



## MAPLE WALK SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN

<b>Date of issue</b>	September 2023	<b>Date of next review</b>	August 2024
<b>Person responsible for updating this plan</b>	NMS Chief Executive Officer		

**Copies of the underlying plan are held by:**

<b>NAME</b>	<b>DESIGNATION</b>
Deborah LIVSEY	NMS Chief Executive Officer and Health and Safety Director
Claire MURDOCH	Head Teacher and Health and Safety Officer
Mia SANTA OLLALA	Deputy Head Teacher
Bonyo DIMITROV	NMS Sites Manager

# CONTENTS

	<i>Page</i>
<b>INTRODUCTION</b>	<b>2-1</b>
Important Action Points	2-1
<b>ACTIVATION</b>	<b>2-2</b>
Responsibilities/Checklist of Initial Action by Head Teacher or Nominee	2-3
Critical Incident Management Team (CIMT)	2-4
<b>IMPLEMENTATION</b>	<b>2-5</b>
Head Teacher or Nominee	2-5
Welfare	2-6
Communications	2-7
Media	2-8
Resources	2-9
All other teaching and non-teaching staff	2-10
<b>EMERGENCIES ON EDUCATIONAL VISITS</b>	<b>2-11</b>
Initial Action by Head Teacher or Nominee	2-11
Initial Action List for CIMT	2-13
Medium Term Actions/Considerations	2-13
<b>POST INCIDENT CARE AND SUPPORT</b>	<b>2-15</b>
<b>STAND-DOWN AND RECOVERY</b>	<b>2-16</b>
<b>APPENDICES</b>	<b>2-17</b>
Appendix 1 – Contacts	2-20
Appendix 2 - Communications	2-22
Appendix 3 - Basic Information about the School	2-23
Appendix 4 - Emergency School Closure	2-25
Appendix 5 - Specific Hazards Affecting School Site	2-26
Appendix 6 - Evacuation and Invacuation Plan	2-28
Appendix 7 - Checklist for Group Leaders on Educational Visit	2-29
Appendix 8 - Pandemic Plan	2-30
Appendix 9 - Bomb Threats and Suspect Packages	2-37
Appendix 10 - Other Services Using the School Site	2-38
Appendix 11 - Log Keeping	2-39
Appendix 12 - Training and Exercising	2-41
Appendix 13 - Business Continuity	2-42
Appendix 14 – Supporting documents	2-46

## ***INTRODUCTION***

This plan has been prepared and agreed by the Head Teacher of Maple Walk School and New Model School central management to assist in dealing with an emergency situation that affects the school community.

This plan relates to an event which may involve:

- People
  - the safety of children and/or staff
  - a serious accident involving children and/or school personnel on or off the premises
  - the death of a child or staff member
  - a violent intrusion onto school premises (eg an armed intruder or a bomb alert)
- Premises
  - damage (possibly extensive) to school premises
  - the release of hazardous substances near or on the school site
  - flooding of the school site
  - fire
- Other
  - a crisis which might affect the public reputation of the school

It also considers where the Head Teacher believes that the School will benefit from receiving additional support or, where the community in which the school is based is affected by an emergency.

The School emergency plan aims to:

- provide support to all children and staff affected by an incident
- maintain the normal running of any parts of the school not affected
- return the whole school to normal as soon as possible

The plan provides generic guides to actions that should be considered by the Head Teacher, her nominated deputy, the CEO and the critical incident management team (CIMT) in case of an emergency in school or the local community, or on an educational visit.

The plan covers procedures for an incident occurring in school time and out of school hours, weekends and during school holidays.

### ***Important Action Points***

- Review the plan and its content at least once each year
- Keep the plan up-to-date regarding personnel
- Ensure staff know their roles (training)
- Keep the school's contact list near to the phone in case it becomes necessary to activate the plan



## **ACTIVATION**

Information about an incident may come from a staff member, pupil, parent, the emergency services or the local authority.

