

CRISIS MANAGEMENT POLICY

BUTTERCUP PRIMARY

SCHOOL

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**Crisis Management Policy**

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**Review schedule**: every two years, or as necessary, due to changes in relevant statutory legislation.

# Introduction

* 1. For the purpose of this policy a crisis is defined as:

***‘A sudden, unexpected event that is distressing to pupils, staff and the Buttercup School community. An incident becomes critical when the disruption is on a scale beyond the normal coping capacity of Buttercup School and may require the assistance of the emergency services and/or TBorough Council.’***

* 1. This policy cannot deal with all eventualities that might threaten the Buttercup School environment. A crisis affecting a school can occur either within the school grounds or outside school premises.
	2. The following are examples of events that could trigger emergency procedures:
		+ A serious accident involving young people and school staff
		+ A violent intrusion onto school premises either in person or by means of arson or a bomb
		+ Denial of access to school premises
		+ The release of a hazardous substance near or on Buttercup School site
		+ Severe weather such as floods, snow, high winds, extreme storms.
		+ Events which result in higher than normal absences (e.g.: infectious diseases such as meningitis or influenza)
		+ The death of or major injury to a pupil, staff member (whether accidental or otherwise)
	3. Incidents can occur
		+ During and out of school hours
		+ On and off school premises
		+ When premises are being used for community / extended school activities.
		+ Within the local community involving pupils from Buttercup School
		+ On school transport
		+ In another country / part of the UK
	4. Other associated school documents are;
		+ Safeguarding and Child Protection Policy
		+ Risk Management Strategy
		+ Health and Safety Policy.

# Aims and Objectives of this Policy

* 1. To prevent / minimise the loss of life / injury to all pupils, staff and visitors.
	2. To swiftly inform emergency services and relevant organisations.
	3. To take control of the incident until the emergency services arrive, thus minimising stress and discomfort.
	4. To swiftly carry out measures to ensure actions by others following the original incident do not further damage Buttercup School, its pupils or staff.
	5. To fully support pupils and staff following any incident, so that they are able to return to fully participating in education at Buttercup School as soon as possible.

# Roles and Responsibilities

* 1. Buttercup School Proprietorial Body delegates all responsibility for the management of such incidents to the Head teacher.
	2. The Headteacher will identify key members of staff, who will form an Emergency Management Team and the Head teacher will communicate the names, roles and responsibilities of this team to the whole school staff. The Head teacher will, at his/her discretion amend this team as appropriate to any situation.

# Emergency Management Team

|  |  |
| --- | --- |
| **Position** | **Role** |
|  **Head teacher**  | In overall control of the incident. |
| **Deputy Head** **(Or in absence, Head teacher)** | Responsible for the immediate management of the incident, under the direction of the Head teacher. This will involve liaising with schoolpersonnel, emergency services, council officers, etc. |
| **Business manager** | Responsible for the immediate managementof all pupils and staff, assisted by other managers. |
| **Education Welfare Officer (PA to the head)** | Under the direction of the Head teacher, is solely responsible for liaising with the media and organising communications with parents and other stakeholders. |

# Types of Emergency

* 1. In School:
		+ Accidents or deliberate acts of violence
		+ School fire or explosion
		+ A pupil or member of staff being taken hostage
		+ Bomb or suspected bomb being discovered
		+ Health - Medical Condition or Infectious Condition, e.g. Meningitis or Influenza
		+ Serious gas or water leak
		+ Death or serious injury of a pupil or members of staff
	2. Off site:
		+ The death of a pupil or member of staff either by accident or natural causes
		+ Transport-related incident to pupils or staff which result in hospitalisation
		+ Severe weather: snow, storms etc
		+ Terrorist act, which results in injury or death.

