emergency Response Team
- Evacuate the premises if it is necessary to do so using the fire alarm procedure and take a register of persons at the designated assembly point –front playground of the school
- In the event of long term evacuation, proceed to the agreed alternative site e.g. Community Centre
- Contact parents where possible. Notices to be attached to all entrances / exits to the school with details of the alternative site and contact telephone numbers.
- *The Government has produced some added guidance on dealing with bomb warnings or threats which you may find useful. Some higher education institutions (universities) have received threats via email - all of them hoaxes. The [National Counter Terrorism Security](#)*

## 8. Explosion

- Alert staff to evacuate the building(s) .Where possible -
  - 2 members of the admin team call upstairs to inform staff who will alert colleagues on that floor
  - 1 member of admin team inform EYFS
  - All staff evacuate the school as per fire alarm
  - Admin team take registers
- Inform emergency services including Electricity/Gas Board as appropriate.
- Teachers take registers
- SSO to check whether building is empty.
- SSO /Head to inform CSF Emergency Response Team.
- Do not re-enter the building without clearance from emergency services.
- SSO/head to complete Camden CSF accident / incident report form and send to H&S adviser.

*[office has guidance](http://www.nactso.gov.uk/AreaOfRisks/Education.aspx) (mainly for Higher Education establishments: visit <http://www.nactso.gov.uk/AreaOfRisks/Education.aspx>), some of which you may find useful.*

## 9. Hazardous substances The SSO will:

- Make safe (where applicable) the hazard so others are not harmed.
- Inform the head
- Contact CSF Emergency Response Team for assistance
- If necessary, evacuate the building/buildings -follow fire alarm procedure
- Check that the building is empty, if appropriate.
- Inform emergency services
- Do not re-enter the building without clearance from emergency services.
- Complete Camden CSF accident / incident report form and send to H&S adviser.

## 10. Missing or lost pupils / Hostage-taking or abduction

<ul style="list-style-type: none"> <li>• Inform the head or in her absence the deputy who will contact police at once on 999.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact CSF assistant director / member of Emergency Response Team on 020 7974 4221 / 1534 / 4055.</li> </ul>
<ul style="list-style-type: none"> <li>• Collect and retain witnesses.</li> </ul>
<ul style="list-style-type: none"> <li>• Record details.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact parents/carers/next of kin.</li> </ul>
<ul style="list-style-type: none"> <li>• Inform chair of governors or other (if applicable).</li> </ul>
<ul style="list-style-type: none"> <li>• Contact CSF communications / press office - 020 7974 6649 / 5770 / 5717.</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake specific Safeguarding Risk Assessment and action undertaken where safeguarding applies. Refer to the Managing Serious Incident document.</li> </ul>

#### **10. Emergency school/centre closure (this can arise in relation to the above incidents)**

<ul style="list-style-type: none"> <li>• The school will not assume closure is the only option. The head will speak to the Chair of Governors and the Local Authority in all cases before the decision to close is taken</li> </ul>
<ul style="list-style-type: none"> <li>• Contact CSF Emergency Response Team – property and contracts, Sarah Bourne, on 020 7974 4271 / 4549 and/or school improvement service Jean Lang - 020 7974 4273.</li> </ul>
<ul style="list-style-type: none"> <li>• Discuss possible closure with those listed below in the following order <ul style="list-style-type: none"> <li>• Property and contracts</li> <li>• School improvement</li> <li>• Health and safety</li> <li>• Assistant director.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Inform / notify relevant officers including press office and communications with action being taken and anticipated duration of closure if known.</li> </ul>
<ul style="list-style-type: none"> <li>• Admin team to issue a text to all parents/carers and information to be put on school's website regarding closure, re-opening and who parents should contact for more information.</li> </ul>
<ul style="list-style-type: none"> <li>• The SLT will consider which other local services in the school need to be informed, e.g. play centres and school meals service and instruct the admin team to contact them.</li> </ul>

