



**EMERGENCY PLANNING POLICY (COLLEGE)**

Plans for Critical Incident	
Applies to	All students in boarding premises
Author(s)	Paul Ludlow
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.  Tim Joseph (Principal)
Reviewed	August 2015
Next Review Date	August 2016

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## **1. 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.

## 2. 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 Chief Executive Officer (in his absence The Director of Finance) to gauge to what extent, if any, the LA or external bodies need to be involved (eg where the incident could directly affect other local schools/Colleges). In such cases the Principal contacts Hammersmith and Fulham Civil Emergency Team on 020 8753 2286 requesting LA help. The Principal to make decision as to whether other teams such as college senior leadership or the Sales and Marketing team to be involved and whether to contact the police.



OUT OF OFFICE HOURS: (If boarding emergency – follow boarding emergency plan) If college, staff contact the Principal.



If wider contact or facilities are needed

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



Marketing Team (If requested by Principal)

- Puts team standby
- Attends site
- Mobilises team as required
- Contact Parents/ Agents as appropriate



Vice Principal

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



Principal

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

### 3. Emergency action lists for key staff

ACTION BY: Principal
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#### 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 Chief Executive Officer of Astrum (or member of Governing body) to notify them of the situation.
  - The Principal will form a Emergency Management Team, which will usually comprise of Principal Head of Boarding and Welfare, Vice Principal, Director of Operations and Catering and the Director of Recruitment and 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 communications room.
- The boarding house will endeavor to remain open and maintain normal routines; if it is thought in the best interests to close the boarding house, the Principal Head of Boarding and Welfare will make the decision.
- Arrange for:-  
Immediate support from staff at the main college site and head office

#### If 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 rep 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 on PR contacts and/or the

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

- Try to contact and brief him.
- Inform Chief Executive Officer
- 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.
- Call in other college/company assistance.

➤ Stage 2 – Once established

Brief 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.
- 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 many 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 such messages can be readily intercepted

- 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 say 2 per day for 10 minutes, should be arranged.
- 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 organise
- To brief Team to discourage staff and students from speaking to the Media

Parents:

- 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 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
- Clarify 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**

<b>ACTION BY: - EMERGENCY MANAGEMENT TEAM</b>
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### Stage 1 – Initial Actions

- Obtain full facts of Incident from the Principal
- Set up emergency room in Principals 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 On-Site Coordinator, assist Principal

### Stage 3 – Period Following Close of the Incident

- As above

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

## Appendix A - DISASTER RECOVERY PLAN

### 1). HOW TO MINIMISE A LOSS

- 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 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
- 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 Principal Head of Boarding and Welfare
Evacuate Building if appropriate	Principal	Vice Principal or Principal Head of Boarding and Welfare
Immobilise and make safe utilities	Director of Catering and Operations	Maintenance Operative
Emergency room set up in PHBW office with fall back provision at Head Office	Director of IT	IT Manager
Liaise with emergency services - ensure that perimeter gates are open and that site plans are made available	Director of Catering and Operations	Vice Principal or Principal Head of Boarding and Welfare
Take a roll call to confirm evacuation	Vice Principal	Director of Studies

Decide the next step - possible closure or sealing off an area.	Principal	Vice Principal or Principal Head of Boarding and Welfare
Have a prepared statement for the press	Chief Executive Officer	Principal
Contact Insurance Brokers	Finance Director	Member of finance team
Contact phone company re temporary means of communication.	Head of IT	IT Manager
Contact Staff, parents and agents	Vice Principal	Director of Studies
Contact Astrum and LA (where appropriate)	Principal	Vice Principal or Principal Head of Boarding and Welfare
Contact transport companies	Director of Catering and Operations	Director of Studies
Assess usable accommodation	Principal	Vice Principal or Principal Head of Boarding and Welfare
Contact temporary accommodation contractor	Principal	Vice Principal or Principal Head of Boarding and Welfare
Set up a separate account for all costs incurred	Finance Director	Astrum Finance team
Ensure damaged buildings are in safe condition and/or fenced off.	Director of Catering and Operations	Operations Team
Be on hand to tackle Media requests	Chief Executive Officer	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.	Chief Executive Officer	Principal
Decide need for temporary accommodation and location.	Chief Executive Officer	Principal
Decide need for replacement of essential office equipment.	Principal	Vice Principal or Principal Head of Boarding and Welfare
Establish a 'help desk' for parents.	Marketing and Sales Director	Marketing and Sales team