Whoever receives the alert should ask for, and record, as much information as possible:

<b>Name of the person informing of the incident</b>	
<b>Details of the incident</b>	
<b>Who else has been informed (eg emergency services etc)</b>	
<b>Exact location of the incident</b>	
<b>Details of any casualties</b>	
<b>Any action taken so far</b>	
<b>Name of contact at the scene</b>	
<b>Number of contact at the scene</b>	
<b>What assistance is needed</b>	

**Immediately inform the Head Teacher or Deputy Head Teacher**

## ***Responsibilities/Checklist of Initial Action by Head Teacher or Deputy Head Teacher.***

### **RESPONSIBILITIES**

- take charge of events
- draw up an action plan for the specific incident
- delegate responsibilities and give task sheets to the chosen person
- consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents, general enquiries and the media
- establish a crisis team meeting place, close to the incident control point

<b>Action to be taken</b>	<b>✓ when complete</b>
Ascertain details of incident	
Take immediate action to safeguard pupils and staff where necessary	
Alert relevant emergency services (Police, Fire, Ambulance) via 999 system  Be prepared to give the following information: <ul style="list-style-type: none"> <li>• Emergency Service(s) required</li> <li>• Exact location of the incident</li> <li>• Number of casualties</li> <li>• Nature of injuries</li> <li>• Location and telephone number where call is being made from</li> <li>• Hazards which may be encountered by the Emergency Services at the site</li> </ul>	
Log all communications and actions	
Assemble a critical incident management team from pre-identified staff if required.	
Refer to the list of emergency contact numbers in Appendix 1 for additional support if required	
Where possible, avoid closing the school and try to maintain normal routines	

## ***Critical Incident Management Team (CIMT)***

The CIMT will comprise some or all of the following:

- Head Teacher
- CEO of NMS
- Deputy Head Teacher
- Head of HR for NMS
- Marketing Manager of NMS
- Senior Leadership Team members as determined at the time by the Head Teacher

## IMPLEMENTATION

### *Head teacher or Deputy Head Teacher*

Action to be taken	✓ when complete
Ensure that accurate, factual information is available for those arriving at the scene	
Liaise with the local authority, police, fire and ambulance services, and other agencies who may become involved. (Numbers in Appendix 1 at 2.22)	
Act as the main contact to co-ordinate the response	
Inform the CEO	
Inform all staff, and parents of injured pupils	
Decide how to inform other parents of injured pupils	
Ensure all staff maintain a log of actions and decisions	
Allocate tasks to members of the CIMT as appropriate	
Provide regular briefings for staff	
Continue to liaise with the local authority and the emergency services	
Try to maintain normal routines as far as possible	
Inform staff involved to prepare a written report of their involvement, noting events and times	
In the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours	
Continue to allocate tasks to members of the CIMT as appropriate	



## Welfare

Action to be taken	✓ when complete
Secure the immediate safety of pupils and staff - this may include evacuation or keeping pupils and staff inside the building (in vacuation)	
Establish the location of all pupils, staff, and visitors using timetables, registers and the visitor's book, and make a list of those unaccounted for	
Establish a staff rota and ensure that staff take regular rest periods	
Identify those pupils and/or staff who are badly affected, and who need extra support	
Make arrangements for reuniting pupils with their parents	
Take account of religious and cultural factors, and consider contact with leaders of local faith communities	

## ***Communications***

<b>Action to be taken</b>	<b>✓ when complete</b>
Consider emergency communications needs	
Dedicate lines for incoming and outgoing calls and arrange extra support for reception.  Line to be used for incoming calls only: 020 8963 3890	
Arrange for the staffing of site telephone	
Inform pupils, in groups as small as practicable, considering the best way to impart tragic news	
Inform parents of children (including those not directly involved in the incident if appropriate – decision by Head Teacher). Use Engage SMS texting application and consider using website, Instagram, Facebook for contacting parents quickly and efficiently. Be prepared to cascade the task to a number of individuals in order to achieve quick dissemination of information.	
Receive visitors to the school, ensuring they sign in and out and are issued with identification badges.	
Ensure that staff are fully briefed on facts and are aware of what information can be released	

## Media

Action to be taken	✓ when complete
<p>Ensure that any media access to the site, staff and pupils is controlled</p> <p>In a major emergency, the police will deal with the press and prevent access to the school</p>	
Liaise with and co-operate with the media and to answer their queries, as appropriate	
Liaise with the Marketing Manager to prepare a press statement, to be agreed by the Head Teacher, and to decide the ongoing strategy for dealing with the press	
Be aware of the potential problems caused by the spread of misinformation through pupil and/or staff use of mobile phones	
Provide basic information about the school (see Appendix 2)	
Be prepared to be interviewed by the press if necessary and agreed	
Liaise between the press and those affected about interviews - seeking permission from parents/guardians of any students involved in interviews. Any students involved in interviews should be supported.	

