

Emergency Response Plan

For

Disaster Recovery including the event of a Critical Incident

THE HUB SCHOOL



Policy Owner:	School Business Manager	
Approved by:	Resource Committee	Date: 21 st October 2021
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Contents

1. Introduction	3
2. Definitions	3
3. General Information	3
4. Strategy.....	4
5. Roles and Responsibilities	5
6. Procedure for Closing the School.....	6
7. Lockdown Procedure	6
8. Business Recovery in the Event of a Loss of Buildings or site Space.....	7
9. Pandemic Threat / Mass Staff Unavailability	7
10. Other Threats.....	8
11. Welfare Considerations.....	8
12. Debriefing	8
Appendix 1: Contact List.....	9
Appendix 2: Welfare Consideration.....	10-11
Appendix 3: Recovery Action Plans.....	12-13

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1. Introduction

The Hub School Business Continuity Plan (BCP) has been written to support the effective continued service delivery in the event of a major disruption to day to day running of the school.

It should be used by those staff involved in re-establishing the operational delivery of services following a major incident and the policy should be read in conjunction with:

- The schools' Fire Evacuation Plan (the operation of which does not necessarily activate the BCP).
- Closure due to snow/extreme weather procedure.

2. Definitions

An **emergency** is any event which causes, or has the potential to cause injury, loss of life, damage to property or significant business disruption.

A **disaster** is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

3. General Information

3.1 Review and Training

This document should be reviewed annually by the Leadership Team and the Governing Body. As a procedural document a further review will take place in light of an emergency or disaster event occurring. This will enable learning to be captured and any necessary revisions to policy and or practice to be made.

3.2 Associated Documents/Information

- Fire Evacuation Plans
- Fire Risk Assessment
- Closure due to snow procedure
- Risk Assessment Policy

3.3 Emergency Contact Information

The school have agreed the contents of a file (located with the School Business Manager) which would be used in the event of incident. The file contains:

- A copy of this plan
- Fire Evacuation Plans
- Closure due to snow/extreme weather procedure
- Plans showing utilities
- Emergency contact details of children, staff and governors

Staff and student data (those on roll) including home phone numbers are stored on SIMS. This is to be kept up to date at all times.

4. Strategy

If a disaster is declared by Headteacher the Business Continuity Plan will be activated.

Staff communication will be via email, text and the website if this is operable, or by use of the snow/extreme weather plan telephone lists if not.

The following organisations may need to be advised of the implementation of the Business Continuity Plan as soon as possible:

- | | |
|---|---------------|
| • Head of Children and Young Peoples Services | 01482 392050 |
| • Schools property | 01482 392191 |
| • Press Office | 01872 322186 |
| • Safety Services Manager | 01482 391110 |
| • Health and Safety Executive (HSE) | 03000 031747 |
| • Insurance Advisors | 01482 394195 |
| • Local Police | 101/999* |
| • Local Fire Service | 01482 565333. |

*dependant on the nature of the event other relevant contact details are identified at Appendix 1

5. Roles and Responsibilities

5.1 Headteacher

The Headteacher is responsible for the implementation and co-ordination of the BCP, including:

- immediately contacting the relevant ERYC officers if the disaster relates to the built environment or the ICT infrastructure to establish if the building can be re-occupied and/or service delivery reinstated
- co-ordination of status reports/communication for the benefit of all audiences (including staff, students, parents, LA, media)
- maintaining the BCP in an up-to-date format by delegating responsibility to the Business Manager for updates.
- immediately contacting the relevant emergency services of the incident if required

5.2 Incident Management Team (IMT)

Lead by the Headteacher the Incident Management Team includes the Headteacher and the School Administration Team. Additional members of the team will be recruited to match the specific needs of the incident as required.

The IMT is responsible for acting under the direction of the Headteacher to restore normal conditions as soon as possible and to ensure a safe operating environment.

Delegated roles and key areas of responsibilities:

Position	Role in an Incident
Headteacher	Incident Manager Media Liaison
Deputy Head teacher	Welfare Lead (Staff)
School Business Manager and Office Manager	Coordinating liaison role for example web updates and linkage to ERYC colleagues
Director of Learning	Welfare Lead (students)

The Incident Management Team is responsible for:

- Long term strategy
- Funding issues
- Liaising with coordinating group (below)
- Providing adequate resources
- Press and media liaison – **only the Head teacher or the Local Authority press office will liaise directly with the media**
- Communicating with relevant bodies

Central Liaison Point for all incidents: School office

Alternative Liaison point: Head teachers Office

Evacuation location - Haltemprice Sports Centre

5.3 Staff

Staff are required to co-operate with the IMT in support of the BCP and to fulfil roles/actions as directed.