#### **11. Lockdown / stay put in the school if there is an incident in the area**

<ul style="list-style-type: none"> <li>• Take advice from the emergency services.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact Camden CSF emergency Response Team for advice/assistance.</li> </ul>
<ul style="list-style-type: none"> <li>• Admin staff to text parents to notify them of the situation.</li> </ul>
<ul style="list-style-type: none"> <li>• First Aiders to ensure any pupils on medication take required doses. If any pupils require</li> </ul>

urgent medication and do not have them, inform the emergency services
<ul style="list-style-type: none"> <li>• If the situation extends past a meal time, staff will access provisions from the school kitchen to feed pupils and themselves.</li> </ul>
<ul style="list-style-type: none"> <li>• If it becomes necessary to stay overnight – liaise with the emergency services regarding bedding / blankets. The school has a store of sleeping bags above the office</li> </ul>

<b>12. Salvage</b>
<ul style="list-style-type: none"> <li>• Before undertaking any salvage operation, seek advice from the CSF Emergency Response Team – salvage can itself be hazardous.</li> </ul>
<ul style="list-style-type: none"> <li>• Prioritise items for salvage by value to the school, not necessarily just by monetary value. Ensure that items that cannot easily be replaced are salvaged first.</li> </ul>
<ul style="list-style-type: none"> <li>• DO NOT attempt any salvage operation that could place lives in danger, or health at risk</li> </ul>

## **6. Medical Advice**

*Listed below are some of the most commonly sought areas of advice*

### **Meningitis: Recognising the signs and symptoms**

- severe headache
- fever
- vomiting
- drowsiness
- discomfort from bright light
- neck stiffness
- rash of small red-purple spots or bruises.

If you suspect a case, get qualified medical help immediately and inform the CSF Emergency Response team.

**For more information contact the National Meningitis Trust 24-hour helpline on 0800 028 1828.**

### **Asthma attacks**

These are common so we have set out the response needed in detail.

- Stay calm.
- Reassure the asthma sufferer and others present.
- Listen carefully to the asthmatic person and act on their needs.

- Sit the sufferer down, leaning them slightly forward and resting on a support.
- Ensure a good supply of fresh air.
- Stop other people crowding around.
- Send someone to fetch another member of staff if necessary (trained first aider).
- If the sufferer has an inhaler, help them find it and let them use it in the normal way, helping them if needed.
- The sufferer will normally take one puff, wait about half a minute to get their breath back and allow the canister to recharge, before taking a second inhalation. More doses may be taken if there is no effect.
- If the sufferer takes their medication with a spacer or nebuliser, ensure this is brought to where they are and used in the normal way, as shown in the training session.
- While the person with asthma is having an attack, or recovering from one, they should not be left alone but closely supervised by a trained first aider.
- If adequate recovery from a severe asthma attack does not take place within 5 to 10 minutes of the reliever being used, or if the sufferer is becoming exhausted or losing consciousness, or if for any other reason the condition of the person gives cause for concern, then an ambulance should be called immediately by phoning 999. The site's statutory first aider should be there and parents or carers informed.
- If they become unconscious, place them in the recovery position and continue to monitor their condition very closely and record breathing and pulse rates every 10 minutes
- If they stop breathing then the normal resuscitation procedure should be used
- If an ambulance is called, all relevant information on the sufferer and the attack should be given to the crew.

### **Epileptic seizures**

Epilepsy is the second most common neurological disorder after migraine, affecting one in 130 people in the UK. There are many different types of seizures. However, it is the convulsive seizure that is the most alarming.

