



# Business Continuity and Critical Incident Plan

## November 2021

<b>Approved By:</b> <i>Full Governing Board</i>	<b>Date:</b> <i>11<sup>th</sup> November 2021</i>
<b>Next review Due by:</b>	<i>November 2025</i>
<b>Any signature required:</b>	



All things are possible for those who believe. (Mark 9:23)  
Learning together we grow in faith.

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## **AIMS AND SCOPE OF EMERGENCY PLAN**

### **AIMS**

Acts as a reference document

- Provide a focus for the planning team
- Clarify responsibilities and actions
- Prompt action at the time
- Enable participants to see how their contribution fits into the whole
- Fulfil health and safety law obligations
- Reduce impact of a crisis on children and adults

### **SCOPE**

In School:

- A serious accident to pupil, staff or visitor
- Evacuation for reason of safety e.g. gas leak
- A deliberate act of violence, such as the use of a knife or firearm
- A school fire
- A pupil or teacher being taken hostage
- The destruction of part of the school building, plant or equipment through natural causes
- Serious vandalism of part of the school

Outside School:

- The death of a pupil or member of staff through natural causes or accidents
- A transport related accident or mechanical breakdown involving pupils and/or members of staff
- A more widespread disaster in the community
- Death or injuries during off-site activities
- Civil disturbances and terrorism
- Outbreak of disease

(For more detail on off-site activities, refer to Rochdale Metropolitan Borough Council's Policy and Guidance for Schools on Outdoor Educational Visits and Off-site Activities 2004)

## DEFINITIONS AND ORGANISATION

### **'Crisis'**

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.

### **'Major Incident'**

A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services, the National Health Service or the Local Authority for the provision of rescue, treatment and transport of a large number of casualties, to manage large numbers of people, to handle large numbers of enquiries and to mobilise the co-ordination of supporting organisations.

In the event of a major incident being declared involving the LEA, the Head Teacher or (nominee) will take directions and follow the instructions given by the Council's Emergency Management Team (EMT). If the Head Teacher is not available, instructions must be passed to persons responsible on site at the time of the major incident arising.

### **'Local School Crisis'**

An event limited to staff and pupils of the school and one in which one or more of the Emergency Services may or may not be involved.

In the case of a localised school crisis where only the school and its immediate contacts are affected, it will be the responsibility of the Head Teacher or (nominee) to decide whether the crisis is one which will have serious implications for the running of the school and which may require direct support from the LEA or other agencies.

If it is decided the School's Emergency Plan is to be activated, the Head Teacher or (nominee) will take command at the scene.

### **Organisation**

- The Head Teacher will clarify events and oversee co-ordination and control during a crisis.
- The Lead Crisis Co-ordinator will initiate action with support from the Head Teacher and co-ordinate the actions of the Support and Administration Teams.
- The Support Team and Administration Team will support the school's response to the crisis by ensuring details of information are kept, by liaising with other persons involved and ensuring supporting resources are in place.
- The Group Leader during off site activities will co-ordinate an off-site response to a crisis.
- All staff will activate the Action Lists contained within the Emergency Plan as appropriate in the event of absence of other members of staff.

## **ACTION LIST 1**

HEAD OF SCHOOL Mrs C Crawford

AND LEAD CRISIS CO-ORDINATOR Kate Edwards

### **Stage 1 – Initial Action**

1. Clarify exactly what happened
2. Establish names and extent of any injuries to persons
3. If crisis occurs on school site – follow appropriate evacuation and roll call
4. Assess whether involvement of Local Authority and/or Emergency Services is required
5. If so, contact School Safety Team or Emergency Out of Hours Officer and/or Emergency Services
6. Establish who needs to be informed and available – governors, staff, parents, others on site
7. Open and ensure a log of all factual information received, distributed and any action taken is kept by Administration Team
8. Establish location of control centre:  
On site - Office  
Off site - All Saint's Church (see Appendix II)
9. If outside term time, also inform LEA, key holding staff and administrative support
10. Liaise with Authority's Media Manager or Emergency Call Out Officer if out of hours re media involvement – Remember! Do not confirm names before identities are formally agreed and for pupils, parental consent is given.

