
SCHOOLS CRITICAL INCIDENTS PLAN

ROGIET
Primary School



SCHOOLS CRITICAL INCIDENTS PLAN FRAMEWORK

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What To Do In The Event Of A Critical Incident

This plan contains comprehensive guidance to assist you in responding to a critical incident affecting your school.

In the event of an incident, follow the actions below to kick-start your response:

- Fill in an Initial Incident Notification Form – see Page 12. (To be completed as soon as reasonably possible).
- Start an Incident Log – see Page 22.
- Refer to the relevant roles and responsibilities listed on Pages 2/3.
- Refer to the Activation chart on Page 3 and ensure that relevant people are notified that an incident has occurred. If you are unsure of whom to contact please refer to the list on Pages 20/21.
- Refer to the “Guidance notes/checklist for Head teacher” on Page 13 for a list of actions that will need to be undertaken.
- Guidance on:
 - briefing staff & pupils;
 - communicating with parents/carers;
 - dealing with the press;
 - evacuation;
 - emotional support etc.

can be found in the main body of the Plan.

REFERENCE SECTION

1. Introduction/Aim

1.1 Unfortunately traumatic incidents affecting schools and local communities seem to be on the increase. Such incidents come in many forms from major disasters such as Lockerbie and Dunblane, to smaller scale incidents involving the death or serious injury of pupils, staff and parents. Schools have an important role to play in helping children to understand and cope with the impact of such events.

1.2 There are many different types of critical incidents that could occur in the school, for example:

- Extreme weather
- Death of a pupil or teacher
- Violence and assault in school
- E.coli outbreak
- Road, sea or air traffic accident involving staff/pupils
- Natural disaster in the community
- Destruction or vandalism of part of school
- Pupil or teacher being taken hostage

1.3 The aim of this plan is to provide comprehensive guidance to enable Governors, Head teachers and staff to be able to respond to a critical incident affecting their school.

1.4 The local authority has detailed plans and procedures in place to support a response to emergency situations. It is important that staff are aware of what is their responsibility and what is best left to others.

1.5 Preparing for Emergencies

Some schools will already have emergency plans/procedures in place depending on their location within the county, for e.g. flood/fire/medical needs.

In Rogiet Primary School, these policies are kept in the Administrator's and/or Headteacher's Office.

The School's Health and Safety Committee carry out a risk assessment/s for the school, referring to the LA Risk Assessment Package during their Annual Review of Risk Assessments.

1.6 School/Staff Security

1.6.1 Each school should have its own detailed policy on school security, covering issues such as assault, trespass, criminal acts e.g. theft, burglary and vandalism. The following issues should be considered (**✓ in place at Rogiet Primary**) :

- The main entrance should be clearly signposted, which indicates exactly where Reception is located. ✓
- Access Control should be in place on the main entrance door(s), or at a point that would deny entry to unwanted visitors ✓
- Visitor Pass systems and/or signing in procedures should be encouraged. ✓
- Schools with a number of entrances/ points of access may wish to consider methods of denying unwanted access by changing the door furniture. However, where a door is identified in a risk assessment as part of a fire escape route egress must be retained.
- Schools should promote a pro-active liaison with the Police and participate in any crime reduction projects they may instigate. ✓
- Where a school site is shared with a Community Association the Governing Body should consult with the relevant management to consider what steps can be taken to maintain the security of the premises outside normal school hours. ✓ **(Community Suite attached to the school, managed by school staff)**
- Schools may wish to develop a "School Watch" scheme with pupils, parents and members of the local community, to promote a sense of ownership of the school and its premises.

1.6.2 Staff security is also an important consideration. ALL staff need to be aware their own vulnerability to a confrontational incident. Particular consideration should be given to the personal safety of staff working alone in isolated areas of the school or outside normal hours. The LAMCC has policies in place covering:

- Guidelines and Procedures for Lone Working
- Health & Safety Policy
- Violence at Work (Personal Safety at Work)

At Rogiet Primary School, these policies are kept in the Headteacher's Office and are accessible from MCC's intraweb 'The Point.'

2. Roles & Responsibilities

2.1 Monmouthshire County Council

- Co-ordinating the provision of Council services with the establishment of a suitable response structure
 - Directing and ensuring appropriate allocation of staff and resources
 - Ensuring liaison with external organisations at all levels
 - Authorising provision of information to the media and the public
- (For more information on how the authority would structure itself to respond to a major incident see Appendix 7.)

2.2 Local Authority

- Advice and support to Headteacher and school staff
- Support to staff and pupils, i.e. Educational Psychology Service/Social Services

-
- Communications support & media handling
 - External/internal liaison with all participating organisations
 - Management/provision of staff and resources

2.3 Headteacher/School staff

(Refer to checklist for Headteacher under Operational Arrangements)

- Management of the incident on the school site
- Liaison with all participating organisations
- Media handling in conjunction with LEA
- Supervision of pupils

