



School Emergency Management Policy

**Name of Governing Body Representative
(GBR):**

Signed by (GBR):

Date: 01/09/2021

Next review due by: Every 3 Years (unless guidance changes)

Related Document HLT Emergency Management Model Policy

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1. Definition, Aims and Scope of the Plan

1.1. Definition

An event or events, usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences.

1.2. Aims – The School Emergency Management Plan (SEMP) aims to:

- Provide a structured and co-ordinated approach to how the school will respond to an emergency situation;
- Assign roles & responsibilities for implementation of the plan and management of an incident / emergency situation;
- Provides procedures and templates to manage and record actions undertaken during an incident / emergency situation;
- Set out practical help that is available from Hackney Learning Trust, Hackney Council and other agencies, at short notice; and
- References sources of information and help from other agencies

1.3. **Scope of the Plan** – The Emergency Plan will provide support in response to incidents and emergencies which may occur both in and outside school for a variety of reasons leading to the following:

1.3.1. **In School:**

- Immediate evacuation (e.g., as a result of fire, flood, loss of utilities, bomb threat) or lockdown of school premises;
- Partial or full closure of the school at short notice and / or for an extended period of time (e.g., as a result of severe staff shortages, building damage, etc);
- Requirement for the school to 'hold' pupils beyond the normal end of the school day (e.g., in response to a request from police in relation to public safety, etc).
- Total or significant IT / Data loss / failure / theft;
- Support in response to the death, or serious injury, of a pupil, member of staff or other visitor on site through natural causes, suicide or accident
- Provision of mutual support / supporting aid in response to an Incident at a neighbouring school;

1.3.2. **Outside School**

- Loss, injury or death of pupil(s) and/or members of staff whilst on school journey, trip or excursions;
- The death or serious injury of a pupil or member of staff through natural causes, accidents or other significant criminal action out of school hours;
- A more widespread disaster in the community impacting on the school – e.g., public disorder, terrorism.

1.4. **Activation of the plan**

1.4.1. The plan will be activated as soon as the school is notified of an incident or event(s) requiring one or more of the emergency responses set out in 1.3 above.

Activation of the plan should be made by the headteacher or their designated deputy if they are not available.

1.5. **Accident / Incident Reporting** –

1.5.1. If there is a major incident or death, requiring the incident to be reported under the Reporting of Injuries, Diseases, Dangerous Occurrences Regulations 2013 (RIDDOR), the Council's Health, Safety and Wellbeing Team must be contacted by telephone as soon as possible following the major accident or incident (e.g., fire, explosion, death, asbestos release, collapse of a structure or scaffolding, etc).

The Council's Health, Safety & Wellbeing Team can be contacted on 0208356-2278.

1.5.2. The accident / incident will also be immediately reported to Hackney's Insurance Services Team (see contact details in appendix H).

2. Evacuation of the School Site

2.1. Upon sounding the fire alarm, the school will evacuate all persons on site (including pupils, staff, members of the public, contractors, etc) to an agreed muster point in line with their agreed evacuation process. In normal circumstances this will be KS1 and KS2 playgrounds. In exceptional circumstances, the school may be

required to evacuate to an offsite muster point which is **Shacklewell Primary School**.

- 2.2. For all unplanned evacuations, the fire service should be contacted (if the fire alarm is not linked to an operation centre). Upon arrival of the fire service, the school will provide maps, plans and locations of service isolation points, chemicals, asbestos, wet &/or dry risers. The Incident Manager and / or the Premises Manager should ensure these are available upon request.
- 2.3. Following sweeps of the building and an account of all person's whereabouts, the headteacher (or a nominated person) will take one of the following decisions:
 - Re-enter the building following assurance that there is no longer a risk (see 2.4 below)
 - Remain at the assembly point and await advice from the Fire Service.
 - Evacuate the school site to
 - Shacklewell Primary School
 - An agreed location as a temporary escape from the school premises; or
- 2.4. If the fire service are on site, they will liaise with the school's Incident Manager and will be responsible for authorising re-entry as appropriate and when safe to do so.
- 2.5. Appendix A provides more information regarding evacuation procedures to be followed.

3. School Journeys, Trips & Excursions

- 3.1. Chapter 23 of the Council's Health & Safety Manual provides detailed guidance on Educational Visits, including completion of risk assessments, roles & responsibilities and emergency procedures. The Health & Safety Manual can be found on Hackney's Services for Schools website – go to <https://www.hackneyservicesforschools.co.uk/extranet/health-and-safetyschools>.
- 3.2. If an emergency or incident should happen during a school visit or excursion, the headteacher or deputy headteacher **must** be notified immediately (following calls to emergency services). Parents of pupils involved must not be contacted prior to the headteacher being spoken to. Insurance Services (see appendix H for contact details) should also be notified immediately. If the emergency requires medical assistance or recovery during a trip abroad, the Travel Insurance provider should be contacted as well using their published helpline or emergency contact details.
- 3.3. **Residential visits** – The adults who are attending the residential visit must meet prior to the visit to go through all emergency procedures and risk assessments. The headteacher or deputy headteacher must be present at this meeting. This meeting must be minuted with a written note of the meeting copied to the headteacher.

4. Lock Down Procedures

- 4.1. Lockdown procedures are seen as a sensible and proportionate response to any external or internal incident which has the potential to pose a threat to the safety of staff and pupils in the school. Procedures aim to minimise any disruption to the learning environment whilst ensuring the safety of all pupils and staff.