### **Stage 2 – Action Once Established**

1. Brief Support Team on arrangements for ensuring accurate information flows into and out of the school
2. Determine whether a help line is required and if so, contact the Authority
3. Brief staff on arrangements for communicating with parents, pupils and media and inform on what information is to be provided
4. Arrange by what method pupils are to be informed
5. Keep staff/volunteers informed and make yourself available to support them
6. Where the school or equipment is lost or damaged, ensure inventory of items lost is initiated
7. Contact other relevant bodies i.e. Diocese, insurance company, utility company and service providers who may need notifying of cancellations

### **Stage 3 – After the Crisis**

Maintain contacts with LEA and other Council Services  
Plan to review school procedures and responses during crisis

#### **ACTION LIST 2**

##### **SUPPORT TEAM:**

Laura Webster  
Andrea Shires  
Gemma Chambers  
Edwina O'Boyle  
Kate Edwards

The Support Team will carry out the following action:

#### **Stage 1 – Initial Action**

1. Obtain facts from Head Teacher or (nominee) and follow instruction and guidance
2. Arrange basic first aid treatment of injured if appropriate
3. Ensure a log of all factual information received, distributed and actions taken are forwarded to and maintained by the Administration Team
4. Determine areas of responsibility within the Support Team
  - Control Centre co-ordination Laura Webster
  - Telephone/fax communications Kate Edwards
  - Staff briefings Andrea Shires
  - Parents and pupil briefing Gemma Chambers
  - 'Front of House' staff Edwina O'Boyle

#### **Stage 2 – Action Once Established**

1. Ensure accurate information flows into and out of school
2. Discourage staff from speaking to media without prior consultation with Head Teacher or (nominee) and discourage sending information using mobile telephone
3. Prepare written briefings for staff, pupils, volunteers at earliest opportunity
4. Oversee the delivery of information to parents, pupils, governors and volunteers
5. Keep an eye on the emotional needs of staff and pupils
6. Provide feedback to Head Teacher or (nominee) and Lead Crisis Co-ordinator

#### **Stage 3 – After the Crisis and Long Term Action**

For long term action, see sections 3 + 4

### **ACTION LIST 3**

#### **ADMINISTRATION TEAM:**

Kate Edwards

Rayna Niazi

The Administration Team will carry out the following action:

#### **Stage 1 – Initial Action**

1. Obtain facts from Head Teacher and Support Team member
2. Maintain a log of all factual information received, distributed and actions taken
3. Obtain records and resources
  - a. Resources required for opening off site Control Centre:
  - b. Tool box available containing essentials e.g. Stationery, whistle, mobile telephone, flipchart, megaphone
  - c. Access to emergency petty cash
  - d. Access to One Drive where parent's emergency contact details are saved
  - e. Contact numbers of support services – i.e. food, milk, security company
  - f. Ipad signing in system
  - g. Laptop if possible (do not re enter the premises to get this).

#### **Stage 2 – Action Once Established**

1. Nominate Administration Team member to be responsible for collating all logged information
2. Answer telephone calls appropriately, following written guidance where necessary
3. Ensure accurate information flows into and out of school
4. Exercise continued caution when commenting to visitors to the office or Control Centre
5. Record financial expenditure resulting from emergency on separate record

#### **Stage 3 – After the Crisis and Long Term Action**

For long term action, see sections 3 + 4

## **ACTION LIST 4**

GROUP LEADER – OFF SITE ACTIVITY:

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The Group Leader will carry out the following action:

### **Stage 1 – Initial Action**

In addition to the following prompts below – Group Leader and Base Contact must have access to ‘Emergency Cards’ (see section 6 RMBC Policy and Guidance for Schools on Outdoor Education Visits and Off-Site Activities)

1. Clarify exactly what happened
2. Establish names and extent of any injuries to persons and arrange first aid/emergency treatment
3. Remember to consider medical conditions and any religious preferences
4. Assess whether Emergency Services required
5. Carry out roll call of group and arrange supervision
6. Contact school base contact and provide as much accurate information as possible. Establish who the base contact must inform and request that contact with the LEA or Emergency Call Centre (if out of hours) is made
7. Open and ensure a log of all factual information received, distributed and action taken is kept by member of staff present on the visit

### **Stage 2 – Action Once Established**

1. Brief staff on facts of the incident
2. Delegate responsibilities to team members:
  - Telephone/fax communications
  - Staff/volunteer briefings
  - Pupil briefings and supervision
  - Administrative support e.g. Log book/petty cash
3. As on site ‘press officer’, seek advice from LEA (via school) re. media involvement and advise staff/volunteers not to discuss matters with media

