



EMERGENCY PLANNING POLICY (COLLEGE)

Plans for Critical Incident	
Applies to	All College Pupils and Staff
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Approved by	I certify I have reviewed this policy and verify that to the best of my knowledge it reflects current legislation and is in accordance with the wishes of the Principal and Governors. Martin Meenagh
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Scope of the Plan

This Plan deals with the College's emergency procedures in events such as:

- A deliberate act of violence, such as the use of a knife or firearm.
- A fire.
- A student or teacher being taken hostage.
- The destruction or serious vandalising of part of the boarding facility.
- Receipt of information of threat, or actual, disruption to the boarding facility.
- Bomb alerts.
- Students with infectious or contagious diseases.
- The death of a student or member of staff through natural causes or accidents.
- A transport-related accident involving student and/or members of staff.
- A more widespread disaster in the community.
- Death or injuries on school journeys or excursion.
- Civil disturbances and terrorism.
- Pandemics.
- Adverse Weather Conditions.

College-organised trips and visits undertaken by boarders

In respect of College trips and visits, the College has its own procedures and guidance is available from the DfE good practice guide Health & Safety of Students on Educational Visits.

Activation

In the event of a college emergency the proposed emergency actions are outlined here:

INCIDENT OCCURS: The Senior Management Team is notified



DURING COLLEGE HOURS: The Principal determines the extent of the incident and informs the Executive Principal (in his absence Chair of Governors) to gauge to what extent, if any, the LA or external bodies need to be involved (e.g. where the incident could directly affect other local schools/Colleges).

In such cases the Principal contacts Hammersmith & Fulham Civil Emergency Team on 020 8753 2286 requesting LA help. The Principal will, in conjunction with the Executive Principal, make the decision as to whether other teams such as college senior leadership or the Sales & Marketing team are to be involved and whether to contact the police.



OUT OF OFFICE HOURS: (If emergency occurs in the Boarding House – follow the boarding emergency plan) If it occurs in the college, staff should contact the Principal.

If wider contact or facilities are needed

- Call Civil Protection 24 hour Line Hammersmith & Fulham Civil Emergency Team on 020 8753 2286
- The Civil Protection Line will give you access to any key numbers and advise where needed



Principal

- Nominates on-site Co-coordinator
- Identifies on-site facilities
- Mobilises on-site team (if appropriate)
- Ensures nominated person deals with media



Vice Principal

- Attends site to:
 - Assist/advise Principal/Nominee
 - Determines full needs
 - Takes action accordingly



Sales & Marketing Team

- (If requested by Principal)
- Puts team standby
 - Attends site
 - Mobilises team as required
 - Contacts Parents/Agents as appropriate

1. Emergency action lists for key staff

ACTION BY: Principal

Stage 1 - Initial Actions

- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Make every attempt to clarify exactly what has happened.
- Contact the Executive Principal (in his absence the Chair of Governors) to notify them of the situation.
- The Principal will form an Emergency Management Team, which will usually comprise of Executive Principal, Vice Principal, Chairman of Governors, Estates Manager, Head of Boarding and Head of Admissions.
- With the Emergency Management team, nominate a site coordinator.
- A communications room (the Principal office or reception of CIC Fulham Road site) is set up to be the main point of contact and communications.
- Ensure telecommunications links are available in the communications room.
- The boarding house will endeavour to remain open and maintain normal routines; if it is thought in the best interests to close the boarding house, the Executive Principal, in conjunction with the Head of Boarding and Chairman of Governors, will make the decision.
- Arrange for:-
 - Immediate support from staff at the main college site and head office if the media are involved
- If the incident does attract media attention, the Company/College is likely to be inundated with requests for interviews and statements. The company/ college could be quoted on anything which is said to a journalist, even if it is not part of a formal interview: avoid saying 'No comment', but rather tell the journalist you can't say anything now but will call them back or will ask a senior college/company representative to call them back; keep a grip on emotions; and arrange for checks to be made on where interview/camera teams go.
- Where incidents affect other local schools, they may call in their own PR contacts and/or LA Support Team PR officers.
- NB: It is especially important that if names of those who may have been involved in the

incident are known DO NOT release – or confirm – them to anyone, before those identities are formally agreed and parents/agents are informed.