- 4.2. Depending on the urgency of the situation (e.g., in the instance of an “active shooter” on site), staff and pupils should follow [run, hide, tell guidance](#) from the National Counter Terrorism Security Office.
- 4.3. In the case of an emergency which requires a ‘lock down’, a signal will be given so that staff and children will return immediately to their classroom base where a register will be taken. Staff will notify the office immediately if anyone is missing.
- 4.4. The school will remain locked and everyone will remain in their bases until the headteacher signals that staff and pupils may be released. Mobile phones are not to be used unless instructed by the headteacher.
- 4.5. If any staff and/or pupils are off site they will be contacted and instructed not to return to school until they are told that it is safe to do so.
- 4.6. Appendix B provides a detailed partial and full lockdown procedure.

5. School Emergency Management Plan (SEMP) Roles and Review

- 5.1. **Incident Manager** – In the event of an emergency or incident, the **headteacher** will be the school’s nominated Incident Manager. In the absence of the headteacher, the Business Manager will take on this role. In the absence of the headteacher and Business Manager, the Deputy Headteachers will take on this role.

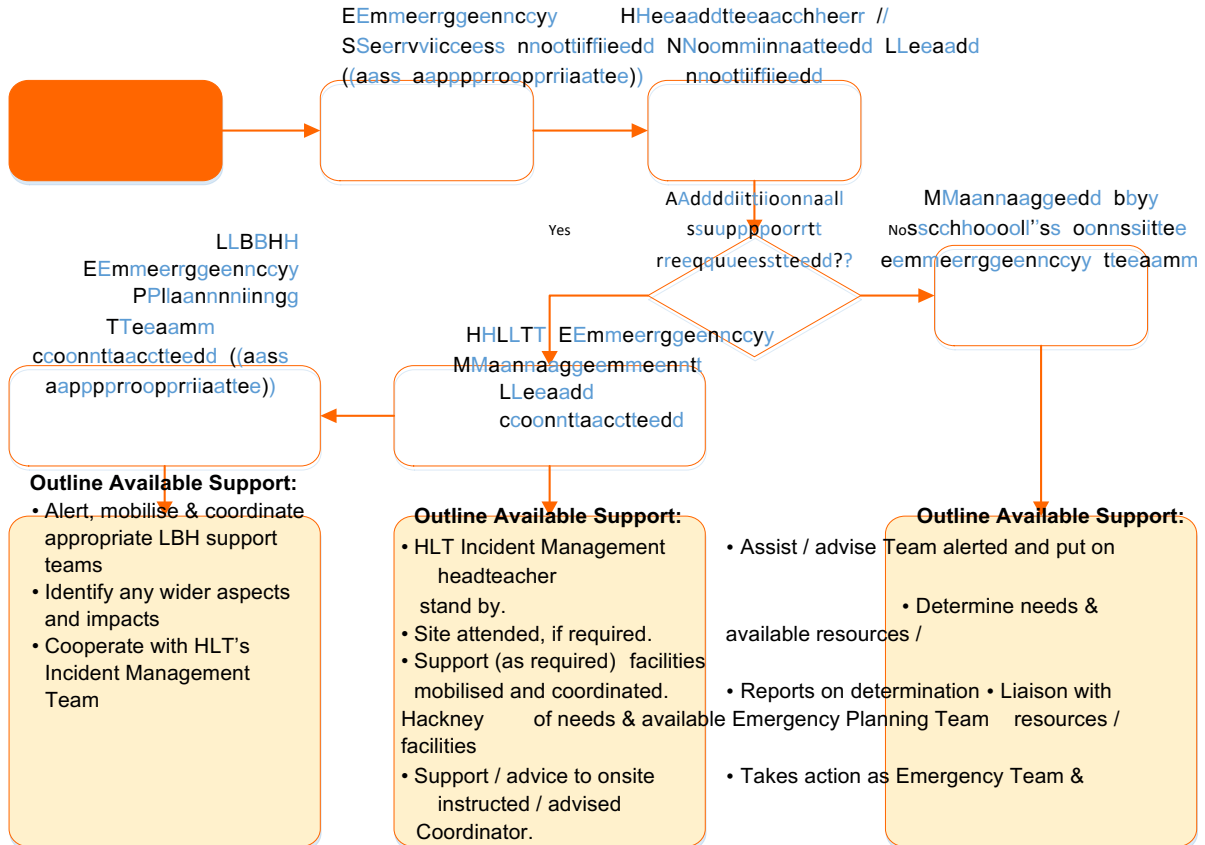
They will be responsible for managing and coordinating the incident and will be a key point of contact and communication between the school and staff, parents, pupils, Hackney Council and other appropriate agencies / organisations. Section 7 below provides more detail regarding actions & responsibilities of the Incident Manager in the event of an emergency situation.

- 5.2. The **Chair of Governors**, or if unavailable, the vice-chair, will provide management assistance and support to the Incident Manager.
- 5.3. **School Emergency Management Team (SEMT)** – The Incident Manager will form a team consisting of a core of School Leadership Team members (up to 4) and, where necessary, supplemented by teaching, premises & administrative / office staff. The SEMT will be responsible for managing the school’s response to the emergency / incident and undertaking identified tasks and activities.
- 5.4. **Class teachers** will have an important role to play in managing critical incidents and will be the best person to deal with pupils in their class. In times of crisis, teachers must react as they feel is appropriate and there can be no easy formula for dealing with critical incidents. Ensuring good communication within school will help to manage the crisis effectively. Class teachers will be expected to:
 - Be aware of critical incident plan and procedures;
 - React as appropriate and follow instructions from the Incident Manager to maintain calm in their classes.
- 5.5. The **School’s Health & Safety lead** and the **Governor with responsibility for Health & Safety** will review & update the SEMP annually and report to the Governing Body.
- 5.6. Appendices C and D provide more detail regarding specific actions for the above different roles at different stages of the emergency.

