

LEA Emergency Procedures and School Emergency Management Plan Contents

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Contact Numbers

Office hours: 01392 383369 (EAL Directorate)

24-hour: 01392 382634 (DCC Emergency Planning)

Please note: the EAL Directorate number is the direct line to Keith Anderson who is the designated coordinator of the LEA support team. In his absence the phone will switch through to a member of the back-up team of four trained staff.

1. LEA Emergency Procedures

LEA Emergency Procedures

This note supplements and updates advice contained in the LEA Health and Safety Manual, within the section Emergency Planning. The main purpose of the note is to confirm communication arrangements between education establishments, including schools and colleges, and the Education, Arts and Libraries Directorate in the event of an emergency.

An out-of-hours telephone number is included.

While it is not possible to plan for every possible eventuality that might arise, there are two broad types of emergency that can be identified:

- Major community emergencies
- Localised emergencies

Major community emergencies

Major emergencies may affect whole communities and typically involve the County Emergency Planning Department. As part of Devon County Council's response to a major emergency certain schools and colleges have been identified as **Emergency Rest Centres (ERC)** for the temporary care of those made homeless by disaster. Such emergencies, and associated communications, will be coordinated through the emergency services (999) and the County Emergency Planning Team, in association with officers of the EAL Directorate as necessary.

Localised emergencies

Localised emergencies may include any unexpected event which is likely to disrupt the normal functioning of the school, but the concern of this note is with the most severe and, thankfully, rare of these.

Examples include: a school fire, gas leak, serious breach of security, death of a pupil or member of staff, a serious incident resulting from an off-site educational visit or the abduction of a pupil.

Contact Checklist

Please keep the checklist that follows (and which is repeated as an appendix) in an accessible location within the school. Copies should also be available to members of the senior management team at home, in case of a school-based emergency out of hours.

Contact Checklist

The names and telephone numbers of organisations and individuals who may be useful to the school in an emergency:

Service	Name		Telephone No.
DCC Emergency Planning Team	Control Centre		01392 382634 – 24 hours
*LEA Support Team Coordinator	Keith Anderson	Strategic Support Officer	01392 383369
*DCC Client Support	Mark Benzin	Finance and Performance Manager	01392 382043
*Cleaning	Nick Richardson	Cleaning Contract Manager	01392 382870
*Grounds	Steve Goodyear	Grounds Manager	01392 382873
Legal Services	Simon Clarey	Solicitor	01392 382278
SCOMIS	Helpline desk		01392 385300
Education Finance	John Barnard	Principal Finance Manager	01392 383146
*EAL Outdoor Education Adviser	Bryan Smith	Outdoor Education Adviser	01392 385238
*DCC HR Service - Education	Helen Crossfield	Personnel Officer	01392 382789
*DCC EPS Critical Incidents Team	Bea Blair-Smith	Principal Educational Psychologist	01392 388701
*DCC Health, Safety & Security Team	Contact: Ray Beale	Health, Safety & Security	01392 382860
*DCC Health Safety & Security Team		Health, Safety & Security Officer	
*DCC Communications Service	David Hutchings	Media & PR Officer	01392 382594
*DCC Governor Services	Debbie Clements	AEO Governor Services	01392 383633
District Council Environmental Health	Contact local District Council	See appendix 1, p17	
Health Authority Communicable diseases	Dr Mark Kealy	The Devon Health Protection Unit	01803 866665

