

LITTLETON PRIMARY SCHOOL PROCEDURES FOR COPING WITH CRISES

These procedures refer to School Management 8 - Coping with Crises Policy

These procedures are based on the three levels of incidents identified in the **Devon County Council School Emergency Plan** and cover the actions to be taken in six crisis situations that the Policy defines. The final part of these procedures includes a list of contact names and numbers and the CYPS Emergency Procedures.

The guiding principles for the adult in charge, whatever the crisis, are:

- The welfare and on-going safety of the children and adults involved
- Involvement of appropriate outside agencies
- Communication with the Principal and those members of the school staff who have a role to play
- Communication with families of children involved
- Communication with other children and adults at the school and their families
- Long term welfare of the children and adults at the school

Definitions

- References to the Principal mean the Principal or whichever member of staff in deputising for her, when the situation is at school.
- References to the Adult in Charge of a group of children means the member of staff in charge of the group, or her/his nominated deputy, when the incident occurs off-site.
- References to the Chair of Governors mean the Chair of Governors or the Vice Chair of Governors or any other Governor assuming that responsibility by default.

Individual procedures

Level 0: Situation A - An Incident where the school will have to be closed after the school day has begun (e.g. Weather and Sickness)..... **Page 3**

Level 0: Situation B - An Incident where the school will have to be closed prior to the school day beginning (e.g. a fire overnight when the school is closed or where severe weather is forecast) **Page 4**

Level 1: Situation A - An Incident involving the whole school where evacuation is required **Page 6**

Level 1: Situation B - An Incident involving an individual child or adult in the school or a small group of children \ adults **Page 7**

Level 1: Situation C - An incident involving a group making an out of school trip..... **Page 12**

Level 2: Major Community Emergency..... **Page 17**

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 Local Authority (LA) is to be informed of the closure. Some support from the LA or other agencies may be necessary, and some incidents require formal notification to the LA.

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 as below and inform **LA Team Coordinator (01392 383369)**. Any decision to close the school will be made by the Principal, in consultation with the Chair of the Governing Body where this is appropriate.

Situations with procedures set out below:

Level 0: Situation A - An Incident where the school will have to be closed after the school day has begun (e.g. Weather and Sickness)

Level 0: Situation B - An Incident where the school will have to be closed prior to the school day beginning (e.g. a fire overnight when the school is closed or where severe weather is forecast)

Level 0: Situation A - An Incident where the school will have to be closed after the school day has begun (e.g. Weather and Sickness)

The following procedures apply as soon as any member of staff is aware of an incident or bad weather serious enough to warrant closing the school after the school day has begun.

1. The **first member of staff** to become aware of the incident will alert the Principal so that she can decide whether or not the school should be closed / evacuated

**If evacuation is required as there is a threat to life or well being, refer to
Level 1: Situation A**

Upon deciding that the incident warrants closure of the school, **the Principal** will:

2. Ensure that there is a responsible adult in charge of each class. It is then their responsibility to:
 - a. keep children safe and amused/entertained/busy
 - b. maintain a register of children as they are collected by their parents/carers
3. Contact Radio Devon (01752 234511) and Gemini FM (01392 444444) to ask them to publicise the school closure. Note that the school's DfES number (8782049) must be given.
4. Inform the Chair of Governors of the school closure.
5. Contact the LA Team Coordinator (01392 383369) and advise him / her of the situation.
6. Adults not in charge of classes are to contact parents/carers to arrange for children to be collected, and assist in answering incoming calls.
7. In the event of it being impossible to contact parents, a child may go home with a friend. The class register must record who the child has gone home with and what their contact number is.