➤ Stage 1 - Initial Actions

- Inform Executive Principal, in his absence the Chairman of Governors.
- Call in the designated staff members to form the ‘Emergency Management Team’, and nominate one as the On-Site Coordinator to oversee that Team on your behalf.
- Be prepared to receive many telephone calls. Ask for admin staff to screen calls and take messages as required.
- Call in other college/company assistance.

➤ Stage 2 – Once the Emergency Management Team has been established

Brief the Staff Member acting as On-Site Coordinator to oversee the following:-

- If ‘Local Authority Support or Civil Protection Team’ has been activated, arrange for On-Site facilities for the Team.
- Ensure appropriate identification of staff by using badges. (Expect to see identification of Local Authority Support Team, or Civil Protection Team Officers).
- Set up arrangements to manage visitors – arrange for their names to be recorded, as per normal procedures.
- Set up arrangements to enable accurate information to flow into and out and for telephone calls, by ensuring –
 - Sufficient help is available to answer the calls that could be received
 - Staff maintain a record of all calls received
 - Brief, but up-to-date, prepared statements are available to staff answering phones
 - Media calls are directed to the nominated person
 - Care is taken when answering telephone calls
 - An independent telephone is made available for outgoing calls only – a mobile phone can be useful – but remember in times of emergency cell towers may be jammed due to the number of calls being made or commandeered by the emergency services.
 - Telephone staff are reminded that some calls could be bogus
- To arrange for all staff to be called in and, if necessary, briefed at an early stage. Subsequent briefings at a rate of 2 per day for 10 minutes are suggested.
- To be aware of how colleagues are coping
- To arrange for all students to be told, in simple terms, at an early stage. Decide if full College assembly at the main college site is appropriate and if so, make the necessary arrangements.

- Make clear that staff and students should not be speaking to the media
- If students are involved, contacting parents/agents will be an important early task (if it is a major incident, parents may well have already heard). It may be appropriate to ask any local parents to come to the College for a briefing and support or contact agent to do this if abroad. This will need to be done with the utmost care.
- Maintain regular contact with parents.

Staff:

- Remind staff to have regular breaks, and to advise others to do so
- Maintain regular contact with staff. Make a point of seeing that all staff involved know each other's roles & responsibilities
- Always try to think of something positive to say to staff & respond positively to ideas and suggestions
- Remember some members of staff may be so affected, that they will not be able to help in supporting children
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support
- Civil Protection Team: Maintain liaison with Civil Protection Team Senior Officer for duration of Incident in cases where they are involved

➤ Stage 3 – Period following the close of the incident

- When appropriate, seek advice from 'Local Authority Support Team' / ISC and local clergy contact/independent listener on special assemblies/ funeral/ memorial services
- Arrange for a member of staff to make contact with any students either at home or in hospital
- Make sensitive arrangements for the return to college (as appropriate)

➤ Stage 4 – Longer term issues

The effects of some Incidents can continue for years. Thought will need to be given to:-

- Work with staff to monitor students informally
- Clarifying procedures for referring students for individual help
- Be aware that some staff may also need help in the longer term
- Recognise and if appropriate, mark anniversaries
- Remember to make any new staff aware of which students were affected and how they were affected
- Remember that legal processes, inquiries and even news stories may bring back distressing memories. If the incident does attract media attention, it is likely that interest will continue for many weeks

Emergency action lists for key staff

ACTION BY: - EMERGENCY MANAGEMENT TEAM

Stage 1 – Initial Actions

- Obtain full facts of Incident from the Principal
- Set up emergency room in Principal's Office or another key site with TV and IT access.
- Open and continue to maintain a personal log of information received, actions taken and the time of those events
- Assist, where appropriate, in assessing the emotional needs of the staff and students. Co-ordinate rapid action to sensitively inform staff and students to provide appropriate support
- Assist staff who will undertake briefings
- Arrange special groups, for very distressed students.