6. Available Support

6.1. In the event of a School related emergency, support is available from Hackney Learning Trust. In the first instance, this will be a Senior Leadership & Management Adviser (see contacts under appendix H).

6.2. Further available support arrangements are summarised as follows:



7. Emergency Action List for the Incident Manager & School Emergency Management Team (SEMT)

Stage 1 - Initial Actions

- Make every attempt to clarify exactly what has happened – assess the situation and determine what the likely impact is and what action is needed

Stage 1 - Initial Actions

to mitigate, resolve or lessen the problem.

- Ensure that the Emergency Services have been contacted, if required.
- Set up and meet with the School Emergency Management Team (SEMT) to brief them of the facts and allocate roles & responsibilities. Nominate one member as On-Site Coordinator to oversee the SEMT on your behalf if you are called off site.
- Setup regular update & coordination meetings for the SEMT.
- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Contact the Chair of Governors:
 - Inform them of the incident / event and, if appropriate, of any support provided by HLT and / or Hackney Council; and
 - Ensure that they are available to provide ongoing support / advice, as well as to be on standby to be available for interview by the Media. ▪ If deputising for the Head, if possible, try to contact and brief him/her.
- Consider whether the incident / event requires support from Hackney Learning Trust.

NB Initial contact must be made with Hackney Learning Trust in case the event has wider significance.

- If so, contact one of the single point contact numbers listed in Appendix H (Emergency / Incident Contact List – Hackney Learning Trust / LB Hackney) and agree what support is required. Depending on the size and severity of the incident, HLT will provide a level of support through the school's Leadership & Management Adviser.
- **If during term time** – unless there is overwhelming pressure to do so, avoid closing the site & endeavour to maintain normal routines & timetables. [NB: In an epidemic or pandemic situation, the Health Protection Agency may take over incident management. If subject to police investigation, the Police may require that all or part of the site be cordoned for the preservation of forensic evidence. In these examples, the school may be required to close.].
- **If outside term time (or outside school hours)** – Arrange for:
 - The Premises Manager to open certain parts of the school as appropriate and to be available (and responsive) to requests.
 - Immediate Administrative / office support.
- **Communications:**
 - If the Incident attracts Media attention, it is possible that the school will be inundated with requests for interviews and statements. Direct all requests to Hackney Council's Communications Team for comment.

If it is possible that you will be required to give a TV or Media interview, ensure you have a prepared statement of facts. Also, think about what you are wearing when you go into school (See appendix I).

Stage 1 - Initial Actions

NB: It is especially important that if names of those who may have been involved in the incident are known, DO NOT release or confirm them to anyone before those identities are formally agreed and parents are informed.

Follow the lead of the emergency services in this.

- Remember the School Office is likely to be the first point of contact for visitors. Ensure office staff know how to respond to queries and remind them to exercise caution in making comments and general conversation regarding the incident in the open office.
- Only give out information from prepared statements that will be made available
- Recognise the relevance of multi-cultural and multi-faith factors in the response.
- Maintain a record of calls received ○ Take care when answering telephone calls early on. Be prepared to receive many telephone calls and have a script ready:

Outline Telephone Script – Informing Parents / Carers

I am (name) from (name of school). I am calling regarding (known facts of the incident).

Please be assured that we are doing everything we can to get back to normal as quickly as possible.

In the meantime, the school is / will be taking the following action: ▀

<<details of action, e.g. School closed / Normal routine / Other>> You should take the following action:

- ▀ <<details of action, e.g. stay at home, come to collect your child, etc>>

If you are approached by the media, please refer them to the School. We will contact you again <when> and <how>.

Outline Telephone Script for incoming calls from the media

Thank you for your call. Please refer any questions to the Council's Press Office

(you don't have to give contact numbers) ○

Remember that some calls could be bogus

Stage 2 – Once Established

General actions for the Nominated Lead, Onsite Coordinator and SEMT:

- Ensure all staff members and SEMT are wearing recognised ID (or supply alternatives).
- Set up arrangements to control and manage visitors – arrange for their names to be recorded. Continually review site security

Stage 2 – Once Established

- Set up arrangements to enable accurate information to flow into and out of the school:
 - Identify sufficient staff to answer the many calls that could be received. If appropriate, the Council's Communications Team can also respond to incoming calls and/or will be able to assist with setting up a 'Help-Line'.
 - Maintain a record of calls received
 - Prepare brief, up-to-date statements for staff answering telephones and speaking to the public. The Council's Communications Team can help with this.
 - Direct all media calls to the Council's Communications Team or your nominated press & media lead.
 - Instruct staff and pupils not to speak to the Media.
 - Regularly update statements on your website and for outgoing voicemail messages with alternative contact numbers for parents, press etc.
 - Set up an independent telephone for outgoing calls only. A mobile phone can be useful.
 - Take care when answering telephone calls. Remind staff answering calls that some could be bogus
- Arrange for all staff, not just teaching staff, to be called in and, if necessary, briefed at an early stage. Subsequent and regular briefings (e.g., 2 per day for 10 minutes), should be held.
- Avoid the temptation to speculate or to hide facts when briefing staff and pupils.
- There is an expectation to arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers, wherever possible) in order to ensure perspective is maintained by all.
- Arrange, if appropriate, for SEMT members to each have a copy of the Nextof-Kin List.