In the event that staff are sent home, they should remain available during normal working hours to assist with necessary tasks.

6. Procedure for Closing the School

6.1 Closure in advance of a School day

The school can be closed in advance of a normal school day using the following system:

1. Closure authorised by the Head teacher and the Chair of Governors.
2. Notification of a school closure using the Local Authority On-line website (Actioned by the Head teacher).
3. Implementing the school staff snow/extreme weather closure procedure.
4. Recording the closure on the home page of the school website (Actioned by the School Business Manager and or delegated role).
5. Sending out Parent Helpline announcement/text messages to all parents (Actioned by the School Business Manager and or delegated role)

6.2 Closure during a School Day

It is never a preferred option to close the school during a school day but should it be necessary the following procedures will apply:

1. Closure authorised by the Head teacher and the Chair of Governors.
Students will continue to be supervised by staff until parents authorise them to leave or they are collected. Note, parental authorisation can be provided from a parental phone number and where appropriate the use of Places of Safety (as described below) should be considered.
2. Notification to the Local Authority of the school closure using the website
(actioned by the Head teacher).
3. Recording the closure on the home page of the school website
(actioned by the School Business Manager and or delegated role)
4. Sending out text messages/Parent Helpline announcement to all parents
(actioned by the School Business Manager and or delegated role).

6.3 Immediate Places of Safety

In the event of a major incident on site requiring the school to be closed, students will assemble at the primary assembly points. If these are not useable staff will escort students to the secondary assembly points on The Hub School field.

6.4 Off-Site Place of Safety

If it becomes necessary to evacuate the site completely, students will be escorted into East Riding Car Park (Springhead Lane) which is located outside of the main entrance from where they can be collected or from where they can be released to parents.

7. Lockdown Procedure

It is now possible to envisage circumstances where the school may wish to lock itself in, to secure staff and students from an outside threat. This circumstance is described as a 'lockdown'.

If a lockdown is declared:

- the Head teacher will advise to implement the lockdown
- the IMT will mobilise
- the school will be advised that it is in 'lockdown' by the IMT
- all staff will remain in classrooms and keep students calm and away from windows and external doors
- all students in external PE lessons will be advised to return to the school building immediately.

The lockdown will proceed in the following priority where it does not immediately endanger life

- the external gates of the school will be closed.
- all external doors and windows will be locked:

Monitoring the Site Entrances:

Once the site is secure, staff should return to the building and monitor entrances discretely from the classroom windows. The doors should only be opened by the Head teacher when visual confirmation of the presence of the Emergency Services can be confirmed.

Evacuation Procedure in Critical Incident

In the event of a critical incident the following procedure should be followed:

Raise the alarm where possible and safe to do so ensuring the nature of the incident and immediate risk is communicated (by available safe means) to colleagues, thus enabling an appropriate triage response from the IMT to be prepared/actioned

Assemble in the agreed stated locations and in accordance with instructions from IMT and or the relevant emergency services/partner organisations

Ensure appropriate communication at all times both with students and staff within the immediate vicinity of the assembly point

Where deemed necessary due to the nature of the threat AND if access to the agreed assembly point is not possible, it is advised to run, hide, tell – ensure personal safety and of those within your care.

8. Business Recovery in the Event of a Loss of Buildings or site Space

8.1 General

Replacement of the buildings and facilities that have been damaged or made unavailable will be the responsibility of the Local Authority as described in the corresponding Service Level Agreement for provision of service by the Hub School to ERYC.

8.2 Insurance

The school is covered under the Local Authority business continuity insurance, this includes the installation of temporary working facilities.

8.3 Replacement Site Facilities

The size and scope of facilities required for the school will vary according to circumstance. In the first instance contact should be made with the Local Authority Insurance on 01482 394195.

The location of the temporary accommodation will be determined based on the space required and circumstances at the time. One possible location that has been identified for consideration should temporary accommodation / buildings need to be sited is:

- School playing field

Erecting additional buildings on our current school site will always be the preferred solution.

8.4 Relocation Agreements

All venues have been consulted and have agreed to the use of their facilities as outlined below. In the event of a disruption to our critical activities, as detailed above, we will contact the following where appropriate to organise alternative provision.

The Headteacher takes overall responsibility for contacting appropriate locations but this task can be delegated as required.