Stage 2 – Once Established

- Under guidance from the On-Site Coordinator, assist the Principal in discharging his duties

Stage 3 – Period Following Close of the Incident

- As above
- Reflection and learning points to be discussed and noted. This policy is to be updated as a result.

This team should comprise: Up to 4 senior members of staff, together with support staff.

APPENDIX A - DISASTER RECOVERY PLAN

1). HOW TO MINIMISE POTENTIAL INJURY/LOSS OF LIFE/DAMAGE TO BUILDINGS

- Staff being instructed in the use of fire extinguishers
- Extinguishing appliances being inspected regularly
- Emergency procedures such as fire drill being practiced
- The fire brigade being familiar with premises and knowing where the hydrant is located
- Back-ups of all computer records kept off site
- A copy of the assets register kept off site
- Site plans showing locations of on/off switches for utilities and areas of particular hazards being available to the fire brigade
- A fire proof safe used for manual records
- All relevant staff being familiar with Safety on College Trips Code of Practice
- Health and Safety Audits being carried out
- Staff trained in Health & Safety and receiving regular updates
- Emergency room facilities ready – with independent IT facility
- Familiarity with this plan

2) STAGE 1: THE FIRST 24 HOURS AFTER DISASTER

Action	Person Responsible	Understudy
Inform Emergency Services	Principal	Vice Principal or Head of Boarding
Evacuate Building if appropriate	Principal	Vice Principal or Head of Boarding
Immobilise and make safe utilities	Estates Manager	Maintenance team
Emergency room set up in Principal's office with fall back provision at Head Office	Director of IT	IT Support team
Liaise with emergency services - ensure that perimeter gates are open and that site plans are made available	Estates Manager	Vice Principal or Head of Boarding
Take a roll call to confirm evacuation	Vice Principal	T&L Coordinator
Decide the next step - possible closure or sealing off an area.	Principal	Vice Principal or Head of Boarding
Have a prepared statement for the press	Chairman of Governors	Executive Principal

Contact Insurance Brokers	Finance Director	Member of finance team
Contact phone company re temporary means of communication.	Director of IT	IT Support team
Contact Staff, parents and agents	Vice Principal	T&L Coordinator
Contact Astrum and LA (where appropriate)	Principal	Vice Principal or Head of Boarding
Contact transport companies	Estates Manager	Vice Principal
Assess usable accommodation	Principal with Estates Manager	Vice Principal or Head of Boarding
Contact temporary accommodation contractor	Estates Manager	Maintenance team
Set up a separate account for all costs incurred	Finance Director	Member of Finance team
Ensure damaged buildings are in safe condition and/or fenced off.	Estates Manager	Maintenance team
Be on hand to tackle Media requests	Chairman of Governors	Executive Principal

3) STAGE 2: 1-6 WEEKS AFTER DISASTER

Action	Person responsible	Understudy
Review Stage 1 and ensure all items are proceeding according to plan.	Emergency Management Team	Emergency Management Team
Review state of remaining facilities.	Executive Principal	Principal
Decide need for temporary accommodation and location.	Executive Principal	Principal
Decide need for replacement of essential office equipment.	Principal	Vice Principal or Head of Boarding
Establish a 'help desk' for parents.	Head of Sales/Marketing	Sales and Marketing team

Communication to staff.	Principal	Executive Principal/Chairman of Governors
Keep media updated with progress.	Chairman of Governors	Executive Principal
Ensure insurance claim is progressing satisfactorily including rebuilding program.	Finance Director	Member of Finance team
Establish a 'shopping list' of replacement furniture/equipment	Estates Manager	Maintenance team
Consider need and arrange for counselling of staff/students/parents etc.	Principal/Safeguarding team	Nurse
Initiate clean-up operation of usable accommodation.	Estates Manager	Maintenance team

Examinations:

Should CIC be unavailable for external examinations, then provision will be made for the normal running of examinations at our sister institution, Kensington Park School (40-44 Bark Place, London, W2 4AT or 59 Queen's Gate, London, SW7 5JP).

APPENDIX B: BOMB ALERT PROCEDURES

These procedures should be kept in a location that is discreet but also available to all staff who receive incoming telephone calls. These procedures will not be available for members of the public to see and not available on the College website.