Supporting Parents:

- Maintain regular contact with parents.
- If pupils are involved, contacting parents will be an important early task.
- Remember if it is a major incident, parents may well have already heard and it may be appropriate to invite parents to come to the school for briefing and support. This will need to be done with the utmost care.
- Avoid speculation to fill in sketchy details. Don't be afraid to say "I don't know – yet"
- If the Incident is away from school, seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Supporting Staff:

- Maintain regular contact with all staff.
- Make a point of seeing that all staff involved know each other's roles &

Stage 2 – Once Established

responsibilities.

- Be available to see staff when required.
- Be alert to adverse reactions by staff to the Event (Post Traumatic Stress Disorder).
- Be alert to staff who may be so affected that they will not be able to help support children
- Recognise, also, that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If the Incident is away from school, dissuade staff from driving parents to the scene.
- Remember to have regular breaks and advise others to do so.
- Always try to think of something positive to say to staff and respond positively to ideas and suggestions

Working with HLT's Leadership & Management Adviser

- Maintain liaison with HLT's nominated Leadership & Management Adviser for duration of Incident.

Stage 3 – Period Following the Close of the Incident

- Prepare report for the Chair of Governors to review the incident and its management, as well as to identify any lessons learned. .
- Contact Hackney Learning Trust's Educational Psychology Service, if appropriate, for support and advice for staff and pupils.
- Arrange for a member of staff to maintain contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school, preparing a staged return if appropriate.
- Seek advice from HLT's nominated Leadership & Management Adviser and local faith group's regarding special assemblies, funerals, memorial services.

Stage 4 – Longer Term Issues

The effects of some incidents can continue for years. Thought will need to be given to the following:

- Working with Staff to monitor pupils informally
- Clarifying procedures for referring pupils and staff for individual help. Contact HLT's Educational Psychology Service for support regarding this.
- Recognise and, if appropriate, mark anniversaries
- Remember to make any new staff aware of which pupils were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.

Stage 4 – Longer Term Issues

- Remember that if the Incident does attract media attention, it is likely that interest will continue for many weeks.
- Remember to take time out for yourself, to reflect and to consider and evaluate lessons learned.
- Be aware that some Staff may also need help in the longer term.

8. Further guidance on School Emergency Plans

The .gov.uk website provide further information and advice for schools on emergency planning. Go to: <https://www.gov.uk/guidance/emergencies-and-severe-weather-schoolsand-early-years-settings>

Also see the Council's Health and Safety Manual for Schools – <https://www.hackneyservicesforschools.co.uk/extranet/health-and-safety-schools>

Appendix A: Arrangements for Evacuation & Sheltering

Procedures for Evacuation	
<ul style="list-style-type: none"> • As per the fire alarm routines for children • Staff to lead classes out of double gates on Princess May Road • Evacuation in silence • Contact Shacklewell Primary School on 020 7254 1415 to inform them of our arrival 	
Evacuation Routes – Shacklewell Primary School	
<ul style="list-style-type: none"> • Walk along Stoke Newington Road towards Arcola Street • Cross the road at the pedestrian crossing • Walk the length of Arcola street • Turn left onto Shacklewell Row until the school is reached 	
Assembly Points – Primary assembly point	
KS2 playground	
Assembly Points – Alternative assembly point #1	
KS1 playground	
Accounting for pupils, staff & visitors: Procedure for use of registers, visitor books	
Fire evacuation registers to be used – printed each morning and afternoon and available on clipboards.	

Appendix B: Procedures for Full & Partial Lockdown

1. Lockdown Signals / Instruction

Staff will be alerted to plan activation through agreed school procedure and verbal instruction.

Signal for FULL lockdown	Continuous sounding of the fire alarm
Signal for PARTIAL lockdown	Intermittent sounding of the fire alarm
Signal for evacuation	Fire Alarm
Signal for all clear	Fire alarm turned off

2. Communication arrangements

- 2.1. **Who communications will come from** – Headteacher, Deputy Headteacher(s), Business Manager, Premises Manager
- 2.2. **How communication will be managed** – Communication and instructions will be delivered – telephone, public address system, email, etc
- 2.3. **Who key points of contact will be** – Communication and instructions will be delivered to –class teacher, business manager, Premises Manager

3. Responding to Different Situations

- 3.1. **Hostage situation** – If someone is taken hostage on the premises, if safe to do so, the school should seek to evacuate the rest of the site.
- 3.2. **Who to Notify that Lockdown has been initiated**
 - Dial 999. Dial once for each emergency service that you require.
 - Hackney Learning Trust to confirm that there is a lockdown in process and determine what support is available during this period.
- 3.3. **Partial Lockdown** – Partial lockdown' is a precautionary measure that puts the school in a state of readiness (whilst retaining a degree of normality) should the situation escalate. It may be required for different reasons (e.g., as a result of a reported incident / civil disturbance nearby in the local community with potential to pose a risk to staff and pupils in the school or as a result of a warning being received regarding the risk of air pollution, etc).