## Resources

Action to be taken	✓ when complete
Ensure access to site for emergency services	
Open/close parts of school as required, and turn off water and electricity supplies if necessary	
Ensure the security of the school premises	
Establish a safe and secure base for the CIMT	
<p>Check that all available communications and office equipment are working (phones, fax, copiers), in:</p> <ul style="list-style-type: none"> <li>• School Office</li> <li>• CIMT Base</li> <li>• CIMT Alternative Base</li> <li>• SOFT EGG Engineer to be called onsite to provide first hand technical support</li> </ul>	
Arrange a place to receive parents and children involved	
If necessary, evacuate the building in accordance with the School Fire Procedures	
Ensure that parents do not take students away, unless directed to do so	
Consider relocation to other premises	

### ***All other teaching and non-teaching staff***

<b>Action to be taken</b>	<b>✓ when complete</b>
Respond to instructions given by members of the Critical Incident Management Team	
Be ready to respond to any potential hazard in and about the site	
Maintain a calm atmosphere	
Do not speak directly to the media but refer all enquiries to the Head Teacher or other person designated as being responsible for contact with the media	

## **EMERGENCIES DURING EDUCATIONAL VISITS**

The Head Teacher or her pre-agreed nominee should be immediately informed of any incident by the group leader.

### ***Initial Action by Head Teacher or Deputy Head Teacher***

- Maintain a written record of your actions using this check list and attached log sheet
- Offer reassurance and support.
- Be aware that all involved in the incident, those at the school and you, may be suffering from shock or may panic.
- Find out what has happened. Obtain as clear a picture as you can - who informed you of the incident? (Usually the group leader)
- Remind the group leader to follow the checklist for group leaders on educational visits (see Appendix 7)
- Record the details of the off-site activity/visit during which incident occurred

<b>Location and nature of activity/visit</b>		
<b>Name of person in charge of visit</b>		
<b>Telephone number(s)</b>		
<b>Number of people on the visit</b>	<b>Pupils</b>	
	<b>Teachers</b>	
	<b>Other adults</b>	
<b>Date and time of incident</b>		

<b>Location</b>			
<b>What has happened?</b>			
<b>People affected</b>	<b>Name</b>	<b>Injury</b>	<b>Where they are / will be taken</b>
<b>Emergency Services involved and advice they have given</b>			
<b>Names and locations of hospitals involved</b>			
<b>Arrangements for pupils not directly involved in the incident</b>			
<b>Name of person in charge of your group at the incident</b>			
<b>Telephone Number(s)</b>			

- Depending on the scale of the incident, consider assembling a CIMT to assist with the response

## ***Initial Action List for CIMT***

- Inform school staff as appropriate, depending on the time and scale of the incident
- Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception.
- Immediately inform parents of any injured pupils of what has happened and where their child is, recording what their plans are, eg to travel to their child, any assistance they need and any means of communications with them (eg mobile phone number)
- In event of a major incident the police may give advice regarding naming badly injured people or fatalities. You may also need to inform next-of-kin of any staff who have been involved
- Inform parents of any other pupils on the visit but not directly involved in the incident
- Parents should first hear of the incident from the school (or from the party leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/next of kin are informed
- Ensure that staff are fully briefed on facts and are aware of what information can be released
- If necessary, introduce controls on school entrances and telephones
- at least initially, the school is advised to avoid responding to media enquiries and direct these to the Marketing Manager
- liaise with the Marketing Manager as early as possible, and work with them to prepare a press statement
- arrange a quiet space to receive parents of the children involved as they arrive at the school

## ***Medium term actions/considerations***

- Inform pupils and staff at school and their parents. Decide what information you should give. Remember that information given must be limited until the facts are clear and all involved parents/next of kin are informed.
- In the event of a tragic incident, consider seeking support from an educational psychologist about the best way to inform pupils and to support them afterwards.
- Staff and pupils should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones)



- Inform all staff involved to prepare a written report noting events and times. Inform the NMS Health and Safety Director who will advise on H&S reporting procedures.
- In the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours.