APPENDIX C: EMERGENCY CONTACTS LIST

Names and telephone numbers of organisations and individuals who may be useful in an emergency:

Organisation	Name	Telephone No.
Emergency Planning Team	London Borough of Hammersmith and Fulham	020 8753 2286
Police	Metropolitan Police Service	101 if it is a non-emergency 999 (if anyone is in immediate danger or a crime is taking place at that time)
Doctor for PBH	Brompton Medical Centre, 237 Old Brompton Road, London SW5 0EA	020 7373 4102
Charing Cross Hospital	Fulham Palace Road, London W6 8RF	020 3311 1234
Chelsea & Westminster Hospital	369 Fulham Road SW10 9NH	020 3315 6666

APPENDIX D: SERIOUS STUDENT ILLNESS

Initial Assessment – is it an emergency or something that can be dealt with by a member of staff?



CALL FIRST AID TRAINED STAFF to visit student (nurse is available if in boarding)



Make initial assessment, then if necessary call Nurse for advice, or NHS 111 Helpline or ambulance for transport to hospital

EMERGENCY DURING COLLEGE BUSINESS HOURS:



The Principal determines the extent of the incident and rings the Executive Principal to gauge to what extent, if any, external bodies need to be involved (e.g. where the incident could directly affect other local schools/Colleges).

OUT OF OFFICE HOURS: If an emergency, call 999

Contact the Principal. Principal to notify Executive Principal and, if necessary, the Sales & Marketing Team. Principal to be notified if the emergency involves serious illness or a serious or sensitive police issue.

Principal will call other staff as needed or delegate other staff as necessary.

APPENDIX E: PANDEMICS AND OTHER CONTAGEOUS DISEASES

During a Pandemic:

1. The Executive Principal (or if boarding – follow boarding emergency plan) will decide, taking into account Government advice, whether to close the College, following consultation with the Emergency Management Team. Day pupils may be asked to remain at home, while those in boarding are dealt with by the boarding staff at PBH.
2. The Principal will set up an Emergency Management Team.
3. The Nurse and Estates Manager will set up systems to minimise the spread of infection, e.g. hand-washing, disposal of tissues etc.
4. In the event that a staff member or student has been known to have been in contact with the infectious or contagious disease or to have been in an area where it has been identified:
 - The Principal and Nurse is informed if it is suspected that the student may be infected.
 - A member of staff, takes the student to the doctor or the hospital immediately for diagnosis, taking every precaution against infection.
 - If the diagnosis is positive, the Nurse/ Head of Boarding ensures that the student is kept in isolation in their room.
 - The Principal or his representative informs the parents/agents and arranges a visa letter, if applicable, if they wish to come to the UK. The Emergency Management Team nominates two staff members to coordinate the care of the student and to keep the parents/agents updated daily.
 - One person is to be made responsible for monitoring the student and to ensure food and medicines are available, taking all precautions as advised by the doctors.
 - The Emergency Management Team identifies all staff and students who have been in contact with the infected person and seeks medical advice as to whether they should be kept away from the main college site.
 - If a staff member is taken ill, they are required to seek medical advice. The Emergency Management Team will identify all other staff and students who have been in contact with them and seek appropriate medical advice.

PROCEDURES FOR ISOLATION AND PRECAUTIONARY ACTION:

When there is the likelihood of a pandemic:

- notes are to be given to all students reminding them of basic hygiene with notices placed in communal areas – **Head of Boarding and Vice Principal**
- Latest NHS advice available on their website is to be consulted. The **Boarding nurse** may be able to advise.
- Infection control implemented by Estates Manager – wiping of door handles during day, masks ordered, alcohol gel put out in Boarding and on College campus – **Estates Manager & all staff**
- Increase cleaning rota – **Estates Manager**
- Ensure additional cleaning materials ordered and supply of masks – **DB Services via the Estates Manager**