Immediate action:

- When the partial lockdown signal is given (see section 1 above), all outside activity to immediately cease. Pupils and staff must return to the building and remain there with external doors and windows locked.
 - Movement may be permitted within the building dependent upon circumstances, but this must be supervised by a member of staff.
 - Once all staff and pupils are safely inside, senior staff will conduct an ongoing and dynamic risk assessment based on advice from the Emergency Services. The outcome of this will be communicated to staff and pupils.
 - In the event of an air pollution issue, air vents (where applicable & possible) should be closed as an additional precaution. Emergency Services will advise as to the best course of action in respect of the prevailing threat.
- 3.4. **Full Lockdown** – When the 'Full lockdown' signal is sounded, this signifies an immediate threat to the school and may be an escalation of a partial lockdown.

Immediate action:

- Pupils who are outside of the school buildings should be brought inside as quickly as possible and return to their classrooms, unless this endangers them and others.
- As instructed and only where safe to do so, pupils who cannot safely return to the school building will be evacuated to an identified assembly point / buddy school.
- Those already inside the school should remain in their classrooms.

- Teachers to be responsible for the class they are teaching when a lockdown is announced. They should encourage pupils to keep sit quietly and keep calm.
- To increase protection from attack, staff should:
 - Lock / block external and, depending on the circumstances, internal classroom doors to prevent any intruder entering the building or classroom. Where necessary, also move furniture to obstruct doorways
 - Keep out of sight – draw curtains / blinds; turn off lights; stay away from windows and doors. Sit on the floor, under desks / tables or against a wall. Depending on the situation, pupils may need to be instructed to hide or disperse if this will improve their safety.
- Ensure that pupils, staff and visitors are aware of an exit point in case an intruder manages to gain access
- Take a register / head count and be ready to provide this to office staff. Check for missing / injured pupils, staff and visitors. Where a pupil, staff member, visitor cannot be accounted for, a senior member of staff should be notified and, if safe to do so, an immediate search should be instigated.
- Remain inside until the senior member of staff on site has issued an allclear (see section 1 for all clear signal), or unless told to evacuate by the emergency services.
- Notify parents as soon as it is safe and practicable to do so via phone call or text messaging services. Information given should reassure & inform them that:
 - The school is in full lockdown and that nobody will be allowed in or out of the school site.
 - The school understands their concern for their child’s welfare, and what it is doing to ensure his/her safety.
 - Pupils will not be released to parents until the lockdown is formally over.
 - Wait for the school to contact them when it is safe for them to come to collect their child/ren and where this will be from.
 - They should not come into the school as this could interfere with the emergency service’s access to the site and may also put themselves and others in danger
 - They should not contact the school unless necessary, as this could tie up telephone lines needed to communicate with the emergency services.
- During the lockdown, keep agreed lines of communication open, but do not make unnecessary calls to the central office as this could delay more important communication.

3.5. Notwithstanding the above, in emergency situations, involving an “active shooter” or similar, the full lockdown signal may not be given. In this instance, staff and pupils should immediately run away from the known direction of the threat following the run, hide, tell guidance from the National Counter Terrorism Security Office.

4. Emergency Services

4.1. It is important to keep lines of communication open with Emergency Services as they are best placed to offer advice as a situation unfolds. The school site may or may not be cordoned off by Emergency Services depending on the severity of the incident that has triggered the Lockdown. Emergency Services will support the decisions of the Headteacher regarding the timing of any communication to parents.

5. Lockdown Drills

5.1. It is of vital importance that the school's lockdown procedures are familiar to all members of the school staff and pupils. To achieve this, it is good practice for a lockdown drill to be undertaken at least once a year.

Example text for School Newsletter or Website Regarding Lockdown Procedures

As part of our safeguarding procedure, we have developed a procedure for partial and full "lockdowns" of the school site.

Lockdown procedures are important and would be used in response to an internal or external incident which could be a threat to the safety of staff and children & young people in the school.

Lockdown procedures may be activated in response to any number of situations – for example:

- A reported incident, disturbance in the local community
- An intruder on the site
- A warning being received regarding a local risk of air pollution (smoke plume, gas cloud etc)
- A major fire in the vicinity of the school
- The close proximity of a dangerous dog roaming close

In the event of an actual lockdown, the safety of pupils and staff will be our primary responsibility. If a lockdown is initiated, parents will be notified by a text message as soon as possible.

Our lockdown procedure has restricted access. If you would like to see a copy, please contact the school office.

6. More information

6.1. The National Counter Terrorism Security Office has published guidance on [Dynamic Lockdown procedures](#)

Appendix C: Emergencies in School Premises / Site – Implementation

(i) ACTIVATION

Action list for Incident Manager

- Ensure that accurate, factual information is available for those arriving at the scene.
- Liaise with the police, fire and ambulance services, Hackney Learning Trust, and other agencies that may become involved. Act as the main contact to coordinate response and give your contact details.
- Inform the chair of governors.
- Inform all staff, and parents of any injured pupils. Decide how to inform other parents.
- Ensure all staff maintain a central log of actions and decisions taken.
- Allocate tasks below between SEMT as appropriate.
- Identify who will be recording staff's personal and site costs and collecting the incident logs

Action list for SEMT

Welfare

- Take actions to secure the immediate safety of pupils and staff – this may include evacuation or keeping pupils and staff inside the building (sheltering).
- Establish the whereabouts of all pupils, staff, and visitors using timetables, registers and the visitor's book, and make a list of those unaccounted for.