## ***POST INCIDENT CARE AND SUPPORT***

Post-incident care is aimed at helping individuals to understand their feelings following an emergency and to identify sources of future support. The overall aim of the support is to help people in a way that will reduce the possibility of them developing post-traumatic stress disorder.

Topics of loss, bereavement, risks/safety and change are covered in the curriculum. The onsite Schools Counselling Service can provide specialist support in this area.

Schools where these topics are discussed openly, and treated as normal life events, are likely to find it easier to cope when a difficult or tragic incident occurs.

Consult with parents following an incident. It is important to communicate with parents of pupils who have been involved, and ensure that their needs and wishes are taken into account.

## ***STAND-DOWN AND RECOVERY***

### ***Recovery Plan Checklist***

#### **As soon as possible after the emergency:**

- Arrange debriefing meetings for staff and pupils
- Arrange debriefing meetings for the Head Teacher and CIMT
- Identify and support high-risk pupils and staff
- Promote discussion of the emergency in class
- Consider the need for individual or group support
- Help affected pupils and staff to come back into school
- Initiate a review of the Critical Incident Policy, evaluating the school's response and feeding in any lessons learnt

#### **In the longer term:**

- Consult and decide on whether and how to mark anniversaries
- The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected
- Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school
- Remember to make any new staff aware of which pupils were involved and how they were affected

# APPENDICES

## APPENDIX 1 – CONTACTS

***THIS SECTION IS REDACTED FOR DATA PROTECTION AND PRIVACY REASONS A FULL UP TO DATE LISTING OF CONTACTS IS RETAINED IN THE SCHOOL OFFICE AND BY THE HEAD TEACHER.***

## APPENDIX 2 – COMMUNICATIONS

Communications systems are put under enormous pressure in the immediate aftermath of an emergency, but are vital to ensuring a well-managed response.

- Identify any lines not generally known to the public (mobile phones).
- Be aware that in a power failure, the VOIP phone system will not work. NMS head office can take over messaging.
- An early decision should be made about how to inform parents (in the case of a fatal incident, the police will normally inform the parents of the child or children involved)

## APPENDIX 3 - BASIC INFORMATION ABOUT THE SCHOOL

This sets out basic information about the school which could be used in the event of a major incident.

## APPENDIX 4 - EMERGENCY SCHOOL CLOSURE

The decision to close a school would be made by the Head Teacher and the CEO.

An agreed method of informing parents and other organisations (eg bus companies) of the closure is included in your communications section.

## APPENDIX 5 - SPECIFIC HAZARDS AFFECTING SCHOOL SITE

Specific hazards or risks associated with the school, are outlined and any information and special procedures relating to the risks are included

- the release of hazardous substances near or on the school site (eg Chemical Site)
- hazards within the school (storage of cleaning chemicals)
- difficulties relating to the school itself (eg, communications problems).

## APPENDIX 6 - EVACUATION AND INVACUATION PLAN

This is one of the most important sections of the plan as it outlines the initial actions that should be taken to safeguard pupils and staff, both from internal and external hazards. All staff are aware of these procedures, as warning signals may need to be triggered immediately, before advising others of the threat.

The evacuation plans include information about what route to take and what assembly point to use in the case of a bomb threat, or fire

It also includes pre-planned arrangements for signalling the need for evacuation (keeping pupils indoors and close doors and windows) in the event of an external hazard, and signalling lockdown of the school in the event of an intruder.

#### **APPENDIX 7 - CHECKLIST FOR GROUP LEADERS ON EDUCATIONAL VISITS**

Checklist to be followed by the group leader if an incident occurs on an educational visit.