SOME STUDENTS AFFECTED

1. Students will be isolated in their rooms or in the medical room – **Head of Boarding/Nurse.**
2. Full supervision will be required 24/7 of pupils in the Boarding House (Rotas to be drawn up from volunteers where possible) – **Head of Boarding/Senior House Parent.**
3. Catering to be supplied by catering team at main college site and boarding- **Holroyd Howe Catering Manager**
4. Communal areas/toilets (especially door handles) need regular cleaning – **Estates Manager/Maintenance team.**

WHOLE BOARDING ISSUE

1. Students be isolated in their own rooms and a decision taken by the Head of Boarding on full or partial closure of boarding house – **Head of Boarding**
2. Full supervision will be required 24/7 (Rotas to be drawn up from volunteers where possible) – **Head of Boarding**
3. Catering (3 meals per day) to be supplied by catering team - **Holroyd Howe Catering Manager**
4. Communal areas/toilets (especially door handles) need regular cleaning and the cleaning up after each meal will be undertaken by members of the Domestic Team – **Head of Boarding in conjunction with JMS**

EDUCATIONAL PROVISION

During their time in isolation, boarders will be provided by work sent by their teachers via Google Classroom and pupils' college email addresses.

EXAMINATIONS – Guidance will be given by JCQ. Some exams may be taken in smaller venues. Detailed transcripts of student progress over the year are available from which to estimate accurate predicted grades

APPENDIX F: DEATH OF A STUDENT OR STAFF MEMBER

1. The member of staff who receives the call transfers it immediately to the most senior manager available.
2. The senior staff member assembles the College emergency management team (see above for membership) who will:
 - Inform any staff needed to facilitate the actions on a one to one basis.
 - Arrange a meeting of all staff – staff will be reminded not to speak to the press
 - Following this arrange a meeting with the student body. An opportunity for reflection to be given, which may mean standing for a short period in silence will be provided. Students are informed about support arrangements.
3. A member of staff is designated as a focal point of contact with the family (ies) involved.
4. The Chairman of Governors is informed by the Principal, or a designated member of the emergency team.
5. The admissions/marketing team is informed where parental contact is needed or where press involvement is likely. A single point of contact for press and interviews is designated. Marketing to involve the Principal as necessary. Staff are told not to talk to the press.
6. Counselling arranged for both staff and students:
 - A room and counsellor to be available for one to one counselling.
 - A room to be set aside for larger groups to meet and talk.
7. In the boarding house a member of staff designated to be in the main ground floor boarding house communal area at all times and all other staff asked to go there when not on duty to provide a visible presence and support for pupils.
8. Under normal circumstances lessons/normal routine are to continue as normal.

APPENDIX G: EMERGENCY EVACUATION OF AN EXAM ROOM

Should there be a need to evacuate an examination, for example due to a fire alarm, the following procedures must be followed.

- Stop candidates from writing
- Collect the attendance registers (in order to ensure all candidates are present) and evacuate the examination room.
- Advise candidates to leave all papers and scripts in the examination room.
- Candidates should leave the room in silence.
- Make sure that the candidates are supervised as closely as possible while they are out of the examination room to make sure there is no discussion about the exam.
- Students sitting an exam should be kept **separated** from the rest of students.
- Make a note of the time of the interruption and how long it lasted.
- After returning to the examination room, allow the candidates the full working time set for the examination.
- Make a full report of the incident and of the action taken, and send to the relevant awarding body.

APPENDIX H: ASTRUM EMERGENCY CONTACT NUMBERS

Name	Position	Mobile	Area of responsibility in dealing with incident
Martin Meenagh	Principal	07525 589 518	Leads incident response, putting plan in place, designating deputy if necessary. Decides on who needs to contact parents and how. Assesses seriousness of incident and level of response required
Dershna Patel	Vice Principal	07714 901507	Deputises for Principal or carries out duties based on incident response plan Carries out duties based on incident response plan
Marwan Mikdadi	Executive Principal	07583 673 887	Deputises for Principal or carries out duties based on incident response plan Carries out duties based on incident response plan
Ian Griffiths	Estates Manager	07809 337 250	Carries out duties based on incident response plan
Dick Jaine	Chairman of Governors	07985 622 437	Dealing with company-level media contact, or serious communications with parents/agents
Marie Lovett	Head of Admissions	020 3667 6653	Support for agent/parent communication