Communications

- Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for school office / reception. If necessary, seek support from HLT via their nominated Leadership & Management Adviser. HLT may also be able to provide a contact point for enquiries from the public in the event of a major emergency.
- Line to be used for incoming calls only: 020 7254 1589
- Line to be used for outgoing calls only: Headteacher's school mobile phone

Media management

- If possible, avoid responding to media enquiries and direct them to either the Council's Communications Team / your school's Press & Media lead or the police if they are present for a statement.
- Liaise with the Council's Communications Team as quickly as possible, and work with them and the Incident Manager to decide the information for release to the media.
- Ensure that any media access to the site, staff and pupils is controlled. In a major emergency, the police can deal with the press and prevent intrusion onto the site.
- Be aware of the potential problems caused by the spread of misinformation through pupil and/or staff use of social media.

Premises

- Ensure access to site for emergency services
- Open/close parts of site as required, and turn off water, gas and electricity supplies if necessary – see 'school site plan', appendix F
- Ensure and maintain the security of the school premises

(ii) IMPLEMENTATION

Action list for Incident Manager

- Provide regular briefings for staff, and continue to liaise with the emergency services and HLT's nominated Leadership & Management Adviser.
- Try to maintain normal routines as far as possible.
- Tell the staff involved to prepare a written report of their involvement, noting events and times. HLT's Head of Human Resources can advise on reporting procedures and inform trade unions if necessary.
- Accident report should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours.
- Meet regularly with SEMT and allocate out tasks below.

Action list for SEMT

Communications

- Inform pupils, in groups as small as practicable, considering the best way to impart tragic news (advice is available from the HLT Educational Psychology Service).
- Inform parents of children not directly involved in the incident, as decided by the Incident Manager. Use any existing arrangements, such as text messaging / telephone cascades, for contacting parents quickly and efficiently.
- **Media management**
 - Liaise with the Council's Communications Team to prepare press statements, as required, to be agreed by the Incident Manager.
 - Agree an ongoing strategy for dealing with the press & media.
 - Be prepared to be interviewed by the press if necessary.

Welfare

- Establish a staff rota and ensure that staff take regular rest periods
- Identify those pupils and/or staff who are badly affected, and who need extra support.
- Make arrangements for reuniting pupils with their parents.
- Take account of religious and cultural factors, and consider contact with leaders of local faith communities. In particular, some faiths may wish to hold funerals within 24 hours of a death, so swift and sensitive enquiries must be made to ascertain whether it would be appropriate for representatives of the site, including pupils, to attend.

Premises

- Establish a safe and secure base for the SEMT

- Arrange a place to receive parents of children involved
- Receive visitors to the school, ensuring they sign in and out and are issued with identification badges.

Appendix D: Emergencies on Educational Visits

(i) ACTIVATION & INITIAL ACTIONS BY SCHOOL VISIT LEAD OFFICER

1. Remain calm.
2. Assess the situation and clarify the facts of the incident / event – the table below will help to record relevant information
3. Safeguard yourself and any uninjured members of the group. Make sure everyone is:
 - Accounted for;
 - Safe and is briefed to ensure they know how to stay safe; and
 - Appropriately supervised
4. Call emergency services as appropriate.
5. Carry out first aid as far as possible to preserve life, prevent the condition worsening, promote recovery.
6. Offer reassurance and support. Be aware that all involved in the incident, those at the site and you, may be suffering from shock or may panic.
7. Contact the headteacher to inform them of the incident and agree actions & next steps – use the “Incident / Event Facts” table below to collate the information you will need to pass on.
8. Maintain a written record, as far as possible, of your actions – see appendix G
9. Depending on the scale of the incident, consider assembling a Site Emergency Management Team from staff supervising the visit.

Incident / Event Facts	
Name of person who informed you of the incident	
Who is this person / Designation?	
Primary contact telephone number(s) for the group	
Name of group involved	
Location & exact nature of incident reported	
Is a fatality involved?	
If yes, confirmed by who:	

People affected:		
Full Name(s)	Age(s)	Nature of injury
Local Emergency Services informed?		
Next of kin informed? If yes, how & by whom?		
Where are the affected people now?		
Will the affected people be taken elsewhere?		
Name & location of involved hospitals		
Number of People on the visit:		
Pupils:	Teachers:	Other Adults:
Arrangements for pupils on the trip , but not directly involved in the incident		

(ii) IMPLEMENTATION

For advice on dealing with emergencies on educational visits please refer to LBH's Health & Safety manual for schools, [chapter 23 - Educational Visits](#).

