



**GREAT BARDFIELD PRIMARY
SCHOOL**

**Disaster Recovery Plan and
Critical Incident Policy**

Reviewed: September 2017
Ratified By Governors: November 2017
To be reviewed: November 2019

Critical Incident Recovery Plan

Great Bardfield Primary School

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1. Policy for Critical Incident Management and Recovery

A critical incident is a crisis involving people or property, which could cause serious disruption to the running of the school or attract significant public and / or media attention on the school. This includes:

- ✓ ☒ Death or injury to any person connected to the school
- ✓ ☒ Extensive damage to school property
- ✓ ☒ Contamination of the environment
- ✓ ☒ Health and/or welfare issues

This policy does not include high level disaster events, e.g. plane crash on school site, terrorist incident proximal to school, war events, civil insurrection. Such events will be coordinated by the Essex County Council County (ECC) Recovery Plan.

The school will have a structured framework in place to enable an appropriate and logical response to a critical incident, ensuring the safety of all involved.

The procedures and checklists will be reviewed and updated in September each year.

Each September and March the Recovery Team Members will familiarise themselves with the school procedures to keep informed of the changes.

The school will make full use of all the support agencies available at the time but will retain control of the situation.

The school will always minimise disruption and recover a full educational programme as quickly as possible.

There will be a named member of SLT (Senior Leadership Team) responsible for completing and maintaining the recovery plan.

There will be four named Incident Managers who will be responsible for the recovery of all education and administration processes.

There will be a school salvage and key services plan showing the location of main service control points.

The Incident Managers will hold copies of all the necessary documentation and emergency contact numbers.

2. Great Bardfield Primary School Critical Incident Recovery Plan Procedures

A. Evacuation of the school buildings

If this is necessary, fire drill procedures will be followed.

The Headteacher and Deputy Headteacher will bring mobile phones and contact the Chair of Governors and ECC to agree the necessary action. The following procedures will be applied.

B. All critical incidents

The four named Critical Incident Incident Managers are:-

1. Headteacher – Alison Kerrell
2. Deputy Head Teacher- Susan Aldred
3. SLT member – Liz Crow
4. Chair of Governors – Jane Tillotson

1. The Headteacher, (her absence the Deputy Head Teacher) has the authority to determine that a critical incident has either occurred or is imminent and in such cases will authorise whatever measures are proportionate and effective to maximise the health, safety and welfare of the entire school population. Advice upon such measures will be sought from emergency, health and government authorities as appropriate in the circumstances. The Chair of Governors should be informed of the measures taken as soon as practicable.
2. In the event of school closure the Headteacher shall arrange, as soon as practicable, for this decision to be communicated in the most calm and practicable manner to all staff and pupils and thereon to:
 - a. Parents/carers of pupils
 - b. Governors
 - c. Local Authority
 - d. Police
 - e. Other users of the Premises

Communication will be made the text messaging service, the school website message service and notices outside the school.

3. There will be a School Recovery Team (Heather Berkley and Diane King) who will provide advice and support for the Incident Managers through liaison with ECC.
4. The main school office will be used as the central liaison point for all incidents wherever possible. Where this is not possible, the liaison point must have telephone, computer and fax facilities. The setting up of this facility, including if this is off-site, will be made as soon as possible. The Offsite facility for Great Bardfield Primary School will be The Village Hall.
5. The four Incident Managers will have dedicated mobile phone numbers and a dedicated incoming and outgoing phone lines will be agreed. Emergency Bag to contain charged emergency mobile phone.
6. School records, including pupil details and finance information are held on a central server.
7. In the event of an **onsite** Critical Incident please refer to ECC Guidance in Appendix D , The Incident managers will establish a control point at or near the site to manage the crisis.

8. The Incident Managers will hold an early meeting
 - a. to provide an initial report on the incident
 - b. to decide which parts of the Recovery Plan to activate
 - c. to nominate press officers and prepare a school statement
9. The relevant insurance companies will be informed via ECC
10. The school will maintain a log of events
11. Staff co-ordinating the Incident Management Plan should have scheduled relief periods.
12. In the event of an **offsite** major incident (*please also see the Offsite Critical Incident Plan Policy*) all staff must contact Great Bardfield Primary School or one of the “**Incident Managers**” for support on the following numbers:

Name of Contact	Phone Number	Hours of Operation
Great Bardfield Primary School	01371 810252	Mon-Fri 9.00-17.00
Alison Kerrell (Headteacher)	07876 653306	24 Hours
Susan Aldred	07876683055	8.00-20.00
Liz Crow	07946406073	8.00-20.00
Jane Tillotson	07966273146	24 Hours
Mark Aston Caretaker (Not IMT)	07514697212	24 Hours

Callers to the above numbers must give

- a) The name and full address of the school
- b) The name of the caller
- c) A contact phone number
- d) The nature of the incident
- e) Confirmation that the emergency services have been activated where appropriate.

3. Recovery Plan

In consultation with Great Bardfield Primary School Incident Team, ECC will make arrangements for:

1. Communication with all involved, including parents, staff, the media, other agencies (in accordance with the guidelines attached)
2. Emergency accommodation with support from the ECC if necessary under a coordinated plan
3. Additional teaching resources with help from the ECC under a coordinated plan
4. Additional staffing
5. Transport
6. Specialist advice and support, including from the LA Educational Psychologist Team, Social Services; the Police and the Fire Service, as necessary.

4. The School Incident Management Team Members (IMT)

The School Incident Management Team Members will each have set responsibilities. The team members will be reviewed and updated in September each year.

Critical Incident Team members are:

Headteacher – Alison Kerrell
Deputy Head Teacher-Susan Aldred
Safeguarding Officer – Alison Kerrell
Senior Teacher-Liz Crow
Chair of Governors – Jane Tillotson

School Recovery Team members are:

Business Manager- Heather Berkeley
Office administrator-Diane King

Additionally School Caretaker (Not IMT)

Caretaker-Mark Aston

Responsibility of Team Members

- 1. Headteacher -AK**
 - a. Contact families of students and staff involved in the incident
 - b. Contact the Chair of Governors
 - c. Contact LBN
 - d. Designate personnel to communicate with the media
- 2. Chair of Governors -JT**
 - a. Inform all other Governors
 - b. Support the Headteacher.
- 3. Deputy Head Teacher – SA**
 - a. Support the Headteacher or deputise for the Head teacher in his/her absence
 - b. Support other staff if the Head teacher is not present
- 4. Senior Teacher-LC**
 - a. Inform members of staff
 - b. Inform SCITT (School Centered Initial Teacher Training) regarding Teacher Training trainees.
 - c. Contact the Educational Psychologist Team to arrange stand by emotional support if appropriate
- 5. Safeguarding Officer - AK**
 - a. Completing and maintaining the Recovery Plan
 - b. Collating information for Incident Report Form (Appendix A)
 - c. Completing the information required for the log of events (Appendix B)
- 6. School Business Manager - HB**
 - a. Liaise with the Head teacher and ECC regarding the property
 - b. Staff the office if the School is not evacuated
 - c. Inform the Incident Managers of dedicated emergency phone numbers for incoming and outgoing calls

d. Liaise with ECC if necessary, for all information secured on the server for pupils and finance (Supported by Diane King)

7. Office Administrator-DK

- a. Bring school registers to the evacuation point
- b. Bring emergency bag (containing foil blankets and water) to evacuation point
- c. Staff the office if the School is not evacuated

9. Caretaker-MA

- a. Bring all keys and the codes for the fire alarm and the intruder alarm
- b. Bring the site map

10. ECC

- a. Responsible for co-ordinating temporary accommodation
- b. Provide central liaison point if appropriate
- c. Hold copies of all necessary documentation and emergency contact numbers
- d. Offer support as required in the Recovery Plan

5. Handling the Media

All members of the School Incident Team and ECC will be familiar with and have copies of this checklist away from the school.

Refer all enquiries to the ECC Press Department –Telephone Number:

When enquiries arise immediately following an incident, information is likely to be incomplete or inaccurate, so these guidelines are vital:

1. Establish who you are talking to and their organisation
2. Note down the above plus the time and your response
3. If you can, buy time – “the Head will call you back” – then make sure this happens
4. Know who is designated to talk to the press – do not allow anyone else to do so
5. Do not talk to the press on your own – have a colleague with you to note down what is said by the school
6. Only provide facts of what happened – do not indicate the cause
7. Give a prepared and agreed statement, not an interview. Refer to people first and property second
8. Only give an interview by arrangement at a later time and in agreement with the Headteacher
9. Be sensitive about personal information – never give out names, addresses etc.
10. Do not apportion blame or admit liability to anyone outside the Recovery Team members

11. Correct any misleading comments that might suggest blame, liability, seriousness etc.

12. Anticipate the worst possible questions and prepare your responses
13. Praise the actions of staff, students, fire, parents, police, ambulance services etc.
14. Show that the situation is under control

6. Communications

1. Those appointed to answer incoming phone calls will have an agreed factual statement and reassurance about action being taken as agreed with the Incident managers.
2. There will be a separate dedicated line for outgoing calls.
3. The Incident Managers will also have the dedicated mobile phones.
4. The Headteacher will contact families directly affected quickly and with sensitivity. If they are unavailable, a message will request them to phone in on a given number and must include an assurance of appropriate action being taken.
5. If it is appropriate to invite families to an agreed venue to receive further information, this should be away from areas with public or press access. ECC will co-ordinate venues for breaking news and confidential interviews.
6. An information letter may be appropriate for some parents. This should contain a prepared statement providing necessary facts, expressions of sympathy / concern and a message of reassurance. A letter will be available to the media, so advice must be taken and timing appropriate.
7. Families must be given information on the help and support available to them.
8. All staff must be well informed so that an updated schedule can to be arranged. Staff must be cautioned against talking to the media.
9. Students not directly involved in the incident will be informed by the teacher in class, or if appropriate in an assembly.

7. Support Mechanisms

Support Policy

1. When emotional support is necessary, the school will make provision for this.
 - a. Only those staff who are willing to offer support will be asked to work with students, encouraging them to talk about their feelings and being prepared to listen.
 - b. Staff will be given guidelines on how to support and talk to the students in consultation with the Headteacher.
 - c. Further help and support will be provided for distressed students with

assistance from LA and the Educational Psychologist Team.

2. A designated venue for support activities to ensure privacy and avoid unorganised gatherings.
3. The effects on staff and student performance and behaviour must be dealt with sensitively.
4. Expressions of sympathy to affected families must be agreed and planned by the Headteacher.
5. Expectations of immediate counselling on a large scale must be resisted.
6. The Head teacher must agree the school response to any funeral.
7. The Head teacher must agree the desirability and timing of special assemblies.

Monitoring Procedure

1. Parental permission must be sought for any input from outside professionals.
2. Staff closely involved with the incident and students involved should be offered debriefing and counselling opportunities.
3. Anniversaries should be planned for and handled with sensitivity.
4. Students can be encouraged to send cards and letters

BUILDING AND FINANCIAL INFORMATION RECOVERY

Introduction

As part of any major incident it is likely that buildings and / or equipment will be damaged / lost so far as operational purposes are concerned. This section of the Plan outlines the action to be taken in such a situation and the method by which a speedy return to normal, acceptable levels of service will be achieved.

Procedures

In the first instance, the Headteacher and subsequently the Incident Recovery Team will follow the current emergency procedures. This will provide access to the full range of 'in-house' and contract services currently available to the school, covering all aspects of premises and communication support.

Beyond these procedures there are areas potentially essential to the immediate recovery plans for any facilities.

These are:

- Accommodation
- Communications
- Utilities
- Furniture
- Security and Security Hardware
- Financial Information

- **Accommodation**
- In the event of loss of premises, or a part thereof, there will be an immediate need for space in which to house core activities. We will provide for such an occurrence by a number of means and in liaison with ECC:
- Hire of portable accommodation
- Rescheduling the use of existing accommodation
- Short term rentals / leasing/hire of local accommodation through other schools in the immediate vicinity.

The organisation of any alternative accommodation will need to be confirmed and accepted at the time by the LA.

- **Communications**

In the event of a crisis / disaster which takes out of commission the existing telecommunications system, the mobiles designated for emergency use would be put in place. The implementation of the telecommunications recovery plan would be the responsibility of the Head teacher or nominated Deputy.

- **Utilities**

Should a major incident occur affecting the utility supply to school premises, repairs to those utility supplies would be carried out by the relevant supply authority or contractors. If a heating source to a building is destroyed, arrangements will be made to expedite the repair / replacement as soon as possible, and if possible temporary heat sources will be hired.

- **Furniture**

If the school furnishings are damaged beyond repair or use we would to source temporary replacements from local school surplus and / or LA storage if available.

- **Security and Security Hardware**

The school will need to ensure that the affected areas do not present a security risk; all damaged windows should be boarded and damaged roofing weather proofed. If security fencing is required we will need to ensure the LA is proactive in sourcing the required measures.

- **Record of Suppliers and Assisted Services**

In order to achieve the above expeditiously, the School Business Manager will produce a list of those contractors who may be called upon to provide goods and services in order to reinstate the buildings, and the Senior Administrative Office will produce a list of companies who will provide equipment and other services. The lists should include contact names, telephone numbers and the description of the services available.

- **Expenditure**

The Headteacher will be responsible for authorising any expenditure incurred in connection with an incident and in doing so will ensure that Financial Regulations and Procurement procedures are complied with.

RECOVERY OF COMPUTING FACILITIES

It is important in the context of computing, to consider separately the various elements that constitute the computing facilities and services.

Physical hardware is relatively easily replaced but may take several weeks to identify, order and commission. If the network that carries the data between computers is destroyed, then this can potentially isolate users.

Centrally provided networked data files and software are relatively easily restored provided secure and reliable backup and recovery mechanisms are in place.

All central computing facilities and services are regularly backed up in terms of networked data files and software, and stored by ECC in a separate site.

In the event of a major incident, it is the responsibility of the Headteacher / Deputy / nominated individual and IT Support technician, to implement a computing recovery plan.

Appendix A

9. Incident Report Form

<u>Date of Incident:</u>	<u>Time of Incident:</u>
<u>Type of Incident:</u>	
<u>Contact Person:</u>	
<u>Contact telephone:</u>	
<u>Location of Incident:</u>	
<u>Names of injured Students:</u>	
<u>Names of deceased Students:</u>	
<u>Names of injured Staff:</u>	
<u>Names of deceased Staff:</u>	
<u>Location of uninjured Students and Staff:</u>	
<u>Action plan for uninjured Students and Staff:</u>	
<u>Emergency Services involved in Recovery Plan:</u>	
<u>Name of hospital:</u>	
<u>Telephone number of hospital:</u>	
<u>Hospital contact name:</u>	

Completed by: _____

Date _____

Appendix B

Emergency Contact Numbers

CONTACT NUMBERS FOR CRITICAL INCIDENTS

In the event of a major incident involving Great Bardfield Primary School the following contact numbers should be used:

Critical Incident Management Team:

Name of Contact	Phone Number	Hours of Operation
Great Bardfield Primary School	01371 810252	Mon-Fri 9.00-17.00
Alison Kerrell (Headteacher)	07876 653306	24 Hours
Susan Aldred	07876683055	8.00-20.00
Liz Crow	07946406073	8.00-20.00
Jane Tillotson	07966273146	24 Hours
Mark Aston Caretaker (Not IMT)	07514697212	24 Hours

Informing the Local Authority - key contact numbers

Please have precise details of the incident before informing Essex County Council (ECC) via the numbers listed below.

Schools Communication Team	01245 434745 / 07894963922	Office hours (9am - 4pm)
Press Office – for urgent media enquiries only	07717 867525	Out of hours

If schools are unable to get through to the Schools Communications Team, then please leave a voicemail and someone will return your call either on the same day (if the voicemail is left during office hours) or first thing the next morning (if left out of hours). The Press Office out of hours number (above) should be used for urgent media enquiries only.