#### **Classroom first aid for a convulsive seizure:**

- Protect the child from injury by removing any sharp, hard or hot objects or electrical appliances nearby (only move the child if necessary).
- Cushion the head with something soft, e.g. a folded jacket, but do not try to restrain movement.
- **Do not put** anything at all between the teeth or in the mouth.
- **Do not give** anything to drink until the seizure is over.
- Loosen tight clothing around the neck but remember to do this with care as it may frighten a semi-conscious child.
- Do not call for an ambulance unless the seizure lasts more than a few minutes – see emergency care section – **but do call a trained first aider.**
- As soon as possible, turn the child onto their side in the semi-prone (recovery /unconscious position), to aid breathing. Wipe away saliva from around the mouth.
- **Be reassuring** during the confused period which often follows this type of seizure. The child may need to rest quietly or sleep for a while, preferably somewhere private.
- If there has been incontinence, cover the child with a blanket to prevent embarrassment. Arrange to keep spare clothes at school if this is a regular occurrence.

- It is not usually necessary to send a child home after a seizure, but each child is different so parents should always be notified by telephone.

Although the average convulsive seizure is not a medical emergency there are exceptions of which staff should be aware. **Unless a doctor can attend straightaway, call an ambulance if...**

- a seizure shows no sign of stopping after a few minutes (maximum 5 minutes)
- injuries have occurred during the seizure, e.g. cut that needs stitching
- Three seizures take place in the space of half an hour without the child properly regaining consciousness in between
- It is the first seizure, the cause of which is uncertain and needs investigation.

**Advice can be sought from the school nurse/doctor or for more information call the British Epilepsy Association freephone helpline on 0808 800 5050.**

#### **Tuberculosis: Recognising the symptoms**

Tuberculosis (TB) is an infectious disease that usually affects the lungs, but can affect any part of the body. It is caused by tuber bacillus or "*Mycobacterium tuberculosis*". The bacillus can survive in the body for many years in a dormant or inactive state whereby people are infected but show no signs of TB disease. When the bacillus is awake and dividing people are said to have "active TB".

Symptoms are:

- Persistent cough
- Weight loss
- Fever
- Heavy night sweats
- Tiredness
- Coughing-up blood.

Who catches TB?

You have to be in close and lengthy contact with someone who has the infection in their lungs or throat. Whilst anyone can catch TB some people are more at risk. These include people who:

- Live in the same household as, or been in close and lengthy contact with someone with infectious TB
- Living in unhealthy or overcrowded conditions, including those who are homeless or sleeping rough
- Have lived, worked or stayed for a long time in a country with a high rate of TB
- May have been exposed to TB in their youth when TB was more common in this country
- Are children of parents whose country of origin has a high rate of TB
- Have been in prison, addicted to drugs or misuse alcohol
- Are unable to fight off infection due to illness (such as HIV), treatment or poor diet
- Young children and very elderly.

What to do if you suspect or have been informed of a case of TB.

- Advise the parent/guardian/ carer of the child or member of staff to visit their GP immediately

- Inform the CSF Emergency Response team.

For more information contact the [Health Protection Agency](#) on 020 8200 4400 or 020 8200 6868 or [NHS Direct](#) on 084

## **7. Psychosocial Support**

A serious event, such as the death of a child or a member of staff, affects the whole school/centre community. Students and staff including those not directly affected, may need support. In the immediate aftermath people might feel:

- stunned, dazed or numb
- cut off from what is going on around you
- unable to accept what has happened
- that it hasn't really happened.

Usually, these feelings fade and others may take their place, which might include:

- tears and sadness
- fear and anxiety
- numbness or dreaminess
- unpleasant memories about the event
- problems with your concentration
- difficulties with your memory
- difficulties with sleeping, nightmares and tiredness
- feeling less confident or, sometimes, helpless
- reduced energy
- feeling angry or irritable
- reduced appetite
- guilt about the incident
- headaches and other aches and pains
- feelings of reluctance to discuss the event or you wish to talk about it all the time
- wanting to avoid people, places or activities that remind you of the event (and this might include travelling on public transport)
- elation about surviving.

Children and young people are as likely to be affected as adults and they may have similar experiences. Often, they become unsettled and more aggressive or fearful and it is usual for them to be more clingy and demanding. Also, they may 're-play' the event in their games. These reactions are understandable and, usually, reduce gradually over time.