Considerations for Incident Manager (headteacher) in liaison with School Visit Lead Officer

Communication

- Inform site staff as appropriate, depending on the time and scale of the incident.
- Contact HLT Leadership & Management Adviser for details of the support available that would be coordinated by the HLT Incident Management Team. It includes:
 - Assistance at site or at the location of the incident by HLT Senior Manager and/or others
 - Onsite support in a major incident from the Council's Communications Team, including help with press statements and interview briefings
 - For an incident occurring in another UK local authority, establishing links with that authority or, for an incident occurring abroad, communication via the Foreign Office, to British Consulate, foreign police, etc.
 - Advice regarding insurance matters.
- Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception if required.
 - Line to be used for incoming calls only
 - Line to be used for outgoing calls only
- Inform parents of any other pupils on the visit but not directly involved in the incident. Decide which parents should be informed and by whom and contact them as appropriate. Parents should first hear of the incident from the school (or from the party leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/next of kin are informed.
- Inform pupils and staff at site and their parents. Decide what information you should give. Remember that information given must be limited until the facts are clear and all involved parents/next of kin are informed. In the event of a tragic incident, consider seeking support from the HLT Educational Psychology Service about the best way to inform pupils and to support them afterwards.
- **Staff, pupils and parents should be told not to share information with others (particularly via use of social media) or to talk to the media.**
- Inform the Chair of Governors. (if appropriate)
- **Media Management**
 - Introduce, if necessary, controls on site entrances and telephones.
 - At least initially, the site is advised to avoid responding to media enquiries and direct these to the Council's Communications Team. ○ Liaise with the Council's Communications Team and the LaMA as early as possible, and work with them to prepare a press statement.

Premises

- Consider arrangements required in order to receive people that may be arriving at the site, such as parents of children involved, media, and emergency services.
- Consider resources required and their location in order to be able to respond efficiently to the incident.

Reporting of accidents

- Tell the staff involved to prepare a written report noting events and times. Inform the HLT Head of Human Resources who will advise on reporting procedures and inform trade unions if necessary. Accident report forms should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours.

Appendix E: Stage 3 – Stand-down and Recovery (for both school premises & educational visits)

When the emergency services have left the site, or in the case of an incident on an educational trip, when pupils and staff have returned home and media interest has subsided, the site can begin the recovery process.

A range of support will continue to be available from across Hackney Learning Trust and the Local Authority. To access this, the Headteacher / Site Manager should work with HLT's Leadership & Management Adviser (LaMA) to determine what support is appropriate & available. The LaMA can also support the school to develop a recovery plan for the site.

There may be formal inquiries, or even police investigations into the incident, which may continue for some time and require the cooperation and support of site staff, pupils and parents.

Recovery plan

As soon as possible after the emergency:

- Arrange debriefing meetings for the Incident Manager and School Emergency Management Team. Review actions to date and allocate further required activity.
- Arrange debriefing meetings for staff and pupils
- Identify and support high-risk pupils and staff
- Promote discussion of the emergency in class
- Consider the need for individual or group support
- Help affected pupils and staff to come back onto site
- Identify and consider legal implications and seek advice appropriately
- Initiate a review of the site emergency plan, evaluating the sites response and feeding in any lessons learnt
- Liaise with parents regarding plans for attendance / representation at funerals and / or memorial services

In the longer term:

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

Appendix G – Event Log

Date / Time received	Event – specify site / location and details of event	Contacts	Actions taken and by whom	Date / time completed
	<i>Add rows where necessary</i>			

Appendix H: Contact List – useful individuals & organisations

The school must ensure that an accessible and current contact list is always available.

Hackney Learning Trust requires Community School headteachers to speak to either the Director of Education or, as appropriate, the Principal Primary Adviser, Principal Secondary Adviser or Head of Early Years as soon as possible in the event of an emergency or incident. Voluntary Aided schools, academies and free schools are also asked to notify and update HLT as soon as possible in the event of an emergency or incident.

Emergency / Incident Contact List – Hackney Learning Trust / LB Hackney

Designation	Name
School Headteacher	Kevin Reynolds
Chair of Governors	Kristofer McGhee
Deputy Headteacher	Jennette McCree-Boyle
Business Manager	

Emergency / Incident Contact List – Hackney Learning Trust / LB Hackney

Designation	Name	Email	Telephone
Director of Education	Annie Gammon	annie.gammon@learningtrust.co.uk	020-8820-7351
Head of Primary	Sara Morgan	sara.morgan@learningtrust.co.uk	020-8820-7264
Head of Secondary	Anton Francic	anton.francic@learningtrust.co.uk	020-8820-7063
Head of Early Years	Donna Thomas	donna.thomas@learningtrust.co.uk	020-8820-7594
LBH Communications Team	Helen Clarke	press@hackney.gov.uk	020-8356-3736; 07528-969363 (out of hours)
HLT Marketing: Business Operations Manager	Tracey Caldwell	tracey.caldwell@learningtrust.co.uk	020-8820-7076
HLT Marketing: Marketing Planning Manager	Moustapha Bennadi	marketing@learningtrust.co.uk	020-8820-7474
Head of Insurance Services	Michael Pegram	Michael.peggram@hackney.gov.uk	020-8356-2647 / 2667 Out of hours: 07971-836469
LBH Health & Safety Adviser	David Pullen	david.pullen@hackney.gov.uk	020 8356 2278
	Lynne Thorburn	lynne.thorburn@hackney.gov.uk	020-8356-4659
	Duty Emergency Planning Officer		020 8356 2366

LBH Out of hours (only) emergency contact - NB this line can also be used to contact HLT officers out of hours.	Main Monitoring Room (24/7 availability)	020 8356 2323
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Appendix I: Dealing with the Media

During a major incident, it is important to provide regular and relevant messages and media statements. In all instances, any message must be clear, releasing information that is helpful and informative, as well as legally appropriate. It should always be assumed that statements that are provided to parents & carers are also likely to be picked up by the press and wider public. The Council's Communications Team can help with this, providing essential media relations support in the event of an emergency or incident.

All community schools must direct all media enquires through the Council's Communications Team. School staff should not talk to the media, instead directing any query to the Council's Communications Team.