Level 0: Situation B - An Incident where the school will have to be closed prior to the school day beginning (e.g. a fire overnight when the school is closed or where severe weather is forecast)

1. Where an incident has taken place, or is ongoing, prior to the school opening, the Principal will decide if the school has to remain closed. During severe weather conditions, the Caretaker will contact the Principal by 7.30am.
2. When bad weather is forecast for the following day, the Principal will issue a parents/carers letter to forewarn parents of the likelihood of a school closure and advise them of the procedures that will apply.
3. If the Principal decides the school will not be opening:
 - a. The Principal will contact Radio Devon (01752 260323) and Heart (01392 444455), so that a message can go out on air.
 - b. The Principal will contact the Chair of Governors, Assistant Principals, the Special Needs Coordinator and school administrator
 - c. The Principal will contact the LA Team Coordinator (01392 383369) to advise them of the situation.
 - d. The Assistant Principals will contact the teachers in their Key Stage.
 - e. The Special Educational Needs Co-ordinator will contact Teaching Assistants and the Nursery Nurse
 - f. The School Administrator will contact other school administrative staff and leader of the Playtime Supervisors.
 - g. The School Administrator will cancel school meals
 - h. The leader of the Playtime Supervisors will contact mealtime assistants.
 - i. The Caretaker will contact cleaning staff

If access to the school is possible:

4. From 7.30am, the caretaker will answer phone calls, helped by whoever can get in to school.
5. The caretaker will put a closure notice on all entrances.
6. Local teachers and teaching assistants should still make their way into school for 8.50 if at all possible, to deal with any children that do arrive.

All adults working at school must ensure that the school has up to date contact details for them.

All people named with a task above must ensure that they have a current list of contact numbers at home.

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. LA 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
- 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

ACTION: Normally contact LA Team Coordinator (01392 383369) to provide and receive information. Any decision to close the school will be made by the Principal, in consultation with the Chair of the Governing Body where this is appropriate.

Situations with procedures set out below:

Level 1: Situation A - An Incident involving the whole school where evacuation is required

Level 1: Situation B - An Incident involving an individual child or adult in the school or a small group of children \ adults

Level 1: Situation C - An incident involving a group making an out of school trip

Level 1: Situation A - An Incident involving the whole school where evacuation is required

The following procedures apply as soon as any member of staff is aware of an incident requiring the need to evacuate.

1. If it is a fire, the assembling points are identified in the fire instruction displayed in each school room.
2. If it is a more serious or longer term evacuation:
 - All children will put on outdoor clothes (if there is time) and evacuate to the playing fields on the opposite side of the road from the school. If the weather is inclement, they will then be walked, in classes, to St Michael's Church. The key is kept by the school administrator.
3. Ensure that there is a responsible adult in charge of each class. It is then their responsibility to:
 - keep children safe and amused/entertained/busy
 - maintain a register of children as they are collected by their parents/carers
4. Inform the LA Team Coordinator (01392 383369), providing and receiving information.
5. Contact Radio Devon (01752 234511) and Gemini FM (01392 444444) to ask them to publicise the school closure. Note that the school's DfES number must be given.
6. Inform the Chair of Governors of the school closure after all students have left safely.
7. If adults can remain in school for a time, arrange for staff to remain in school to operate the switchboard and contact parents/carers.
8. If all adults have to evacuate the school, ensure that parent/carer contact lists are taken off site for subsequent use in contacting them.
9. Arrange for all available phones to be used to contact parents and arrange for children to be collected and taken home.
10. In the event of it being impossible to contact parents, a child may go home with a friend. The class register must record who the child has gone home with and what their contact number is.

Level 1: Situation B - An Incident involving an individual child or adult in the school or a small group of children \ adults

The following are the procedures for the Principal to follow. Most actions will involve the Principal making arrangements for an appropriate person to do something. If the Principal cannot immediately attend the incident, then these are the procedures that the first responsible adult available should follow.