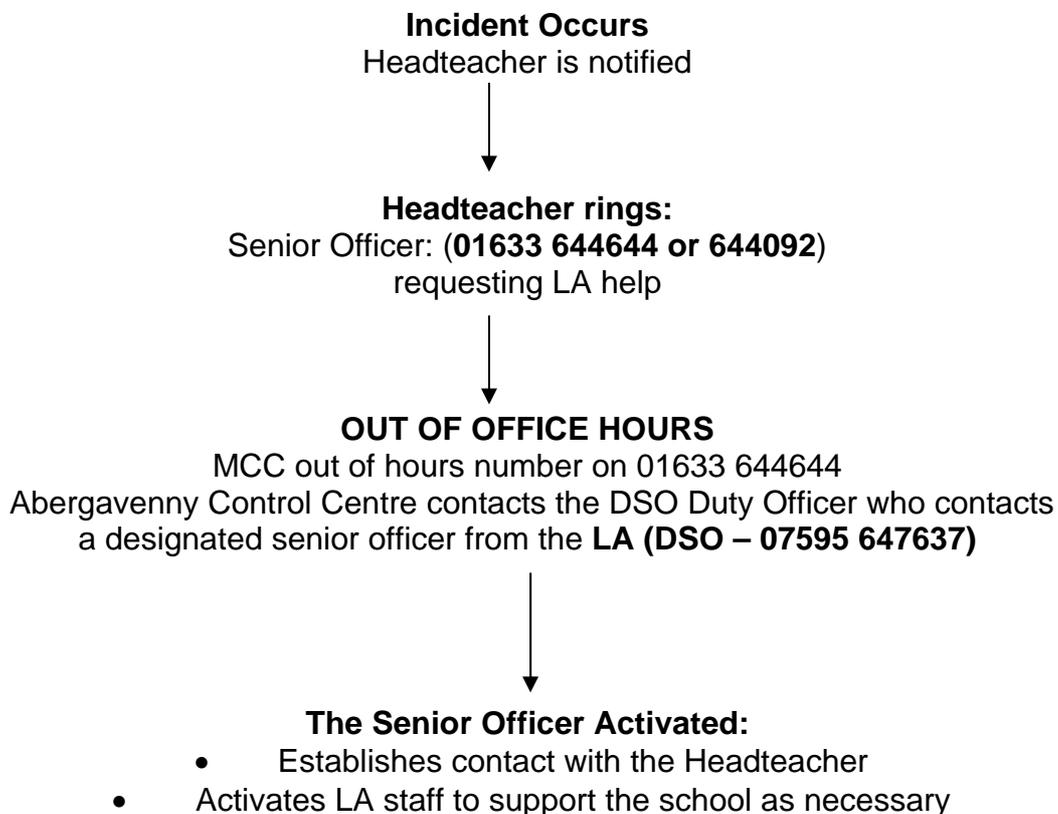
2.4 Governors

- Determine policy for management of on-site incident
- Support to Headteacher if required on the day
- ***The Policy Statement for the School's Governing Body is included in Appendix 4***

2.5 Office staff

- Making and/or receiving telephone calls
- Dealing with visitors to the school
- Sorting and collating information
- Dealing with "normal" school business

3. **Activation**



4. Communications

4.1 Communications after an emergency are of top priority.

- **Communications available at Rogiet Primary are: Telephone, e-mail, School Website, School 'Twitter' feed, Text service (See below).**
- **The school also has a SMS Text messaging service for parents/carers which may be used for emergency correspondence.**
- **The School has two incoming/outgoing phone line. It also has a dedicated phone (County system), which has its own independent number. This can also be used for external calls.**
- **A list of emergency phone numbers is included in the Appendix of this document and on pages 20 and 21.**

The school has made provision for dealing with potential communications issues i.e. difficulties in contacting the school (e.g. engaged phone lines) by installing the two lines and other facilities mentioned above. The main phone system also has an answer phone for receiving out-of-office-hours calls. Occasional incidents, such as closures, are also advertised on local/national radio, the school website and the school 'Twitter' feed.

4.2 Briefing staff and pupils/students

- During an incident affecting the school, staff should be briefed at regular intervals so they may respond to questions and comments from pupils and parents.
- Governors, particularly the Chairperson, should also be regularly briefed.
- Ensure that there is consistency in the information provided to pupils.
- Pupils should be told simply and honestly what has happened. This is probably best done in the smallest groups possible – classes, tutor groups or year groups.
- Questions should be answered in a straightforward way, passing on only facts and avoiding speculation.
- **NB** Remember that as a member of staff you have a duty of confidentiality that should be adhered to whatever the circumstances.

4.3 Communicating with parents/carers

4.3.1 During and after an incident the school will be overwhelmed with calls from anxious parents/carers and it is vital that good communication between both parties is maintained.

- Liaise with the LA at an early stage to determine how parental enquiries should be dealt with.
- Parents/carers should be informed that there has been an incident at the school as their child may be upset.

- **Rogiet Primary records parents/carers contact details which are regularly checked and kept up to date – see Emergency Contacts Directory at Appendix 8**
- Liaise with the LA prior to issuing information to parents/carers, particularly where there is the possibility of legal liability, police action or a significant health issue. The method of communication will be determined by the nature of the incident. In some circumstances a phone call or a letter sent home with the pupils would be appropriate, in other cases, a public meeting may be required. * See sample letter to parents/carers at Appendix 6.

4.3.2 Advice on telephone communication with parents/carers:

- Select several staff members who you consider would be good at managing emotionally charged tasks. Brief staff on exact information to be given out, which should be factual and not based on speculation.
- Get the calls done quickly – misinformation will spread informally among parents very quickly.
- Keep records of who has been contacted successfully.
- Give parents clear information and advice about what they should do.
- Warn parents if there seems to be a lot of media interest – journalists may try to get interviews with parents or pupils that could be upsetting and intrusive.
- Offer useful phone numbers for support or to obtain more information.

4.4 Dealing with enquiries

Staff asked to deal with the potential high volume of telephone enquiries may find themselves under great pressure in very stressful circumstances. To support these staff, the following points should be adopted:

- The confidential nature of the task should be emphasised to all telephone operators and clear guidance given on what it is appropriate to say.
- An agreed factual statement should be available, which should include reassurance about the action being taken at the school/incident site.
- Those answering the telephone should complete a log of all calls so that there is certainty about who has telephoned in and who should still be contacted.

4.5 Dealing with the Media

4.5.1 Depending on the nature of the incident the media are likely to be on the phone or present at the school within a very short space of time. They can be very intrusive and will approach anyone able to give them a story. The school must aim to protect pupils, staff and parents from the glare of publicity, particularly for the first week or two following a disaster. While the media can help inform the public responsibly, it can also be harmfully intrusive at times of stress and personal grief.

4.5.2 **Kathryn Evans (Head Teacher) or Rhys Clewer (Deputy Head Teacher in Head Teacher's absence) will contact the LA to discuss media arrangements.** Refer to Para 4.6 – Guidance on giving interviews to the press. It

is not advisable to permit press and television on to the school premises or to give them access to staff or children unless there are specific reasons for doing so. All enquiries should be directed to and through the spokesperson or the LA Communications Manager. Only give out factual information – do not speculate or make off the record comments. Instruct all staff not to give interviews or comment on any written or printed material.

4.5.3 It would be advisable to issue a statement in liaison with the LA Communications Manager.

4.5.4 Members of staff dealing directly with families involved in the crisis should not be asked to take on the task of dealing with the press as well. If necessary, ask a Communications Officer from the LA to act as spokesperson for the school or someone who has been specifically trained in dealing with the media.

4.6 **Guidance On Giving Interviews To The Press**

4.6.1 The media, particularly local broadcasters, can often be the best way of getting accurate information or advice to members of the local community. A brief interview with someone authoritative at the scene of an incident can be a powerful way of defusing rumour and panic that may otherwise spread quickly. Journalists may want to get access to school premises or try to contact individuals at home.

4.6.2 Points to note with media interviews:

- If possible, agree an interview format and establish what the interviewer wants to ask. Try to have another person with you to monitor the interview.
- Be clear in your own mind what you want to say, and talk it through with a colleague first if possible. But you will also need to be prepared to think on your feet.
- If possible, get statements checked by legal advisors and governors.
- Remember, you could be quoted on anything you say to a journalist, even if it is not a formal part of the interview.
- If you do not know the answer, say so.
- Stick to the facts and do not be drawn into speculation.
- Do not over-elaborate your answers.
- Do express your sympathies and don't be afraid of showing a little emotion if appropriate. But try not to get angry, especially if it is for television.
- Refuse requests for photographs or schoolwork of children or staff involved.
- Do not allow journalists to wander around school premises unescorted.