In the event of an incident, following agreement by the Incident Management Team:

Premises available: Haltemprice Leisure Centre 1. Main Hall 2. Library 3. Computer Room	Would allow delivery of: <ul style="list-style-type: none"> • Classroom based lessons • Physical Education • Examinations
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9. Pandemic Threat / Mass Staff Unavailability

Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now considered genuine and serious.

In the event of mass staff illness, and after all avenues of supply have been investigated, the IMT will shut the school to students using the same procedures described above.

In the event of a pandemic threat such as Covid-19 (March 2020), the school under the direction of the Headteacher will operate in accordance with the latest national guidance and or legislation. In addition, all business continuity planning will be updated to enable a safe smooth functioning of the school site. This will be for purposes of the continued education of those students deemed to meet the qualifying criterion at any one time such as vulnerable or children of key workers BUT must also ensure the safety of all staff in the delivery of their role.

In support of this, a revised way of working will be required and resourcing and the continued functioning of the school will be both proportionate to the need to continue to provide educational services AND to the risk to all staff in delivering such. Any new ways of working to meet with incidences of pandemic will be reviewed for effectiveness (education focus), compliance with policy (national and local imperatives) and staff feedback (wellbeing focus).

10. Other Threats

The following 'Other Threats' have been considered:

- Phone and ICT Communications Loss
- Finance Process Breakdown – payments to staff & suppliers fail
- Utilities / Energy Supply failure
- Service Delivery Loss of General Nature, buildings or ICT support
- Key Supplier Failure– Catering, transport
- Evacuation due to Nearby Incident
- Bad Weather prolonged
- Strikes
- Appendix 1 – Contact List - the planned management activities to manage these situations should they occur.
- Appendix 3 – Recovery Action Plans – detailing potential operational threats and the steps required to restore normal working

It is conceivable that in the event of any major incident being declared some or all of the above may be impacted as a consequence and as such will require appropriate management.

11. Welfare Considerations

Our welfare lead in the event of an incident is the Director of Learning student focussed and the Deputy Headteacher for all other welfare matters including staff.

In the event of an incident the school is aware that actions to address associated trauma need to be taken immediately, and for this reason, our welfare lead is included in the Incident Management Team.

Over time, further action and support will be needed to reduce longer term effects on the emotional well-being and achievements of both students and staff.

Feeling shocked and numbed or feeling a strong urge to talk are normal reactions of those thrown into a major crisis. The school will try to ensure that adults and students are able to make contact with those we and they trust.

Younger students particularly are best supported by people they know well i.e. their families and school staff. Outside agencies can provide support and advice to those directly involved with the students.

Appendix 2 - details short, medium and long-term actions which will be considered by the school in the event of an incident (where appropriate). The school will take decisions with support from welfare experts and the Local Authority support services.

12. Debriefing

During and after any incident, it is vital that debriefs are held.

Some incidents will be lengthy, therefore it is appropriate to carry out regular debriefs to discuss the issues over the period.

Debriefing sessions will produce a number of issues requiring action or clarity. These must be acted upon as a priority.

The Headteacher is responsible for organising the required debrief sessions.

Appendix 1 - Contact List

Position	Notes	Telephone Number	Information
Emergency Services		999	
ERYC Schools' Emergency Telephone Line	Office Hours (8.30am - 5.30pm)	01482 392999	
	Out of Office Hours	01482 393939	
Inclusion and Access Manager	Office Hours (8.30am - 5.30pm)	01482 392110	
Schools Property Officer	Office Hours (8.30am - 5.30pm)	01482 392191	
Building Surveyors (Infrastructures and Facilities)	24 Hour Emergency Line 07967 146 164 (for out of hours)	01482 395 990 Office hours Mon – Thurs 8am – 17.30pm Fri 8am – 16.30pm	
Communications Team	Office Hours (8.30am - 5.30pm)	01482 391440	
Education Visits Consultant	Office Hours (8.30am - 5.30pm)	01482 392417	
Educational Psychologists	Office Hours (8.30am - 5.30pm)	01482 392254	
Police Non-Emergency Number		101	
NHS Choices		111	
Northern Powergrid	24 Hour Emergency Line (Yorkshire & North Lincolnshire)	0800 375 675	
School's IT	Sue Bottomley	01482 394472	
Environment Agency	Environment Incident Hotline	0800 807060	
	Flood line	0345 988 1188	
National Grid	All Gas Leaks	0800 111 999	
Yorkshire Water		0333 414 9040	Account number 9128556101

Appendix 2 – Welfare Considerations

Short-term considerations

- Organisation of student and parent reunions
- Consideration of which students need to be briefed, how and by whom
- Contacting outside support agencies, particularly Educational Psychology and CHUMS (child bereavement service)
- Arrangement of a briefing meeting for staff as soon as possible
- Arrangement of a debrief session for directly affected staff
- Arrangement of a debriefing session for students, if appropriate
- Ensuring procedures for monitoring staff and students are in place
- Activation of strategies for allowing young people to express their feelings about the situation, if they wish
- Contacting the families of those hurt or bereaved to express sympathy

Decisions to be made may include:

- Who will give the news and what should be said?
- Whether to provide briefing notes for form tutors responsible for informing students, to ensure a consistent message
- Will counselling be required, and how will this be achieved?
- What information needs to be given to parents so that they are informed of assistance and support available to them and their child?

