



## CRITICAL INCIDENT AND EMERGENCY PLAN

### Introduction

This document describes the actions to be taken in the event of an emergency affecting the school i.e. any incident that involves the emergency services, may necessitate the closure of the school and/ or which is to attract media attention, including incidents during off-site activities or involving home-to-school transport.

All staff and governors are aware of and understand these procedures.

Every emergency situation is unique and, necessarily, the response will be different in details. However, this document provides a clear expectation of the key actions to be taken, particularly to ensure that clear lines of communication can be established and maintained between all affected parties throughout the response.

All staff or governors with designated emergency response roles and key holders should hold a copy of this document.

### **Critical Incident Team**

Incident Manager	Head Teacher	Rozalyn Thomson
Deputy Incident Manager	Deputy Head Teacher	Caroline Taylor
Reserve Incident Manager	Assistant Head Teacher	Daniel Alder
Parent Liaison Officer	School Administrator	Sue North
Facilities Officer	Premises Manager	Stewart Light
Deputy Facilities Officer	Caretaker	Robin Brown
Extended School Club Contact		Michelle Rowlands
Morning Club Contact		Fran Cole

## **On – Site Incident**

### **Critical Incident Team (CIT) Roles**

The Incident Manager or the Deputy, upon becoming aware that an incident falling within the scope of the Plan has occurred will be responsible for the implementation of the Plan and for liaison with Great Missenden Pre-school, Morning and After School Club where necessary.

The Incident Manager will have flexibility to use best judgement according to the prevailing circumstances in any emergency situation.

The Incident Manager will establish and maintain a log of events recording time, occurrence and action taken.

The principal role of the Parent Liaison Officer will be communication with parents and such other parties. The Facilities Officer will be responsible for receiving the Emergency Services and ensuring, insofar as it may be necessary, that they are familiar with the layout of the premises and the location of emergency exits, electrical switches, stopcocks, gas taps and the fire hydrant. He will provide the Emergency Services with an up to date plan of the premises with those features highlighted. Copies of this plan will be displayed in the school office.

In the event that the Facilities Officer is not available, the Incident Manager will, as a priority, appoint a substitute.

### **Incident Co-ordination Location**

The location for incident co-ordination will be the school office. Should this not be available, the main reception will be used.

In the school office an emergency bag containing the following items will be kept in a place where it is not visible from outside.

- Copies of this Plan and the Fire Emergency Plan
- A copy of the site plan
- A fully charged mobile telephone
- School details – address and telephone no, including emergency mobiles
- A copy of the pupil class lists
- Parent emergency contact details
- Two high visibility vests
- A portable radio set
- A torch
- A key to the Memorial Hall

The Facilities Officer will check the emergency bag contents on a strict monthly basis for completeness and serviceability, including batteries.

### **Assembly Point/Place of Safety**

In the event of an evacuation, the designated assembly point is the KS2 playground. Should this location be unsafe the school field will be used.

The Church or the Memorial Hall will be used as a place of safety if required. In the event of none of the above being suitable, our buddy school Little Kingshill will be used.

## **Categories of Incident**

- Fire and/or explosion
- Chemical, gas, biological or nuclear release/toxic cloud
- Intruder (s) on the premises
- Aggressive visitors
- Death, serious medical emergency or other trauma
- External threat/hoax
- Out of school incident
- Flu pandemic

## **Immediate Initial Actions on the Occurrence of an Incident**

Priority will be given to any necessary evacuation of the premises, to be carried out under the supervision of the Incident Manager or other members of the CIT, in accordance with established fire emergency procedure.

Emergency Services, fire and/or police and/or ambulance as appropriate to the event, will be summoned by telephone as directed by the person discovering the incident or the Incident Manager. Any instructions given by the Emergency Services must be implemented immediately.

The Buckinghamshire and Milton Keynes Fire and Rescue Service will be informed by telephone (01296 395 959) that an incident has occurred. The caller will provide contact information (name, school and telephone number) together with a short summary of what has happened. The caller must also request that the Buckinghamshire County Council Duty Emergency Planning Officer be paged.

Using the established system, Parents will be advised of the incident by the Parent Liaison Officer or, if the complexity of the incident so dictates, by the LA. Appropriate guidance and/or instructions, to be determined by the Incident Manager, will be given if necessary, with due regard to any advice provided by the Emergency Services and/or LA.

The Chair of Governors or, in his absence the Vice-chair, will be informed as soon as reasonably practicable that an incident has occurred and will provide on request such support as may be required by the Incident Manager.

The Parent Liaison Officers will establish a telephone log. All inward calls will be logged, recording time, identity of caller, nature of query and answer given.

Enquiries from the media must be referred to the LA - 01296 382444 (main media team) Out of hours (07825430978) Aiden Shutter. Main contact Suzanne Ghosh [shutter@buckscc.gov.uk](mailto:shutter@buckscc.gov.uk)  
If for any reason landlines are not available, mobile telephones will be used.

The emergency number for County Council support is 01183 589 332

## **Additional Procedures for Specific Incidents**

### **Fire and/or Explosion**

Should it be impossible or unsafe to return to the school building from the evacuation assembly point, evacuees will proceed under supervision to the designated place of safety as determined by the Incident Manager (See Red Lockdown Procedure, Annex 3)

### **Chemical, Gas, Biological or Nuclear Release/Toxic Cloud**

All personnel will be confined indoors and windows, blinds and doors will be firmly closed (sheltering) until notification is received from the Emergency Services that the danger has passed or that emergency evacuation to a place of safety has been officially arranged. (See Green / Amber Lockdown Procedure, Annex 3)

The Incident Manager will ensure that all pupils and staff are safely inside the building.

### **Intruder(s) on the Premises**

If the intrusion is in a classroom, every effort will be made to calm the situation but under no circumstances will anything be done that places either pupils or staff in danger.

If the intrusion is in the grounds, the school office will be told as quickly as possible. The signal for lockdown is the continuous ringing of the hand bell.

The Incident Manager will be advised immediately of an event in this category and will make a judgment as to the seriousness of the situation and in particular, whether the Emergency Services should be called. Unauthorised persons on the premises will be challenged only if such action is judged safe.

If an intruder is suspected to be carrying a firearm or other weapon, he/she will not be approached and immediate lockdown will be ordered. All pupils and staff will sit on the floor away from windows and doors.

In the event of hostage taking, action to secure release and response to any demands or threats will be dealt with only by the Emergency Services.

### **Aggressive Visitors**

Visitors, including parents, displaying aggressive or abusive behaviour at the main school entrance will not be admitted through the security door and will be asked to leave.

In the event that such individuals gain access to a classroom or other part of the premises the Incident Manager will be informed and will ask the offender to leave.

The Police will be summoned at the discretion of the Incident Manager in the event of failure to comply with a request to leave.

### **Death, Serious Medical Emergency or Other Traumas**

The appropriate Emergency Service will be summoned immediately and first aid applied as necessary by a qualified member of staff. Children and non-essential staff will vacate the scene of the incident immediately.

The Head Teacher or Class Teacher will manage any immediate post-event traumas with advice taken from the LA as needed.

### **External Threat/Hoax**

All such events, whether verbal or written, will be taken seriously and the Emergency Services appropriate to the case alerted immediately. The Incident Manager will arrange for parents to be informed as may be required.

### **Closure Procedure**

Within one week following a critical incident or emergency, a debriefing involving the CIT, the Health and Safety Committee and the Chair of Governors will take place and any changes to this Plan made in the light of experience gained.

### **Flu Pandemic**

Guidance document available to download [www.teahernet.gov.uk/humanflupandemic](http://www.teahernet.gov.uk/humanflupandemic)

## **When the Incident Occurs Outside School hours**

The Caretaker or designated person on witnessing or first discovering an incident will be responsible for initiating the immediate response to the emergency situation.

This may entail:

- Summoning help/calling the emergency services (dial 999)
- Evacuating the premises immediately where necessary e.g. if a letting or other activity is taking place.
- Alerting the Head Teacher (or other senior member of staff if not contactable).
- Recording relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc (blank incident log sheet at ANNEX 4).
- Contacting the County Council by calling the County Emergency Number:

And follow the guidance as above. The only difference would be that if we have no response from anyone to our initial call after 30 minutes, then call again. If this form of communication appears to have failed again then, as a last resort, contact Thames Valley Police headquarters and explain the position on **01865 841148**.

## **Miscellaneous**

The following important requirements MUST be observed:

- The HS Committee will review this Plan annually, updating it where necessary.
- An unannounced fire drill and lockdown practice will take place each term and a log will be maintained noting any deficiencies. The log will be kept in the school office and inspected by HS Committee representatives at the termly check or at other times as the HS Committee may see fit.
- Tests of the parental telephone contact system will take place twice each school year.
- An up to date copy of this Plan and the Fire Emergency Plan will be posted in the Head Teacher's office, the school administration office, the caretaker's cupboard, the staff room and in each classroom. The Head Teacher, Chair/Vice Chair of Governors and Caretaker will retain a copy of the Plans at their respective homes.
- All members of staff, full-time and part-time including the Morning and After School Club and the Pre-school must remain familiar with all aspects of the Plan.

## **Off-Site Incident**

This section describes the actions to be taken in the event of a grave emergency i.e. any incident that involves serious injury or fatality or which is likely to attract media attention whilst off-site.

Lower level emergencies such as less serious injury, serious misbehaviour or transport problems will normally be dealt with by the Group Leader in consultation with the School Contact and/or Head teacher. Where appropriate the necessary accident/incident reports must be completed.

Copies of this section should be held by Group Leaders, School Contacts and the Head Teacher.

### **School Contacts**

Prior to all visits, all involved must be fully aware of the arrangements to be put in place should an emergency arise. As part of the planning and preparation for all visits an emergency School Contact should be identified. For residential and overseas visits and those involving adventurous activities, schools are required to identify two School Contacts whose details should be provided to the LA on the Evolve Website.

In other cases where visits occur outside school hours a school contact may be considered advisable. The School Contact should normally be a senior member of staff and be contactable quickly and easily. The School Contact's responsibilities should include the following:

- To be available to be contacted by LA officers following the initiation of the Grave Emergency Procedure by the Group Leader
- To act as a link between the LA and the school immediately following an emergency incident and until such time as alternative arrangements are agreed and established e.g. Incident Control Centre set up at County Hall
- To hold details of all members of any group (names, next of kin, contact numbers etc).
- Following liaison with the Head Teacher (where possible) be ready to join the County Incident team at County Hall
- In a grave emergency where the Group Leader has contacted the School Contact direct, to initiate the Grave Emergency procedure as set out below under "Actions to be Taken by Group Leader".
- Depending on the circumstances and following discussions with the LA and, where possible, the Head Teacher or other senior school staff, to communicate with parents/guardians when a party member is involved in an accident or taken ill or hospitalised. (This is a less traumatic and more reassuring way of notifying the parents rather than the Group Leader trying to contact the parents/guardians from a remote situation).
- Arrangements in the event of staff/adult injury or illness and possible need for replacement
- As appropriate to initiate communications with parents/guardians (e.g cascade arrangements)

### **Action by the Group Leader**

Immediately following the incident the Group Leader should ensure that he/she has accounted for all party members and delegate a responsible adult to take care of the uninjured members of the party and to protect them from the media. It is important not to allow any member of the party to use a telephone until advised that it is in order for them to do so.

The Group Leader should assume immediate authority for activating the emergency procedure by calling the County Grave Emergency number which is operated through the Buckinghamshire Fire and Rescue Service and is available 24hrs a day, 365 days a year.

The telephone number is **01296 331343**

Please remember, when outside the UK, to include the international i.e.

**0044 (0) 1296 331343**

Calls to this (ex-directory) number go straight through to the Control Room and all conversations are recorded. If you cannot get through on this number try the main switchboard number **01296 424 666** and ask for the Control Room.

When through, ask the Control Room operator to page the Duty Emergency Officer. Give the operator the following information: -

- Your telephone number
- Your name
- The name of your school.

Please ensure you leave this information before any further discussion takes place, in case you are cut off.

These details will then be passed to the Duty Emergency Planning Officer within a few minutes, who will then arrange for a senior education officer to call you back. Depending on the severity of the incident the emergency planning officer may call you to reassure you that your initial call is being acted upon.

If you have no response from anyone to your initial call after 30 minutes please call again. If this form of communication appears to have failed then, as a last resort, please contact Thames Valley Police Headquarters and explain the position.

The telephone number is **01865 846 000**

When the education officer calls you back please be prepared to provide the following information:

- Reconfirm your name and name of your school
- Your location
- Some indication of the nature of the incident
- Details of any casualties
- Contact information

A copy of the Incident Record sheet can be used to note down the information.

In order that you can be contactable at all times and to enable you to lead and coordinate all necessary actions you should delegate party leadership to the Deputy Leader.

Seek further and full details of the incident, how and why it happened so far as can be established at this stage. Maintain a detailed written log of all action taken and conversation held. (Copies of the log sheet can be used for this purpose)

You should not make any public statements about the incident without prior approval of the County's Incident Control Team.

