

Hillcrest School Cramlington



Emergency Incident Procedure Policy

Date established by governing body

Autumn Term 2015

Date for full implementation

Immediately

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Autumn Term 2016

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1. Introduction

This document has been produced principally for the benefit of schools. Taking account of this, the word 'school' is employed throughout. However, as it is also likely to prove useful to a small number of other educational establishments, such as Children's Homes and Youth Departments, the term is not employed restrictively and may be understood to include them. Likewise, the word 'Headteacher' is used throughout though, implicitly, its meaning extends to include managers, wardens and other persons in control of the premises.

A 'Glossary of Terms' is provided in Appendix 8.

Schools should use this procedure when assistance is required from the Children's Services Directorate and/or other directorates of the County Council in the event of an emergency that requires a rapid response.

The types of Emergency Incidents for which a school may require assistance from the County Council beyond that routinely available could include:

- Death of a pupil or member of staff at school
- Death on a school trip
- Serious violent incident in school
- Structural failure or contamination of the school building
- Missing students on an expedition
- Very serious accident
- Hostage situation
- Serious Transport incident involving significant injury to school staff and/or students
- Disaster in the community
- Civil disturbance or terrorism

This procedure should be used in conjunction with the school's own emergency arrangements. If assistance is requested from the County Council, this will be made through the Emergency Planning Department (see Section 3).

2. Assistance Available from the County Council/Children's Services Directorate

The following list gives examples of the assistance that the County Council can provide:

- The provision of a rapid response and appropriate action when notified of a school emergency incident
- Identification of a range of professional and practical support that can be provided
- Co-ordination of the support provided to the school in a non-intrusive and sensitive way
- Provision of reliable communication and effective liaison

3. Activation of County Council's Resources

Any requests for assistance from the County Council should be made through the Duty Emergency Planning Officer by ringing:

01670 534699

This 24 hour telephone number is the emergency service control room for Northumberland Fire and Rescue Service. When colleagues speak to the operator they should request emergency support and assistance from the Duty Emergency Planning Officer. Following this, the operator will request the following information:

- Name of person making the call
- Telephone number of person making call
- The name of the school
- The nature of the emergency

When using this service the caller should be prepared to give the Fire Control Operator details of how he/she can be contacted by the Duty Emergency Planning Officer.

If this fails the Duty Emergency Planning Officer can, as a last resort, be contacted through Police Control on 01661 872555 (ask for Northumberland County Council's Duty Emergency Planning Officer to be contacted. These details are located in their Major Incidence Call-out System).

When the Duty Emergency Planning Officer has been notified of the request for emergency assistance the Executive Director of Children's Services and, if appropriate, other council directorates will be contacted immediately. If the

Executive Director of Children's Services or the Divisional Directors are unavailable one of the following officers will be informed:

- Head of Business Support
- Head of School Improvement or Senior Advisor
- Head of Inclusion
- Principal Education Welfare Officer

For educational off-site visits the School Base Emergency Contact, who will have been identified prior to the visit, will also be informed following an off-site incident. Details are given in Section 11.

4. Health and Safety Team

Initially, some incidents may appear straightforward though they can become far more complicated later. Occasionally, aspects of an incident can give an indication that the situation could escalate. It is necessary for the Headteacher and staff to be aware of a likely escalation and be prepared to initiate this Emergency Incident Procedure. In addition, the resources required for dealing with the incident (and its aftermath) are likely to be beyond the means of the school.

The incident may be considered 'serious' because the actual injuries caused or the numbers of people involved are greater than those of a routine incident. In such cases it may be essential for the school to request the immediate assistance of a Health and Safety Officer to investigate the cause of the incident. The purpose of the investigation is to advise on establishing best practice, make recommendations to improve health and safety within the workplace and to prevent a recurrence of the incident. In addition, it may be necessary to prepare a defence in the event of a civil claim for negligence or criminal action against the County Council. The Health and Safety Executive (HSE) may also wish to visit the site should the incident be reportable to them.