Medium-term considerations

- Ensuring a member of staff makes contact with students at home or at hospital
- Making sensitive arrangements for return to school
- Arrangement of alternative methods of teaching, if necessary
- Arrangement of support for affected staff
- Arrangement of consultation so staff feel more able to support students
- Clarification of procedures for referring students for individual help
- Ensuring parents are kept informed
- Consideration of attendance at funerals, taking the wishes of parents into account
- Planning memorials and / or special assemblies
- Ensuring monitoring procedures are in place and being followed

Long-term considerations

- Introduction of strategies to continue monitoring vulnerable students and staff
- Consultation and decision making over whether and how to mark anniversaries
- Ensuring new staff are aware of the students affected and in what way
- Ensuring new staff know how to obtain further help if necessary
- Recognising that legal processes, enquiries and news stories may bring back distressing memories and cause temporary upset in the school
- Consideration given to offering meetings for students and parents seriously affected by the incident. Advice and assistance can be offered through the Educational Psychology services

In case of death / bereavement the school will consider:

- Providing something tangible at the school for all: book of condolence, flowers, collection, and display of art work for remembrance
- Holding a staff meeting with support agencies to discuss appropriate strategies for incident response and those affected
- Plans to manage distress that may be caused by ongoing police / legal proceedings and media attention
- Students that may need help in discussing their thoughts and feelings with the Emotional Well-being lead
- Closing for the day to allow people to attend the funeral
- Arranging transport for students to attend the funeral
- Whether students should be encouraged or discouraged from attending the funeral
- Whether there should be a memorial service at the school.

In addition to those directly affected or involved in the incident, children and adults who are most likely to suffer distress as a result of the incident include those who:

- Are uninjured, but were at greatest risk
- Directly witnessed death / injury / violence of the incident
- Are siblings of those directly involved
- Those who blame themselves
- Those who are being blamed by others
- Are experiencing instability at home
- Have learning difficulties
- Have pre-existing behavioural difficulties
- Have previously suffered bereavement or loss
- Have witnessed a similar incident or event before

Appendix 3 - Recovery Action Plans

Operational Threat	Steps to Restore Normal Working	Action by Whom	Comments/Notes
Phone and ICT Communications Loss	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Loss of phones – KCOM phone provider to be contacted to initiate restoration of services. ICT – Broadband – contact ERYC School's IT to restore. Data held on server – backed up on a daily basis via remote system, to restore data at the earliest possible opportunity.</p>	Headteacher School Business manager IT Technician Governors	
Finance Process Breakdown – payments to staff & suppliers fail	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Contact IMS Team and SLT for support. Contact ERYC School's IT to restore data (if necessary). Contact IT Technician. Advise all suppliers of likely impact if needed.</p>	Headteacher School Business manager	
Utilities / Energy Supply failure	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Contact Yorkshire Water British Gas Asset Management team ERYC YEB</p>	Headteacher School Business manager Governors	
Building Loss – partial or complete (Fire, Flood etc.)	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Contact LA Insurance Dept. Temporary Accommodation needed? Use a nearby school to ensure lessons continue?</p>	Headteacher IMT Governors	
Key Supplier Failure– e.g. Catering	School to provide packed lunches until the caterer can source cooked meals elsewhere	Headteacher School Business manager/School's Admin Team	
Evacuation due to Nearby Incident	Liaise with the LA and the Police.	Headteacher School's Admin Team IMT Governors	
Fire	Evacuation as per Fire Plan. Emergency information pack.	Headteacher School Business manager/School's Admin Team IMT Governors	

Bad Weather prolonged	School will be closed as per the snow closure/extreme weather procedure. The situation will be assessed regularly to ascertain whether staff and children are able to travel to school safely and remain safe on site.	Headteacher Governors Caretaker	
Strikes	The school will close for the duration of the strike.	Headteacher Governors	
Terrorist Attack or Threat	The school will close, advice will be sought from the Police and the LA.	Headteacher IMT Governors	