

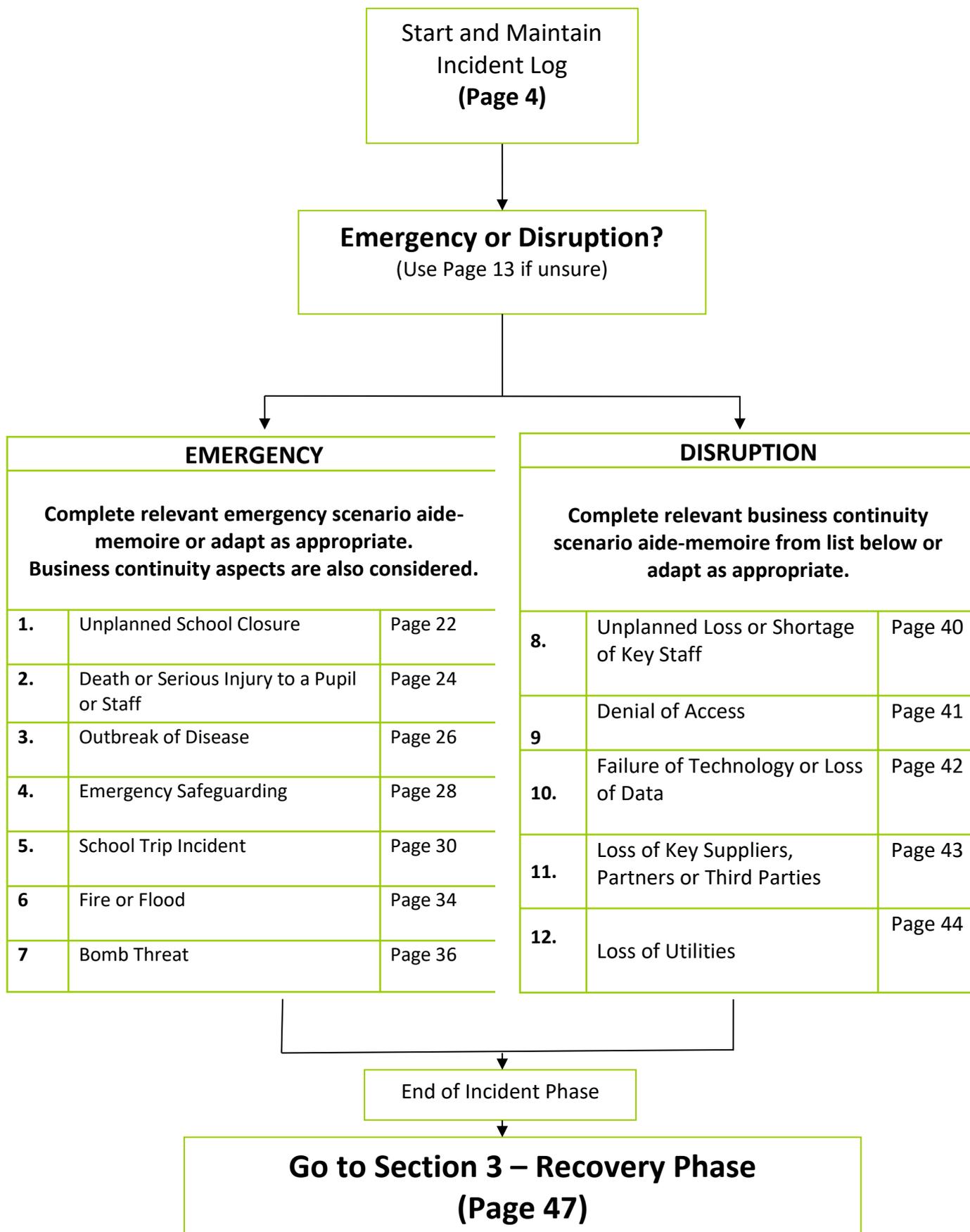


Grove Vale Primary School
Emergency and
Business Continuity Plan

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Incident Response Activation



Emergency Contacts Sheet

Local Authority Contacts	Office Hours/Out of Office Hours	Number
Area Education Officer	Office Hours Only	0121 569 8385
Children's Services	Office Hours Out of Office Hours	0845 351 0131 0121 569 2355
Child Safeguarding	Out of Office Hours	0845 113 5000
Environmental Health	Office Hours Out of Office Hours	0121 569 6600 07810 756 336
Educational Psychologists	Office Hours Only	0845 352 7552
Educational Visits Advisor	Office Hours Only	0121 569 8152
Property Services	Office Hours Out of Office Hours	0121 569 4886 07800 611 207
Public Health	Office Hours Out of Hours (Community Alarm)	0845 352 7645 0121 569 6800
Public Relations and Communications Unit	Office Hours Out of Office Hours	0121 569 3031 07920 027723
Resilience Unit	Office Hours Out of Hours (Community Alarm)	01215693313/3983 0121 569 6800
Risk and Insurance	Office Hours Out of Office Hours	0121 569 3654 07891833074
School Organisation Team (Unplanned School Closures)	Office Hours Only	0121 569 8298
School Leads		
Chair of Governors	Louise Maccarthy	07951 262 209
Head Teacher	Alison Connop	07739 018 683
Deputy Head Teacher	Michelle Bunch	07966 869 794
School Key Holders		
Michael Thomas Site manager	Office Hours Out of Office Hours	01213574319 07956 911886
Adam Dodd Key holder	Office Hours Out of Office Hours	07764 997 580

School Incident Management Team Members – Premises, H&S Committee		
Louise Maccarthy	Office Hours Only	07951 262 209
Alison Connop	Office Hours/Out of Hours	07739 018683
Michael Thomas	Office Hours/Out of Hours	07956 911886
Governors		
Louise Maccarthy	Office Hours/Out of Hours	07951 262 209
Alison Connop	Office Hours/Out of Hours	07739 018 683
Sneta Pathak	Office Hours Only	01213574319
Jayne Bourke	Office Hours Only	01213574319
Lisa Rashid	Office hours only	01213574319
Kishma Bolaji	Office hours only	01213574319
Joanne Gill	Office hours only	01213574319
Kelly Duff	Office hours only	01213574319
James Gurung		
Agency Staff Providers and Regular Supply Staff		
Smile Education	Office Hours/ Out of Office Hours	0121 392 6582 07894 513 618
Career Teachers	Office Hours/ Out of Office Hours	0121 633 4698
Aspire	Office Hours/ Out of Office Hours	0121 314 3606
Other Third Parties		
Security Companies	Chubb fire and security <ul style="list-style-type: none"> • 1034913 – ‘Intruder’ • 1171849 – ‘Access’ • 1171941 – ‘CCTV’ 	0344 8791770
External Site Users	Days in use	
Sue Swim School	Mon, Sun	07909 685886
Millennium Swimming	Wed, Fri, Sat	07714 014 062
Brownies	Mon	07595 921213
Karate	Mon	07984517000
Utility Companies		
Electric	Total gas and power	0333 003 7874
Gas	Total Gas and power	0333 003 7874
Water	South Staffs	08456 070 456
Telephone Provider	Atomwide LGfL	020 82 55 55 55

Other Useful Numbers		
Teacher Support Network	24 Hour Helpline	08000 562 561
Trade Union	Unison GMB NUT NASUWT NAHT	0800 0857857 0121 5504888 0121 6474397 0121 2329400 0300 3030353
Insurance Company	Zurich (Organised through SMBC) Policy number QLA-02G034-0063	08002321927
Local Hospital/Medical Centre	Sandwell Hospital	0121 5531831
Local Police Station	West Bromwich	0345 1135000
SIPS Education (IT Support)	Office Hours Only	0121 2963000 OPT1
'Buddy School' and Neighbouring Schools		
Q3 Academy		0121 358 6186
Ferndale Primary		0121 357 3326
Hamstead Junior		0121 357 1557
Hamstead Infants		0121 357 1603
Holy Name		0121 357 3216
Other Organisations		
Department for Education	Enquiry Line	0370 000 2288
Environment Agency	Flood Line (24 Hour)	0845 988 1188
Foreign and Commonwealth Office	Consular assistance (24 hr) If Abroad Ring:	020 7008 1500 +44 20 7008 1500
Public Health England	Main Switchboard	020 7654 8000

Section 1

Planning

School Head: Statement of Intent

Grove Vale Primary School is committed to ensuring the highest level of education and development for all of its pupils. This is particularly important during times of disruption which can be caused by a variety of different scenarios.