#### **APPENDIX 8 - PANDEMIC PLAN**

The Department for Education (DfE) has published guidance to assist planning to support learning if schools close for extended periods during a pandemic.

#### **APPENDIX 9 - BOMB THREATS AND SUSPECT PACKAGES**

Although bomb threats usually turn out to be hoaxes, they must always be taken seriously. It is important that office staff know what questions to ask if they do take a call from someone claiming to have information about a bomb. The bomb threat prompt card gives questions to ask and immediate actions to take in this situation. Office Staff are familiar with this information,

Equally important is dealing with suspect packages - in most cases the package turns out to be a hoax or genuine mistake, but it is better to take all appropriate precautions if a suspicious letter or package is received. Office staff who may deal with incoming mail in the school are aware of the guidance.

## **APPENDIX 10 - OTHER SERVICES USING THE SCHOOL SITE**

This section records any separate emergency procedures for other services using the site (eg, holiday clubs and after-school clubs etc) or any additional arrangements relating to extended services at the school.

## **APPENDIX 11 - LOG KEEPING**

Any emergency affecting a school may afterwards become the subject of a detailed inquiry. It is important that accurate written records are kept, and that no piece of information about either the planning or the response to the incident is lost. Records may also be in the form of a recording made via a CCTV camera, a telephone or on an answer machine. The records should be retained after the incident for future reference.

## **APPENDIX 12 - TRAINING AND EXERCISING**

In order to carry out the procedures outlined in our plan, awareness raising and training is carried out within the school. All staff that have a role in the plan should be aware of the full scope of the plan and their roles and responsibilities. Staff who may not be part of the response to an emergency should still be aware of the content of the plan, particularly the section on evacuation and invacuation.

Exercising your plan is equally important, especially emergency procedures such as:

- Fire drill
- Invacuation drill
- Lockdown drill

## **APPENDIX 13 - BUSINESS CONTINUITY**

Business continuity planning is the process involved in ensuring that a business or organisation can continue with its critical functions after a disaster or emergency. In the case of schools, one of these functions is to continue pupils' education. We have considered what is required in order to continue this function and what vital records or data we may need to duplicate or back up.

## ***APPENDIX 1 - CONTACTS***

This should be updated in response to changes and reviewed annually

### ***School /NMS Staff Identified for Incident Response***

Information held in Critical Incident Plan held at school

## ***External Contacts***

<b>Organisation</b>	<b>Contact No</b>
Insurers – Aston Lark (brokers)	01420 81492
Local radio – BBC London	020 7224 2000
Local Radio – LBC	020 7314 7300
Brent Family Front Door	020 8937 4300
Police	999 – Urgent; 101 – Non Urgent
Fire Brigade	999
London Ambulance Service	999
Hospital – St Mary's Paddington	020 3312 6666
Hospital – Royal Free	020 7794 0500
Hospital – Charing Cross	020 3311 1234
Hospital - Northwick Park	020 8864 3232
Child and Adolescent Mental Health Services (CAMHS) – Bell House	020 8208 5600
London Borough of Brent	020 8937 1234
Soft Egg – Schools ICT	0118 936 0080
National Grid (electricity emergency)	0800 404 090



## ***APPENDIX 2- COMMUNICATIONS***

Information held in Critical Incident Plan held at school

## **APPENDIX 3 - BASIC INFORMATION ABOUT THE SCHOOL**

<b>Basic information</b>	
Name:	Maple Walk School
Address:	62A Crownhill Road Harlesden London NW10 4EB
Telephone:	020 8963 3890
Website:	<a href="http://maplewalkschool.co.uk/">http://maplewalkschool.co.uk/</a>
Email:	admin@maplewalkschool.co.uk
Age Range:	4 – 11
Number of pupils:	181
Map of surrounding area:	Included at Appendix 14
Photographs:	Included at Appendix 14
Plan of School:	Included at Appendix 14
<b>Details of Senior Staff</b>	
Head Teacher:	Claire MURDOCH
Deputy Head Teacher	Mia SANTA OLLALA
Head of EYFS	Ambika CURBISHLEY
Year 5 Class Teacher and SLT member	Gill SINCLAIR
Reception teacher and SLT member	Andia MARKOU

Details of NMS Senior Officers	
CEO and Health and Safety Director	Deborah LIVSEY
Head of HR	Dawn KNEE

## ***APPENDIX 4 - EMERGENCY SCHOOL CLOSURE***

Any wide area emergency closing a school can have a knock-on effect with other key services as parents would have to take time off to look after their children. Although the health and safety of pupils/students and staff is paramount, the Head Teacher will also take this into account when considering whether to close the school.

