



GATEHOUSE SCHOOL

MAJOR INCIDENT POLICY

Policy Name	Major Incident Policy	Last update	September 2021
Status		Governors Review	November 2023
		Next Review	November 2024

This policy is to be read in conjunction with Fire, Health & Safety and procedures as contained in the Staff Handbook.

IN THIS POLICY THE WORD “HEAD” ASSUMES THAT IN THE ABSENCE OR UNAVAILABILITY OF THE HEAD THE DEPUTY HEAD AND THE BURSAR WILL ACT ON HER BEHALF.

Objectives

- To maintain, as far as possible, a normal level of service to the school and to the parents.
- To maintain as far as possible, effective pastoral care of all pupils and staff.
- To contact and advise staff of immediate contingent arrangements.
- To contact and reassure parents that the school is fully operational (in the case of fatality, personal contact must be made).
- To ensure that records are not lost.
- To formulate a recovery plan and claim with insurers

Methods of minimising a Crisis

- All personnel should be familiar with and adhere to the school’s Health & Safety Policy.

Fire:

- Staff to be familiar with the use of fire extinguishers.

- Regular fire and electrical appliance testing.
- Regular fire drills and re-appraisal of fire regulations.
- All fire doors to be kept closed.
- Back ups of all computer records to be kept in more than one location.
- Site plans/electrical circuit plans to be available in the case of an emergency.

Educational visits and social outings:

- Staff to be familiar with policy regarding trips and the safety of pupils.
- All risk assessments to be completed and recorded as per policy.
- Drivers of the school minibuses always have to be suitably experienced and qualified.

Recovery Management Team

- Chairman of the Governors
- Head
- Bursar
- DSL

Recovery management Responsibilities

No	Area of Responsibility	Action	Person Responsible
1.	Press release / advising the media	Prepare a statement for the press and media	Head
2.	School Closure	Consider school closure of the sealing off of an area	Head
3.	Advising and supporting staff	Contact staff members (see Appendix B)	SLT Head of Pastoral Care
4.	Advising and supporting parents	Contact parents	Head Head of Pastoral Care
5.	Advising governors	Contact governors	Head Bursar
6.	Advising / counselling pupils	Hold assemblies or group meetings	Head SLT Head of Pastoral Care
7.	Advising outside authorities	Contact the DFES, Local Authority as appropriate	Deputy Head Bursar DSL
8.	Advising insurers	Contact Insurance Brokers	Bursar
9.	Duty to inform HSE (serious accidents)	Liaise with HSE	Bursar
10.	Safety of site	Inform and liaise with the emergency services on their arrival. Evacuate buildings Ensure perimeter gates are open and that site plans are available. Immobilise utilities	Bursar All staff Premises Manager Premises Manager / Bursar
11.	Temporary telephones	Organise mobiles	IT Technician Bursar
12.	Computer systems	Reinstatement of files	IT Technician Bursar
13.	Letters to suppliers		Bursar

The Role of the Initial Contact Point Controller (ICP Controller)

1. The ICP will usually be the Bursar or, in her absence, the Deputy Bursar. This is to ensure that academic staff can firstly, and foremostly, concentrate on the safety of pupils.
2. The ICP Controller shall be the first adult to attend the scene of one of the incidents outlined in this document.
3. She shall remain in charge until relieved by the Head.
4. Once relieved by the Head she must give a detailed account of the incident and any action that has been carried out to minimise the problem.

5. On the arrival of the emergency services the ICP Controller should give a detailed briefing to the Officer in Charge.
6. The ICP Controller shall remain at the site of the incident until released by either the emergency services or the Headmistress.

Material Damage

In the event of loss, due to any circumstances, of a school building the following action should be taken:

1. Evacuate the building and inform the Head.
2. Assemble as detailed by fire regulations.
3. Pupils to assemble as circumstances permit in the Playground or on the all weather pitch.
4. Inform the Bursar and the Headteacher who will take action as detailed in the Recovery Management Team responsibility section.