As Head Teacher, supported by the Chair of Governors and the School Incident Management Team, I will be responsible for the coherence and effectiveness of the school's emergency and business continuity planning arrangements. This includes ensuring that the school is fully prepared to cope with any incident that may arise and providing a continued education and place of safety for the pupils.

This Emergency and Business Continuity Plan will enable our school to fulfil its obligations to:

- **Protect the vulnerable, including pupils and staff**
- **Support the work of the Emergency Services**
- **Maintain business continuity when faced with any disruptive challenge**

We will achieve this through:

- **Effective planning and preparation**
- **Establishing roles, responsibilities and a leadership structure**
- **Working towards a confident and controlled incident response and recovery**
- **School wide training and awareness raising**
- **Tailoring this plan to meet the school's specific needs**

We recognise that it is the responsibility of every member of staff and school personnel to be familiar with the plan and its contents. This plan will be regularly reviewed and kept up to date in order to fulfil the above obligations to a high standard.

Signed

Head Teacher

Version Control

To ensure the validity of the plan, copy holders are requested to notify the Head Teacher of any amendments to the information contained within it. Updated plans will then be distributed to all copy holders. All previous versions of the plan will be destroyed.

The contents of this plan should be completely reviewed on an annual basis and following an incident or disruption.

Date	Version	Updated By (Name and Role)	Amendment Details
31/7/18	1	Darren Thorpe – School Business Manager	Original
5/3/19	2	Darren Thorpe – School Business Manager	Updated contact details Updated chair of governors
11/2/20	3	Darren Thorpe – School Business Manager	Updated contact details – Deleted G Smith, added S Hopcroft
31/1/22	4	Darren Thorpe – School Business Manager	Updated contact details – Deleted K Williams Added Smile education
21/3/22	5	Darren Thorpe - School Business Manager	Updated insurance details and amended governor details. Added pupil contacts to emergency bags in sealed folders along with staff Next of kin details.
20/3/23	6	Darren Thorpe - School Business Manager	Updated contact details of site manager Deleted governor H Patel Deleted governor S Gosal Added governor J Bourke Amended PEEPS total to 7 School incident team updated to reflect resources committee
9/1/23	7	Darren Thorpe - School Business Manager	Added lettings details Deleted governor T Bailey Deleted Governor T Dockery Added governor S Pathak Added governor L Rashid

			Added governor T Bowen Amended PEEPS total to 6
29/10/25	8	Jess Petrie – School Business Manager	Added Lettings details Deleted Governo S Hopcroft Amended Grab bag information Updating Emergency grab bag contents Updating BCP checklist
03/03/26	9	Jess Petrie – School Business Manager	T Bowen removed. Resigned on 17/12/2025

Plan Distribution List

The plan should be treated as a secure document and its contents kept confidential at all times.

Distribution List	Location	Date Issued
Louise Macarthy - Chair of Governors	Office Copy	
	Home Copy	
Alison Connop - Head Teacher	Office Copy	
	Home Copy	
Michelle Bunch - Deputy Head Teacher	Office Copy	
	Home Copy	
Sarah Pickett – Assistant Head Teacher	Office Copy	
	Home Copy	
Jess Petrie – School Business Manager	Office Copy	
Michael Thomas – Site Manager	Home Copy	
Emergency Grab Bag	School office & Junior Hall	
[School Incident Management Team Members, see Page 14 for details] Input below: (Resources Committee)		
Louise Maccarthy		
Alison Connop		
Jayne Bourke		
Snet Pathak		
Lisa Rashid		

[Please add any other relevant staff to this template to be distributed to]		
Additional Copies: (if appropriate)]		
[Off-Site Copy]		
[Electronic Copies]	Saved to SLT members Onedrive	
[Back-up Copy]		
[Diocese, Governors or Local Authority (optional)]		

Defining an Incident: Emergency or Disruption?

Emergency

Definition:

Handling emergencies is a normal part of school life. Some incidents however, are of a more critical and overwhelming nature in which staff, pupils and parents may experience acute or even prolonged distress. Emergencies can:

- Arise with or without warning
- Cause or threaten death, injury or serious disruption to normal life
- Affect more people than can be dealt with under normal conditions
- Require special mobilisation and organisation of resources

Examples:

- The murder of a pupil or staff member
- Fatal road traffic collisions
- Fatalities or serious injuries on school trips
- Teacher, member of staff or pupil suicide
- Community tensions
- Major arson attacks
- Severe weather damage
- Missing pupils
- A fatal accident involving a contractor on school premises

Disruption

Definition:

Not all incidents are emergencies, a disruptive challenge is an incident which:

- Results in an interruption to the delivery of key services
- Requires the educational establishment to respond in a manner outside of its normal day to day procedures

Causes of disruptions:

- Industrial action
- Sickness
- Severe weather
- Utility failure
- Supply chain issues

The primary aim of **Business Continuity Planning (BCP)** is to ensure that unless there is an overwhelming pressure caused by the disruption, the school remains open during term times and normal routines and timetables are maintained as far as possible.

It is important to develop strategies or alternative ways of working that allow this to happen, considering the circumstances of the incident and

**Choose from Emergency
Aide-Memoires 1-7
(Pages 22-36)**

**Choose from Business Continuity
Aide-Memoires 8-12
(Pages 40-44)**

For a full list of specific Aide-Memoires see Contents (Page 2)

School Incident Management Team Guidance

The School Incident Management Team (SIMT) is the group that will be convened during or following an incident in order to manage the situation in an organised and structured manner.

Any staff or personnel may be used to fill the roles depending on their skills and more than one role can be assigned to the same person. Some roles may naturally fall to particular staff; however it is also important to consider that the tasks will have to be completed under a much greater amount of stress in an emergency. In addition to this, the roles and responsibilities called upon will very much depend on:

SCALE – What is the extent of the emergency and what resources are required?
DURATION – How long will the incident last, considering both short and long term?
IMPACT – How severe is the impact on key services, buildings or stakeholders?

The table below allows you to think about and develop the following questions:

- What are the roles that may need to be filled during and following an incident?
- What are the key responsibilities that each role has?
- Who do you have in the school that could fill each role if required? *Recording the names and contact details of trained and suitable personnel will save time in an emergency.*
- What are some of the training considerations and resources available for each role?