# Preparation

* 1. In order to minimise the effect of any emergency, Buttercup School will thoroughly prepare to ensure that all emergencies are dealt with smoothly and efficiently, with the minimum of stress to pupils, staff and bystanders.
	2. The establishment of an Emergency Management Team will be one of the first steps to be taken. The Head teacher and key staff will participate in relevant training provided either by the DfE or other appropriate specialist organisation.
		+ We will consult with all relevant emergency services to ensure our plan is robust
		+ We will carefully consider all possible scenarios and prepare comprehensive plans to resolve these issues

# Implementation

* 1. The plan will be discussed with key staff who are nominated within the plan to ensure they are fully aware of their roles and responsibilities.
	2. A staff meeting or part of a staff development session will be allocated to share this with all staff.
	3. Training will be considered for appropriate staff in relation to some of the main types of incident below, including bereavement counselling.
	4. Support for staff and identification of ways of obtaining it will be considered.
	5. A senior member of staff will be nominated to regularly review and update the plan.
	6. A central location will be identified to keep a hard copy of the plan and details of who should have access to the plan and emergency contact details.
	7. Administration staff will be nominated to access personal files to ensure emergency information is always up-to-date.
	8. Current lists of contact phone numbers will be available in hard and electronic versions – both staff and student details.
	9. The Headteacher and nominated staff will keep a copy of the current plan and all contact details at home, as emergencies can happen when the school is not occupied.
	10. All staff will be instructed not to give interviews or comments to the media. We will ask staff to direct all media enquiries to the Communications Officer.

# Emergency Resource Bag

* 1. An emergency resource bag should be prepared and stored centrally which contains:
		+ Contact numbers for all pupils, staff and key organisations, Emergency Planning Team etc.
		+ List of pupils who have medical conditions
		+ Emergency registers
		+ A megaphone and spare batteries
		+ First-aid kit and, if available, medication for pupils with medical conditions.
	2. This bag must be located centrally and securely. Arrangements for it to be brought out for every emergency will be made.

# Communication

* 1. The importance of having clear lines of communication to all stakeholders and external agencies, including the media, must not be underestimated.
	2. It is the role of the Business & Finance Manager (See table on page 3) to ensure that staff and resources are allocated which allow information to be distributed without hindrance to all parties.
	3. The Communications Officer will be identified by the Headteacher and access appropriate communication training from a specialist provider.

# Land-line telephony

* 1. It is likely that pressure will be placed on Buttercup School telephone lines, which could hamper the ability of the school to receive and send information.
	2. The purchase of private direct line numbers for the Headteacher and key staff should be considered if not already in use.
	3. At least one private direct line phone, ideally the Headteacher’s, should not go through Buttercup School switchboard, so that in the event of a power cut or switchboard malfunction the Headteacher can be contactable.

# Staff mobile phones

* 1. In the event that Buttercup School may have to be evacuated, mobile phones will be needed.
	2. It is advisable that all members of the Emergency Management Team have school-sourced mobile phones, which are kept fully charged for emergencies and are kept centrally by the business manager.
	3. The numbers of these phones and those of the private direct line should be entered into the memories of the phones when first purchased, to ensure ease of contact.

# Briefings

* 1. A dedicated area of a staff notice board or e-mails will be identified to keep staff updated.
	2. All information should be factual i.e.
		+ Time and location of incident
		+ Numbers of pupils and staff involved (no names)
		+ Summary of action taken.
	3. Staff should not be drawn into speculation, just stick to the facts. Provide the time of next update at the end of each bulletin.
	4. All media coverage should be monitored for accuracy and any inaccuracies corrected.
	5. Media personnel should be placed in a room separate from pupils, staff and parents to manage media access to these groups.

# Local radio stations

* 1. In the event of any emergency, we will make full use of local radio stations to communicate effectively with all families and other stakeholders.
	2. Further information: [www.bbc.co.uk/connectinginacrisis/index.shtml](http://www.bbc.co.uk/connectinginacrisis/index.shtml)

# Emergency Cascade System

* 1. If Buttercup School cannot be opened for whatever reason, utility failure, severe weather, etc., an emergency cascade system should be used.
	2. Starting with the Head teacher at the top of the cascade, s/he communicates with three others (Deputy Head , Business manager and EWO), who in turn will communicate a message to two or three others. In a very short time all members of staff will have received a clear message about the status of Buttercup School.