The following is a brief list of ways in which we can help children and adolescents cope in a healthy manner during times of major stress:

- Get the children back into a normal routine as soon as possible.
- Listen carefully to what the child has to say. Show interest, concern and sincerity.
- Be patient and honest. Children often have difficulty expressing themselves verbally so let them express themselves in their own way (as long as it is not dangerous).

- Provide opportunities in which the child or adolescent has control. Let them make some decisions.
- Facilitate age and developmentally appropriate discussion among children about the event, loss or tragedy.
- Allow the children to tell and retell their stories, including the painful details that you would rather avoid.
- Provide children an opportunity to “say goodbye” and to resolve their feelings about the loss.
- Provide for non-trauma related activities. Have fun.
- Encourage and utilise help from support groups.

If your school needs support with managing the aftermath of an emergency, CSF can arrange support and counselling with local health, CAMHS and other services.

## **8. Working with the Media**

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

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

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

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

In such situations, the Council provides full support. The press office and communications team operates a 24 hours a day, seven days a week emergency service and will deal with any enquiries from the media.

<p><b>CONTACT PRESS OFFICER – 020 7974 4590 / 3543</b>  <b>or</b>  <b>OUT OF HOURS DUTY PRESS OFFICER – 07901 554 530</b></p>
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### **Eight-point guide to handling the media:**

- |   |
|---|
| 1. Co-operation is the key - avoid the media at your peril - they will cause more trouble if you do |
| 2. Be prepared - but be flexible. Have a plan and put it into effect swiftly                        |
| 3. Nominate a contact officer to liaise with the media – this could be the police or a Council      |

press officer
4. In the case of a major incident, a central media point may be set up with phone lines and a designated email address
5. Provide regular briefings, backed up by statements - accentuate the positive, provide salient details, have a clear line and be consistent
6. Develop a fact file (reporters will be pushing for information on the school, numbers of pupils, exact location, names of those caught up in the emergency)
7. Be prepared to use the media to send a message to parents – via the Council’s press office or other central contact if possible
8. Take advantage of the expertise of the Council’s press office.

## **9. IT Continuity**

It is important that should a disaster occur that the school will be able to continue to function, albeit in a limited capacity, and provide all the necessary statutory services. This will mean that the information that the school works with to enable day to day running will need to be replicated in a form that can be quickly provided. This will be either in electronic format (backup tapes) or a paper copy of essential data.

The following activities will be undertaken at regular intervals:

### **Business Continuity -HT/Admin Team/Finance Officer**

- Identify the importance of all IT systems.
- Work with IT suppliers to discover the recovery times for each system.
- Put in places procedures to cover loss of service.

### **Backup procedure -Admin Team/Finance Officer**

- Decide which information will need to be regularly backed up.
- Produce regular (nightly) backups of software
- Additional ad hoc backups to be performed as required and stored in the standard way
- Keep the backup tapes offsite
- Verify the restore process periodically.

### **Virus checks –Office Manager**

- Ensure an up to date virus checker is installed on every essential system.
- Do not allow any disks coming from an outside source to be used unless virus checked.
- The system administrator must be informed immediately if a virus is found.

- **Financial software**(RM Finance and other systems) –**Finance Officer**

- Produce all reports that would normally be produced at the end of a quarter
- Print detailed cost centre reports
- Backup data file(s) before and after carrying out period end.

### **Budgeting –Finance Officer**

- Staff salary details should be kept up to date throughout the coming financial year on a regular basis.
- Backup data file(s).

**Administration -Admin Team**

- Print Student information Cards (these should normally be produced at regular intervals during the year to ensure contact details are available in the event of system failure).