Depending on the circumstances some or all of the following actions may be required:

- Retain all equipment involved in an accident or incident in an unaltered condition – unless it is required by the police.
- Begin to make appropriate arrangements for those not injured to return home immediately.
- Arrange to visit the injured in hospital and to obtain the necessary documentation from the medical authorities e.g. death certificates, medical certificates indication how injured may travel home, and case histories including x-rays.
- Obtain receipts for all expenditure connected with the incident.

## **Medical and Travel Assistance Services ( Supported by 24hr emergency helpline)**

The school has Travel Insurance Cover via Chubb Assistance to provide access to pre-travel advice and emergency medical assistance (for **ALL** off site visits)

- **+44 (0) 207 895 3364**
- **Provide contact number**
- **Policy number : 64823121**
- **Precise location**
- **Name of any attending Doctor/Medics**

## **Action by Buckinghamshire County Council**

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On being notified of a grave emergency an Incident Support Team is brought into action to support the party, the school and parents. There are teams of senior officers briefed for this role to provide continuous support from the moment the emergency alert occurs. The team will operate from County Hall and the Head Teacher or a senior member of staff will be asked to join the Team immediately.

The Incident Support Team will from a continuous link with the affected party, and depending on the level or emergency, send a senior officer to the incident location. It will direct all actions, provide links with the media and rescue agencies, tour operators, insurance companies etc. As appropriate it would arrange for the return of the party or arrange transport for parents to the location where pupils are unable to travel home soon after incident.

Depending on the circumstances, a Home Support Team might be established, involving the Head Teacher and/or other senior staff, possibly on the school premises or an Area Office, to provide a contact point for information exchange and support for all families.

The Communications Team will give accurate and periodic information through press release and arrange necessary interviews, and try to reduce the media pressure on the school and parents.

Support and counselling will be arranged for families, young pupils and staff.



## ANNEX 1

### Contact telephone numbers of organisations and staff

Critical Incident Manager  
**Rozalyn Thomson**  
School 01494 862310  
Home 01494 864419  
Mobile 07815 954047

Deputy Critical Incident Manager  
**Caroline Taylor**  
School 01494 862310  
Home 01296 484505  
Mobile 07967 055 298

Reserve Incident Manager  
**Daniel Alder**  
School 01494 862310  
Mobile 07725 021479

Parent Liaison Officer  
**Sue North**  
School 01494 862310  
Home 01494 890582  
Mobile 07810 108035

Facilities Officer  
**Stewart Light**  
School 01494 862310  
Home  
Mobile 07740 344487

Deputy Facilities Officer  
**Robin Brown**  
School 01494 862310  
Home 01494 863124  
Mobile 07443 517 859

Chair of Governors  
**Nick Hardy**  
Home 01494 868780  
Mobile 07812 189493

Co- Vice Chair of Governors  
**Rob Withers**  
Home 01494 863496  
Mobile 07771 894120

Co-Vice Chair of Governors  
**Kate Jarvis**  
Home 01494 862101  
Mobile 07710 356137

Bucks CC Emergency Incident Number

**01296 395959**

**0044 (0) 1183 589332**

Bucks CC Passenger Transport/ Specialist Transport Team

**01296 383737**

Bucks CC Security Advisor

**Steve Nicholls – 01296 382895**

Thames Valley Police Headquarters

**01865 846000**

Local Police Station

**Great Missenden Police Station – 01494 862901/868920 (part time hours)**

Local Hospital

**High Wycombe General Hospital – 01494 526161**

Local Primary Care Trust

**Lacemaker Court Amersham – 01494 606606**

Local GP Surgery

**Prospect House Surgery – 01494 862325**

LEA Link Officer

**David Preston - 01494 475337**

LEA Local Area Office

**Chiltern/South Bucks Senior Advisor – 01494 732286**

Educational Psychologists

**Chiltern/South Bucks 01494 732187**

Bucks CC Duty Emergency Planning Officer

**01296 382939**

Local Radio Station

**MIX 107 High Wycombe – 01494 446611**

Local Print Media

**Bucks Examiner Chesham – 01494 792626**

## ANNEX 2

### **Evacuation Procedure (fires / bomb threats / explosions /incidents that compromise safety of the school building)**

- the person witnessing or first discovering an incident initiates the immediate response
- sound the fire alarm / dial 999
- exit building calmly by the nearest outdoor exit
- all children and adults make their way to the KS2 playground
- classes line-up in single file at the end of the playground furthest from the building
- receptionist brings registers and Parent Liaison Officer brings school incident “grab-bag” (to include emergency contact numbers of staff and children, visitors log book, emergency procedures policy document, mobile phone and charger, whistle, stationery, log book, clockwork radio)
- all pupils and staff to be accounted for
- critical incident team assess threat
- if reoccupation of school building is not possible follow the Red Lockdown Procedure (below) walking to evacuation point at *Parish Church of St. Peter and St Paul* or *Memorial Hall* depending on location of the incident/hazard.