# Policy Review

* 1. Responsibility for reviewing this policy rests with the Head teacher, who will consult with the Proprietors for Health and Safety to review this on her behalf.
	2. This policy will be reviewed annually and will be amended in line with current best practice and changes to DfE and HSE policies.

# Appendix 1 References

‘Guidance on First Aid for Schools: A Good Practice Guide’ DfE, 1996

‘School Security: dealing with troublemakers’ DfE & Home Office, 1997 ‘NHS Online’

‘Supporting pupils with medical needs’ DfE and DoH, 1996 ‘Fire Safety Guide’ DfE, 2000

‘How to combat arson in Schools’ Arson Prevention Bureau, 2004

# Online Resources

[www.homeoffice.gov.uk/security/](http://www.homeoffice.gov.uk/security/)

[www.ukresilience.info/](http://www.ukresilience.info/)

A central reference point for all organisations to use in connection with any concern or threat.

[www.preparingforemergencies.gov.uk](http://www.preparingforemergencies.gov.uk/). Another useful site for information.

[www.metoffice.uk/weather/uk/uk\_forecast\_weather.html](http://www.metoffice.uk/weather/uk/uk_forecast_weather.html)

This site provides authoritative information on all aspects of the weather.

# Appendix 2

**IMMEDIATE TO LONG TERM TASKS IN THE EVENT OF A DEATH**

# ACTION: IMMEDIATELY

* 1. Obtain as much factual information about the state of the emergency
	2. Alert the Headteacher; the Headteacher should alert the Proprietorial Body
	3. The Headteacher will activate the emergency management team.

# ACTION: WITHIN THE FIRST FEW HOURS

* Carry out a quick appreciation of the immediate responses required
* Select and set up control arrangements to manage the incident and ensure pupils and staff in Buttercup School are safe

# ACTION: WITHIN HOURS

* Call a staff meeting to give information
* Inform pupils in a sensitive way – in small groups if possible
* Arrange a debriefing meeting for all staff involved in the incident
* Arrange a debriefing meeting for all pupils involved in the incident

# ACTION: WITHIN THE NEXT FEW DAYS; IT COULD BE LONGER

* Facilitate support for high-risk pupils and staff
* Attend / organise funerals, services, memorials

# ACTION: AS SOON AS POSSIBLE FOR AS LONG AS NECESSARY

* Decide and agree on a range of responses and support measures
* These have the potential to run for several weeks or months
* Refer affected pupils and staff to appropriate counselling

# Appendix 3 ARSON

**Prevention Strategy**

Buttercup School completes a Fire Risk Assessment, which will include the possibility of Arson. (Staff induction)

Fire Safety will be included in the curriculum as part of the Community Engagement Lessons.

Buttercup School Behaviour Policy will support staff to carefully manage student access during lessons, at breaks and before/after School.

A site security review will be completed on a yearly basis, or at a shorter time, if the situation dictates, due to changes in the building. This survey will consider;

* Unauthorised entry onto Buttercup School site which will be minimised through the installation of appropriate signs, fencing and appropriate CCTV;
* Unauthorised entry into Buttercup School buildings which will be minimised by ensuring all doors, windows and skylights are secure, lighting is adequate, an effective intruder alarm system is fitted and prosecution-quality CCTV cameras and digital recording facilities are fitted where necessary.
* Any new building work ‘designs out’ potentially vulnerable areas.
* Procedures are applied to ensure that access to any combustible material is strictly limited.
* Procedures to ‘close-down’ areas of Buttercup School are applied after each day as appropriate
* Procedures to minimise fire risk e.g. storing bins away from the walls of Buttercup School are applied after each day as appropriate.

In line with Government advice, any instances of suspected arson will be reported to all parents, to inform and equally stress the dangers of arson.

Buttercup School’s Fire Safety Policy is applied and reviewed annually. Buttercup School will make use of the Online Arson Risk Assessment tool [www.**arson**preventionbureau.org.uk](http://www.arsonpreventionbureau.org.uk/)