Stage 1: Initial Actions

The Principal shall:

1. Render life-saving intervention and then arrange for first aid to any casualty(ies)
2. Ascertain the nature and extent of the incident and attempt to clarify exactly what has happened.
3. Arrange to make the situation safe to avoid risk of further injuries. Unless necessary for safety reasons, do not move any furniture or equipment until the emergency services have been involved
4. Arrange to call the emergency services as required. The police will take any statements.
5. Then consider whether incident requires involvement of Local Authority Support Team. It is requested that initial contact be always made with the Local Authority (LA Team Coordinator – 01392 383369 (office hours) 01392 382634 (24 hours)) in emergencies in case they have wider significance.
6. Arrange for other children to be looked after in an appropriate manner
7. Arrange for an adult to liase with the search/rescue/emergency services.
8. Arrange for an adult to accompany any casualties to hospital.
9. As soon as is practicable, write down details of the incident. These details should be made available to the emergency services and the hospital:
 - Contact name for the responsible person and telephone number
 - Date and time of incident
 - Location of incident
 - Details of injury
 - Actions taken
 - Contact details for future communication.
 - Names and telephone numbers, if necessary, of individuals involved ^{*1}
 - Names and telephone numbers, if necessary, of witnesses

^{*1} **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 **with the exception of the emergency services**, before those identities are formally agreed and parents are informed.

10. Open, and continue to maintain, a personal log of all factual information received, actions taken and the time of those events.
11. Unless there is overwhelming pressure, avoid closing the school and endeavour to maintain normal routines and timetables.
12. Be prepared to receive many telephone calls. Try to identify alternative phone numbers for emergency contact as other lines will quickly become jammed. Restrict non-urgent access to the telephone.
13. Inform the Chair of Governors of the incident and, if appropriate, of involvement of LA Support Team
14. Recognise the relevance of multi-cultural and multi-faith factors in the response.
15. Call together 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.

Legal liability should not be discussed or admitted.

The School Emergency Management Team shall:

1. Obtain full facts of the Incident from the Principal
2. Open and continue to maintain a personal log of information received, actions taken and the time of those events.
3. 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.
4. Assist class teachers who will undertake classroom briefings
5. Arrange special groups for very distressed pupils.

The School Administrator shall:

1. Obtain full facts of the Incident from the Principal
2. Open and continue to maintain a personal log of information received, actions taken and the time of those events.

Stage 2: Once established

Reminders for the Principal:

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. Consideration must be given to whether Local Authority Support should be provided, and in case of doubt, such support should be requested.
- Maintain regular contact with parents.

LA Support Team

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

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.

The Principal shall:

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

1. If LA Support Team has been activated, arrange for on-site facilities for the team.
2. Agree appropriate identification of staff by using badges.
3. Expect to see identification of LA Support Team officers.
4. Set up arrangements to manage visitors – arrange for their names to be recorded.
5. Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring –
 - sufficient help is available to answer the many calls that could be received (The LA 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 LA'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.
6. 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

7. To be aware of how colleagues are coping.
8. 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).
9. To brief Team to discourage staff and pupils from speaking to the Media.
10. To arrange, if appropriate, for Team members to each have a copy of the Next-of-Kin List.

The School Emergency Management Team shall:

1. Under guidance from School On-Site Coordinator, assist the Principal
2. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.

The School Administrator shall:

1. Under guidance from School On-Site Coordinator, assist the Principal
2. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.
3. Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments.
4. 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 the close of the incident

The Principal shall:

1. When appropriate, seek advice from LA Support Team and local clergy contact on special assemblies/funeral/memorial services.
2. Prepare joint report with named Senior Officer, for Director of Children and Young People's Services.
3. Arrange for a member of staff to make contact with any pupils either at home or in hospital.
4. Make sensitive arrangements for the return to school (as appropriate).
5. Where appropriate, ensure all accident forms are completed and insurers are contacted.

The School Emergency Management Team shall:

3. Under guidance from School On-Site Coordinator, assist the Principal

4. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.

The School Administrator shall:

5. Under guidance from School On-Site Coordinator, assist the Principal
6. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.
7. Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments.
8. 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 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.