Role	Tasks and Responsibilities in an Emergency or Disruption	Pre- Incident Training and Resources	Staff Trained (Names) (Details on Page 6)
Incident Team Lead (Head Teacher/Deputy or Chair of Governors)	Strategic Role <ul style="list-style-type: none"> ○ Chair of School Incident Management Team ○ Ensure school-wide continuity. ○ Receive information and make decisions 	School specific scenario workshops supported by Sandwell Resilience Unit (Call 0121 569 3313)	

	<ul style="list-style-type: none"> ○ Lead on interviews or assign appropriate SIMT member e.g Media and Communications Lead. ○ Work through aide-memoire 	Familiarisation with Emergency Plan	
Log Keeper	<ul style="list-style-type: none"> ○ Maintain incident log (Page 4) ○ Ensure that all key decisions and actions taken in relation to the incident are recorded accurately ○ Ensure that all other logs such as communications or recovery logs are also being maintained 	A variety of 'Incident Loggist' virtual training courses are available online to enhance current logging skills	
Communications and Media Lead	<ul style="list-style-type: none"> ○ Maintain a communications and media log ○ Follow the Communications and Media Checklist (Page 45) ○ Establish and maintain lines of communication with all stakeholders – use aide memoirs ○ Responsible for social media ○ Liaise with Council PR and media ○ Collate information about the incident for press statements 	A variety of media management and crisis communications courses can be found online	
Facilities Lead	<ul style="list-style-type: none"> ○ Maintain log of actions ○ Ensure site security and safety during and following an incident ○ Liaise with SIMT Manager to advise regarding infrastructure ○ Point of contact for contractors ○ Pre incident: ensure school site information section is up to date (Page 54) 	Risk Assessment Training Fire Safety/Marshal Training www.dfes.gov.uk/security (Managing Security in Schools Guide – National Association of Head Teachers Website) School specific scenario workshops may also highlight facilities issues	
Health and Safety Lead	<ul style="list-style-type: none"> ○ Maintain health and safety log ○ Responsible for following and distributing any health and safety procedures or advice ○ Risk assessments ○ Consider infection control ○ Complete any accident/incident paperwork and RIDDOR forms. ○ Manage first aid considerations 	Health and Safety courses and materials available from: <ul style="list-style-type: none"> ○ Health and Safety Executive Website ○ Public Health England ○ Centre for Disease Prevention and Control ○ National Union of Teachers 	
Child Safeguarding Officer	<ul style="list-style-type: none"> ○ Maintain safeguarding log ○ Ensure welfare of all pupils ○ Co-ordinate with Police, Family Liaison Officers; Educational Psychologists; Children's Services and any relevant voluntary organisations ○ DBS checks of temporary staff 	School mandatory training Sandwell's Safeguarding Children Board also offers safeguarding training Online Emergency Toolkit: www.keepingchildrensafe.org.uk	
Emotional Support Lead	<ul style="list-style-type: none"> ○ Maintain log of all incident related cases and actions ○ Work with Child Safeguarding Officer to identify child needs ○ Act as a point of contact for pupils or staff with concerns about the incident or with difficulties recovering from it. Be a source of advice about support available 	Redcross.org/education: Emotional Support in a Crisis Emotional First Aid Training Course: www.emotionalfirstaid.co.uk	
Business Continuity	<ul style="list-style-type: none"> ○ Record all decisions and actions in the incident log (Page 4) 	Training resources and courses available at:	

Lead	<ul style="list-style-type: none"> ○ Take responsibility for business continuity considerations ○ Take decisions in order to return swiftly to 'business as usual' ○ Pre-incident business continuity checklist (Page 19) 	www.thebci.co.uk www.continuityshop.com www.ibct.com www.epcollege.com School disruption and closure scenario workshops	
ICT Lead	<ul style="list-style-type: none"> ○ Maintain ICT log ○ Ensure resilience and recovery of the school's ICT infrastructure ○ Work with the Business Continuity Co-ordinator in disaster recovery ○ Liaise with suppliers or ICT support 	Backup and disaster recovery in schools information can be found online	
Recovery Co-ordinator	<ul style="list-style-type: none"> ○ Maintain recovery log (Page 49) ○ Lead and report on the school's recovery process ○ Facilitate a full debrief ○ Identify lessons learned as a result of the incident/recovery ○ Liaise with the plan owner to ensure lessons learned are incorporated into the plan development 	Incident debrief training from Sandwell Resilience Unit Emergency response and recovery guidance: www.gov.uk	

Training and Exercising

To ensure the effectiveness of this plan during a real life incident the following training methods will be incorporated into the school's emergency preparations:

- Emergency planning awareness, school specific scenario workshops and business continuity advice are all provided by Sandwell Council Resilience Unit
- Incorporating Emergency Plan training and awareness raising into inductions and mandatory training for all relevant personnel
- Including pupils in the training and awareness schedule. Test exercises, practising the route to a 'buddy school' or talking about past incidents can prepare pupils and create a greater atmosphere of calm in a real incident
- Planning 'walk-throughs' to communicate the contents of the plan and to ensure staff are familiar with arrangements and procedures
- Education and training for specific staff on Business Continuity (Page 19) and School Incident Management Team roles and responsibilities (Page 14)
- Component tests, for example checking alarms and locks and testing external storage devices
- Table-top exercises using example scenarios to check the validity and reliability of the plan contents
- Discussion of real life incidents to improve planning and response
- Regular review of training log to ensure training is relevant and up to date

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Emergency Grab Bag

A 'grab bag' is a store of important and useful equipment and resources that can be accessed quickly should you be required to evacuate your premises.

Section	Details	Included?
Completed Emergency and Business Continuity Plan	Emergency and Business Continuity Plan to include: <ul style="list-style-type: none"> ○ Key Contact details (Page 6) ○ School Specific Information (Page 54) ○ School Incident Management Team details and contacts (Pages 6 and 14) 	✓
Organisational Information	Staff Handbook (policies and procedures)	Office 365
	Health and Safety Paperwork	Office 365
	Supplier and contractor information	✓
	Pupil Information – emergency contacts	✓
	Local 'Buddy School' Information	✓
Equipment and other items	First Aid Kit	✓
	Local Maps (showing car parking)	✓
	Torches – wind up	✓
	Loud Hailer with batteries	✓
	Stationery – notebook and pencil	✓
	High Visibility Vest	✓
	Wind up radio	✓
	Sterile burn dressings	✓
	Mobile phone charger/car charger kit	✓
	Boiled sweets	✓
	Drinking water	✓
	Foil blankets	✓
	Hazard tape	✓
	Glow sticks x 5	✓

Note location of all grab bags below:

Location	Date Checked	Date Checked	Date Checked	Date Checked
Main office	27/10/25			
Junior Hall	27/10/25			

Business Continuity Checklist

Action	Completed checks	Reviewed Date/Name	Reviewed Date/Name	Reviewed Date/Name	Reviewed Date/Name
Include alternative numbers on the Contacts Sheet (Page 6) for: <ul style="list-style-type: none"> • Suppliers and third parties • Caterers • Supply/agency staff • ICT support • Transport providers • Key holders 	Details checked and updated on BCP	27/10/25 JP			
Electronic back up of data and off-site storage of hard copies (record location of each document): <ul style="list-style-type: none"> • Insurance • Legal • Emergency Plan 	Back-ups managed by SIPS IT done on daily basis Emergency plan on office 365 sharepoint.	27/10/25 JP			
Keep an asset register of valuable school items for insurance purposes	Completed by ACot and JP on 07/07/25. Asset/Device Audit on sharepoint.	27/10/25 JP			
Ensure safety of and access to valuable school documents such as controlled assessments	Controlled assessments are securely located electronically via insight and arbor	27/10/25 JP			
Access to remote learning: internet, e-mail, networks	Emails remotely accessed via Office 365 School network/servers accessed via remote access (Trustnet) for certain personnel	27/10/25 JP			
Partnership with 'Buddy School' shared facilities, information, staff and resources	Q3 Academy	27/10/25 JP			
Arrangements for priority and/or vulnerable groups.	PEEPS in place for 6 x pupils				

May depend on exam timetables or school users					
Security considerations: <ul style="list-style-type: none"> Alarms Visitor badges Building Access 	City Fire – Fire Alarm Chubb – Intruder Alarm Chubb – Access control and CCTV Entry Sign – Visitor Signin Checks updated	27/10/25 JP			
Temporary off-site office or meeting place established Location:	Q3 Academy	27/10/25 JP			

Having the following business continuity preparations and good practices in place will help to ensure a continued provision of education and safety for our pupils during times of pressure or limited resources.