Often the response of the Health and Safety Officer is made in conjunction with other specialist colleagues, such as Works Officers. In addition, the presence of the emergency services may well be needed.

As soon as possible, feedback from the investigation needs to be passed to Senior Officers in the Children's Services Directorate to enable them to make decisions and, if necessary, commit resources. The County Council will then be in a position to disseminate the information to interested parties, such as parents and the Press, following consultation with the Duty Communications Officer.

In the case of employees, major injuries (as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 1995)) should be reported immediately by telephone to the HSE Call Centre on:

0845 3009923

This procedure also applies in the event of injuries to students that result in a visit to a hospital for treatment. In the case of employees whose injuries result in over three days' absence from work, it is sufficient to complete Form F2508. In all of the above instances a copy of the F2508 should also be sent to the Health and Safety Team, together with a completed copy of the County Council's Accident Report Form ACC1 (September 2001).

5. County Council/Children's Services Directorate Support

When a request for assistance is made to the Children's Services Directorate, a nominated officer will decide on the appropriate response to be taken.

If the incident requires assistance from several people in the Children's Services Directorate then an Incident Manager will be appointed. In most circumstances this person will be a Divisional Director. The Incident Manager will decide when the Incident Management Team should meet and take control of the emergency on behalf of the Directorate.

The Incident Management Team will include the following, where necessary:

- The Executive Director of Children's Services or Divisional Director
- Principal Education Welfare Officer
- Head of Inclusion
- Head of Business Support
- The Headteacher or nominee from the school
- A Works Officer
- An Emergency Planning Officer
- A Health and Safety Officer
- A Communications Officer

The Incident Management Team will identify which staff and resources will be sent to the scene of the school incident. The Incident Manager may decide in certain circumstances to send in a Rapid Response Team. The composition of this team will vary depending on the nature of the incident. It could include Educational Psychologists, the Principal Education Welfare Officer and appropriate back up staff, if necessary. If it is considered necessary, and depending on availability, a Communications Officer will also join this team.

The flow chart in Appendix 1 shows the School Emergency Incident Procedure.

6. Media

If any emergency incident is likely to involve the Media then the Headteacher or nominated person should respond to general media queries preferably after consulting the Duty Communications Officer. At the earliest opportunity, advice should be sought from the Children's Services Directorate or the Duty Communications Officer in the preparation of press statements or briefings. No one else should make any statements to the Media; instead they should refer any queries to the Duty Communications Officer.

7. Emergency Incident Report Form

All schools should hold copies of the Emergency Incident Report Form and use them when they have to activate the School Emergency Incident Procedure. Before making contact with other County Council personnel, it is recommended that a copy of the Emergency Incident Report Form be completed, to ensure all relevant information is reported. A copy of this form is provided in Appendix 2. The Emergency Planning Officer holds a copy of this form and will use it as a prompt to ensure all relevant details are recorded. The Health and Safety Team and the Children's Services Directorate also hold copies of this form.

8. Narrative Log

Whenever there is a School Emergency Incident members of school staff are advised to keep a Narrative Log, which will record the sequence of events arising from the emergency. In any subsequent investigation this document may assume legal status. An example of this form is provided in Appendix 3. The Narrative Log should:

- Detail all action taken
- Record conversations held throughout the emergency
- Note times
- Document all decisions made by the people concerned.

This task could be delegated to a member of staff, or if the incident occurs off-site, to a member of the party who is not fully involved in the management of the emergency incident.

9. Incident Officer

The Incident Officer will normally be the Headteacher for all Emergency Incidents occurring in school. In the Headteacher's absence, this role will be delegated to a senior member of staff, such as a Deputy Head or Educational Visits Coordinator (EVC), as appropriate.

For all off-site visits the Visit Leader or delegated senior member of staff at the scene of the incident will initially assume the role of Incident Officer, unless or until relieved of this responsibility by the school.