Level 1: Situation C - An incident involving a group making an out of school trip

The following are the procedures for the adult in charge of the group to follow. Most actions will involve making arrangements for an appropriate person to do something.

Stage 1: Initial Actions

The Adult in Charge shall:

1. Ascertain the nature and extent of the incident and attempt to clarify exactly what has happened.
2. Arrange to make the situation safe to avoid risk of further injuries. Unless necessary for safety reasons, do not move any furniture or equipment until the emergency services have been involved
3. Render life-saving intervention and then arrange for first aid to any casualty(ies)
4. Arrange to call the emergency services as required. The police will take any statements.
5. Arrange for other children to be looked after in an appropriate manner
6. Give your contact details for liaison with the search/rescue/emergency services.
7. If possible, arrange for an adult from the group to accompany any casualties to hospital. If not possible, ask the Principal at school to organise this.
8. Collect the remainder of the group and arrange for their return to base.
9. As soon as is practicable, write down details of the incident. These details should be made available to the emergency services and the hospital:
 - Contact details of the school, the Principal and telephone number
 - Contact details of the off-site base
 - Date and time of incident
 - Location of incident
 - Details of children and adults involved and any injuries they have suffered
 - Names and telephone numbers, if necessary, of individuals involved *²
 - Names and telephone numbers, if necessary, of witnesses
 - Actions you have taken
 - Your contact details for future communication.

*² **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 with the exception of the emergency services, before those identities are formally agreed and parents are informed.

10. Unless already contacted, contact **the Principal**(see Principal actions below). Give details of the incident (as above).
11. Contact off-site base (outdoor centre, hotel, youth hostel etc). Give details of the incident (as above). If necessary make arrangements for curtailing the group visit.
12. Restrict non-urgent access to your telephone until all communication concerning the incident has been completed.

Legal liability should not be discussed or admitted.

The Principal shall take the following actions, once details of the incident have been given to her:

1. Consider whether incident requires involvement of Local Authority Support Team. It is requested that initial contact be always made with the Local Authority (LA Team Coordinator – 01392 383369 (office hours) 01392 382634 (24 hours)) in emergencies in case they have wider significance.
2. Unless there is overwhelming pressure, avoid closing the school and endeavour to maintain normal routines and timetables.
3. Be prepared to receive many telephone calls. Try to identify alternative phone numbers for emergency contact as other lines will quickly become jammed. Restrict non-urgent access to the telephone.
4. Inform the Chair of Governors of the incident and, if appropriate, of involvement of LA Support Team
5. Recognise the relevance of multi-cultural and multi-faith factors in the response.
6. If appropriate, call together 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.

The School Emergency Management Team shall:

1. Obtain full facts of the Incident from the Principal
2. Open and continue to maintain a personal log of information received, actions taken and the time of those events.
3. 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.
4. Assist class teachers who will undertake classroom briefings
5. Arrange special groups for very distressed pupils.

The School Administrator shall:

1. Obtain full facts of the Incident from the Principal
2. Open and continue to maintain a personal log of information received, actions taken and the time of those events.

Stage 2: Once established

Reminders for the Principal:

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.
- Seek Police advice whether parents should travel to the scene or whether children should be taken home.

LA Support Team

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

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.
- Try to dissuade shocked staff from driving parents to the scene.

The Principal shall:

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

1. If LA Support Team has been activated, arrange for on-site facilities for the team.
2. Agree appropriate identification of staff by using badges.
3. Expect to see identification of LA Support Team officers.
4. Set up arrangements to manage visitors – arrange for their names to be recorded.
5. Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring –
 - sufficient help is available to answer the many calls that could be received (The LA 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 LA'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.

6. 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)
7. To be aware of how colleagues are coping.
8. 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).
9. To brief Team to discourage staff and pupils from speaking to the Media.
10. To arrange, if appropriate, for Team members to each have a copy of the Next-of-Kin List.