Emergency Preparations Checklist

Action	Page	Completed Date/Name	Reviewed Date/Name	Reviewed Date/Name	
Populate Emergency Contacts Sheet	6	DThorpe 31/7/18	11/2/20	9/1/23 printed updated contacts – some numbers missing – will amend asap	29/10/25 updated contacts. Added to grab bags JP
School Incident Management Team: establish roles and carry out training	14				AC, MB, JP 15/10/25 JP completed training
Put together emergency grab bags: Note locations of each bag	18	DThorpe 3/9/18	20/3/23	9/1/24	27/10/25 grab bags checked JP
Complete Business Continuity Checklist	19	DThorpe 31/7/18	20/3/23	9/1/24	29/10/25 checked JP
Print out Telephone Bomb Threat sheet – keep in reception/main office/switchboard	38	DThorpe 3/9/18	20/3/23	9/1/24	

Distribute completed plan to copy holders: Note locations on distribution list	12				BCP in staff room, sharepoint, grab bags 27/10/25 JP
Staff and pupil training, awareness and familiarity with the plan (should be ongoing)	16				FSB training completed to whole school 5&8/09/25 JP
Review and update plan: Version Control	11				29/10/25 checked and updated JP

Section 2

Incident Response

Aide-Memoire 1 - Unplanned School Closure

For example severe weather or civil disturbances

Action	Person Responsible	Completed Time	Notes
Start incident log (Page 4)	HT/SM		
Contact Head Teacher or Deputy (Contact Sheet Page 6)	SM/SBM		
Activation of plan: note date and time	HT/SM		
Liaise with Emergency Services or relevant organisations e.g. utility companies	HT/SM		
If in immediate danger, evacuate or invacuate to a point of safety	HT/SM		
Temporary relocation: liaise with 'Buddy School' or contact Council (see page 6 for details)	HT/SM/SBM		
Convene School Incident Management Team (Page 14)	HT/SM		
Alert as appropriate: <ul style="list-style-type: none"> ○ Chair of Governors ○ Teaching staff ○ Support staff ○ Contractors 	HT/SM/SBM		
Inform Sandwell Council using the extranet - www.lea.sandwell.gov.uk They will update the council website and twitter for parents and carers	HT/SM/SBM/ Office staff		
Consider media, PR and information sharing – see Media and Communications Checklist (Page 45)	Office Team		
Contact: <ul style="list-style-type: none"> ○ School Organisation Team ○ Children's Services ○ Area Education Officer ○ Public Relations Officer ○ Emergency Planning Officer ○ Property Services 	Office Team		

○ Insurance Company See Contacts Sheet (Page 6)			
Inform parents/carers Inform pupils	Office Team		
Establish helpline	Office Team		
Transportation	Office Team		
Business Continuity Considerations			
Exam timetables			
Controlled assessments	IT		
Catering requirements	Dolce		
Consider suppliers: cancel or relocate deliveries	SM		
Site security	SM		
Cancellations: bookings, transport, clubs etc	Office/Club Leaders		
Record all changes and cancellations for easy reinstatement	Office/Club Leaders		
Regular updates in place for parents, staff, pupils	Office team		
Plan for re-opening and return to normality	HT		
Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT		

Further Notes:

Aide-Memoire 2 - Death or Serious Injury to a Pupil or Staff

For example violence, assault or accidents

Action	Person Responsible	Completed Time	Notes
Start Incident Log (Page 4)	HT/SM/SBM		
Contact Head Teacher or Deputy (Contact Sheet page 6)	SM/SBM		
Activation of plan: note date and time	HT		
Record injuries and casualties: names, locations	HT/DHT/SM/SBM		
Liaise with Emergency Services/hospitals and regularly update	HT/SM/SBM		

Convene School Incident Management Team (Page 14)	HT/DHT		
Set up an Incident Control Room as a focal point for all information and decisions	HT		
Inform parents or carers directly involved	CT/DSL		
Alert as appropriate: <ul style="list-style-type: none"> ○ Chair of Governors ○ Teaching staff ○ Support staff ○ Contracts 	HT/SM/SBM		
Follow School Health and Safety policies and procedures <ul style="list-style-type: none"> ○ Fill out accident/incident forms ○ RIDDOR 	HT/SM/SBM		
Consider media, PR and information sharing– see Media and Communications Checklist (Page 45)			
Contact: <ul style="list-style-type: none"> ○ Public Relations Officer ○ Area Education Officer ○ Emergency Planning Officer ○ Children’s Services ○ Educational Psychologists ○ Department for Education ○ Unions See Contacts Sheet (Page 6)	OFFICE TEAM/SENCO		
Inform those not involved: <ul style="list-style-type: none"> ○ Parents/carers ○ Pupils ○ Neighbouring schools 	OFFICE TEAM/CT		
Establish helpline			
In event of unplanned school closure see Aide-Memoire 1 (Page 22)	HT		
Establish a briefing room (s) for families and/or staff	HT		
Nominate a ‘meet and greet’ person	DHT/SBM		

Business Continuity Considerations			
Exam timetables	HT		
Controlled assessments	IT		
Cancel bookings/activities	OFFICE/CLUB LEADER		
Security of site	SM		
Recovery and Support Considerations			
Voluntary organisations: advice and guidance	OFFICE/SBM		
Appeals for information/donations etc	OFFICE/SBM		
Funeral attendance/arrangement	HT		
Debrief for all involved	HT		
Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT		

Further Notes:

Aide-Memoire 3 - Outbreak of Disease

For example Pandemic Flu, Meningitis, Measles etc

Action	Person Responsible	Completed Time	Notes
Start Incident Log (Page 4)	HT		
Contact Head Teacher or Deputy (Contact Sheet Page 6)	SM/SBM		
Activation of Plan: note date and time	HT		
Compile a list of affected pupils/staff: names, symptoms, location	OFFICE		
Liaise with Emergency Services and Local Authority Public Health Team	OFFICE		
Convene School Incident Management Team (Page 14)	HT/DHT/SBM		
Set up an Incident Control Room as a focal point for all	HT		

information and decisions (off-site if required)			
Alert as appropriate: <ul style="list-style-type: none"> ○ Chair of Governors ○ Teaching Staff ○ Support Staff ○ Contracts 	HT/SBM		
Follow School Health and Safety Policies and Procedures <ul style="list-style-type: none"> ○ Accident and Incident Forms ○ RIDDOR 	HT/SM/SBM		
Consider media, PR and information sharing– See Media and Communications Checklist (Page 45)			
Contact: <ul style="list-style-type: none"> ○ Public Health England ○ Emergency Planning Officer ○ Area Education Officer ○ Children’s Services See Contacts Sheet (Page 6)	OFFICE		
Establish helpline	OFFICE		
Use social media and school website to update public	OFFICE		
Alert neighbouring schools and maintain information sharing	OFFICE		
Consider other Aide-Memoires (if relevant): <ul style="list-style-type: none"> ○ Unplanned School Closure (Page 22) ○ Death/Serious Injury (Page 24) 	HT		
Business Continuity Considerations			
Support from Voluntary organisations	OFFICE/SBM		
Insurance/legal	SBM		
Exam timetables	HT		
Controlled assessments	IT		