*denotes the LEA Support Team

LLC – Link Officers Contacts

Local Learning Community	Link Officer	Telephone
Axe Valley	Julie Mitchell	01392 382338
Barnstaple	Bea Blair-Smith	01392 686302
Bideford	Deborah Booth	01392 383977
Braunton	Colin Mackenzie	01392 382064
Chulmleigh	Jon Bell	01392 383574
Clyst Vale	Vicky Rollason	01392 382057
Crediton	Debbie Pritchard	01392 383306
Culm Valley	Vic Ebdon	01392 382232
Dartmouth	Pat Clewer	01392 382352
Dawlish	To be confirmed	
Exeter	Roger Fetherston	01392 385352
Exmouth	Brian Sussex	01392 385300
Holsworthy	Julia Wilkinson	01392 382613
Honiton	Dillon Hughes	01392 384724
Ilfracombe	Steve Daw	01392 382514
Ivybridge	Ray Beale	01392 382860
Kingsbridge	Graham Newbery	01392 382078
Newton Abbot & District	Caroline Armstrong	01392 382318
Okehampton	Chris Dyer	01392 382531
Ottery	David Sullivan	01392 382008
Sidmouth	John Barnard	01392 383164
South Dartmoor	Chris Aston	01392 382065
South Molton	David Kitchingham	01392 382052
Tavistock	Lisa Boon	01392 383841
Teignmouth	Simon Niles	01392 382964
Tiverton	Dave Richards	01392 383320
Torrington	Richard Buzzacott	01392 382617
Totnes	Sue Clarke	01392 383084

2. School Emergency Management Plan

2.1 Scope of the school emergency plan

Incidents are grouped into three levels: Level 0, Level 1 and Level 2.

Level 0 includes those disruptive without involving risk to the well-being of individuals.

Levels 1 and 2 are distinguished on how wide-spread their possible effect may be and the action that needs to be taken, not necessarily their potential severity.

NB: while the LEA response will be two levels – *localised* and *major community* it is considered worthwhile to include in the present context the Level 0, since initial action taken is likely to be similar and recognition needs to be given to the unforeseen.

Level 0: disruptive to routine but not an immediate threat to life or well-being:

Incidents that can be dealt with locally and may, at most, require a limited closure of the school. The LEA is to be informed of the closure. Some support from the LEA or other agencies may be necessary, and some incidents require formal notification to the local authority.

Examples:

- Severe weather problems
- Services – power, gas, water cut off
- Failed heating system
- Flooding or other weather damage
- Fallen trees
- Minor earthquake tremor
- Water leak
- Vandalism
- Local industrial action
- Notifiable infectious outbreak

ACTION: take necessary action locally and inform LEA Team

Coordinator (01392 383369). Any decision to close the school rests with the Governing Body. This is usually a Chair's decision, to be ratified at the next meeting of the Governing Body.

Level 1: localised emergency –

A critical incident involving a real threat of or actual injury or death, where urgent and significant local authority and other agency support is needed. LEA Support Team involved.

Examples:

In School

- A deliberate act of violence, such as the use of a knife or firearm
- A school fire or laboratory explosion
- A pupil or teacher being taken hostage
- The destruction or serious vandalizing of part of the school
- Fire
- Gas leak

Outside School

- The death of a pupil or member of staff through natural causes or accidents
- A transport-related accident involving pupils and/or members of staff
- Death or injuries on school journeys or excursions
- Civil disturbances and terrorism

In respect of school trips and visits guidance is available from the DfES good practice guide: Health & Safety of Pupils on Educational Visits. http://www.dfes.gov.uk/h_s_ev/

ACTION: Normally contact LEA Team Coordinator (01392 383369) to provide and receive information. Any decision to close the school rests with the Governing Body. (Chair's decision)

Level 2: major community emergency -

Any serious incident in the local community which could have a significant impact on the school. School closure may be necessary to allow use as an Emergency Rest Centre, as determined by the County Emergency Planning Team. LEA Support Team and DCC Emergency Planning Team involved.

Examples:

- Serious road or rail accident or spillage
- Aircraft crash
- Factory explosion
- Terrorist action
- A more widespread disaster in the community

ACTION: contact DCC Emergency Planning Team Control Centre (01392 382634 – 24 hours) or LEA Team Coordinator (01392 383369). Further contact may be necessary using the Contact Checklist, depending on the nature of the incident.

School Emergency Management Plan:

2.2 Emergency Action lists for Key Staff: Levels 1 and 2

- **ACTION BY: HEADTEACHER/PRINCIPAL
OR NOMINEE**

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.
- Then consider whether incident requires involvement of Local Authority Support Team. It is requested that initial contact be always made with the Local Authority (LEA Team Coordinator – 01392 383369) in emergencies in case they have wider significance.
- If so, contact 01392 383369 (office hours) or 01392 382634 (24-hours)
- Establish whom they will contact.