Following an emergency incident the Incident Officer will assign tasks and nominate members of staff with responsibility for each task. An example of the form 'Allocation of Tasks for Schools Involved in an Emergency Incident' can be found in Appendix 4.

All staff who are potentially likely to become an Incident Officer should have readily available a copy of useful contact numbers. A 'List of Useful Contacts' can be found in Appendix 5. This list should be completed and kept regularly up to date.

10. Action to be taken in an Emergency

Below is the suggested action that the Incident Officer should be making in an Emergency Incident situation.

10(a) *Serious Injury*

The following list details actions that should be considered by the Incident Officer in the event of a serious injury:

- Assess the situation
- Protect others from further injury or danger
- Ensure that first aid is rendered immediately and, where appropriate, that all members of the party are accounted for
- Contact the appropriate Emergency Services on 999, giving his/her name, the nature and location of the emergency followed by as much of the information as possible listed below. Some of the information may need to be relayed a little later to the emergency services:
 - * The exact location of the accident
 - * The time of the accident
 - * The number of injured
 - * The names of the injured
 - * The nature of the injuries
 - * how the injuries were sustained
 - * details of the first aid rendered

- Activate the County Emergency Incident Procedure and call the Duty Emergency Planning Officer whilst referring to the Emergency Incident Report Form (see Appendix 2)
- Ensure that any injured persons who need to be transported to hospital are accompanied by a member of staff
- Pass on relevant information to the next of kin as soon as possible; for educational visits the School Base Emergency Contact will undertake this task.

10(b) *Serious Emergency*

Other actions that the Incident Officer should take in the event of a serious emergency include:

- If necessary, maintaining contact with the Emergency Services until their arrival. This may require a member of staff or, in the event of an off-site visit, a responsible member of the party to be contactable by a telephone
- Share the problem and advise all other members of staff that an emergency procedure is in operation
- Ensure that those not directly involved or, in the event of off-site visits, the remainder of the group are adequately supervised and have understood what has happened. For off-site visits all other group members not involved in the incident should be informed of the incident as soon as possible. They should, additionally, be kept away from the incident scene unless they are able to provide emergency assistance. Consideration should be given to those members of the party who may be in a state of shock.

10(c) *The Control of Information and Communication*

The Incident Officer will undertake the following:

- Maintain a detailed Narrative Log (see Section 8)
- Request that no member of the party speaks to the Media without permission
- Request that no telephone calls that divulge information are made until all next of kin have been advised of the incident. The Visit Leader should make every effort to enforce a ban on the use of mobile phones
- Maintain contact with the School Base Emergency Contact who must be available (or arrange for another person to be available) at a telephone at all times until the incident is over

- Quarantine all equipment involved in an incident in an unaltered condition, unless it is required by the Police or presents a hazard
- If representatives of the Media request comments at the scene of the emergency they should be kept away from those people involved. Such persons must be instructed not to discuss the matter with anyone. A simple statement giving the Visit Leader's general comments can be given, provided that no kind of liability is accepted. Enquiries should generally be referred to the Children's Services Directorate or the Duty Communications Officer. **The names of the injured should not be released.**

11. Educational Visits

This section contains advice given by the Educational Visits Team.

All staff involved in the planning, organisation and approval of educational visits and outdoor activities should recognise the risks involved in the event of a potentially serious accident or an emergency incident.

11 (a) *Preparation Prior to Visits*

Schools planning Category 1 or Category 2 educational visits must adhere to this emergency incident procedure. Further information is given in Chapter 5 of the Manual 'Management of Educational Off-site Visits'.

11 (b) *School Base Emergency Contact*

Schools must appoint a School Base Emergency Contact for all categories of visits when the visit extends beyond normal school hours.

For Category 2 visits two School Base Emergency Contacts should be identified. These will normally be senior members of staff. They should not be parents, close relatives of pupils or staff involved in the visit. The School Base Emergency Contact should ensure that:

- between them they can provide, as far as is reasonably practicable, 24 hour access by telephone for the duration of the visit
- they have a list of participants on the visit, including staff with contact details for parents or next of kin (Form SV6 'Emergency Contact Details')
- they know the procedure for alerting the Duty Emergency Planning Officer in the event of a serious incident (see Appendix 6 for a copy of SV11 'Guidance Notes for School Base Emergency Contact')
- they have a copy of Form SV2, pertinent to the visit

- they have a copies of the Emergency Incident Report Form (see Appendix 2) and the Narrative Log Form (see Appendix 3)

The School Base Emergency Contact should be briefed by the Educational Visits Coordinator to ensure that they fully understand their responsibilities, which include:

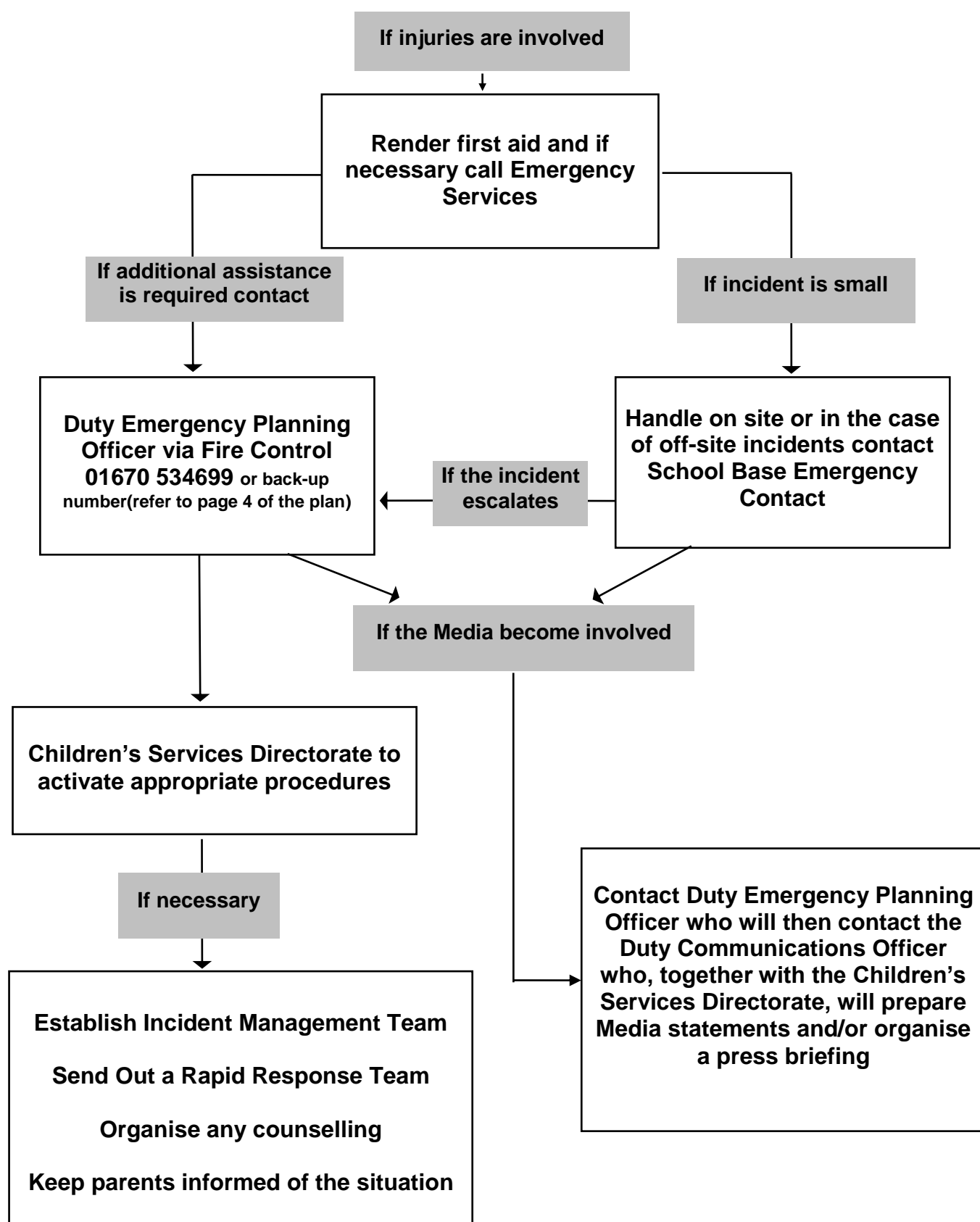
- being familiar with the actions required for activating the Emergency Incident Procedure and the importance of the Incident Report Form
- conveying information to parents or guardians as soon as possible when a party member is involved in an accident, taken ill or hospitalised
- making arrangements to call upon staff previously identified who are on stand-by to cover in the event of an injury to or illness of a member of staff

11 (c) Visit Leader

As part of the planning and preparation for the visit the Visit Leader is responsible for ensuring that all supervising members of staff have the following:

- a copy of Form SV10: 'Guidance Notes for the Visit Leader/Supervising Staff' (see Appendix 7)
- Have copies of the Emergency Incident Report Form (see Appendix 2) and the Narrative Log Form (see Appendix 3)
- a list of all group members (including adults) and the addresses and telephone numbers of next of kin (Form SV6: 'Emergency Contact Details')
- details of transport arrangements including flight times, ferry times, transport company telephone numbers
- a copy of the Form SV2, pertinent to the visit

Flow Chart Indicating Procedures in the Event of an Emergency



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County Council Emergency Assistance Number: Tel. 01670 534699

1	Name of person reporting the incident:	
2	Contact Number:	Fax Number:
3	Name of person receiving telephone call:	
4	Date:	Time:

1	Name of Visit Leader/Headteacher:
2	Location:
3	Name of School/Department/Organisation:
4	Telephone Number of School Base Emergency Contact (s) for Off-Site Educational Visits:
5	Name of Contact (if different from 1.1 above):
6	Dedicated Telephone Number to Use (if Different from 1.2 Above):

1	Nature of incident:	
2	Location of incident:	
3	Date of Incident:	Time of Incident:

[illegible]

Full Names of Witnesses	Adult or Child	Contact Details ⁵

Section 6

1	Are all party members accounted for?
	If not, what measures are being taken to locate missing party members?
2	Who is co-ordinating this search?

Section 7

1	Which services or advice has been called? (for example Police/Ambulance/Fire Rescue/Mountain Rescue/Coastguard/Doctor/Health and Safety Team)
2	Which services or help are at scene of incident?
3	What other action has been taken?
4	What immediate assistance is required?

Section 8

1	Name and location of hospital where injured have been taken:
2	Hospital telephone number:
3	Name of member of staff accompanying injured to Hospital:
4	Name of member of staff who is supervising the uninjured members of the party:
5	Location of uninjured members of the party:

Section 9

Following the initial report of the incident, the Officer identified below is now nominated as the Contact Officer in respect of this incident.

Name : _____ Tel No _____

Narrative Log

Appendix 3

Date	The Narrative Log should include a record of:		When recording conversations ensure that the names/titles of all parties are given.	This column can be used to highlight any outstanding action to be taken, any remarks made or cross-references to another narrative entry.
	<ul style="list-style-type: none"> the event action taken duty times of staff visitors 	<ul style="list-style-type: none"> instructions received instructions given any queries 		
Time	Narrative			Reference

Allocation of Tasks for Schools Involved in an Emergency Incident

Below is a list of tasks that may need to be considered following an emergency incident. Schools should nominate members of staff with responsibility for each task:

Task	Time Scale	Responsibility
Obtain factual information at the start of an emergency incident	Within hours	
Head/Teaching staff contact Children's Services via the Duty Emergency Planning Officer	Within hours	
Identify school personnel required to handle the emergency incident	Within hours	
Contact families (Children's Services will assist if requested)	Within hours and continue until all informed	
Consider media response in consultation with the County Duty Communications Officer, (Children's Services will assist if requested)	Within hours	
Call a staff meeting to give the current available information about the emergency incident	Same day, if practicable	
Convene small groups of pupils and inform them of the emergency incident and the current situation	Same day, if practicable	
Debrief staff involved in the emergency incident	As soon as possible	
Debrief pupils involved in the emergency incident	As soon as possible	
Debrief other pupils	As soon as possible	
Identify pupils who are at risk and members of staff who may require further support after the emergency incident	As soon as possible	
Send letters to parents or guardians	Within the next few days	

Identify any support that the Headteacher and members of staff (including teaching, administrative and ancillary staff) may need from Children's Services	Within the next few days	
Promote discussion in classes or groups	During the next few days and weeks	
Identify the need for group and individual treatment	During the next few days and weeks	
Arrange for a religious service (if appropriate)	During the next few days and weeks	
Organise long term counselling and support	As required	

List of Useful Contacts

A list of useful contacts is given below. The contacts which schools are most likely to access have already been entered. Staff may wish to add information which relates to their own school.

Contact	Name	Telephone Number
Emergency Contact for Children's Services	Duty Emergency Planning Officer	01670 534699 or back-up number(refer to page 4 of the plan)
Children's Services Directorate Contact		
Chair of Governors		
County Council Public Relations	Head of Communications Out of hours - Duty Communications Officer	01670 533148 07769 672889 (m)
Northumbria Police (non-emergency)	Switchboard	01661 872555
Northumberland Fire & Rescue (non-emergency)	Switchboard	01670 533000
Extra Communications Lines for Use in an Emergency	Duty Emergency Planning Officer	01670 534699 or back-up number(refer to page 4 of the plan)
School Doctor/Clinical Medical Officer		
School Nurse		
Psychological Services		01670 534310
Emergency Department of Local Hospital		
Local Religious Groups		
Voluntary Agencies		
Other Contacts		

This list was last updated on: _____

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Glossary of Terms

Incident Management Team

An Incident Management Team will be formed if several people from within the County Council are required to respond to an emergency at a school. The Team will take over responsibility for the handling of the emergency on behalf of the Children's Services Directorate.

Incident Manager

The Incident Manager will be responsible for the response to a request for assistance to a school emergency incident and will, additionally, head the Incident Management Team. The Incident Manager will normally be a senior officer from the Children's Services Directorate.

Incident Officer

The Incident Officer is a member of staff who will take charge of the co-ordination of a response to an emergency incident at a school or at an off-site incident area (see Section 9).

Emergency Incident Report Form

The Emergency Incident Report Form is used in an emergency to convey information about an emergency incident. The school, Emergency Planning Department and key officers in the Children's Services Directorate hold copies of this form.

Narrative Log

The Narrative Log is a detailed account of action taken and the events that followed the response to an emergency incident.

Rapid Response Team

The Rapid Response Team is formed by the Incident Management Team and consists of particular specialists required at the scene of the emergency incident.

School Base Emergency Contact

School Base Emergency Contact will be required when off-site visits or adventure activities involve an overnight stay. Normally the contacts will be the Headteacher and a deputy who can between them provide, as far as is reasonably practicable, 24-hour access by telephone for the duration of the visit.

MONITORING, EVALUATION AND REVIEW

This policy will be reviewed annually and its effectiveness evaluated and amended in light of the findings of the evaluation.

Date of this policy: September 2015

Review date: September 2016

Policy approved by:

.....
Mrs Mead
Head Teacher

.....
Mrs J Hall
Chair of Governor

Date signed.....