5. Evacuation (see page 17 for further details)

5.1 If the incident necessitates the evacuation of the school then follow the evacuation procedure shown under “Operational Arrangements”. Make sure that parents know where you would be taking their children if the school had to be evacuated for any reason. **The nearest suitable site for this to take place is the ‘Rogiet Sports Pavilion.’ The possibility of this has been discussed with their personnel. The children are all aware of Fire procedures due to regular drills and drills for leaving the school yard and filing back into the building in the case of an emergency are also carried out.**

5.2 Sending pupils/students home

5.2.1 The school has arrangements in place for sending pupils/students home during the normal school day, including transport issues. Closure should, on the whole, be avoided. The younger the pupil the more important it is to keep them on the school site or at least move them to a village hall/sports centre etc until they can be collected at the end of the normal school day.

5.2.2 If closure of the school has taken place over the weekend or during school holidays arrangements are in place to inform parents prior to the start of the school week/term, i.e. via the school website, local/national radio etc. The school is currently looking into the possibility of contacting parents by e-mail in the case of an emergency.

5.3 Use of your school as a care centre

5.3.1 Care Centres are established to provide short-term accommodation including shelter, warmth and refreshments, for those affected by an incident. They can be divided into 3 main types:

- Rest Centre – for those who have been evacuated from their homes to ensure their safety, e.g. flooding;
- Survivor Reception Centre – for those who have been involved in an incident that needs to be investigated by the Police, e.g. train crash;
- Friends & Relatives Reception Centre - a meeting/information facility for friends & relatives enquiring about their families during or after a major incident.

5.3.2 The following schools have been pre-identified as potential Care Centres in the event of a local major emergency:

- _____ (formally Ysgol Y Ffin), Sudbrook has been identified as a potential Casualty Collecting Point - see Severn Tunnel Arrangements under “Operational Arrangements section”
- **Rogiet Primary School has been identified as a potential Survivor Reception Centre - see Severn Tunnel Arrangements under “Operational Arrangements section”**
- Raglan Church in Wales VC Junior & Infants School
- Usk Church in Wales VC Primary School

5.3.3 The situation may also arise when other schools may be required for use as a Care Centre. In the event of this happening you will be contacted by the LA, who will set up the facilities required and establish the management structure and co-ordination arrangements for the Centre. If this is during school hours then consideration will need to be given to making alternative arrangements for the children.

6. Educational visits

- 6.1 All schools regularly take pupils off-site on educational trips and visits. Emergencies during off-site activities could include a road traffic accident, an aircraft or shipping incident, a death or major injury to a member(s) of the party or a natural disaster.
- 6.2 Policy governing school trips and visits is available from the LA and should be inserted under the Operational Arrangements section.
- * **All School trips are Risk Assessed by staff following Rogiet Primary School procedures set out on page 19 of this document using suggested formats in Appendix 9a and 9b.**

7. Support during critical incidents

Rogiet Primary School Support Contacts:

Kathryn Evans (Head Teacher) – 01291 420348

Rhys Clewer (Deputy Head Teacher) – 01291 420348

Hazel Bennett (Governor/Child Protection rep) – 01291 422435

7.1 **Counselling**

There may be a need for immediate social and psychological support for some people affected by an incident. People can react to emergencies in many ways. Reactions can include:

- a. Shock and disbelief;
- b. Fear and anxiety;
- c. Horror;
- d. Depression, anger and grief.

7.1.1 Emotional impact on children is not always immediately obvious to parents or teachers. At times children find it difficult to admit their distress to adults, often because they know it will upset them.

7.1.2 In some children, the distress can last for months and may affect academic work. Teachers should note any changes in behaviour and alert others as necessary.

7.1.3 There are several key issues that should be considered:

- The relaying of accurate information to pupils is vital. Schools are particularly prone to rumour, which adds to distress.
- The families of pupils caught up in an incident need full and accurate information as quickly as possible.
- Formal debriefing meetings for both pupils and teachers are a very important part of the rehabilitation process.

7.1.4 The LA and other agencies can provide support to staff, pupils and parents either directly affected, or affected by stress and emotional trauma. Monmouthshire County Council operates a "Buddy System" to provide support for staff – policy and details are available from Personnel. Arrangements need to be made to

ensure people are aware of the support services available to them e.g. stress counselling, educational psychologists, social workers etc.

7.2 Bereavement

7.2.1 Pupils should be told as soon as possible of a person's death or bereavement, in a sensitive and appropriate manner. This is to prevent them learning from some other, possibly inappropriate, source. Whenever possible they should hear the news from someone close to them, in familiar surroundings. It is very important to tell the truth as far as it is known. Even "white lies" will have to be renegotiated later on.

7.2.2 Children may not take everything in at this stage. They will go over and over the facts later, asking more questions and gradually assimilating the information. Do not worry about having to keep on giving the same answers. Where possible, one person will be their main support.

7.2.3 The overall message in helping bereaved children should be:

- Try to maintain feelings of security, of being cared for and loved.
- Maintain all the necessary practical care.
- Be honest at the child's level of understanding.
- Continue to talk and communicate.
- Do not pretend to believe what you don't believe.
- Try to understand the child's feelings and reassure where possible.
- Don't be afraid to say "I don't know".
- Don't be afraid to share your own feelings.
- Remember there are others who can help.
- Don't be afraid to admit to colleagues and family that you can't cope at any particular time.

7.2.4 The school will decide whether bereavement training is necessary for all staff.

7.3 Funerals/Memorials

7.3.1 It is felt that most children (and adults) come to terms with their grief more quickly if they have the chance to say farewell formally. Whenever possible, survivors should be encouraged and enabled to attend the funerals of those who have died.

7.3.2 People from different backgrounds and religions have different burial rites. There is not always time to prepare staff and pupils for attendance. A member of staff should make enquiries about burial customs.

7.3.3 In addition to funerals that families may choose to be private, consider marking the event with a special assembly or memorial service. Hold discussions with pupils, staff, governors, parents and the local community on what form this should take and who should be involved.

7.3.4 Anniversaries are often difficult times – make collective decisions about how to treat these in good time before the date arrives.

8. After the incident

8.1 Schools must remember that the effects of a crisis can reverberate for years. School staff and pupils directly affected by an incident may need support and assistance to re-integrate back into school life and, in some instances, this may take some time. Thought should be given to:

- Working with staff to informally monitor pupils.
- Making new staff aware of which pupils were affected and how.
- Remembering that legal processes, inquiries and news stories may bring back distressing memories and cause temporary upset within the school.
- Staff will work with other stakeholders (e.g. Governors) to support and seek other support services (e.g. counselling, bereavement support).

