



## WINCHCOMBE SCHOOL

### Crisis Management - Emergencies including school closure Policy

Effective Date: March 2013

Reviewed Date: Jan 2015, Sept 16, Sept 17,  
Feb 19 , Jan 20, June 21

Next Review Date: June 22

Review Committee: Resources

**This Policy was reviewed and adopted by the Full Governing Body**

<b>Adopted</b>		
<b>Signature</b>		<b>Headteacher</b>
<b>Signature</b>		<b>Chair of Resources.</b>
<b>Date</b>		

**Note - All members of the SERT (see below) should retain at home a copy of this Crisis Management Plan together with a Governor contact list and the School calendar. Copies of the Plan will be held by the Office Manager and Business Manager in the Front Office (with all other school policies) and the Finance Office respectively.**

## **Response Objectives to a Major Incident**

- (1) To save life
- (2) To prevent injury
- (3) To minimise loss
- (4) To minimise reputational risk

## **General Information**

Winchcombe School (Academy Trust Company reg. no 7606409)  
Greet Road  
Winchcombe  
Cheltenham  
Glos.  
GL54 5LB

Telephone switchboard – (01242) 602233  
Email – [admin@winchcombeschool.co.uk](mailto:admin@winchcombeschool.co.uk)

498 pupils aged 11-16  
Current School Year 2020/2021 Term Dates: - see Schools Website.

## **The School Emergency Response Team (SERT)**

Headteacher – Jonathan Templeton  
Deputy Headteacher/Off site Visits Coordinator – Stuart Clarkson  
Deputy Headteacher – Parin Gohil  
Assistant Headteacher/ Safeguarding Lead – Timothy Young  
Assistant Headteacher- Sarah Teague  
Business Manager – Kate Franklin  
Site Manager –Pete Hagger  
IT Manager – Jay Buttler  
Office Manager/Headteachers PA – Emma Staddon  
Sports Hub Community Manager – D Waller  
Chair of Governors – Mrs S Proctor

## **School Operating Hours**

Normal hours 8.50 a.m. – 3.10 p.m.

Pupils tend to start arriving on site from 8.00 a.m. (particularly during winter months when breakfast club may operate) ahead of registration at 8.50 a.m.

School lessons finish at 3.10 p.m. with coaches leaving by 3.25 p.m.

Mid morning break time runs from 10:15am to 10:40am or 11:15am to 11:40am

Lunch break runs from 12.40pm to 1.05pm or 1:40pm to 2:05pm

Extended school activities – clubs may take place up to approximately 5.00 p.m.

Some meetings and lettings take place on some evenings and at weekends and during school holidays. List of hiring's is retained by the Finance Officer, Site Manager and the Sports Hub Manager who is responsible for Community bookings.

### **Staff contact details are held on the Bromcom system**

**Contact information for staff is available via the school office. Out of hours, staff can be contacted through the Heads PA in the first instance on as she has access from home to the Bromcom communication system. In her absence, Nikki Sutton can also access this.**

### **Types of Events or Situations which could result in a School Emergency**

Severe damage, or injury to persons on site (or imminent risk therefore) caused by

- Adverse weather including floods and wind.
- Fires caused by arson or other means.
- Terrorism and Bombs
- Intruders or criminal action.
- Health epidemics.
- Buildings with severe structural risks or damage e.g. collapsing roof or stairway.
- Ground subsidence or heave
- Utility problems. E.g. gas leaks
- Toxic chemical fumes.

### **Authorisation to Close School**

The Headteacher (or a Deputy in his absence) normally controls school closures after liaising with both the Site Manager and the Chair of Governors. The decision will be based upon the issues surrounding health and safety of the pupils and staff, especially in respect of travelling to and from school. The school will be kept open for as long as possible.

If children have already arrived at school, a decision must be made on:

- a. Whether to keep them at school,
- b. When to send them home and how
- c. Contact with parents
- d. An emergency line to be open at all stages

Information will be provided through the press and local radio, the LA and schools websites, texts and email to parents and staff.

For School closure procedures see appendix 3

Winchcombe School is an academy independent from local authority control, but the Emergency Management guidelines issued by Gloucestershire County Council will however be adopted in a crisis situation.

The Department of Education should also be contacted at the earliest opportunity.

In an emergency the Headteacher and all members of the Senior Management team should be contacted at the earliest opportunity. Thereafter contact with all staff can be made using Bromcom via the Head's PA

### **Offsite Visit Emergencies**

**(See also full guidance in the green sheet within the Staff Handbook)**

The Schools visits co-ordinator or Headteacher, should be contacted by trip leaders if any emergency occurs on a school trip. The Chair of Governors must also be informed.

Details of all pupils attending any trip (including any known medical conditions or requirements) will be retained by both the trip leader and at the School.