Loss of, or accident to, persons on Site (See Missing Pupil Policy for full procedures)

Action

1. Establish the nature and extent of the emergency.
2. If there are injuries, establish their extent and administer appropriate first aid if you have been trained and feel capable. Be aware of consequences that might follow, if you were to give incorrect treatment. Have regard to your own safety vis-à-vis blood contact. Call the appropriate emergency services.
3. Ensure that an adult accompanies any casualties to hospital. If only one adult is available in the circumstances, a decision will have to be reached as to the best course of action. Where time permits, take a mobile phone from the Reception Office.
4. Contact parents/next of kin of involved pupils/staff and advise them to come to school if necessary. For fatalities visit the next of kin of victims where possible and liaise with the police officer in charge.
5. Ensure that remaining pupils are adequately supervised.
6. Control access to telephones (to prevent system jamming) until the senior member of staff has contacted parents/others directly involved.
7. Refer media to the Head.
8. Do not discuss legal liability.

9. Hold a meeting of the Recovery management Team and emergency service representative to establish the Team's roles and responsibilities.
10. Where necessary the Head to ensure accurate information is given to press at regular intervals.
11. Ensure that some telephone lines are available for outgoing calls and that mobile phones are available. In the event of the main school lines being unavailable, then the school mobiles should be used.
12. Ensure members of the Team are certain of their responsibilities.
13. Endeavour to keep the press away from distressed pupils.
14. Assist next of kin of fatalities with medical or funeral arrangements. Handle letters, tributes, etc.
15. Contact the Health & Safety Executive Incident Contact Centre (0845 300 99 23) in the event of a death or if the injured person is likely to be absent from his/her workplace for more than three working days.

**Loss of, or Accident to, Persons on an Educational Visit or recreational outing
(See Educational Visits Policy)**

Action

1. Establish the nature and extent of the emergency and call emergency services if necessary.
2. Make sure all other members of the party are accounted for and are safe.
3. If there are injuries establish the extent and administer appropriate first aid if you have been trained and feel capable. Be aware of consequences that might follow if you were to give incorrect treatment. Have regard to your own safety vis-à-vis blood contact
4. Advise other party staff of the incident and of actions taken. Decide, if appropriate, who is in charge and responsibilities to be undertaken by each adult member of the group.
5. Contact the School and make sure the Head is immediately informed of the incident.
6. Ensure that an adult accompanies any casualties to hospital. If only one adult is available in the circumstances a decision will have to be reached as to the best course of action.
7. Do not contact parents unless you have been unable to contact the School. This task will usually be undertaken by the Head or under her instruction.
8. Ensuring that remaining pupils are adequately supervised and arrange for an early return to base.
9. Arrange for one adult to remain at the site of the incident to liaise with the emergency services until the incident is over and all children are accounted for.

10. Ensure that the School is briefed with full details of the incident including:
 - Nature, date, location and time of the incident
 - Detailed of injuries, etc
 - Names and home telephone numbers of those involved
 - Action taken so far
 - Telephone numbers for future communication
11. Do not discuss events with the media
12. The party leader should, at the first opportunity, make notes on the incident, as should the other people involved. A record should be kept of the names and addresses of any witnesses or people involved.
13. The party leader will consult with the School's Recovery Management Team and emergency service representatives to establish further responsibilities.
14. Endeavour to keep the press away from distressed pupils.

Assault on staff

Action:

1. Raise the alarm
2. Send for help: Head, Deputy Head or Bursar should be summoned using internal phones.
3. Try to isolate the offender.
4. Ensure that the Head is informed as soon as possible.
5. Get the School Office, or the duty staff, to contact the Police and/or ambulance as required.

Intruders

Action:

1. All visitors to the school should be “badged”; therefore any visitor without a badge should be challenged as a matter of course. The visitor should be referred or escorted back to Reception for a badge.
2. If a stranger is sighted acting suspiciously, report the matter to the School Office if you do not feel it appropriate to challenge the person.
3. In the event of a “proowler” being suspected after dark, immediately inform Head and Bursar using internal phones or emergency contact numbers.

Lockdown:

In the event of the presence of an intruder in the building, all staff are to follow the Lockdown procedures:

1. Keep inside the room the teachers and children are currently in.
2. Send the children as far back into the room as possible and out of sight.
3. Use the fog horn that is present in every classroom and activate it.
4. As the fog horn can be heard gradually throughout the building, all members of staff will sound their foghorn to continue to alert others.
5. As soon as possible, move furniture across the doors of the classroom or lock the doors where possible.
6. Use classroom phones to seek emergency help.

Bomb Threat

Action:

This may occur in two ways, either by telephone call advising the school of a bomb planted on site or by the location of an unidentified package.

1. If a telephone call is received, inform the Head, activate a fire call point to clear all buildings immediately using the Fire Drill. Call the police.
2. If a suspicious package is identified, clear the immediate area (a safe distance is 100m) and inform the Head. Call the police.