8.2 When some degree of normality has returned to the school it is advisable to evaluate the effectiveness of the response to the incident and to see if any lessons can be learnt for the future.

8.3 The Governing Body will also review this policy after all incidents.

OPERATIONAL ARRANGEMENTS

- Initial Incident Notification Form
- Guidance notes/checklist for Headteacher
- Procedure for Head teacher / teaching cover in the event of an emergency
- Evacuation procedure
- Evacuation of Schools – Specific information relating to the Severn Railway Tunnel Joint Agency Major Emergency Arrangements
- Procedure for School Trips/Visits
- Who to contact

INITIAL INCIDENT NOTIFICATION FORM



Name of Caller:.....

Time of Call:.....

Phone Number:.....

Call Made From:..... Date:.....

Name of Person Receiving Call:.....

Details of incident:

What has happened?
What/who is involved?
Is the situation under control or is it escalating?
Is there a risk to the school?

Who else has been notified:.....

What is the contact number for further information?.....

Are there any specific actions for the school to undertake?

--

Information passed to:.....

.....

GUIDANCE NOTES/CHECKLIST FOR HEAD TEACHER

Initial Actions

- Obtain as much accurate information about the incident as possible.
- Call the emergency services and request attendance if necessary.
- Open and continue to maintain an incident log – see Appendix 1.

Outside School Hours

- Arrange for the caretaker to open the school as appropriate.

During School Hours

- Unless there is overwhelming pressure and dependent on the incident, avoid closing the school and endeavour to maintain normal routines and timetables.

Once Established

- Contact the LA to share information and request support if necessary.
- Call a staff meeting to pass on information – ensure that all staff (teaching and ancillary) share the same information so that rumours do not circulate.
- Liaise with the LA at an early stage to:
 - (i) determine how parental enquiries should be dealt with, and
 - (ii) establish if a helpline has been set up to deal with enquiries from parents/media etc.
- Contact parents to inform them of the incident and to pass on relevant information. (Refer to sample letter at Appendix 6). It may be appropriate to invite parents into school for briefing and support.
- If the incident is away from the school seek Police advice as to whether parents should travel to the scene, or whether children will be taken home.
- Inform pupils in small groups – preferably in class groups. Answer questions as straightforwardly as possible. Never speculate on the causes of the crisis or its possible consequences. Where questions cannot be answered at the time this should be acknowledged.
- Set up an incident management team comprising Head teacher/Deputy, Chair of Governors etc.
- Determine necessary media action and nominate a spokesperson for the school.
- Brief Governors.
- **NB – It is important that if names of those who may have been involved are known, DO NOT release – or confirm - them to anyone, before those identities are formally agreed and parents are informed.**
- Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring:
 - * sufficient help is available to answer the many calls that could be received;
 - * staff maintain records of all calls received;
 - * brief, up-to-date prepared statements are available to staff answering phones;

-
- * media calls are directed to the LA's Communications Manager;
 - * a telephone line is identified specifically for outgoing calls.
 - Maintain contact with staff and ensure they have regular breaks.

After The Incident

- Arrange a debrief with staff involved in the incident.
- Work with staff to informally monitor pupils who may still be affected by the incident.
- Remember that some staff may need help in the longer term.
- Remember that if the incident does attract media attention, this is likely to continue for many weeks.
- Represent the school at funerals/memorial services as appropriate.
- Recognise and if appropriate, mark anniversaries.

PROCEDURE FOR HEADTEACHER / TEACHING COVER IN THE EVENT OF AN EMERGENCY

The nature of Monmouthshire as a County means there are several small schools and it is necessary to consider the needs of the children in the event of an emergency. A situation could arise such as severe weather, incapacitation of the Headteacher, a crisis or an emergency at the school that could lead to a lack of supervision on the site.

In the event of an emergency, the person who has assumed responsibility for the site should invoke this procedure by contacting the Head of School Improvement, to advise of the situation. The LA will determine the need for a Headteacher, Deputy or Assistant Head teacher to assume responsibility for the site, for the duration of the emergency or until alternative arrangements are put into place.

For the purpose of this procedure, Primary Schools have been placed into 6 geographic areas generally containing a combination of large, medium and small schools and it is expected that cover would come from within this area as detailed below:

AREA ONE
Dewstow Primary
Ysgol Y Ffin
Castle Park Primary
Durand Primary
Magor Church in Wales VA Primary and Nursery
Rogiet Primary
Undy Primary and Nursery

AREA TWO
Archbishop Rowan Williams Church in Wales VA Primary
The Dell Primary
Pembroke Primary and Nursery
Shirenewton Primary
St Mary's Roman Catholic VA Primary, Chepstow
Thornwell Primary and Nursery

AREA THREE
Llandogo Primary
Overmonnow Primary and Nursery
Osbaston Church in Wales VC Primary
Trellech Primary
Kymin View Primary and Nursery

AREA FOUR
Goytre Fawr Primary
Llanfair Kilgeddin Church in Wales VA Primary
Raglan Church in Wales VC Junior & Infant
Usk Church in Wales VC Primary

AREA FIVE
Cantref Primary
Deri View Primary and Nursery
Gilwern Junior & Infant
Llanfoist Primary

AREA SIX
Cross Ash Primary
Llantilio Pertholey Church in Wales VC Primary
Llanvihangel Crucorney Primary
Our Lady & St Michael's Roman Catholic VA Primary
Ysgol Gymraeg Y Fenni

EVACUATION PROCEDURE

- *The school will use the Rogiet Sports Pavilion and car park as an emergency evacuation assembly point, or other suitable venue depending on incident. The route to this site is easily accessible as it is based next to the school's grounds and does not require children to cross any main roads. It is also accessible to disabled staff and pupils. (All external padlocks at school have same key).*
- **The use of corridors, steps, exits and walkways during an emergency is limited and a drill is practised regularly. Emergency Exit signs are also in place and the school is regularly checked by Fire Officials.**
- **The school has considered the possibility that evacuation could be from inside to outside or vice versa and both are now drilled.**
- **All staff and children know where the outdoor assembly point is (furthest point on the yard) and how to access it quickly.**
- **A head count of all staff and students following an evacuation is carried out using class registers. The Headteacher/ Senior members of staff check that all staff are also present. Office staff check visitors according to the school's 'signing-in' book. In the case of a yard evacuation, the children are checked using registers as usual.**
- **In some rare cases, only a partial evacuation will be required.**
- *Ensure people know how to contact you if the evacuation is off site (to be looked into).*
- *Further guidance on evacuation procedures is available from the Health & Safety Manager based at @Innovation House, Magor.*

EVACUATION OF SCHOOLS

Specific Information Relating To The Severn Railway Tunnel Joint Agency Major Emergency Arrangements

If an incident occurred in the Severn Tunnel, _____ (formally Ysgol Y Ffin) has been designated as a Casualty Collecting Point. If the school needs to be evacuated during school hours the following arrangements should be undertaken:

- The Head teacher will contact as many parents as possible to take the pupils home;
- The remaining pupils will be walked to Archbishop Rowan Williams School and accommodated there until their parents arrive to collect them;
- The staff from _____ will supervise their pupils whilst at Archbishop Rowan Williams School;
- The pupils from Archbishop Rowan Williams School will be sent home where possible;
- The remaining children will be transported to Durand School if they cannot be accommodated at Archbishop Rowan Williams School.