**If a Crisis in School occurs a member of the Schools Emergency Response Team (SERT) will if necessary: (also see Schools Critical Incident Support on page 7)**

**Call the Police, Fire Brigade, or Ambulance by dialling 999.**

To alert the switchboard during the school day of an emergency (e.g. an intruder) any member of staff should dial 111 on any internal phone. **Please also see the lockdown procedure.**

All members of the SERT must have Governors contact details and the Chair of Governors should be contacted at the earliest opportunity.

Parents/Pupils can be contacted in case of need by the Head's P.A. and the secretarial staff after reference to the Bromcom database and use the Bromcom Communication function. At the outset of a crisis it is important for the Headteacher or another SERT member to establish a management team using key personnel and to establish all relevant facts.

The ICT Network Manager will have an "off-site" back up of all the Bromcom administration computer system which includes all staff and pupil details. Bromcom is accessible off site.

### **Full School Keyholders**

Full school keyholders are:

Site Manager  
Headteacher  
Deputy Headteacher  
Business Manager  
IT Manager  
EKE Security

Mercia (Sports Hub) building including all school classrooms and Inclusion room Key holders  
All the above can gain access but also the Sports Hub Community

## **First Aiders**

**(See also School's Policy for managing & administering medicines)**

First Aid and medicines are controlled by the Receptionist. Other qualified "First Aiders at Work" are listed in the front office

In a medical emergency staff must always endeavour to call for assistance from trained first aiders, but if this is not possible members of staff will need to react as they see fit and they need have no concerns provided they act responsibly and in good faith. All teaching staff should ensure that they have some basic first aid knowledge.

The school nurse is Helen James and she may be contacted on Telephone: 0300 421 8514 Office Mobile: 07814 286 126 Email: [helen.james1@ghc.nhs.uk](mailto:helen.james1@ghc.nhs.uk)

## **Media – Action and tips**

**Normally only the Headteacher or in his absence a Deputy Headteacher will talk to the media** and any enquiries should be directed to them. At the earliest opportunity the Chair of Governors should be informed of any media comments made. The Chair may wish to become involved in any media discussion. Parents should be encouraged not to speak to the media, although this objective may be difficult to achieve.

If possible when speaking to a media reporter have a colleague from the SERT or another person with you to monitor "who says what" and to offer you support.

If press reporters call at the School they should not be left unaccompanied. If possible the Headteacher should be given prior knowledge of questions to be asked so that he can formulate considered answers. Responses to the media must be restricted to the facts without over-elaboration and no speculative comments made.

Do take the opportunity, if it arises, to express sympathies and to show some emotion, but do not get angry, particularly if on television.

Any requests by the press to take photographs around the School should be declined.

**If the Headteacher wishes to make a statement to the media it may be beneficial to get it checked by legal advisors and the chair of governors prior to release.**

## **Messages to Parents**

If it is necessary to broadcast urgent messages to parents the Office Manager/ Headteachers PA should be requested to arrange a message or an email.

The ICT Network Manager will arrange, if appropriate, to post messages and details on the Schools website <http://www.winchcombeschool.co.uk/>

**The ICT Network Manager should ensure that pupil and staff data on the computer system are always backed up and that in the event of a crisis this information could be extracted from a home location.**

### **Recording of Emergencies**

A written log containing factual information must be started at the earliest opportunity whilst circumstances are clear in the mind. The log must be regularly updated as the emergency or crisis develops. As much detail as possible should be recorded including date, times, location, names, descriptions etc!

Ultimately it may be necessary to assist with enquiries by the Emergency Services and the Government and if legal proceedings are invoked. Recording all relevant information will be important to ensure such enquiries are thorough and all emergencies once over should be fully reviewed. Separate debriefing meetings should be held for all staff and pupils involved in the incident.

**The Schools must contact the RPA Insurance to advise of the emergency incident as soon as possible and if appropriate claims for damages made by the Business Manager.** Most situations including possible subsequent business interruption should be covered by the Schools insurance policy.

Copies of the log must be maintained by, or given to the SERT and if requested the Department of Education.

### **Other Reference Documents**

1. School Visits sheet headed "Procedure In The Event Of An Emergency"
2. Schools "Health & Safety Policy and Procedures" Document
3. Schools Lockdown procedure
4. Schools "managing and administering medicines" policy
5. Winchcombe School website <http://www.winchcombeschool.co.uk/>

### **Attachments**

1. Incident log sheet (Appendix 2)

### **Contact list**

Hard copy with all staff named as contacts and available on the Governors pages and the staff intranet.