## **APPENDIX 5 - SPECIFIC HAZARDS AFFECTING SCHOOL SITE AND HAZARD ASSESSMENT**

This section includes:

- an up-to-date, detailed plan of the school, showing location of cut-off valves and switches for water and electricity and information on the drainage system
  - Plan A - Water – Manhole close to front gate but within school curtilage & Electricity – Cupboard in School Office
  - Drainage - no drawings available –NMS Sites manager has some local knowledge of the drainage system
  - The school has no gas supply
  - LB Brent Emergency Planning Department confirm that there are no major gas mains close to the school.
- details of how to reset the fire alarm system
  - There are written instructions on site – the Sites manager is familiar with the process
- alternative access points in case of road closure, and emergency access to the school buildings
  - Access is only available from Crownhill Rd
- school telephone number, and details of any additional telephone numbers (including mobiles) that could be used
  - Phone - 020 8963 3890
- any specific difficulties and procedures relating to the school
  - None specific
- specific information relating to any hazards on the school site, including:
  - the location of chemical stores and any radioactive materials stored on site
    - Cleaning materials are held in a container within the girls' WC which is kept locked
  - details of hazards such as asbestos in the fabric of the buildings, if known
    - None known
  - the location of oil tanks or other fuel storage arrangements
    - None known
- specific information and procedures relating to any external hazards that could affect the school,
  - nearby industrial facilities or chemical sites

- No specific external hazards confirmed with London Borough of Brent Emergency Planning Unit
- rivers or streams which pose a flooding risk to the school
  - No flooding risk as identified on the Environment Agency website.

## ***APPENDIX 6 - EVACUATION AND INVACUATION PLAN***

Information held in Critical Incident Plan held at school

### ***Schools near Chemical or Industrial Sites***

No chemical or industrial sites in close proximity to the school. This is confirmed with LB Brent Emergency Planning Unit.

## ***APPENDIX 7 - CHECKLIST FOR GROUP LEADERS ON EDUCATIONAL VISIT***

- Ascertain details of incident
- Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system
- Call for assistance if available (staff, passers by)
- Administer first aid where possible
- Account for all members of the party and ensure that all persons uninjured stay together
- Allocate staff member(s) to travel to hospital(s) with casualties
- Ascertain if there are any witnesses
- Allocate staff member(s) to stay at incident site to liaise with the emergency services
- Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible
- Inform Head Teacher/member of senior management team (at school) as soon as possible. Give as much of the following information as possible:
  - date, time, location and nature of incident
  - names of those involved
  - details of any injuries.
  - actions taken.
  - contact point to be used
- Consider requesting additional assistance.
- Keep Head Teacher/member of senior management team regularly updated.
- Consider whether activity should be abandoned. If so, arrange for non-casualties to return to school. Liaise with Head Teacher/senior management team over transport arrangements.
- Do not discuss legal liability



# Maple Walk School Pandemic Plan

<b>Date of issue</b>	September 2023	<b>Date of next review</b>	August 2024
<b>Person responsible for updating this plan</b>	CEO		

## **CONTENTS:**

### **Action Plan**

1. Pandemic Action Plan
2. Pandemic Recovery Plan
3. Action Plan - Key Contacts
4. Action Plan - Flowchart - Suspected Case at Maple Walk School
5. Action Plan - Flowchart - Procedure for Schools Closure

# Pandemic Influenza Action Plan

1. The following members of staff are empowered to make a decision on the closure and re-opening of the school:

- Claire Murdoch (Head Teacher) or in her absence
- Mia Santa Ollala (Deputy Head Teacher.)