The school should nominate a contact to work with the Council's Communications Team. This will normally be the designated On Site Co-Ordinator for the emergency / incident.

The **Council's Communications Team** will:

- Be formally responsible for emergency communication with the press and media.
- Provide regular status updates for the press, members of the public and parents – including through use of social media.
- Brief and support headteachers and Chairs of Governors prior to press interviews and statements.
- Brief staff answering telephone enquiries and setting up voicemail messages.
- Provide hotline and call centre facilities should it be necessary.
- Provide press only hotline, should it be necessary
- Liaise with Press Offices in the emergency services and other partner agencies (as required).

HLT's Marketing Team will work closely with the school and the Council's Communications Team to promote agreed communications and status updates for staff, parents and members of the public.

Potential for Situation Escalation:

The School's Emergency Management Team, with input from the Council's Communications Team and HLT Leadership & Management Advisers, will monitor the event and decide if the issue is winding down or whether preparation for more complex developments is required.

Where assessment of the event highlights the potential to adversely affect the reputation, image or brand of the school, HLT or Hackney Council on a significant scale, HLT's Director of Education (or their nominated representative) must be immediately updated and kept informed of developments / activity on an ongoing basis.

Contacting the Council's Communications Team

Email	press@hackney.gov.uk
Telephone	020-8356-3736
Telephone – out of hours	07528-969363

Appendix J – Grab bag example contents

The grab bag is an emergency kit designed to keep necessary resources and emergency equipment in one pre-designated bag ready for immediate use. The grab bag should be stored where it can be easily collected in the event of an evacuation or drill and carried to the assembly point. A copy of your school's business continuity plan should be included in the grab bag. Depending on the size of your school, you may be required to stock more than one emergency kit.

School Emergency Kit Contents:

- Contact details for staff & students – Updated staff and student contact list will be kept electronically via the schools secure onedrive.
- First aid kit
- Whistle

Appendix K – LB Hackney Accident / Incident Report Form

A. Notification to The London Borough Hackney Health and Safety team

Incidents that need reporting include:

- All deaths must be reported immediately to the Health, Safety and wellbeing team by phone with this form completed and sent soon after
- All staff, members of the public (parents) and contractor accidents/ incidents
- Major pupil accidents / incidents including attending Hospital after the accident, broken limbs, nasty head injuries

The Health, Safety and Wellbeing team phone number is 020 8356 2278.

B. Accident/Incident details		C. Person directly affected	
Date of incident:	/ /	Category:	<input type="checkbox"/> Staff <input type="checkbox"/> Pupil <input type="checkbox"/> Visitor <input type="checkbox"/> Contractor
Time of incident:	: (24hr clock)	Position held: (staff)	
School:		Year group: (pupil)	
Exact location: e.g playground, stairwells		Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female
		Date of birth:	/ /
		Forename:	
		Surname:	
		Address:	
Incident classification:	<input type="checkbox"/> Work related Ill health <input type="checkbox"/> Injury <input type="checkbox"/> Incident e.g. violence / abuse	Post code:	
		Home tel. no:	
		Work tel. no:	

D. Full Description of the Accident / Incident

D. Full Description of the Accident / Incident

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E. Immediate Action Taken to Prevent Reoccurrence

F. Injury summary		
Minor Cuts	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cuts needing stitches	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Bruises/grazes	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Strains/sprains	<input type="checkbox"/> Yes	<input type="checkbox"/> No

G. Part of body injured		
Head	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Face	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Eye	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Shoulder	<input type="checkbox"/> Left	<input type="checkbox"/> Right

Fracture	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Dislocation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Burns	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Electric shock	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Headache/nausea	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Inflammation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Loss of consciousness	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Loss of sight	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Multiple injuries	<input type="checkbox"/> Yes	<input type="checkbox"/> No
General pain	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Punctures	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Scalds	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Arm	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Hand	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Finger	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Which finger		
Torso	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Pelvis	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Leg	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Foot	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Toe	<input type="checkbox"/> Left	<input type="checkbox"/> Right
Which toe		
Back	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Other (state)		

Other (state)

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H. Was the injury

Please tick the box that best describes the accident	
A fatality?	<input type="checkbox"/> Yes <input type="checkbox"/> No
A major injury?	<input type="checkbox"/> Yes <input type="checkbox"/> No
To an employee requiring over 7-days of absence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
To a pupil or visitor requiring attendance at hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No

J. Absence

First day of absence	/	/
Date returned to work	/	/

No. of days absent	
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K. Did the injured person

Remain in hospital for more than 24 hours?
Need resuscitation?

I. About the accident

Please tick the box that best describes the accident	
Hit by a moving vehicle	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact with moving machinery	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hit by a moving, flying, falling object	<input type="checkbox"/> Yes <input type="checkbox"/> No
Injured whilst handling, lifting, carrying	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hit something fixed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Drowned or asphyxiated	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact with electricity	<input type="checkbox"/> Yes <input type="checkbox"/> No
Trapped by something collapsing	<input type="checkbox"/> Yes <input type="checkbox"/> No
Assaulted by a person	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exposed to, or contact with, harmful substance	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Yes <input type="checkbox"/> No

Reported on:

none of the above

L. RIDDOR (for H&S Office use)

Reported by:

Exposed to fire or an explosion

Injured during Play / sports activity Yes No

Other, please state:

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M. Form Approval & Sign Off

Form completed by:

Dated:

Position: