



# **DISASTER CRISIS / CRITICAL INCIDENT MANAGEMENT POLICY**

This is a Trust-Wide Policy  
which applies to all the schools within the Trust

Date of Policy Approval: **2 March 2015**

Owner of Policy: **Head of  
Facilities &  
Estates**

Authorised By: **Trust Facilities  
and Estates  
Committee**

Policy Review Date: **2 March 2016**

Distribution: **All Staff**

## CONTENTS

<b>WHAT IS THE POLICY FOR?</b>	<b>1</b>
<b>WHO IS THE POLICY FOR?</b>	<b>1</b>
<b>POLICY STANDARDS</b>	<b>2</b>
- <b>Types of Emergency</b>	<b>2</b>
- <b>Off Site</b>	<b>2</b>
- <b>Preparation</b>	<b>2</b>
- <b>Implementation</b>	<b>2</b>
- <b>Communication</b>	<b>3</b>
- <b>Land-line Telephone</b>	<b>3</b>
- <b>Mobile Phones</b>	<b>4</b>
- <b>Briefings</b>	<b>4</b>
- <b>Students' Mobile Phones</b>	<b>4</b>
- <b>Local Radio Stations</b>	<b>4</b>
- <b>Emergency Cascade System</b>	<b>4</b>
<b>ROLES AND RESPONSIBILITIES</b>	<b>6</b>
<b>FURTHER INFORMATION</b>	<b>7</b>
- <b>Associated Documents</b>	<b>7</b>
- <b>External Information</b>	<b>7</b>
- <b>Online Resources</b>	<b>7</b>
<b>APPENDICES</b>	
<b>1. Immediate Long Term Tasks in the Event of an Emergency</b>	
<b>2. Arson</b>	
<b>3. Contact List</b>	
<b>4. Business Continuity Plan - Critical Incident Communication Pathway</b>	

## **DISASTER CRISIS/CRITICAL INCIDENT MANAGEMENT POLICY**

The vision of Bright Futures Educational Trust is to create a world class education to enable every young person to reach their full potential, and in particular, their full academic potential. This policy ensures the health and safety of staff and students in the event of a crisis or disaster in order that the school can continue to offer the education service as soon as is reasonably practicable.

### **What is the Policy for?**

The over-arching purpose of this Policy is to:

- To prevent / minimise the loss of life / injury to all students, staff and visitors
- To swiftly inform emergency services and relevant organisations
- To take control of the incident until the emergency services arrive, thus minimising stress and discomfort
- To swiftly carry out measures to ensure actions by other following the original incident do not further damage the Trust, its students or staff
- To fully support the Principal on site
- To fully support students and staff following any incident, so that they are able to return to fully participating in education at the Academy as soon as possible
- To hold a central record of all Trust school/Academy Crisis Management information

### **Who is the Policy for?**

The policy applies to all staff employed by the educational establishments which form part of Bright Futures Educational Trust (BFET), as well as members of the Local Governing Bodies of those establishments, Trust Head Office staff, Members and Directors and any consultants undertaking work on behalf of the Trust.

## Policy Standards

### 1. Types of Emergency in the Academy

- Accidents or deliberate acts of violence
- Academy fire or explosion
- A student or member of staff being taken hostage
- Bomb or suspected bomb being discovered
- Health: Medical Condition or Infectious Condition, e.g. Meningitis or Influenza
- Serious gas or water leak
- An outbreak of legionella
- Death or serious injury of a student or members of staff

#### Off site:

- The death of a student or member of staff either by accident or natural causes
- Transport-related incident to students or staff which result in hospitalisation
- Severe weather: snow, storms, Terrorist act which results in injury or death
- An incident within the local community requiring a BFET school to be used as an emergency centre

### 2. Preparation

In order to minimise the effect of any emergency, the Principal will thoroughly prepare to ensure that all emergencies are dealt with smoothly and efficiently, with the minimum of stress to students, staff and bystanders.

**The establishment of an Emergency Management Team will be one of the first steps to be taken.**

In the development of this policy and supporting plan, the emergency planning section of Teachernet has been used extensively: [www.teachernet.gov.uk/emergencies/index.html](http://www.teachernet.gov.uk/emergencies/index.html)

- We will consult with all relevant services to ensure our plan is robust
- We will carefully consider all possible scenarios and prepare comprehensive plans to resolve these issues
- Delegate responsibilities to its designated Principals on site

### 3. Implementation

The plan will be discussed with key staff who are nominated within the plan to ensure they are fully aware of their roles and responsibilities.

A staff meeting or part of a staff development session will be allocated to share this with all staff.

Training will be considered for appropriate staff, in relation to some of the main types of incident below, including bereavement counselling.

Support for staff and identification of ways of obtaining it will be considered.

A senior member of staff will be nominated to regularly review and update the plan.

Electronic distribution of the Plan will be circulated annually.

A central location will be identified to keep a hard copy of the plan and who should have access to the details of the plan and emergency contact details.

Admin staff will be nominated to access personal files, to ensure information is always up-to-date. To develop a centralised Database covering all Trust sites.

Current lists of contact phone numbers will be available in hard and electronic versions – both staff and student details.

The Principal and nominated staff to keep a copy of the current plan and all contact details at home, as emergencies sometimes happen when the Academy is not occupied.

All staff will be instructed not to give interviews or comments to the media. We will ask staff to direct all media enquiries to the Principal in the first instance who will refer to our Marketing/PR company.

An emergency resource bag should be prepared and stored centrally which contains:

- Contact numbers for all students, staff and key organisations, Emergency Planning Team etc.
- List of students who have medical conditions.
- Emergency registers.
- A megaphone and spare batteries.
- First-aid kit and, if available, medication for students with medical conditions.

This bag must be located centrally and securely. Arrangements for it to be brought out for every emergency made.

#### 4. Communication

The importance of having clear lines of communication to all stakeholders and external agencies, including the media must not be underestimated.

It is the role of the Communications Officer (See table on page 4) to ensure that staff and resources are allocated which allow information to be distributed without hindrance to all parties.

- **Land-line telephony**

It is likely that pressure will be placed on the Academy switchboard lines, which could hamper the ability of the Academy to receive and send information. The purchase of private direct line numbers for the Principal and key staff should be considered if not already in use. At least one private direct line phone, ideally the Principal's, should not go through the Academy switchboard, so that in the event of a power cut or

switchboard malfunction the Principal can be contactable. Alternatively mobile phones can be used.

- **Mobile phones**

In the event that the Academy may have to be evacuated, mobile phones will be needed. It is advisable that all members of the Emergency Management Team have Academy-sourced mobile phones, which are kept fully charged for emergencies and are kept centrally by the Administration Officer. The numbers of these phones and those of the private direct line should be entered into the memories of the phones when first purchased, to ensure ease of contact.

- **Briefings**

The Trusts nominated Communications/Marketing Officer should consider providing scripts on a regular basis for administration staff who are manning the switchboard. Parent call and school Websites – Passwords to access sites should be stored centrally.

A dedicated area of a staff notice board or e-mails will be identified to keep staff updated.

School Websites can be used.

All information should be factual: Time and location of incident; Numbers of students and staff involved (no names); Summary of action taken. Staff should not be drawn into speculation, just stick to the facts. Provide the time of next update.

All media coverage should be monitored for accuracy and any inaccuracies corrected.

Media should be placed in a room separated from students, staff and parents to manage media access to these groups.

- **Students' mobile phones**

Students should be strongly discouraged from using personal mobile phones to ring parents or others and should be stopped from taking and send photographs of any incident.

- **Local radio stations**

In the event of any emergency, we will make full use of local radio stations to communicate effectively with all families and other stakeholders. Regular updated passwords for access should be cascaded to central held register.

Further information: [www.bbc.co.uk/connectinginacrisis/index.shtml](http://www.bbc.co.uk/connectinginacrisis/index.shtml)

## 5. **Emergency Cascade System**

If the Academy cannot be opened for whatever reason, utility failure, severe weather, etc., an emergency cascade system should be used. Starting with the Principal at the top of the cascade, she/he communicates with three others (e.g.2 VPs and Admin Manager), who in

turn will communicate a message to two or three others. In a very short time all members of staff will have received a clear message about the status of the Academy.

**Following an Incident a full review of the Risk Management and audit will take place as follows:**

Trust Executive Team	Review Trust Risk Register
C.F.O.	Review Trust Financial Risk Strategy
Trust PR Company	Review/Mitigate Reputational Risk Review
Director of Education/Local Governing Body (for central Trust CEO/COO)	Succession planning review



## Roles and Responsibilities

Bright Futures Executive team delegates all responsibility for the management of such incidents to the designated Academy Principal

The Principal will identify key members of staff, who will form an Emergency Management Team and the Principal will communicate the names, roles and responsibilities of this team to the whole Academy staff. The Principal will, at his/her discretion amend this team as appropriate to any situation.