## **Schools Critical Incident Support**

### **Dealing with an Emergency - When to call 101 or 999**

You should call **101** to report crime and other concerns that do not require an emergency response or report online: <https://www.gloucestershire.police.uk/contact-us/report-a-crime-or-incident/>

### **Advice for calling 999:**

- call when it's an emergency;
- a crime is in progress;
- someone suspected of a crime is nearby;
- when there is danger to life;
- when violence is being used or threatened;
  
- For safeguarding issues outside office hours you should contact the Emergency Duty Team 01452 614194 or email [edt@gloucestershire.gov.uk](mailto:edt@gloucestershire.gov.uk) The Emergency Duty Team Hours are 16:45 - 08:45 Monday to Thursday and 16:45 Friday - Monday 08:45 (including Bank holidays and Xmas Day and New Year's Day).

**During normal working hours please contact the following directly for further advice :**

- **For Safeguarding for schools contact: 01452 426221.**
  
- **For health and safety advice contact the SHE team: 01452 425350**  
[she@gloucestershire.gov.uk](mailto:she@gloucestershire.gov.uk)
  
- **For Premises issues contact: 01452 328383 (08:30-17:00hrs) or for specific issues relating to the school contact the relevant utility/trade details in appendix 1**
  
- **For Press Office/Communications issues contact: 01452 427965 (Mon-Fri 09:00-17:00hrs) NB: Communications Support is a buy-back service unless it is regarding a safeguarding issue. To buy their support you should go to GCCPlus (Traded Services) on Schoolsnet. (For out of hours emergencies only: 07747 898064)**
  
- **For notifiable diseases – Avon, Gloucestershire and Wiltshire HPT (Public Health England South West) contact: 0300 303 8162 (option 1, then option 2).**
  
- Guidance on infection control in schools and other childcare settings can be found here: <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>
  
- **For other emergencies:**
  - o **Gas EMERGENCY** - dial **0800 111 999** (national number) for gas leaks.
  - o **Electric POWERCUT** - dial **105 from a landline** or **0800 6783 105 on a mobile** - the New National telephone line for power cut queries.
  
- **Water EMERGENCY, all are 24/7:**
  - o WaterPlus (Severn Trent area) 0800 783 4444
  
- **GCC Schools Team can still be reached during office hours on the following numbers: 01452 427547 / 01452 328678 / 01452 328681**
  
- **Email contact for GCC schools team [deborah.peake@gloucestershire.gov.uk](mailto:deborah.peake@gloucestershire.gov.uk) or [Stephen.bradley@gloucestershire.gov.uk](mailto:Stephen.bradley@gloucestershire.gov.uk) (school hours)**

- **Please note that in the event of an out of hours critical incident involving a school, Emergency Services will contact the Civil Protection Team who will contact a Senior Education Officer directly. However, if you are experiencing difficulty in speaking to someone please call 07747 532852 this number will be monitored by the Senior Education Duty Officer.**

**Appendix 1:****Emergency Contacts**

Utility/Trade	Company	Phone no	Problem
Electricity	Western Power	08006783105	Power cuts, electricity supply problems
Gas	Wales and West Utilities	0800111999	Gas leaks/smell gas
Water	Severn Trent Water	08007834444	Underground water leaks, drains and sewage issues
Electrician	Matt Chorley	07904845778	Any electrical problem or new installation. Knows the site very well
Boilers/heating	P&R Heating	01453 791492	Boiler and heating issues
General plumber	Martin Keatley	07543649107	Good general plumber with good knowledge of the site
Windows/Doors	Alfram	01452 729619	All external doors and window problems (Closers, glazing etc)
Intruder alarm	John Eke	08004587395	Alarm problems; won't set, turn off etc
Fire alarm	Tann Synchronome	01291 431910	Any issues with fire alarm, call points, smoke detectors
Grounds	Hatric	07989163288	Trees/bushes, pitch markings
Flat Roofs	RS Miller	01384571144	Any issues with flat roofs
Catering	MJS Catering	01452308973	Kitchen catering eqpt repairs
Waste Collection	Grundons	01491834311	General waste and recycling collections
<b>Shut off valves</b>			
Gas	Main valve in gas meter room off Quad walkway (Code 0847). Secondary shut off in kitchen freezer room. Kenelm: Shut off in plant room. (Key No 6 Top cabinet) Sports Centre: Shut off in main plant room		
Electric	Master switch is located in the electrical plant room situated next to Room 18. (Code 1968). Distribution boards are located throughout the School. Sports Centre: Master switch in plant room		
Water	Mains water shut off valve is located in the kitchen freezer room. The water meter and whole site isolator is located under a manhole cover by the perimeter fence between the Staff room and Bungalow from where the supply can be isolated. Kenelm: Mains water shut off in Plant room Sports Hub: Mains water shut off in Boiler/Plant room Sports Centre: Mains water shut of in Plant room		

**Appendix 2:**

**INCIDENT LOG**

Incident:

Location of Incident:

Date:

Time:

**Maintain a log below of your actions taken as the incident progresses.**

Date	Time	Event / Action Taken	Reason(s)
<b>Please attach any emails sent and received</b>			

**Name:**

Signature:

Date:

**Appendix 3**

**School Closure Procedures**