Cancel bookings/events as required. Keep a record for easy re-instatement	OFFICE/CLUB LEAD		
Maintain regular updates to staff, families, pupils	OFFICE/CLUB LEAD		
Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT		

Further Notes:

Aide-Memoire 4 - Emergency Safeguarding

For example intruder on school premises, missing children, child custody issues

Action	Person Responsible	Completed Time	Notes
Start Incident Log (Page 4)	HT		
Alert school Child Protection Officer and Head Teacher immediately	DSL/DDSL		
Activation of plan: note date and time	HT		
Consult school safeguarding threshold document and follow school procedures as necessary.	DSL/DDSL		
Take specific actions to avoid escalation e.g. lock-down, search of premises and grounds for missing child. Only do so if you are trained and it is safe to do so	HT/DHT/SBM		
If necessary evacuate or invacuate pupils/staff to a point of safety	HT		
Call and liaise with Emergency Services	OFFICE/SM/SBM		
Convene School Incident Management Team (Page 14)	HT/DHT/SBM		
Set up an Incident Control Room as a focal point for all information and decisions	HT		
Alert as appropriate: <ul style="list-style-type: none"> ○ Chair of Governors ○ Teaching staff ○ Support staff ○ Contracts 	HT/SBM		

Follow School Health and Safety policies and procedure <ul style="list-style-type: none"> ○ Accident and incident forms ○ RIDDOR 	HT/SM/SBM		
Consider media, PR and information sharing– see Media and Communications Checklist (Page 45)			
Contact Local Authority: <ul style="list-style-type: none"> ○ Emergency Planning Officer ○ Children’s Services ○ Public Relations Officer ○ Area Education Officer ○ Educational Psychologists 	OFFICE		
Establish a helpline and use this to arrange a meeting for parents & carers: explain the situation	HT		
Maintain lines of communication with: <ul style="list-style-type: none"> ○ Pupils ○ Parents ○ Local Authority ○ Emergency Services ○ Neighbouring schools See Contacts Sheet (Page 6)	OFFICE		
Establish a briefing room (s) for families and/or staff	HT		
Nominate a ‘meet and greet’ person	HT		
Other Aide-Memoires: <ul style="list-style-type: none"> ○ Unplanned School Closure (Page 22) ○ Death/Serious Injury (Page 24) 	HT		
Business Continuity Considerations			
Insurance/legal considerations	HT/SBM		
Cancel bookings and activities as required. Keep a record to allow for quick re-instatement	OFFICE/CLUB LEAD		
Controlled assessments	IT		
Exam timetables	HT		
Security of site	SM		
Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT		

Aide-Memoire 5 - School Trip Incident

For example off- site accidents, transport accidents, transport delays

Action	Person Responsible	Completed Time	Notes
School Based Contact: On receiving a call from a group on a visit use the ' Home Based Contact Emergency Action Sheet ' to record key information (Page 32)	OFFICE		
Decide level of response. If required activate emergency plan. Note date and time	HT		
Start Incident Log (Page 4)	HT		
Convene School Incident Management Team (Page 14)	HT/DHT/SBM		
Use EVOLVE – School based contact to access trip details	HT		
Set up an Incident Control Room as a focal point for all information and decisions	HT		
Contact Police (Ask for Liaison Officer/ Forward Control Officer)	DSL/DDSL		
Contact Local Authority <ul style="list-style-type: none"> ○ Emergency Planning Officer ○ Area Education Officer ○ Child Services See Contacts Sheet (Page 6)	DSL/DDSL		
Follow School Health and Safety Policies and Procedures <ul style="list-style-type: none"> ○ Accident and Incident Forms ○ RIDDOR 	HT/SM/SBM		
Pupil Considerations: Liaise with School Trip based contact			
Specific pupil needs: medication, glasses, dietary needs e.t.c	OFFICE CONSENTS		
Catering requirements	OFFICE CONSENTS		
Alternative accommodation and/or transport	OFFICE		
Ensure arrangements for return home are in place	OFFICE		

Media, PR & Information Sharing: Use Communications and Media Checklist (Page 46)			
Contact: <ul style="list-style-type: none"> ○ Chair of Governors ○ Parents/Carers ○ Home contacts for staff/volunteers on trip ○ Transport Provider ○ Insurance Provider ○ Foreign and Commonwealth Office (if abroad) 	HT/SBM/OFFICE		
Depending on severity of incident establish helpline for: <ul style="list-style-type: none"> ○ Governors ○ Staff ○ Pupils ○ Parents/Carers ○ Public 	HT/SBM		
Establish a briefing room (s) for families and/or staff	HT		
Nominate a 'meet and greet'	HT		
Voluntary organisations: advice and guidance	HT		
See other scenarios as required: <ul style="list-style-type: none"> ○ Death/Serious Injury (Page 24) ○ Outbreak of Disease (Page 26) ○ Emergency Safeguarding (Page 28) 			
Response Actions and Business Continuity Considerations			
Re-schedule or cancel activities Record any changes made	OFFICE/CLUB LEAD		
If Delays are extensive: Controlled assessment/exam timetable considerations. Continued updates to home	CT		
Log damaged and lost items Log costs of incident Contact insurance	CT		
Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT		

School Trip: Home Based Contact Emergency Action Sheet

1. In the event of receiving an emergency call from a group on a visit, remember they will be extremely stressed. You need to remain calm and record as much information as possible using the table below:

Time:	Date:
Name of Caller:	
Trip:	
Number to call back on:	
<p>Find out:</p> <p><i>What happened?</i></p> <p><i>When did it happen?</i></p> <p><i>Who is involved?</i></p> <p><i>Type of incident</i></p> <p><i>Number of people involved/casualties</i></p> <p><i>Location of incident</i></p> <p><i>Emergency services/Foreign and Commonwealth Office present?</i></p> <p><i>What support do they need?</i></p> <p><i>Intended Actions of Trip Leader and Group</i></p>	

2. Advise that you will be setting up a School Incident Management Team to deal with the incident and will call back at an agreed time or within an agreed interval.
3. Advise the caller to record any actions taken and to provide regular updates.

Aide-Memoire 6 – Fire or Flood

For example Burst Water Main, Fire on Premises or Neighbouring Building

Action	Person Responsible	Completed Time	Notes
Follow school evacuation procedures as required	HT/SM/SBM		
Start Incident Log (Page 4)	SM/SBM		
Contact Head Teacher or Deputy (Contact Sheet Page 6)	HT/SM/SBM		
Activation of plan - note date and time	HT/SM/SBM		
Liaise with Emergency Services	HT/SM/SBM		
Convene School Incident Management Team (Page 14)	HT/SM/SBM		
Set up an Incident Control Room as a focal point for all information and decisions (off-site if required)	HT/SM/SBM		
Alert as appropriate: <ul style="list-style-type: none"> ○ Governors ○ Teaching staff ○ Support staff ○ Contracts 	HT/SM/SBM		
Consider media, PR and information sharing– see Media and Communications Checklist (Page 45)	HT/SM/SBM/ Office staff		
Contact: <ul style="list-style-type: none"> ○ Emergency Planning Officer ○ Public Relations Officer ○ Children’s Services 	Office Team		