RESPONSIBILITY	ACTION
<b>BFET Executive Team</b>	Has overall responsibility for the ensuring the Principal is supported in managing of the incident.
<b>Individual Academy Principal</b>	Responsible for the immediate management of the incident, under the direction of the Executive Team. This will involve liaising with Academy personnel, emergency services, council officers, etc.
<b>Individual Academy Principal</b>	Responsible for the immediate management of all students and staff, assisted by other managers.
<b>BFET's preferred Marketing Company and Communications Team</b>	Under the direction of the Principal, is solely responsible for liaising with the Media and organising communications with parents and other stakeholders.
<b>Relevant Executive Trust Member</b>	Under the direction of the Principal will carry out any necessary tasks to ensure the smooth functioning of the school e.g. appointment of health support, IT support, psychology support

## Further Information

Other associated Trust/Academy documents:

- Critical incident plan for each academy and the central team
- Safeguarding policy
- Risk Management Strategy
- Health and Safety Policy
- Educational Visits/Trip Policy

External information:

- 'Guidance on First Aid for Schools: A Good Practice Guide' DCSF, 1996
- 'School Security: dealing with troublemakers' DCSF & Home Office, 1997
- 'NHS Online'
- 'Supporting pupils with medical needs' DCSF and DoH, 1996
- 'A legal toolkit for schools' DCSF – can be downloaded from Teachernet site
- 'Fire Safety Guide' DCSF, 2000
- 'How to combat arson in schools' Arson Prevention Bureau, 2004

## Online Resources

[www.teachernet.gov.uk/emergenceis/index/html](http://www.teachernet.gov.uk/emergenceis/index/html)

From Teachernet Emergencies Site

- Online arson risk assessment
- Security survey and risk assessment

[www.homeoffice.gov.uk/security/](http://www.homeoffice.gov.uk/security/)

[www.ukresilience.info/](http://www.ukresilience.info/)

a central reference point for all organisations to use in connection with any concern or threat.

[www.preparingforemergencies.gov.uk](http://www.preparingforemergencies.gov.uk).

Another useful site for information.

[www.metoffice.uk/weather/uk/uk\\_forecast\\_weather.html](http://www.metoffice.uk/weather/uk/uk_forecast_weather.html)

This site provides authoritative information on all aspects of the weather.

## Appendix 1 - Immediate to Long Term Tasks in the Event of an Emergency

### **ACTION: IMMEDIATELY:**

- Obtain as much factual information about the state of the emergency
- Alert the Principal; the Principal should alert the Chair of the GB and Chair of the Academy Trust Board (ATB).
- The Principal will activate the emergency management team.
- Keep the DCSF Advisor fully informed in order that the department is aware and can respond.

### **ACTION: WITHIN THE FIRST FEW HOURS**

- Carry out a quick appreciation of the immediate responses required
- Select and set up control arrangements to manage the incident and ensure students and staff in the Academy are safe

### **ACTION: WITHIN HOURS**

- Call a staff meeting to give information
- Inform students in a sensitive way – in small groups if possible
- Arrange a debriefing meeting for all staff involved in the incident
- Arrange a debriefing meeting for all students involved in the incident

### **ACTION: WITHIN THE NEXT FEW DAYS; IT COULD BE LONGER**

- Facilitate support for high-risk students and staff
- Attend / organise funerals, services, memorials

### **ACTION: AS SOON AS POSSIBLE FOR AS LONG AS NECESSARY**

- Decide and agree on a range of responses and support measures
- These have the potential to run for several weeks or months
- Refer affected students and staff to appropriate counselling

## Appendix 2 - Arson

### Prevention Strategy

The Academy completes a Fire Risk Assessment, which will include the possibility of Arson. This assessment forms part of the Staff Handbook.

Fire Safety will be included in the curriculum as part of the PSHE course.

The Trust Behaviour Policy will support staff to carefully manage student access during lessons, at breaks and before/after Academy.

A comprehensive site security review will be completed on a yearly basis, or at a shorter time, if the situation dictates, due to changes in the building. This survey will control:

Unauthorised entry onto the Academy site will be minimised through the installation of appropriate signs, fencing and if appropriate CCTV;

Unauthorised entry into the Trust buildings will be minimised by ensuring all doors, windows and skylights are secure, lighting, an effective intruder alarm system is fitted and prosecution-quality CCTV cameras and digital recording facilities are fitted where necessary.

Any new building work 'designs out' potentially vulnerable areas.

Procedures are applied to ensure that access to any combustible material is strictly limited.

Procedures to 'close-down' areas of the Academy are applied after Academy, each day as appropriate.

In line with Government advice, any instances of suspected arson will be reported to all parents, to inform and equally stress the dangers of Arson.

The Academy's Fire Safety Policy is applied and reviewed annually, with the assistance of the Fire Service.

The Academy will make use of the Online Arson Risk Assessment tool within the Teachernet Emergencies website to minimise an arson attack:

<http://www.teachernet.gov.uk/emergencies/typesofincident/fire/index.html#>



## APPENDIX 4: BUSINESS CONTINUITY PLAN - CRITICAL INCIDENT COMMUNICATION PATHWAY