**9. CSF CONTACT LIST FOR SPECIFIC INCIDENTS**

Abandoned children	Family services and social work	020 7974 6600 020 7974 4444
Accidents, children	Health and safety service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Accidents on journeys	Health and safety service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
	Camden HR	020 7974 6655
Allegations against staff	Bodil Mlynarska Camden HR	020 7974 6999 020 7974 6655
Assaults on staff	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Assaults on students in/out of school	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Boiler failure	Property and contracts service	020 7974 4599
Bomb threat	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
	Duty Emergency Planning Officer	020 7974 4444
Burglary (security of building following intruders)	Property and contracts service	020 7974 4547
Bullying / behaviour support service (BSS)	Head of PLSS	020 7974 8023

	Head of BSS	020 7974 7314
Child protection	Bodil Mlynarska	020 7974 6999
Contractors - accidents	Property and contracts service Health and safety service	020 7974 4547 020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Death of staff - in accident / other than accident	H&S service  Camden HR	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)  020 7974 6655
Death of student - in accident / other than accident	Health and safety service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Drugs – administration of medicine	Health and safety service  Camden school nurses	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m) 020 3317 2298
Drug misuse	Substance misuse team	020 7974 3163 / 3197
Electric shock	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Fire - evacuation procedures & fire fighting	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
Fire - continuation of education	Property and contracts service	020 7974 4547
Flood - continuation of education	Property and contracts service	020 7974 4547
Gas leak - continuation of education	Property and contracts service	020 7974 4599
Health & Safety - staff & students	H&S service	020 7974 5672 or 4524 07787 152 579 (m) 07753 957 922 (m)
IT Emergency	Head of IT service	020 7974 4237
Spillage - chemical	Duty environmental health officer	020 7974 4444
Spillage - body fluids	Duty environmental health officer	020 7974 4444
Trauma / counselling	Education psychology service  Head of educational psychology - liaison with CAMHS	020 7974 6500

## 11. Carlton School Contact List

Updated: September 2013

Important contacts in addition to those already listed.

CONTACT	NAME	TELEPHONE
Ambulance		<b>999</b>
Fire Brigade		<b>999</b>
Police		<b>999</b>
Chair of Governing Body	Ms. Kate Jarman	0777 916 3543
Camden (Out of hours) Customer Services Centre		0207 974 4444
Council Emergency Planning Manager	Melissa Brackley	0207 974 5643
Health and Safety Advisers	Sonia Ortela and Annette Taylor	0207 974 5672 or 4524 0778 715 2579 0775 395 7922
CSF Press Officer/ Communications	<b>Philip McCorkill</b>	0207 974 6649 / 5770 / 5717
School Nurse	<b>Sue Thorpe</b>	0777 067 8840
School's Educational psychologist	Marta (TOPS)	0794 629 2309
Occupational Health Nurse		
Local Hospital A&E Department	Royal Free Hospital	Pond St, London, NW3 2 020 7794 0500
Education Welfare Officer	Ed Magee	0207 974 7152
Family Services and Social Work – North (Crowndale Centre)	Duty Social Worker	0207 974 6600
Safe-guarding & Social Care Duty & Assessment	Duty Social Worker	0207 974 4094
Emergency Duty & Assessment Team – Out of hours		
Other Voluntary Agencies		
Local Religious Leaders/ Diocese	Church of England Fr Chris Brice	St Martin Kentish Town : Vicar's Road, NW5 4NL,
	Catholic Church	St Dominics 020 7482 9210
	Local Mosque	Baitul Amaan Mosque : 020 7267 0906
Health Protection Unit		0208 200 4400 / 6868

EMERGENCY TOWN HALL OUT OF HOURS SERVICE  
0207 974 4444 and ask for the duty emergency planning officer

## **12. USEFUL RESOURCES**

Schools and centres may find the following useful in drawing up response plans:

National Recovery Guidance – Damaged Schools

[http://www.ukresilience.gov.uk/response/recovery\\_guidance/infrastructure\\_issues/schools.aspx](http://www.ukresilience.gov.uk/response/recovery_guidance/infrastructure_issues/schools.aspx)

[x](#)

Health Protection Agency - [www.hpa.org.uk](http://www.hpa.org.uk)

National Institute for Health and Clinical Excellence guidance <http://www.nice.org.uk/guidance>



**Appendix 1: Carlton School Incident Log**

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