Communication to staff.	Principal	Vice Principal or Principal Head of Boarding and Welfare
Keep media updated with progress.	Chief Executive Officer	Principal
Ensure insurance claim is progressing satisfactorily including rebuilding program.	Finance Director	Astrum Finance Team
Establish a 'shopping list' of replacement furniture/equipment	Director of Catering and Operations	Ops team
Consider need and arrange for counselling of staff/students/parents etc.	Principal Head of Boarding and Welfare	Nurse
Initiate cleanup operation of usable accommodation.	Director of Catering and Operations	Ops team

## **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.*

Upon receipt of a telephone threat:

1. IMMEDIATELY ALERT SOMEONE IN THE IMMEDIATE VICINITY BUT TRY TO KEEP THE CALLER ON LINE – DO NOT PUT THE HANDSET DOWN OR CUT THE CALLER OFF.
2. THE SENIOR MEMBER OF STAFF ON SITE SHOULD BE CALLED TO TAKE THE PHONE IF AT ALL POSSIBLE.
3. THE PRINCIPAL SHOULD BE IMMEDIATELY ALERTED TO THE RECEIVED THREAT.

It is essential to keep the caller talking and obtain as much information as possible:

- Apologise for a bad line and ask him/her to speak up
- Write down the exact words of the message - a code may be used
- Try to ascertain
  - the location
  - time the bomb will go off
  - what it looks like
  - what kind of bomb it is
  - why the warning has been given(all this helps keep the caller talking)
- Write down the caller's sex, approximate age, any particular accent, time of the call.  
Note also the caller's attitude – Drunk? Rambling? Laughing? Irrational? Incoherent?  
Any background noise – Traffic? Talk? Machinery? Music? Children?

A rational decision has to be made whether the threat is real or not – this should be done by the most senior member of staff available and normally in consultation with the Principal (who should be contacted immediately).

If it is felt that an evacuation is necessary a fire bell will be sounded and the Police alerted immediately. Senior staff should decide the safest assembly point – particularly if the

caller has indicated the location of the device is near to the usual fire assembly point.

In all instances of threats of this type, the Police should be notified even if no action is taken.

## APPENDIX C: EMERGENCY CONTACTS LIST

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

<b>Organisation</b>	<b>Name</b>	<b>Telephone No.</b>
Emergency Planning Team	London Borough of Hammersmith and Fulham	020 8753 2286
LEA	London Borough of Hammersmith and Fulham	020 8753 6600
Police	Metropolitan Police Force	101
Doctor for FPS	The Medical Centre, 292 Munster Road, London SW6 6BQ	020 7385 1965
Charing Cross Hospital	Fulham Palace Road, London W6 8RF	020 3311 1234
Chelsea and Westminster Hospital	369 Fulham Road SW10 9NH	020 8746 8000

## **APPENDIX D: SERIOUS STUDENT ILLNESS**

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



**CALL FIRST AID TRAINED STAFF** to visit student

Make initial assessment then if necessary call Nurse for advice or ambulance for transport to hospital



**EMERGENCY DURING COLLEGE BUSINESS HOURS:**

The Principal determines the extent of the incident and rings the Chief Executive Officer to gauge to what extent, if any external bodies need to be involved (eg 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 CEO and if necessary Marketing Team. Principal to be notified if 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 Principal (or if boarding – follow boarding emergency plan) will decide, taking into account Government advice, whether to close the boarding house.
2. Principal will set up an Emergency Management Team.
3. The Nurse and Director of Catering and Operations 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, unless swine flu is suspected when the swine flu help line is contacted.
  - 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 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.
  - Seek medical advice as to whether they should be kept away from the main college site.