## ANNEX 3

### LOCKDOWN PROCEDURE

#### Definition

A lockdown (invacuation) occurs when circumstances dictate that the safety of pupils and staff is better ensured inside current buildings, with doors and windows locked. This could occur as a result of a chemical spill, weapons crisis, criminal activity or other threat to safety.

#### To signal a lockdown

- If the children are **outside**, any member of staff who is notified of a lockdown must ring the handbell continuously (one in KS1 and one in KS2 playgrounds). The children must immediately walk into their classrooms in silence and lockdown.
- If the children are **inside**, the lockdown is initiated by phone calls (see table below).
- If the children are **both inside and outside**, the handbell is rung continuously by any member of staff who is near to the playground to get the children in, and phone calls are also made to classrooms to inform them of lockdown.

There are three levels of lockdown:

Code	Level	Action	Children
<b>GREEN</b>	Low threat lockdown	Staff and children stay indoors or come indoors if they are outside. Doors and windows are locked.	Children may be unaware of this lockdown and lessons continue as usual.
<b>AMBER</b>	Medium threat lockdown	Same as above, but blinds are closed and children move away from the windows. In some circumstances children may be asked to go under their desks and remain there until the all-clear.	Children are informed, and this lockdown is practised.
<b>RED</b>	Serious threat lockdown	Children may be kept safe in classrooms as above or moved to a safe area. This may be on the school site, or in another building (The Oldham Hall, Memorial Hall or Church depending on the nature and location of the threat)	Children are informed, and this is practised.

#### Church Contact Numbers:

1. Parish Office (9.30-12.00) 01494 862352
2. Mike O'Farrell 07711 730673
3. Val Withams 01494 866389
4. Patricia Neal 01494 863348 or 07796 312951
5. Rosie Harper 07743679651

## Responsibilities

Whoever initiates the lockdown must:

- **ask a colleague to phone the office immediately**
- **ring the bell to ensure the children come into safety**

Members of the office team will contact staff members (either to announce the level of Lock Down or to announce All Clear) by phone as follows:

	<b>To Phone</b>	<b>Action</b>
<b>Sue North</b>	Police Caretaker Robin Brown Staff Room Library	Dial 999 and inform Police Caretaker phones gardener and any other grounds staff on site To inform any staff members who are not in classrooms
<b>Sam Alexander</b>	Kitchen Staff After School Club Room Mobile Classroom Any member of staff or group in the swimming pool	Kitchen Staff to ring hand bell continuously in KS2 playground to alert children who may be outside on the field or playground. They need to come in immediately to the dining room and either proceed to their classroom (if in main block) or remain in the dining room.
<b>Nicola Tomlin</b>	Pre-school Reception Year 1 Year 2 Hall and Music Room	Lockdown (Green, Amber or Red) or All Clear
<b>Caroline Taylor</b>	Premises Manager Stewart Light Year 3 Year 4	To alert Premises Manager that there is a lockdown Lockdown (Green, Amber or Red) or All Clear
<b>Rozalyn Thomson</b>	Year 5 (not 5S) Year 6 To cover for any of the above staff who are not on site	Lockdown (Green, Amber or Red) or All – Clear
<b>Stewart Light</b>	Inclusion Room	To check doors and windows are closed, to sweep the site for any children / adults who are unaware of lockdown.

The same phone contacts are made to pass on any further instructions or to communicate “All Clear”.

### Procedure for Teaching and Support Staff

Teachers and Support Staff remain with their children during a lockdown, ensure all children are accounted for and aim to keep lessons going as normally as possible.

Management of the situation will depend on the circumstances presented. In all cases:

- Remain calm**
- Move slowly**
- Obey instructions**
- Do not provoke an incident**
- Ensure your mobile phone is charged and switched on in case the school phone is out of action**

Policy updated 19<sup>th</sup> September 2016

**ANNEX 4**

**Incident Log sheet**

**Incident Log:**

**Date:**

**Name:**

**Sheet no.**

Time	From	To	Information given / received and Actions Taken