Rogiet Primary School has also been designated as a Survivor Reception Centre in the event of an incident occurring in the Severn Tunnel. If the school needs to be evacuated during school hours the following arrangements should be undertaken:

- The Head teacher will contact as many parents as possible to take the pupils home;
- The remaining pupils will then be bussed, under the supervision of school staff, to Undy Primary School.

PROCEDURE FOR SCHOOL TRIPS/VISITS

(A suggested Risk Assessment, which can be adapted, is included at Appendix 9a and a Blank Risk Assessment form is included at Appendix 9b)

- **Staff visit the centre/place to ensure suitability and discuss the possibility of a visit with Head teacher;**
- **The school accesses the centre's own Risk Assessment information;**
- **Headteacher checks that insurance is in place, or obtained;**
- **Suitable staff/pupil ratios are discussed and actioned;**
- **Staff fill in Risk Assessment forms as detailed above;**
- **Medical equipment for specific children/care plans are checked and appropriate equipment is carried by the trip leader; and,**
- **Staff ensure Head teacher and School Administrator are aware of the members of staff and children that will be attending, immediately prior to leaving.**

ROGIET PRIMARY VISIT CHECKLIST FOR LEAD MEMBER OF STAFF

- * **Risk Assessments in place (school and centre);**
- * **Insurance obtained, or parents requested to purchase own;**
- * **Staff/pupil lists (including telephone numbers) left in office and carried by at least the lead member of staff on the trip;**
- * **First Aid kit to be carried by member of staff;**
- * **Return times of trip to be clarified with parents and School Administrator/Head teacher; and,**
- * **Any medical requirements to be carried by the lead teacher.**

WHO TO CONTACT

MCC 01633 644644 – 24hr emergency line

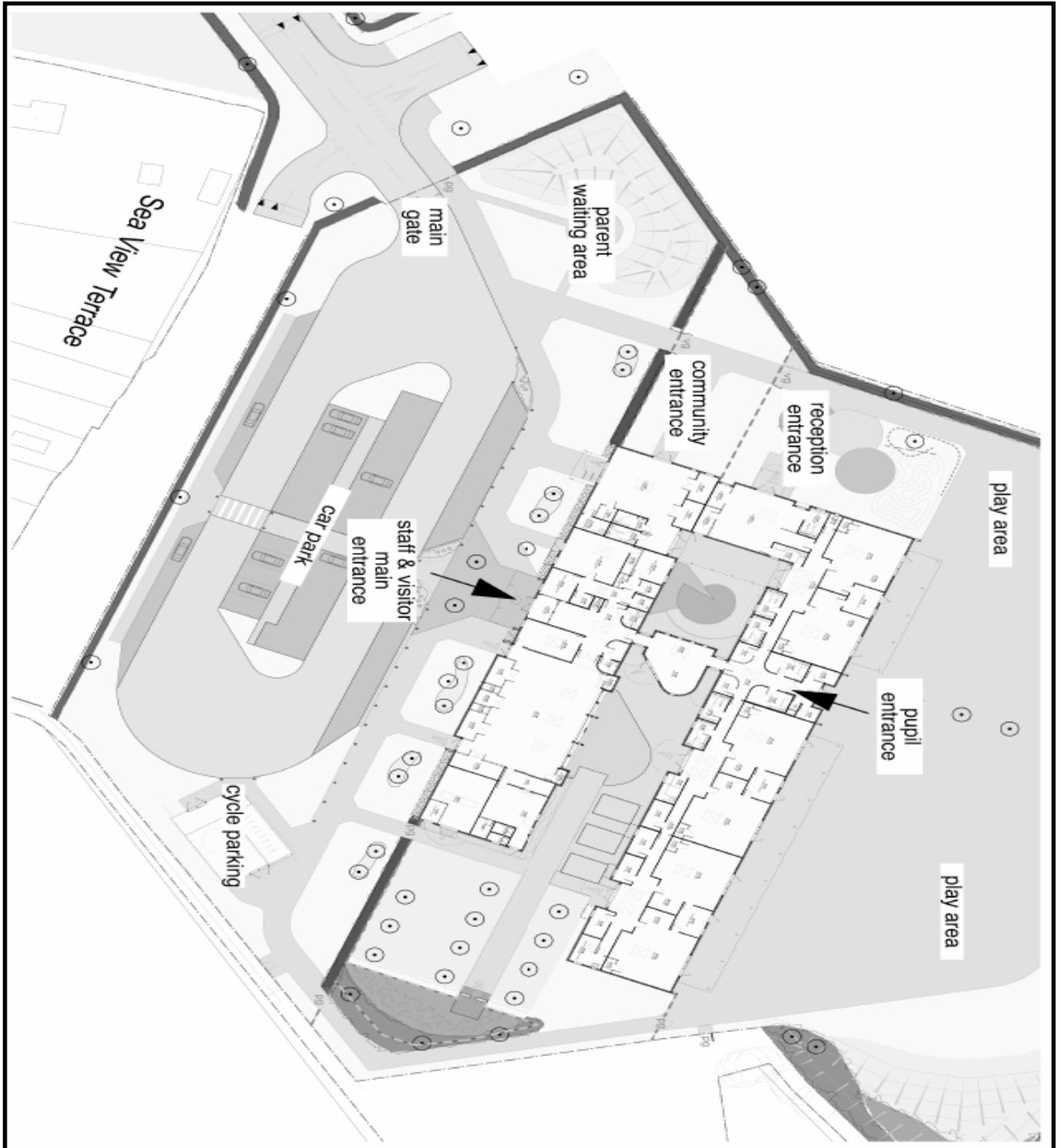
(Other Telephone numbers should be included in Appendix 8).