Terrorist attack with repercussions on pupils (e.g. Major attack on London)

News of this is likely to reach Head via third person (e.g. Overheard on radio, TV etc.) Accurate information should be obtained by the Head’s office as soon as possible and physical and/or emotional impact on pupils and staff assessed.

1. All staff should be aware of the need to notify the Head of a major terrorist attack as soon as possible so that its impact can be assessed.
2. The Headmistress will notify key personnel (SLT, Bursar etc.) who will then notify department heads for dissemination of information and procedure to be followed.
3. If a physical threat is imminent then procedures as for Bomb Threat will be followed.

If the impact is likely to be emotional then pupils will be called to the Assembly Hall so that information can be given. Staff, Form Tutors will assist in ensuring the safety and reassurance of pupils.

Pandemic

A pandemic disease transmits readily wherever people are in close contact and is likely to spread particularly rapidly in schools. As children are particularly unlikely to have any residual immunity, they could be amongst the groups worst affected and could cause very rapid spread of infection.

The Government would take decisions on whether or not to advise closures of schools on the basis of an assessment of the emerging characteristics and impact as a pandemic develops. The trigger for advice to close would be confirmation of initial cases in the area. The decision to close schools would have an impact on not only the education of children, but also services and businesses dependent on working parents.

Once the Government had issued advice, the DfE would be responsible for communicating this advice to the head teachers of independent schools. In normal circumstances, the final decision would rest with the school as to whether or not to remain open. All schools have a duty to provide education “at school or otherwise” for children who for any reason may not for any period receive suitable education unless such arrangements are made for them. Therefore, while it might not be possible to provide the usual full service, we would endeavour to provide a reasonable level of education for all of our children even if they were unable to attend school due to closure. Provided a sufficient number of teaching staff were able to work online at home, it might well be possible to set and mark work electronically during a closure.

Covid Pandemic/outbreak

In the event of a confirmed positive Covid result, the Head will contact the DfE and Public Health England. She will follow their instructions and inform the Chair of Governors.

Problems caused by adverse weather conditions

The action required will be affected by the nature of the adverse weather condition (probably either snow, flood or storm damage)

Action:

1. In the event of weather deteriorating overnight or at the week-end the Headmistress will decide on pupil attendance and/or closure of the School.
2. The School will communicate with Parents via Clarioncall email and SMS messaging..
3. Normal school will continue as far as practical. The Head will take responsibility for supervision of pupils. During the school day such staff as are available will assist in supervision of pupils in productive activities

Cyber attack

In the event of a cyber attack, Vizst will take immediate action to prevent loss of data and sensitive information.

For data protection at Gatehouse, there is a NAS drive in Nursery, which houses a bare-metal back-up of all servers. There is Cloud backup for all critical files.

Cyber attacks will be reported to the police as a crime.

General advice on managing the media.

Action:

1. Refer them to the Head, saying: ***The Head is preparing a press release which will be issued as soon as possible***”.
2. No comments may be made to the media other than through the Head as above or until the Head has released information which may be given out.
3. The Head will prepare statements:
 - a) For general release
 - b) For dissemination to staff
4. Up to date information on the school website (if available) as dictated by the Head.
5. Media will be contacted by the Head.
6. Head (or others as authorised by her) will be available for media contact.

7. If necessary allocate a room for media correspondents.
8. Establish patterns of briefings.

Appendix A

Priority Contact Numbers

Council	L.B.T.H	020 7364 5000
Gas Supplier	NATIONAL GRID	0200 111 999
Electricity Supplier	UK POWER NETWORKS	0800 028 4587
Fire Alarm	SPY ALARMS	01689 887 626
Intruder Alarm	SPY ALARMS	01689 887 626
Generators/Plant Hire	Speedy	0845 600 4509
Glaziers	Ward Glass	020 7254 1132
Insurers	AON UK Ltd	0141 248 5070
	Phil McCoy	07956 167789
Plumbing/Heating/Electrics	IES MECHANICAL SERVICES	0113 247 1751
Police – Emergency		999
Media Contacts		
Solicitors	Stone King	01225 337599
Temporary Buildings	Wernick	01268 735544
Telephone Systems	Sure Communications	020 7474 5555
Telephone Line Supplier	TML	0844 499 0414
Internet Line Supplier	Sure Communications	020 7474 5555
Water Supply	Thames Water	0845 9200 887
H & S Executive		0845 345 0055