In either case after consultation with Deborah Livsey (CEO)

2. The local authority liaison for pandemics is through the Emergency Planning Unit at the London Borough of Brent on 020 8937 1234. Ask for "emergency planning" on the automated switchboard.

3. Posters on general infection control that the Department of Health has made available will be used to help educate students to avoid normal everyday infections as well as in a pandemic. These posters provide advice on hand-washing and on coughs and sneezes. These posters can be downloaded from

<https://www.gov.uk/government/publications/catch-it-bin-it-kill-it-respiratory-and-hand-hygiene-campaign-2011>

4. The school holds supplies of the following infection control materials/equipment:

- boxes of latex gloves
- boxes of anti-viral/bacterial wipes
- liquid soap dispensers
- liquid soap
- paper towel dispensers (Staff)
- paper towels
- air hand dryers
- boxes of tissues
- boxes of disposable plastic bags for the disposal of used tissues.

5. In the event of an infectious disease outbreak the Head Teacher/sites manager would meet with the local cleaner to reinforce the requirements to meet the standards detailed in section "Infection Control" and the Public Health England "Guidance on Infection Control in Schools and other Childcare Settings" (2014)

6. During a pandemic the school will communicate with other staff, children/young people, parents/carers via the following systems/arrangements:

- a) Telephone
- b) Email
- c) Engage database SMS Messaging
- d) The School Website

7. Guidance (Planning for a Pandemic – DfE) recommends that remote learning is provided by the school while it is closed to students. This will be achieved through the use of Zoom and Google classroom platforms:

- email
- post
- and other on-line educational platforms

8. The contact details for staff, including email addresses, are held locally both in hard copy and electronically and updated annually.

9. The contact details for children, parents/carers, including email addresses, are held both electronically and in hard copy and updated annually.

10. Cover for absent staff is arranged by the Head Teacher unless it is long-term in which case it is arranged by the Head of HR - Dawn Knee.

11. Consideration should be given to the pastoral arrangements needed to be put in place for students and staff during or following a pandemic and whether any additional facilities or training that could be put in place in advance.

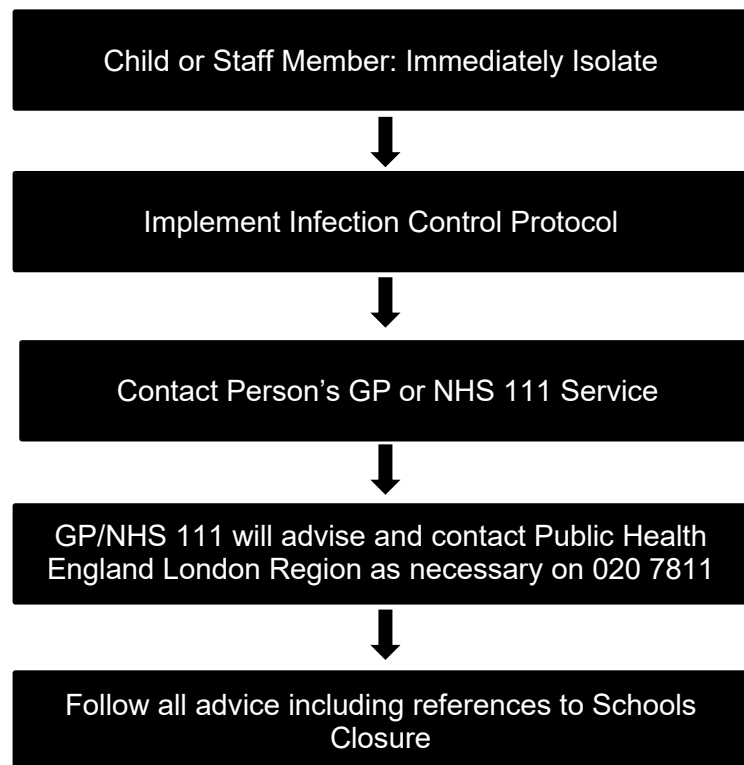
## **Pandemic Recovery Plan**

- 1) Ascertain which teaching staff will be available to return to work
- 2) Ascertain which non-teaching staff will be available to return to work
- 3) Select a suitable date to re-open the school
- 4) Decide which year groups will return on which dates
- 5) Adjust curriculum in line with the above
- 6) Decide which facilities will not be available
- 7) Discuss the provision of transport with contracted provider
- 9) Decide which methods of notification will be used e.g. letter, email, local media etc.
- 10) Record details of the reopening on the school answer-phone
- 11) Ensure that all areas are disinfected prior to reopening to staff or children and young people