	Responsible LA Directorate/ External Organisation
Accident/serious injury	<i>Ambulance / LA 999 / 01633 644644 – 24hr emergency</i>
Bad weather	<i>LA – School and Student Access Unit 01633 644508 / 07768433231</i>
Bees	<i>Environmental Health 01633 644092</i>
Bomb scare	<i>Police 999</i>
Building collapse	<i>Resources & Customer Services – Property Services 01633 644405</i>
Burst water pipes	<i>Resources & Customer Services – Property Services 01633 644405</i>
Building maintenance	<i>Resources & Customer Services – Property Services 01633 644405</i>
Care Centres	<i>Emergency Planning Service 01633 644092 / 07850734344</i>
Central heating	<i>Resources & Customer Services – Property Services 01633 644405</i>
Chemical pollution	<i>South Wales Fire & Rescue Service / LA 999 / 01633 644092 / 07850734344</i>
Communicable diseases – e.g. Legionellosis, e.coli	<i>National Public Health Service: Consultant for Communicable Disease Control 01495 765065</i>
Disciplinary incident	<i>LA – Personnel 01633 644556</i>
Electrical emergencies	<i>Western Power Distribution/ Resources & Customer Services – Property Services 0800 0520400</i>
Emotional distress/bereavement	<i>Personnel / Educational Psychology Service / Social Services 01633 644556 / Winston’s Wish 01242515157</i>

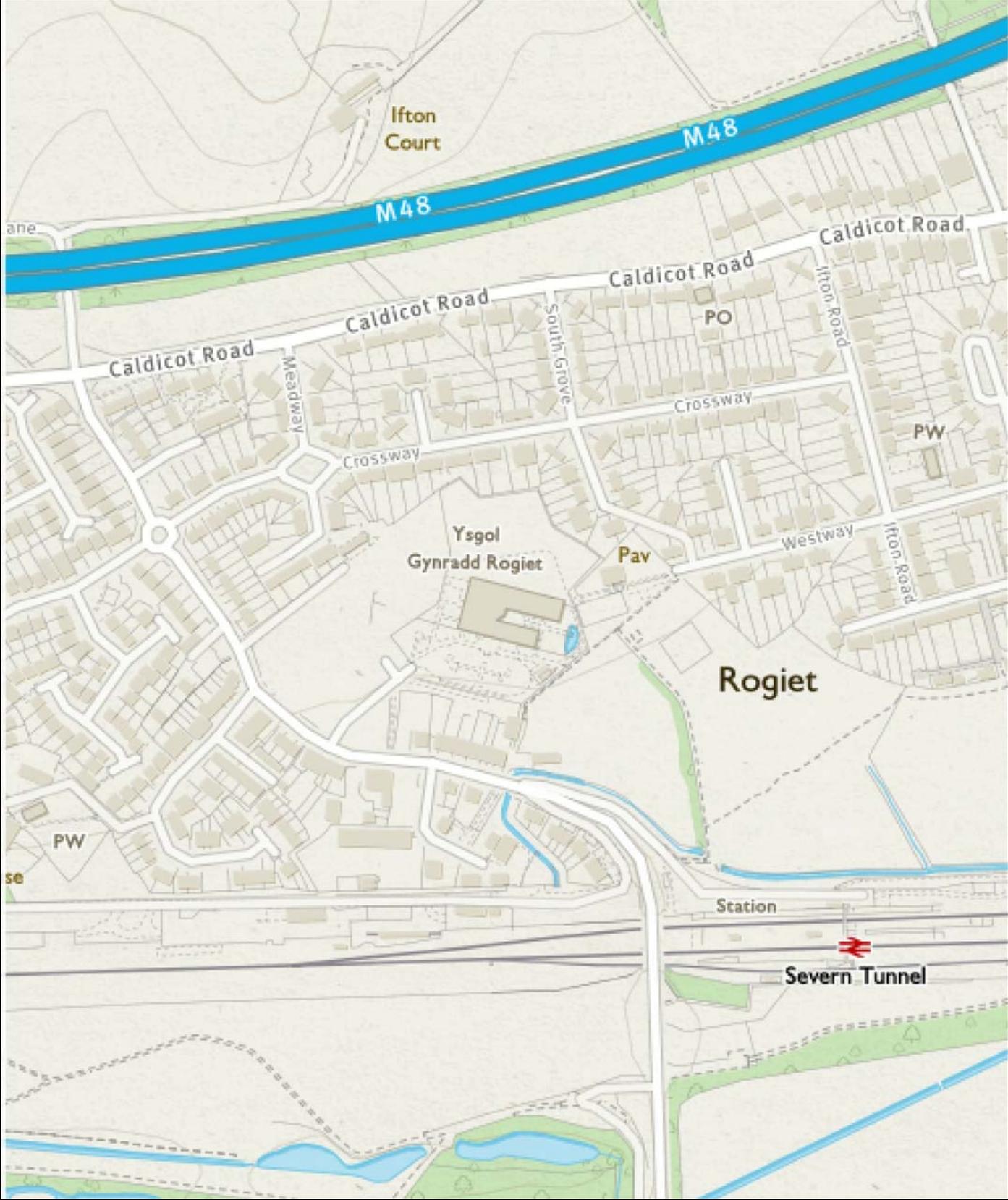
Emergency Planning	<i>Emergency Planning Service 01633 644092 / 07850734344</i>
Explosion	<i>Gwent Police /South Wales Fire & Rescue Service / Wales & West Utilities Ltd. / Resources & Customer Services – Property Services 999</i>
Fire damage	<i>South Wales Fire & Rescue Service 999</i>
Gas leaks	<i>Wales & West Utilities Ltd. 0800 111 999</i>
Noise pollution	<i>Environmental Health 01633 644092</i>
Notifiable diseases – e.g. Meningitis/Mumps	<i>National Public Health Service: Consultant for Communicable Disease Control 01495 765065</i>
Press invasion	<i>Gwent Police / Local Authority Communications Manager 999 / 01495 233917</i>
Rodents	<i>Environmental Health 01633 644092</i>
Snow	<i>Resources & Customer Services – Property Services 01633 644405</i>
Toilets, blocked	<i>Resources & Customer Services – Property Services 01633 644405</i>
Wasps nest	<i>Environmental Health 01633 644092</i>
Vandalism	<i>Gwent Police / Resources & Customer Services – Property Services 999 / 01633 644405</i>

Appendix 2

SITE PLAN OF SCHOOL



MAP OF ROGIET PRIMARY SCHOOL'S LOCAL AREA



POLICY STATEMENT FOR SCHOOL GOVERNING BODY

Introduction

Members of the Governing Body hope that we will never have to respond to a serious incident that may affect staff and pupils of our school and the wider community. We recognise, however, that it is best to prepare for any eventuality, so that any response to such a situation may be speedy and effective.

This policy statement does not deal with minimising the risks of such an incident happening, there are other policies and procedures on these issues. This statement relates to our response if such a situation has occurred.