- If a staff member is taken ill they are told to seek medical advice. The Emergency Management Team identify all other staff and students who have been in contact with them and medical advice is sought.

### **PROCEDURES FOR ISOLATION AND PRECAUTIONARY ACTION:**

When pandemic likely to arrive:

- notes are to be given to all students reminding them of basic hygiene with notices placed in communal areas
- Latest NHS advice is available on their website
- Infection control implemented by Operations/Nurse – wiping of door handles during day, masks ordered, alcohol gel put out in all residencies and on College campus
- Increase cleaning rota
- Ensure additional cleaning materials ordered and supply of masks

### **SOME STUDENTS AFFECTED**

1. Students will be isolated in their rooms or in the medical room – **ACTION BY THE NURSE or HEAD OF BOARDING/ SENIOR HOUSE PARENT.**
2. Full supervision will be required 24/7 (Rotas to be drawn up from volunteers where possible) – **ACTION BY HEAD OF BOARDING/ SENIOR HOUSE PARENT.**
3. Catering (3 meals per day) to be supplied by catering team at main college site – **ACTION BY HEAD CHEF.**
4. Communal areas/toilets (especially door handles) need regular cleaning and the cleaning up after each meal will be undertaken by one of the Domestic Team – **ACTION BY DIRECTOR OF CATERING & OPERATIONS, HEAD OF BOARDING/ SENIOR HOUSE PARENT.**

### **WHOLE BOARDING ISSUE**

1. Students be isolated in own rooms and decision taken by Principal head of

Boarding and Welfare on full or partial closure of boarding house - **ACTION BY PRINCIPAL HEAD OF BOARDING & WELFARE.**

2. Full supervision will be required 24/7 (Rotas to be drawn up from volunteers where possible) – **ACTION BY HEAD OF BOARDING/ SENIOR HOUSE PARENT.**
3. Catering (3 meals per day) to be supplied by catering team - **ACTION BY THE HEAD CHEF.**
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 – **ACTION BY DIRECTOR OF CATERING & OPERATIONS, HEAD OF BOARDING/ SENIOR HOUSE PARENT.**

#### **EDUCATIONAL PROVISION**

During their time in isolation, boarders will be provided by work sent by their teachers from the main college site.

**EXAMINATIONS** – Guidance will be given by JCQ. Some exams may take in small 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 who will:
  - Inform any staff needed to facilitate the actions on a one to one basis.
  - Arrange a meeting of all staff
  - 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. 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. Chief Executive is informed by the Principal, or a designated member of the emergency team.
5. Marketing 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 asked not to talk to 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. 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.
8. Staff at main college site are notified
9. Under normal circumstances lessons/normal routine are to continue as normal.

## APPENDIX G: ASTRUM EMERGENCY CONTACT NUMBERS

Name	Position	Mobile	Area of responsibility in dealing with incident
Tim Joseph	Principal	07773 939597	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
Lucia Giordano	Vice Principal		Deputises for Principal or carries out duties based on incident response plan Carries out duties based on incident response plan
Paul Ludlow	Principal Head of Boarding and Welfare	07710 306 066	Deputises for Principal or carries out duties based on incident response plan Carries out duties based on incident response plan
Ray Saunders	Director of Catering and Operations	07841 336 941	Carries out duties based on incident response plan
Glenn Hawkins	Chief Executive Officer	077711 007 433	Dealing with company-level media contact, or serious communications with parents/agents
Michael Parris	Sales and Marketing Director	+66 (0) 911 968344	Media Communications, support for agent/parent communication