## Key Contacts

<b>Name/Role</b>	<b>Contact details</b>
Claire Murdoch – Head Teacher	Information held at School
Mia Santa Ollala– Deputy Head Teacher	Information held at School
Deborah Livsey - CEO	Information held at School
Supply Agency – Vibe Supply Agency - Zen	020 3696 5004 020 3923 8953
London Borough of Brent Emergency Planning	020 8937 1234
Public Health England – London Region	020 7811 7000

## Suspected Case Flow chart



## Procedure for Schools Closure

Advice to close from Government to local PHE (Public Health England) Unit or direct from local PHE Unit in case of locally confirmed case(s)

Local PHE Unit will liaise with the School and advise on a case by case basis

Head Teacher or Deputy Head Teacher in their absence to discuss with the CEO prior to any closure decision being made

School may close for a period of up to 7 days or longer

Re-open on advice from local PHE (Public Health England) Unit



## ***APPENDIX 9 - BOMB THREATS AND SUSPECT PACKAGES***

Information held in Critical Incident Plan held at school

## ***APPENDIX 10 - OTHER SERVICES USING THE SCHOOL SITE***

Other services using the school site (e.g. after-school clubs and holiday clubs etc) or any additional arrangements relating to extended services at the school.

- Previous sections would apply to after school clubs.

## **APPENDIX 11 - LOG KEEPING**

### ***How to write the log:***

- Note all relevant facts in chronological order
- Stick to the FACTS - do not include any assumptions (if you are noting down assumptions to show your reasoning for making a decision, make this clear)
- If you make a mistake, cross it out with a single line l so that what is underneath is still visible, and initial it
- Do not leave blank spaces - or if you do, rule them out with a line
- Do not overwrite – if you make a mistake, cross it out, initial it and start again
- Do not leave large blank spaces between words or between entries
- Do not use correction fluid
- Unused space after the end of a series of entries should be ruled through, then signed in full, dated and timed
- Avoid approximations and abbreviations

## Log Sheet

Incident:	
Location of incident:	

[illegible]

## ***APPENDIX 12 - TRAINING AND EXERCISING***

### ***Training record:***

Information held in Critical Incident Plan held at school

### ***Exercise record:***

Information held in Critical Incident Plan held at school

## ***APPENDIX 13 - BUSINESS CONTINUITY***

Business continuity planning is the process involved in ensuring that a business or organisation can continue with its critical functions after a disaster or emergency. In the case of schools, one of these functions is to continue pupils' education. The following is required in order to continue this function and ensure vital records or data needed is backed up or duplicated.

Statistically the emergency most likely to be experienced by a school is one that affects the school building, such as a fire or flood. Having an inventory of the contents of the school is invaluable in calculating losses for insurance claims. This section is split into three sections

**Equipment** - this doesn't need to include every single item in the school, as numbers of desks and chairs are easy to calculate, but IT, electrical equipment and any other specialist, large, one-off or expensive items. This information is held in head office on the Fixed Asset Register

**IT data and systems** - all important data stored on school computers is backed up remotely, and stored off site. Cloud based data is also backed up in real time.

**Paper based records** – the school has some paper-based records, which could be easily damaged or destroyed in a fire or flood. However, all of these are also available digitally. Our digital records are all backed up

Lesson plans are retained digitally. Pupils' coursework is stored partly on paper and partly digitally. There is no duplication of paper course work as it is deemed impractical to maintain such duplicates.

## ***Equipment Inventory***

Information held at NMS head office on the fixed asset register

## ***IT/ Data and Systems***

Information held in Critical Incident Plan held at school and with Soft Egg IT support providers.



## ***Paper Based Records***

Information held in Critical Incident Plan held at school