<ul style="list-style-type: none"> ○ Area Education Officer ○ Property Services ○ Insurance Company Contact Sheet (Page 6)			
Follow School Health and Safety policies and procedures <ul style="list-style-type: none"> ○ Accident and incident forms ○ RIDDOR 	Office Team		
Establish helpline	Office Team		
Establish a briefing room (s) for families and/or staff	Office Team		
Nominate a 'meet and greet'	Office Team		
Alert parents/carers			
Relocation – liaise with 'Buddy School'			
Specific pupil needs: medication, glasses, dietary needs etc	IT		
Catering requirements	Dolce		
Voluntary organisations: advice and guidance	SM		
Other Aide-Memoires: <ul style="list-style-type: none"> ○ Unplanned School Closure (Page 22) ○ Death/Serious Injury (Page 24) 	SM		
Business Continuity Considerations			
Re-schedule or cancel activities	Office/Club Leaders		
Log damaged and lost items Log costs of incident	Office team		

Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT		
	HT		

Further Notes:

Aide-Memoire 7 - Bomb Threat

For example telephone threats, suspicious packages or unexploded devices

Action	Person Responsible	Completed Time
Start and maintain Incident Log (Page 4) Record all information		
Contact Head Teacher or Deputy (Contact Sheet Page 6)	HT/SM/SBM	
Activation of plan – note date and time	SM/SBM	
If it is a telephone threat use Bomb Threat Sheet (Page 38) to record details of the call and give to Police Consider whether telephone threat is credible	HT/SM/SBM	
Follow the School's Bomb Threat Policy and use this table as a prompt.	HT/SM/SBM	

Convene School Incident Management Team (Page 14)	HT/SM/SBM	
Collect Attendance Register	HT/SM/SBM	
Calmly evacuate building using normal evacuation procedures to outside the emergency services cordon	HT/SM/SBM	
Take a pupil roll call: any missing pupils or staff are to be reported to police No searches are to be carried out	HT/SM/SBM	
If all pupils are present consider safe relocation such as local park or 'buddy school'	HT/SM/SBM/ Office staff	
Establish off-site Incident Control Point	Office Team	
Ensure First Aiders report to Incident Control Point	Office Team	
Call 999 and advise emergency services of actions 1) Police 2) Fire (may be alerted automatically by alarm) For out of hours threats, key holder is to inform police immediately	Office Team	
Site security: Keep all personnel out of the school until safe to return	Office Team	
Alert: <ul style="list-style-type: none"> ○ Governors ○ Staff ○ Support Staff ○ Pupils and parents/Carers 	Office Team	
Consider media, PR and information sharing– See Media and Communications Checklist (Page 45)		
Contact: <ul style="list-style-type: none"> ○ Children's Services ○ Area Education Officer ○ Emergency Planning Officer ○ Property Services ○ Insurance Company 		

See Contacts Sheet (Page 6)		
Transportation	IT	
Business Continuity Considerations		
Exam timetables/ controlled assessments	SM	
Catering requirements	SM	
Re-schedule or cancel activities – record any changes made		
Regular updates in place for parents, staff, pupils	Office/Club Leaders	
Plan for re-opening: return to normality	Office team	
Prepare for Recovery Stage. Go to Section 3 (Page 47)	HT	

Further Notes:

Telephone Bomb Threat Sheet

[Print out and keep copies in reception and main office areas]

Date:..... Time:..... Name:.....

When is the bomb going to explode?.....

Where is it right now?.....

What does it look like?.....

What kind of bomb is it?.....

What will cause it to explode?.....

What is your organisation/codeword?.....

Did you place the bomb?.....

Why are you doing this?.....

What is your name/address?.....

Exact wording of threat:.....

Telephone number (if available).....

Time of call completion:.....

DO NOT HANG UP THE PHONE
(Try to keep the caller talking and attract the attention of the supervisor)

You must inform your site manager on ext:.....

Additional details:.....

Gender		Tone of Voice		Behaviour of Caller	
Male		Deep		Calm	
Female		High Pitched		Angry	
Age		Nasal		Laughing	
Old		Muffled		Crying	
Young		Disguised		Excited	
		Familiar *		Slow	
		Stutter		Rapid	
		Loud		Irrational	

*If familiar, who did it sound like?.....

Accent (specify).....

Distraction/Background noises (give as much detail as possible).

Description	Yes	No	Comment
Noise on line			
Payphone tone or pips			
Operator instructions			
Any one in background			
Clear line static			
Aircraft			
Household noises			
Crackling			
Office			

Phonebox			
Machinery			
Animals			
Music			
PA System			
Traffic			
Talking			
Long Distance			
Children			
Anything Else			

Aide-Memoire 8 – Unplanned Loss or Shortage of Key Staff

For example industrial action or illness

Action	Responsible	Completed? Date/Time	Notes
Start and Maintain Incident Log (Page 4)			
Contact Head Teacher or Deputy			
Identify : <ul style="list-style-type: none"> ○ Which staff are absent ○ Timescale of shortage ○ Critical services disrupted 			
Convene School Incident Management Team if necessary (Page 14) Assess: SCALE, DURATION and IMPACT			
Inform as appropriate: <ul style="list-style-type: none"> ○ Chair of Governors ○ Teaching Staff ○ Support Staff ○ Parents/Carers ○ Pupils Use Communications & Media Checklist (Page 45)			
Liaise with support organisations or services: <ul style="list-style-type: none"> ○ Children’s Services ○ Emergency Planning Officer ○ Department for Education Services ○ Area Education Officer ○ Risk and Insurance See Contact List (Page 6)			
Alternative Teaching Staff <ul style="list-style-type: none"> ○ Supply teachers contact list ○ Agency staff 			
Multi-skilled staff <ul style="list-style-type: none"> ○ List of staff skills location ○ Re-allocate staff 			
Class Sizes <ul style="list-style-type: none"> ○ Maintain acceptable ratio staff: pupils ○ Can activities be arranged e.g. sports, assemblies, external providers 			
Support Staff <ul style="list-style-type: none"> ○ Consider human resources available: exam invigilators, after-school club leaders e.t.c 			
Virtual Learning Environment <ul style="list-style-type: none"> ○ Schools own ‘e learning’ website, or GCSE Bitesize ○ Remote learning/assessment 			
School Timetable <ul style="list-style-type: none"> ○ Alternative timetable to accommodate fewer staff 			
Buddy Schools <ul style="list-style-type: none"> ○ Liaise with neighbouring schools ○ Shared staff/facilities 			
Support for returning staff <ul style="list-style-type: none"> ○ Is any support required after absence? 			
See Unplanned Schools Closure Aide - Memoire (Page 22) for Business Continuity through a full closure.			

Aide-Memoire 9 – Denial of Access

For example preserved scene: break-in investigation, alarms not working/electronic doors

Action	Respo	Completed? Time	Notes
Start and Maintain Incident Log (Page 4)			
Contact Head Teacher or Deputy (Contact Sheet page 6)			
Identify disruption: <ul style="list-style-type: none"> ○ Damage to property or equipment ○ Critical service functions 			
Contact Police (999 or 101 for non emergencies)			
Convene School Incident Management Team if necessary (Page 14) Assess: SCALE, DURATION and IMPACT			
Inform as appropriate: <ul style="list-style-type: none"> ○ Governors ○ Teaching Staff ○ Support Staff ○ Parents/Carers ○ Pupils Use Communications & Media Checklist (Page 45)			
Liaise with support organisations or services: <ul style="list-style-type: none"> ○ Children’s Services ○ Emergency Planning Officer ○ Department for Education Services ○ Area Education Officer ○ Risk and Insurance See Contact List (Page 6)			
Site Security <ul style="list-style-type: none"> ○ List of key holders location ○ Consider other means of access e.g. locksmith ○ Ensure site access is restricted ○ Keep records of those at or leaving site ○ Security company 			
Health & Safety <ul style="list-style-type: none"> ○ Is access limited by a hazardous event? E.g. fire, asbestos exposure, break-in ○ Ensure health and safety of site attendees is monitored 			
Make alternative arrangements to cover (as necessary): <ul style="list-style-type: none"> ○ Accommodation ○ Lessons ○ Activities ○ After school clubs or events 			
Remedial Action <ul style="list-style-type: none"> ○ Initiate action necessary to regain access e.g. locksmith, repairs, clean-up ○ Monitor ongoing works and liaise with stakeholders 			
See Unplanned Schools Closure Aide -Memoire (Page 22) for Business Continuity through a full closure.			

Aide-Memoire 10 – Failure of Technology or Loss of Data

For example network disruption, damage to computers

Action	Responsible	Completed? Time	Notes
Start and Maintain Incident Log (Page 4)			
Contact Head Teacher or Deputy (Contact Sheet page 6)			
Contact ICT Support / Internet Providers and establish: <ul style="list-style-type: none"> ○ Timescale of loss ○ Loss of personal/confidential data ○ Back – up offered ○ Critical services disrupted 			
Severity of Impact: <ul style="list-style-type: none"> ○ User groups/vulnerable groups affected ○ Potential security breaches ○ Safeguarding – liaise with school’s Child Protection Officer 			
Convene School Incident Management Team if necessary (Page 14) Assess: SCALE, DURATION and IMPACT			
Inform as appropriate: <ul style="list-style-type: none"> ○ Governors ○ Teaching staff ○ Support staff ○ Parents/Carers ○ Pupils Use Communications & Media Checklist (Page 45)			
Liaise with support organisations or services: <ul style="list-style-type: none"> ○ Children’s Services ○ Emergency Planning Officer ○ Department for Education Services ○ Area Education Officer ○ Risk and Insurance See Contact List (Page 6)			
Alternative Data Locations or Facilities <ul style="list-style-type: none"> ○ Offsite data/hard copies ○ ‘Buddy School’ facilities 			
School Timetable <ul style="list-style-type: none"> ○ Alternative timetable to compensate loss of lessons ○ Failure of remote learning considerations ○ Activities/specific sessions requiring technology re-arranged ○ Controlled assessment and exam timetables 			
Site Security and Access <ul style="list-style-type: none"> ○ CCTV/alarms/access Points – all functioning? Consider limiting access points if not. ○ Key holders identified ○ Identification/visitor badges for ICT support/technology companies 			
See Unplanned Schools Closure Aide- Memoire (Page 22) for Business Continuity through a full closure.			

Aide-Memoire 11 – Loss of Key Suppliers, Partners or Third Parties

For example liquidation of a supplier company

Action	Responsible	Completed Date/Time	Notes
Start and Maintain Incident Log (Page 4)			
Contact Head Teacher or Deputy (Contact Sheet page 6)			
Contact Supplier/Partner and Establish: <ul style="list-style-type: none"> ○ Timescale of loss ○ Critical services disrupted ○ Back-up options - suppliers 			
Severity of Impact: <ul style="list-style-type: none"> ○ User groups/vulnerable groups affected ○ Proportion of school affected 			
Convene School Incident Management Team if necessary (Page 14) Assess: SCALE, DURATION and IMPACT			
Inform: <ul style="list-style-type: none"> ○ Governors ○ Teaching staff ○ Support staff ○ Parents/Carers ○ Pupils Use Communications & Media Checklist (Page 45)			
Liaise with support organisations or services: <ul style="list-style-type: none"> ○ Children’s Services ○ Emergency Planning Officer ○ Department for Education Services ○ Area Education Officer ○ Risk and Insurance See Contact List (Page 6)			
Alternative Temporary Supplies/Facilities <ul style="list-style-type: none"> ○ ‘Buddy School’ facilities ○ Council assistance ○ Secondary suppliers or partners 			
Catering Requirements <ul style="list-style-type: none"> ○ Alternative lunches ○ Location - onsite/offsite 			
School Timetable <ul style="list-style-type: none"> ○ Alternative timetable to compensate for loss of supplies or third parties ○ Activities/specific sessions re-arranged ○ Controlled assessment and exam timetables 			
Site Security and Access <ul style="list-style-type: none"> ○ Unused areas locked up ○ Key holders identified ○ Identification/visitor badges for secondary suppliers etc 			
See Unplanned Schools Closure Aide-Memoire (Page 22) for Business Continuity through a full closure.			

Aide-Memoire 12 – Loss of Utilities

For example damage to water or electricity supply

Action	Responsible	Completed Date/Time	Notes
Start Incident Log (Page 4)			
Contact Head Teacher or Deputy (Contact Sheet page 6)			
Contact Utility Company and Establish: <ul style="list-style-type: none"> ○ Timescale of loss ○ Areas of school affected ○ Critical services disrupted ○ Back-up options – generators etc 			
Level of Impact: <ul style="list-style-type: none"> ○ Time of day ○ Season/weather/temperature 			
Convene Schools Incident Management Team if necessary (Page 14) Assess: SCALE, DURATION and IMPACT			
Inform: <ul style="list-style-type: none"> ○ Governors ○ Teaching Staff ○ Support Staff ○ Parents/Carers ○ Pupils Use Communications & Media Checklist(Page 45)			
Liase with support organisations or services: <ul style="list-style-type: none"> ○ Children’s Services ○ Emergency Planning Officer ○ Department for Education Services ○ Area Education Officer ○ Risk and Insurance See Contact List (Page 6)			
Alternative Teaching Location <ul style="list-style-type: none"> ○ Areas of school not affected ○ ‘Buddy School’ facilities 			
Catering Requirements <ul style="list-style-type: none"> ○ Alternative lunches ○ Location - onsite/offsite 			
School Timetable <ul style="list-style-type: none"> ○ Alternative timetable to compensate for loss of lesson time ○ Alternative start or finish time. ○ Controlled assessment and exam timetables 			
Site Security and Access <ul style="list-style-type: none"> ○ Unused areas locked up ○ Key holders identified ○ Identification/visitor badges for utility workers 			
See Unplanned Schools Closure Aide – Memoire (Page 22) for Business Continuity through a full closure.			

Communications and Media Checklist

Actions	Completed Date/ Time
Identify Communications and Media Lead	
Start and maintain a log (Use a copy of the Log Sheet on Page 4 if required)	
Liaise with emergency services and establish if they will be handling media	
Contact Sandwell Communications Unit on 0121 569 3031 during office hours And 07920 027 723 for out of hours calls	
Gather facts: who, what, when and credibility of source	
Agree statement with partner agencies (Police, Fire, Ambulance & Local Authority)	
Check statement with legal advisers, if necessary	
If possible alert staff that a statement will be released at an agreed time – this is preferable to giving a ‘no comment’ answer to the media	
Type out press statement ready to be emailed or handed out on site – Council Communications Unit is also able to help with this	
Consider management of on-site media: parking and refreshments if appropriate	
Identify all interested parties that may need informing and prioritise: Use Specific Incident Aide-Memoires as a prompt	
Always use information provided by Police, Fire, Ambulance & other Local Authorities or other services to inform parents, carers and the public	
Designate a helpline number - The Local Authority Communication Unit may also be able to provide this service	
Keep phone lines for Emergency Services/Local Authority separate to the public or family/carers helpline	
Set up answer phone message which can be updated regularly	
Contact those directly affected either through a telephone conversation or face to face if possible	
Use text messages for quick transfer of information – not ideal in more sensitive circumstances or where alarm may be caused.	
Update the school website	
Use the local radio as a communication resource	
Use social media to spread advice and information: Facebook, Twitter e.t.c	

Section 3

Recovery

Recovery: Short and Long Term

The purpose of the recovery and return to 'business as usual' phase is to resume normal working practices for the school as quickly as possible, therefore planning for recovery will be initiated by the school as soon as it is practically possible during the incident. Where the impact of the incident is prolonged, 'normal' operations may need to be delivered under new circumstances e.g. from a different location.

An action plan needs to be agreed for this final phase of the incident response. The following issues need to be considered as part of the action plan:

- the ongoing safety, health and wellbeing needs of the school community,
- the environment and physical infrastructure,
- the financial and economic recovery of the school,
- communication strategies,
- the longer term impacts e.g. anniversaries, memorial services and VIP visits,
- learning lessons from the incident to inform the future development of the business continuity plan.

	Action	Further Info/Details	Responsible?	Complete?
1.	Recovery Agree and plan the actions required to enable recovery and return to normality.	<ul style="list-style-type: none"> ○ Agree actions dependant on the nature of the incident. ○ Set timescales with responsibility for completion clearly indicated. ○ Use Recovery Log on the following page (49) 		
2.	Long Term Support Respond to any ongoing and long term support needs of staff and pupils	<ul style="list-style-type: none"> ○ Educational Psychologists ○ Voluntary organisation support ○ Educational support from staff ○ Bereavement Services ○ Literature/advice on available help 		
3.	Communication Once recovery actions are complete, communicate the return to 'business as usual'.	<ul style="list-style-type: none"> ○ How? ○ Who? ○ When? Use Communications and Media Checklist (Page 45)		
4.	Debrief Carry out a 'debrief' of the incident with staff (and possibly with pupils).	<ul style="list-style-type: none"> ○ Carry out a full incident debrief (Page 50) ○ Document any improvements to be made and any lessons learned 		
5.	Plan Review Review this Emergency and Business Continuity Plan in light of lessons learned from the incident and the response to it.	<ul style="list-style-type: none"> ○ Implement recommendations for improvement and update this plan. ○ Produce revised version of the plan ○ Ensure all School Incident Management Team members and relevant personnel are aware of the changes 		

Recovery Log Sheet

Actions	Person Responsible	Completed Date/Time

Debrief and Lessons Learned

A debrief is a review that is carried out following an incident when all persons involved can be present. The debrief will ideally be arranged as soon as possible by the Incident Lead to get an accurate and reliable account of what happened and to allow for important lessons to be identified.

1. The person co-ordinating the incident needs to attend as well as key members of the incident team.
2. Appoint a facilitator, ideally someone who was not closely involved in the incident who can ask questions from an independent and non biased perspective. The facilitator should be briefed to allow them to delve in more depth into key positives and criticisms. This is something that Sandwell Resilience Unit can do on behalf of the school if requested. Contact the Resilience Unit on 0121 569 3313 or email: emergency_planning@sandwell.gov.uk
3. Go through the incident response step by step. Revisit the emergency plan and identify any deviation from plan. What changed and why?
4. Ask for specific feedback on a series of headings based on the key issues / areas for example:
 - **Procedures**
 - **Communication**
 - **Liaison**
 - **Finance**
 - **Public Relations**
 - **Health and Safety**
 - **Resources**

The key questions to address are:

- **What went well?**
 - **What didn't go so well?**
 - **What would we do if we were in the situation again?**
5. Use the Example Agenda for an Incident Debrief as a guide (Page 51)
 6. Complete a report to document recommendations and opportunities for improvement and any lessons identified. It is important that the Head Teacher or Chair of Governors takes ownership of the report to ensure that any actions are taken forward.
 7. Feedback any suggestions regarding the plan format to Sandwell Council Resilience Unit

Example Agenda for an Incident Debrief

1. Welcome & introductions	
2. Summary of the incident	
3. Aim of the debrief	
4. Lessons learned:	
• Procedures	
• Communication	
• Liaison	
• Finance	
• Public Relation	
• Health and Safety	
• Resources	
5. Summary of actions to carry forward	
6. Any other business	
7. Close of debrief	

Inclusion Support – Critical Incident Response

Defining a Critical Incident

A 'Critical Incident' may be defined as a sudden or unexpected event which seriously traumatises or causes a significant degree of distress to members of the school population. Such incidents may involve:

- Death of a child or member of staff
- Serious injury, accident or disturbing event
- Abduction or child reported missing
- Major emergency such as a fire or explosion.

The Critical Incident Response Team

The Critical Incident Response Team (C.I.R.T) is based at the address below. It consists of members of inclusion support drawn from across our multi-professional teams. We are essentially a 'quick response' team that can mobilise support to schools, usually within 24 – 72 hours of the incident.

What level of support is offered to schools?

- The C.I.R.T Coordinator or representative team member will make contact with the school after being contacted by the school or other source.
- Members of the C.I.R.T. team will visit the school to discuss the situation in more depth with the Head Teacher or designated senior member of staff.
- The purpose of this meeting is to clarify the facts of the incident; identify those directly involved and to assess the school's ability to cope.
- Advice is available to parents in how to support children involved in a Critical Incident.
- Advice for staff regarding managing trauma in school, including how to cope with overt reactions such as anger and guilt and how to provide appropriate pastoral support.
- All members of the C.I.R.T work under a code of ethics; an important part of which is to be mindful of confidentiality. A written record of any support will be securely filed.

External contacts to support traumatic events:

- CRUSE Bereavement Care (Sandwell Branch) – 0121 544 4510
- Support through your local church or other place of worship
- Support through consultation with your GP
- Edwards Trust (Edgbaston, Birmingham) – 0121 454 1705
- The Child Death Helpline – 0800 282 986 or 0808 800 6019. Open Mon - Friday from 10am to 1pm and every evening 7pm to 10pm
- The Child Bereavement Trust (CBT) – 01494 446 648
- Road for you (RF4U) – 08088 081677 (Support for young people following a bereavement)

Contact Details:

Inclusion Support, Connor Education Centre, Connor Road, West Bromwich, B71 3DJ

Tel: 0845 352 7552

Inclusion_support@sandwell.gov.uk

Section 4

Resources

School Site Information

This section contains all site plans and maps that are specific to the school and may be needed in an emergency situation, including:

- School Site Plan including grounds and surrounding area
- School floor plans
- Fire Safety Plans
- Utilities features
- Any other school specific documentation

The following table includes features indicated on the above site and safety plans and which plan they can be found in.

Utility and Safety Features	In which Plan? e.g. Fire Safety	Date checked or updated	Date checked or updated
Fire Exits	Fire risk assessment		
Assembly point for staff/pupils/visitors in case of evacuation during normal hours [roll call to be conducted here; this place to be identified on signs of each fire alarm]	Emergency Procedures in Event of Fire		
Electricity cut off switch [cuts supply to all or part of building]	Site manager log book		
External telephone junction box			
Fire hydrant/sources of water	On service road at front of school		
Fuel oil storage tank (and fuel lines)	In storage room behind heads office		
Gas stop valve	Site manager log book		
Oil supply stop valve	Site manager log book	No Oil	
Plant and machinery	Site manager log book		
Surface water drain grills	Site manager log book		
Water top valve	Site manager log book		

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This is the 2015 version of the Schools Emergency and Business Continuity Plan Template
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