The School Emergency Management Team shall:

1. Under guidance from School On-Site Coordinator, assist the Principal
2. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.

The School Administrator shall:

1. Under guidance from School On-Site Coordinator, assist the Principal
2. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.
3. Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments.
4. 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 the close of the incident

The Principal shall:

1. When appropriate, seek advice from LA Support Team and local clergy contact on special assemblies/funeral/memorial services.
2. Prepare joint report with named Senior Officer, for Director of Children and Young People's Services.
3. Arrange for a member of staff to make contact with any pupils either at home or in hospital.
4. Make sensitive arrangements for the return to school (as appropriate).
5. Where appropriate, ensure all accident forms are completed and insurers are contacted.

The School Emergency Management Team shall:

1. Under guidance from School On-Site Coordinator, assist the Principal
2. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.

The School Administrator shall:

1. Under guidance from School On-Site Coordinator, assist the Principal
2. Work with LA Support Team, the Principal and School On-Site Coordinator as directed.
3. Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments.
4. 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 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.

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. LA 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 (07699 734637 – 24 hours) or LA Team Coordinator (01392 383369) as well as the appropriate emergency services. Further contact may be necessary using the Contact Checklist, depending on the nature of the incident.

Contact Details – Devon County Council

Contact	Telephone Number
LA Support Team Coordinator	01392 383369
DCC Emergency Planning Team	01392 382634 – 24 hours

Contact Details – Radio Stations

Contact	Telephone Number
Radio Devon	01752 260323
Heart	01392 444455

Contact Details – East Devon District Council

Address	Contact Details	Responsibilities
The Knowle, Sidmouth, Devon, EX10 8HL	Tel: 01395 516551 Fax: 01395 517507 mailto:eddc@eastdevon.gov.uk	Environmental Health Leisure Services Housing Planning Waste Collection

Appendix B

LA Emergency Procedures

This note supplements and updates advice contained in the LA 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 Children & Young People's Services 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 CYP Services 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		07699 734637 – 24 hours
*LA Support Team Coordinator	Andy Wood	Strategic Support Officer	01392 383369
*DCC Client Support	Graham Newbery	Finance and Performance Manager	01392 382043
*Cleaning	Nick Richardson	Cleaning Contract Manager	01392 382870
*Grounds	Matthew Chapman	Grounds Manager	01392 382980
Legal Services	Simon Clarey	Solicitor	01392 382278
SCOMIS	Helpline desk		01392 385300
CYPS Finance	Dave Richards	Principal Finance Manager	01392 383146
*CYPS Outdoor Education Adviser	Bryan Smith	Outdoor Education Adviser	01392 384846
*DCC HR Service – CYPS	Helen Crossfield	Personnel Officer	01392 382789
*DCC EPS Critical Incidents Team	Bea Blair-Smith	Principal Educational Psychologist	01392 388701
*DCC Health, Safety & Security Team	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 Clapshaw	Deputy Manager 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 LA 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		To be confirmed
Clyst Vale		To be confirmed
Crediton	Debbie Pritchard	01392 383306
Culm Valley	Vic Ebdon	01392 382232
Dartmouth		To be confirmed
Dawlish	Simon Niles	01392 382042
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		To be confirmed
Sidmouth	John Barnard	01392 383164
South Dartmoor	Chris Aston	01392 382065
South Molton	David Kitchingham	01392 382052
Tavistock	Lisa Boon	01392 383841
Teignmouth	Sarah Davidson	01392 382964
Teign Valley		To be confirmed
Tiverton	Dave Richards	01392 383320
Torrington	Richard Buzzacott	01392 382617
Totnes	Sue Clarke	01392 383084

Media Notes

If the incident does attract media attention, the school is likely to be inundated with requests for interviews and statements. Postpone media comment until after the County Council's Communication Officer arrives. If you are to take part in an interview read the following points:

- If coming in from home, think about what you are wearing, in case you are unavoidably drawn into a TV interview.
- 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.