### **Stage 3 – After the Crisis and Long Term Action**

1. Continue to follow advice from base contact/Head Teacher and LEA
2. If necessary, make arrangements to curtail trip and return home

3. Keep an eye on emotional needs of supporting staff/volunteers and pupils
4. Complete accident forms as soon as possible

For long term action, see sections 3 + 4

## Appendices

I.	Contact List
II.	Off-site Control Centre Arrangements
III.	Evacuation Arrangements a) Fire Drill
IV.	Site Map and Area Map

**CONTACT NUMBERS – SUPPORT FOR SCHOOL**

<b>NAME</b>	<b>CONTACT NUMBER</b>	<b>COMMENTS</b>
ROCHDALE LEA SCHOOL SAFETY TEAM	01706 925 600/5615	HOURS: 08:30 – 16:45
ROCHDALE MBC EMERGENCY CALL OUT (OUT OF HOURS)	01706 644 950	OUT OF HOURS: 16:45 – 08:30
ROCHDALE MBC MEDIA UNIT	01706 864 761	MEDIA MANAGER
GAS – CADENT	0800 111 999	EMERGENCY GAS LEAKS
ELECTRICITY – ELECTRICITY NORTH WEST	0800 195 4141 / 150 (MOBILE ONLY)	ELECTRICAL SUPPLY
WATER – UNITED UTILITIES	01925 462 200	WATER SUPPLY LOCATION OF STOP TAPS: BOILER ROOM
POLICE & FIRE SERVICE	999	
POLICE CENTRAL SWITCHBOARD	0161 872 5050	
PROPERTY AND FACILITIES MANAGEMENT	01706 341 411	

**CONTACT NUMBERS – SCHOOL BASED**

<b>NAME</b>	<b>CONTACT NUMBER</b>	<b>COMMENTS</b>
HEAD OF SCHOOL CLAIRE CRAWFORD	07816 372776	
KATE FORD CHAIR OF GOVERNORS	07765 265646	
KATE EDWARDS SCHOOL BURSAR	07816 372881	
KEY HOLDERS:	Caretaker Head/Deputy	

The contact list was last updated: FEBRUARY 2022.

The list is available on site: School Office and on the school website [www.littleheatonce.co.uk](http://www.littleheatonce.co.uk)

**OFF-SITE CONTROL CENTRE  
ARRANGEMENTS**

ARRANGEMENTS	DETAILS
Location of off-site Control Centre: Address:	All Saint’s Church  Manchester Old Road Rhodes, Middleton, M24 4QD
Contact telephone number:	0161 643 2512
Name(s) of Co-ordinator(s):	Janine Shaw
Location of resources And equipment	All Saint’s Church
Resources / equipment available, eg: Telephone Mobile telephone Fax machine Photocopier TV / radio Stationery Flip chart Log book Inventory Registers Contact lists Badges / stickers	Mobile telephone Stationery Laptop

**EMERGENCY EVACUATION ARRANGEMENTS**

**A FIRE DRILL**

**FIRE INSTRUCTIONS FOR  
LITTLE HEATON CE PRIMARY SCHOOL**

**The person discovering a fire will: -**

- a) Operate the nearest fire alarm
- b) Call the Fire Service by dialling 999

**On hearing the fire alarm: -**

- a) Close all doors and windows
- b) The teacher will tell you when to leave the room
- c) Proceed to your nearest fire exit and make your way to your fire assembly point

**In the event of a Fire**

- a) At all times act quietly
- b) Do not stop to collect your personal belongings
- c) Do not rush
- d) Do not attempt to pass others

**Know**

- a) Your means of escape
- b) The nearest fire alarm point
- c) The nearest fire appliance and how it should be used
- d) The assembly point

**REMEMBER TO DIAL 999 ASK FOR THE FIRE SERVICE AND GIVE THE  
PRECISE LOCATION OF THE FIRE**

The following poster is displayed all around school (if displayed in Key Stage 1 area it will state “Key Stage 1 playground”).

# FIRE EVACUATION PLAN

If the fire alarm sounds you need to leave the building by your nearest



and assemble on the Key Stage 2 playground at your assembly point.

Walk – DO NOT RUN



DO NOT stop to collect your belongings

Act quietly AT ALL TIMES



**B SITE MAP**