Appendix C

10. Log of events

Date & Time	Incident Occurrence	Comments	Reported By:

Guidance for schools for informing ECC in the event of a critical incident

1. Background

In the event of a critical incident / emergency involving school pupils and / or school staff each school should have their own up-to-date and tested emergency / business continuity plan for managing critical incidents.

Examples of critical incidents impacting on schools include:

- Death or serious injury of a pupil / member of staff in school or on a school trip
- Child protection incident (individual or collective abuse)
- Events which result in higher than normal absences (e.g. infectious diseases such as influenza or meningitis)
- Major fire
- Building collapse
- Natural disaster, such as flooding
- Missing person(s) / abductions
- Intense media interest.

2. The School Incident Management Plan - roles and responsibilities within schools

The Governing Body is responsible for ensuring that appropriate policies and procedures are created and maintained.

The Headteacher must have an agreed site emergency plan, which can be put into operation by the school in the event of a critical incident. A deputy or assistant headteacher should be nominated to cover in the absence of the Head. In the case of school trips or other out of school / offsite activities, the adult(s) in charge should be clearly identified in advance to avoid any confusion in the event of an incident.

3. Informing the Local Authority - key contact numbers

Please have precise details of the incident before informing Essex County Council (ECC) via the numbers listed below.

Schools Communication Team	01245 434745 / 07894963922	Office hours (9am - 4pm)
Press Office – for urgent media enquiries only	07717 867525	Out of hours

If schools are unable to get through to the Schools Communications Team, then please leave a voicemail and someone will return your call either on the same day (if the voicemail is left during office hours) or first thing the next morning (if left out of hours). The Press Office out of hours number (above) should be used for urgent media enquiries only.

Where notification of a critical incident is received from a school, the Schools Communication team (who should be your first point of contact) will establish what form of support is required immediately and who should be contacted within ECC. This might typically involve any one, or a combination, of the following:

- Educational Psychology Service
- Press Office – if support is required for dealing with the media
- Health and Safety Advisory Service
- Emergency Planning Officer
- Executive Director
- Cabinet Member.

If an incident occurs 'out of office hours', the Emergency Duty Service, for both serious situations affecting vulnerable children and for other major incidents affecting the school, will alert the appropriate contacts within the Schools, Children and Families Directorate and elsewhere within ECC.

4. Information that will be required in the event of a critical incident

The following details will be required from the school when informing the ECC of a critical incident:

- Name and telephone number of the person making the call
- Name of school / establishment and location (town)
- Nature, date and time of the incident – onsite or off-site?
- Names and telephone numbers of those involved
- Action taken so far
- Telephone number(s) for future communication. For serious accidents where the media are involved, try to identify alternative telephone numbers at 'home' and at an 'offsite' base, as other lines will quickly become jammed.

Last updated: September 2017

Disclaimer

This document provides guidance for school management teams and governors involved in incidents affecting school pupils and / or staff at the school (onsite or offsite). It offers advice on who to inform at Essex County Council and what information will be required. The advice is general in nature and schools will still need to maintain their own School Incident Management Plans for their specific needs.

Risk Assessment

Date:

Time

Who: All staff

In the event of a critical incident and school has to be evacuated, we will walk to:

Great Bardfield Town Hall

4SA, Dunmow Rd, Great Bardfield, Braintree CM7

Tel: 01371 811302

Key school contact: Alison Kerrell Headteacher-07876653306

- Whole school meet in the rear playground.
- All booster/intervention groups, go to their home class for registers
- Leave through back gates of the school playground cross over Mill Road.
- Walk up High Street, on pavement, cross over outside CO-OP
- Continue to Walk up High Street, on pavement.
- Turn left onto Dunmow Road
- Congregate in hall or playground in a calm manner
- Wait for advice from Head Teacher

Potential hazards:

- Narrow pavement and uneven ground
- Crossing Mill Road and High Street.
- Lost children-children to walk in pairs and constant head Counts

Signed: _____ Head teacher

RA: September 2017