Policy of the Governing Body

- The Governing Body will work in close partnership with the LA and other agencies in responding to a critical incident;
- Governors will act collectively, where circumstances allow, when responding to a situation, but if the need arises for urgent action, we have delegated responsibility to the Chairperson and Vice-Chairperson of the Governing Body to act on our behalf;
- The Headteacher, Chairperson and Vice-Chairperson will, however, provide all Governors with information in relation to the situation and their actions as soon as circumstances allow;
- Any action taken by, or on behalf of the Governing Body, will be subject to prior consultation with the LA (Diocesan Directorate in the case of voluntary aided schools), Emergency Planning Service or the agency leading the response to the incident;
- All Governors will have regard to the need for confidentiality at all times and to ensure accuracy in the provision of information, have agreed that **Kathryn Evans (Head Teacher)** or **Rhys Clewer (Deputy Head Teacher, in absence of Head Teacher)** will be their nominated spokespersons, if communication from the Governing Body is required;
- The Governing Body will ensure that the Headteacher has a written procedure in place to assist in the response to any serious situation. The procedure will define the roles of the Headteacher and other staff, will assist in the provision of information to responsible agencies, will support the communication process and will incorporate guidance and other procedures previously prepared or received, relating to specific circumstances.
- **Rogiet Primary** school's written procedure will be reviewed at least annually by the Governing Body and is included in the Terms of Reference of the Health and Safety Committee;
- The Governing Body will also ensure that this procedure has been updated regularly and distributed to those who may be directly involved in the response.
- There will be support for the provision of appropriate guidance and training to members of the Governing Body and school staff, if it is felt that it is necessary to enable them to fulfil their role;
- The Governing Body recognises the need to look beyond the immediate response to an incident and whilst working towards a return to normality, will also contribute towards the longer term support of staff, pupils and parents, if needed.

EMERGENCY PROCEDURES

- 1. Ensure safety of pupils;**
- 2. Carry out any necessary procedures in line with Critical Incidents Plan and Policy, which contains updated telephone numbers and names for use in an emergency (see pages 20 and 21);**
- 3. Inform relevant staff, pupils and parents; and,**
- 4. Inform LA of actions.**

***(Order of above actions may be changed as required by the situation)**

Appendix 6

SAMPLE LETTER TO PARENTS/CARERS

* AMEND AS APPROPRIATE AND SEND OUT TO PARENTS/CARERS IN THE EVENT OF A MAJOR INCIDENT

Dear Parents/Carers

You may have heard that / It is with sadness and regret that I have to inform you... *(insert brief details of the incident as appropriate)*.

During this difficult period we are able to call upon support from a number of agencies, for e.g. the Educational Psychology Service/Social Services/local clergy etc. who are skilled in offering support to children and adults who are feeling upset and distressed by this incident. This support consist of talking to pupils and parents in small groups, together with members of staff and offering advice, reassurance and assistance.

This help will be available for all pupils, parents/carers and staff who request it.

I hope this information is helpful and would encourage you to seek the support we can offer you or your family.

Please contact *(insert contact details here)* for further information.

Yours faithfully

LOCAL AUTHORITY RESPONSE STRUCTURE

The Local Authority Response Structure (see diagram on the next page) enables the Council to respond at an operational, tactical and strategic level to any emergency affecting Monmouthshire.

At an operational level, appropriate staff will be deployed to provide the **Directorate Response**, delivering the services required. Staff will respond in accordance with their Directorate Emergency Plans, supported by their routine and emergency procedures.

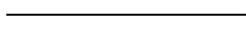
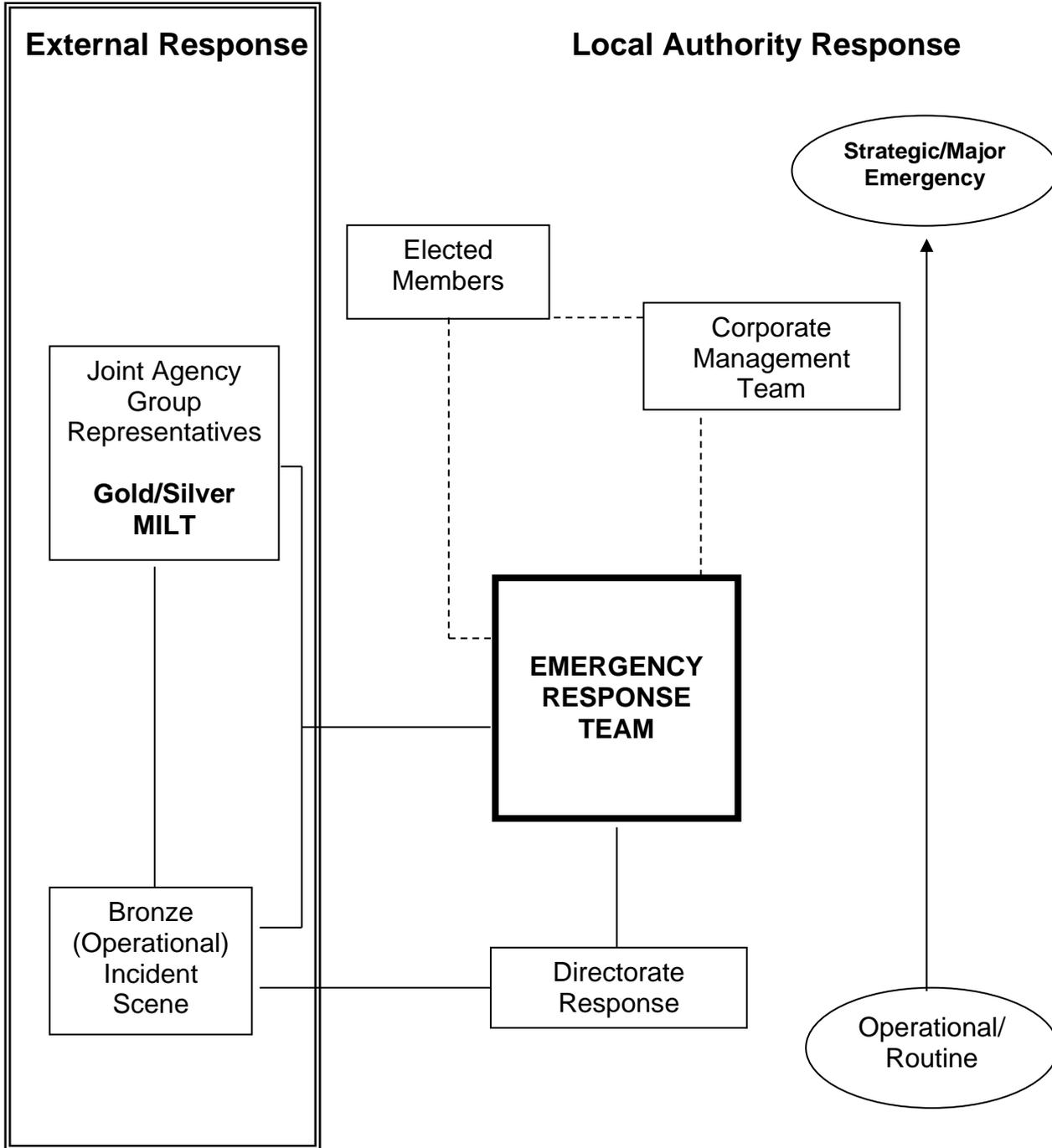
If the incident escalates an **Emergency Response Team (ERT)** will be established at County Hall, together with other elements of the response structure, as appropriate. The ERT will consist of representatives from all directorates involved in the response. All requests for Council assistance can be passed to this team.