If during term time

- Unless there is overwhelming pressure, avoid closing the school & endeavour to maintain normal routines & timetables.

If outside term time (or outside school hours)

- Arrange for the Caretaker to open certain parts of the school as appropriate and to be available (and responsive) to requests.
- Arrange for immediate School Administration support.
- Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview.
- If the incident does attract media attention, you are likely to be inundated with requests for interviews and statements. Postpone Media comment until after the County Council's Communications Officer arrives (who will be part of the Local Authority Support Team, provided that this service is bought in by the school). If you take part in an interview, see page 11 for some key points to remember.

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 are informed.

- If deputising for the Headteacher, try if possible to contact and brief him/her.
- Inform the Chair of Governors of the incident and, if appropriate, of involvement of LEA Support Team.
- Call in the designated staff members to form the School 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.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 – Once established

Brief the staff member acting as On-Site Coordinator to oversee the following: -

- If LEA Support Team has been activated, arrange for on-site facilities for the team.
- Agree appropriate identification of staff by using badges.
- Expect to see identification of LEA Support 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 of the school and for telephones calls, by ensuring –
 - sufficient help is available to answer the many calls that could be received (The LEA Support Team may be able to assist with a 'Help-Line')
 - staff maintain records of all calls received.
 - brief but up-to-date prepared statements are available to staff answering phones
 - media calls are directed to the LEA's Communications officer
 - 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 – not just teaching staff – to be called in and, if necessary, briefed at an early stage. (Subsequent briefings say twice per day for 10 minutes, should be arranged.

- To be aware of how colleagues are coping.
- To arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers, wherever possible).
- To brief Team to discourage staff and pupils from speaking to the Media.
- To arrange, if appropriate, for Team members to each have a copy of the Next-of-Kin List.

Parents:

- If pupils are involved, the contacting of parents will be an important early task (remember if it is a major Incident, the parents may well have already heard). It may be appropriate to ask the parents to come to the school for a briefing and support. This will need to be done with the utmost care.
- Maintain regular contact with parents.
- If Incident away from school, seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Staff:

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff (Teachers and office 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
- Be available to see staff when required.
- 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.
- If Incident is away from school, try to dissuade shocked staff from driving parents to the scene.

LEA Support Team

- Maintain liaison with LEA Support Team Coordinator for duration of incident.

Stage 3 – Period following the close of the incident

- When appropriate, seek advice from LEA Support Team and local clergy contact on special assemblies/funeral/memorial services.
- Prepare joint report with named Senior Officer, for Director of Education.
- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school (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 pupils informally
- Clarify procedures for referring pupils for individual help
- Be aware that some Staff may also need help in the longer term.
- Recognise and if appropriate, marking anniversaries
- Remember to make any new staff aware of which pupils were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the Incident does attract Media attention, it is likely that interest will continue for many weeks.

- **ACTION BY: SCHOOL/COLLEGE EMERGENCY MANAGEMENT TEAM**

Stage 1 – Initial Actions

- Obtain full facts of incident from Headteacher
- 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 pupils. Co-ordinate rapid action to inform staff and pupils sensitively and to provide appropriate support
- Assist class teachers who will undertake classroom briefings
- Arrange special groups for very distressed pupils.

Stage 2 – Once Established

- Under guidance from School On-Site Coordinator, assist Headteacher
- Work with LEA Support Team the Headteacher and School On-Site Coordinator as directed.

Stage 3 – Period Following Close of the Incident

- As above

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

- **ACTION BY: SCHOOL/COLLEGE ADMINISTRATORS**

Stage 1 – Initial Actions

- Obtain full facts of incident from Headteacher
- Open and continue to maintain a personal log of information received, actions taken and the time of those events
- If coming in from home, remember to bring useful items, such as any keys needed.

Stage 2 – Once established

- Under guidance from School On-Site Co-ordinator, assist the Headteacher (or Nominee)
- Work with LA Support Team the Headteacher (or Nominee) and School On-Site Co-ordinator as directed.
- Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments
- Concerning incoming telephone calls
 - take especial care when answering telephone calls early on
 - maintain a record of calls received
 - only give out information from prepared statements that will be made available
 - remember that some calls could be bogus

Stage 3 – Period Following Close of the Incident

- As above

2. Additional information

Media interviews - Points to note

(This note is for the information of schools and colleges not buying into the DCC Communications Service)

- Have another person with you, if possible, to monitor the interview
If possible, agree an interview format i.e. establish what the interviewer wants to ask.
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Be prepared to say you cannot comment.
- Don't over-elaborate your answers
- Refuse requests for photos or schoolwork of children/staff involved.
- Try to keep a grip on your emotions during interviews - especially if it is TV.
- Most journalists are responsible, but check where interview/camera team go, when interview is over.

Contact Checklist

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*DCC HR Service - Education	Helen Crossfield	Personnel Officer	01392 382789
*DCC EPS Critical Incidents Team	Bea Blair-Smith	Principal Educational Psychologist	01392 388701
*DCC Health, Safety & Security Team	Contact: Ray Beale	Health, Safety & Security	01392 382860
*DCC Communications Service	David Hutchings	Media & PR Officer	01392 382594
*DCC Governor Services	Debbie Clements	AEO Governor Services	01392 383633
District Council Environmental Health	Contact local District Council	See appendix 1, p17	
Health: Notification of Communicable diseases	Dr Mark Kealy	The Devon Health Protection Unit	01803 866665

*denotes the LEA Support Team

DEVON COUNTY COUNCIL
EDUCATION, ARTS AND LIBRARIES DIRECTORATE

EMERGENCY ACTION – SCHOOLS AND COLLEGES

POINTS OF CONTACT:

01392 383369

This is the number to contact with the **Local Education Authority** for all incidents, including:

- Level 0: school closures for non-threatening events such as severe weather, heating failure or cut-off services: water, gas or electricity.
- Level 1: **localised emergency** - a critical incident involving a real threat of or actual injury or death.
- Level 2: **major community emergency** - a serious incident in the local community which could have a significant impact on the school.

01392 382634 - 24 hours

This is the County Council Emergency Control Centre, for contact out of hours or for a

- Level 2 – major community emergency.

PLEASE BE READY TO STATE THE LEVEL OF THE EMERGENCY.

APPENDIX 1: List of District Councils:

There are eight Borough/District Councils in Devon, their responsibilities include;

- environmental health
- leisure services
- housing
- planning
- waste collection

East Devon District Council

The Knowle
Sidmouth
Devon
EX10 8HL

tel: 01395 516551
fax: 01395 517507

eddc@eastdevon.gov.uk

Exeter City Council

Civic Centre
Paris Street
Exeter
Devon
EX1 1JN

tel: 01392 277888
fax: 01392 265265

exeter@exeter.gov.uk

Mid Devon District Council

Phoenix House
Phoenix Lane
Tiverton
EX16 6PP

Tel: 01884 255255
Fax 01884 234318

chiefexec@middevon.gov.uk

North Devon District Council

North Walk
Barnstaple
Devon
EX31 1EA

tel: 01271 327711
fax: 01271 388451

info@northdevon.gov.uk

South Hams District Council

Follaton House
Plymouth Road
Totnes
Devon
TQ9 5NE

tel: 01803 861234
fax: 01803 866151

enquiries@southhams.gov.uk

Teignbridge District Council

Forde House
Brunel Road
Newton Abbot
Devon TQ12 4XX

tel: 01626 361101

info@teignbridge.gov.uk

Torrige District Council

Riverbank House
Bideford
Devon
EX39 2QG

tel: 01237 428700
fax: 01237 478849

West Devon Borough Council

Kilworthy Park
Tavistock
Devon
PL19 0BZ

tel: 01822 813600

info@westdevon.gov.uk