Where necessary, strategic issues will be referred to the Council's **Corporate Management Team**.

Corporate Directors will keep relevant Elected Members informed of the involvement of their directorates and, if necessary, an **Elected Member Emergency Committee** will be established.

The Council's emergency management arrangements also integrate with those of the Police and other organisations. **When joint agency co-ordination is led by the Police or Coastguard**, the Council will be represented in relevant co-ordinating groups. Dependent upon circumstances, the Council may need to be represented in the Police Strategic (Gold), Tactical (Silver) co-ordination groups and Operational (Bronze) at the incident scene or the Coastguard Marine Incident Liaison Team (MILT).

LOCAL AUTHORITY RESPONSE STRUCTURE



Emergency Management



Support to strategic decision-making

EMERGENCY CONTACTS DIRECTORY

- A directory of telephone numbers has been compiled within this document and at the place mentioned below.
- The Health and Safety committee of the School Governors will update these numbers on a yearly basis.
- This directory is held on a PC and also in readily accessible folders.
 - Emergency Planning Service – see next page and pages 20/21
 - Emergency Services – see next page and pages 20/21
 - LA – see next page and pages 20/21
 - School Staff – contained in Main Office
 - Governors – contained within Annual Report to Parents/Carers and in Main Office
 - Parents/Carers – All contact details held on School Computer System and as Hard Copies in Files in Main Office
 - School Transport Operators – County Hall Transport Department – 01633 644463
 - Specialist Services -
 - Wales & West Utilities Ltd. – 0800111 999
 - Gas – Transco – 0800 111 999 (24hr)
 - Electric – Swalec – 0800 052 0400 (24hr)
 - Central Networks Elec.–0800 328111 (24hr)
 - Water – Dwr Cymru 0800 052 0130 (24hr)
 - Doctors/Hospitals – see next page and pages 20/21
 - Press/radio –
 - Radio Wales: 08703 500 500
 - Radio Cymru: 08700 100 110
 - Capital/Red Dragon FM: 02920 662716
 - Pupil records - Details held on School Computer System and as Hard Copies in Teacher Files

Emergency Planning Service

Contact	Office Hours	Outside Office Hours
Ian Hardman <i>Emergency Planning Manager</i>	01633 644092 07850 734344	<i>In an emergency the Duty Officer can be contacted via MCC's 24-hour emergency telephone number: 01633 644644</i>
Julia Detheridge <i>Emergency Planning Officer</i>	01633 644091 07850 754569	
Julie Pinnell <i>Emergency Planning Officer</i>	01633 644091 07867 904881	

Emergency Services

Contact	Office Hours	Outside Office Hours
Heddlu Gwent Police	01633 838111	24 Hours
South Wales Fire & Rescue Service	01443 232000	24 Hours
Welsh Ambulance Services NHS Trust	01633 626262	
Gwent Healthcare NHS Trust <i>Nevill Hall Hospital</i> <i>Royal Gwent Hospital</i>	01633 623623 01873 732732 01633 234234	24 Hours 24 Hours

Local Authority (LA)

Contact	Office Hours	Outside Office Hours
Deb Mountfield <i>Head of Resources & Performance Management</i>	01633 644489 07979 535871	<i>In an emergency the Duty Officer can be contacted via MCC's 24-hour emergency telephone number: 01633 644644</i>
Cath Sheen <i>School and Student Access Unit Manager</i>	01633 644530 07595 647637	
Robert Nancarrow <i>Support Services Manager</i>	01633 644907 07767 664235	
Stephanie Hawkins <i>Principal Officer for ALN</i>	01633 644486 07881842405	
Richard Austin <i>Principal Officer, Inclusion</i>	01633 644559 07799 034670	
Robert Webb <i>Communications Manager</i>	01633 644573 07917 751647	



Rogiet Primary School: Risk Assessment

Area or Activity: **TRIP TO** _____

Date:

People at risk (who, how many, how often)

Assessed by

Date of assessment:

Next assessment: N/A

Hazards	Potential Harm	Likelihood	Severity	Risk Factor	Existing Precautions (if any)	Further Control (if any) – and named actions agreed.
Bus	Accident – from bump to crash	1	5	5	Seat Belts on Bus, Regular company, Trip insurance	Adults to remind children of behaviour. Children to remain seated and belted at all times.
Walking from school to bus, bus to Centre and vice versa	Accidents – from tripping to car collision	1	5	5	Adult staff at correct ratio 1:10, Bus to stop at safely controlled areas, both at school and at the centre	Adults to move children though safe areas, using crossings if necessary.
Centre Activities	Minor Accidents such as fingers trapped, falls, etc.	2	3	6	Adult staff at correct ratio 1:10, Children to be instructed on good behaviour	Centre is fully monitored and updated by staff to ensure a safe environment. First aid kit to be carried by school, Kit also at centre.
Centre Activities	Major Accidents such as fall from balcony, stairs, equipment	2	5	10	Adult staff at correct ratio 1:10, Children to be instructed on good behaviour	Centre is fully monitored and updated by staff to ensure a safe environment. First aid kit to be carried by school, Kit also a centre. Ambulance to be called immediately (2 staff with mobile phones)
Illness	Vomiting, asthma attack etc.	2	4	8	First aid kit and water to be carried by staff, Kit also a centre, also Asthma pumps for children on register.	If needed, staff will contact school to contact parents of child. Arrangements to be made via parents if hospital is required or collection etc.
Eating – Lunchtime etc.	Choking, vomiting, etc.	2	4	8	Children to be sat. sensibly and supervised by staff.	As above. (No children with severe allergies on the trip.)



Rogiet Primary School: Risk Assessment

Sheet reference _____ :

Area or Activity:

People at risk (who, how many, how often):

Assessed by:

Date of assessment:

Next assessment:

Hazards	Potential Harm	Likelihood	Severity	Risk Factor	Existing Precautions (if any)	Further Control (if any) – and named actions agreed.