



# **EMERGENCY RESPONSE AND BUSINESS CONTINUITY PLAN**

Reviewed: Summer 2022  
Approved by Governors: Summer 2022  
To be Reviewed: Summer 2023

## Section 1: Introduction

### PLANS AIMS AND OBJECTIVES

The aim of this Plan is to mitigate the effects of any emergency on the school, staff and pupils, and the contributing objectives are to: -

- Safeguard pupils, staff and visitors.
- Alert relevant parties of an incident at the school or off site involving school children (i.e. school trips) e.g. emergency services, the Trust, parents and Governors.
- Minimise disruption to the normal daily routine of staff and pupils.
- Support staff, pupils and parents in the aftermath of an incident.

### WHEN THE PLAN WILL BE ACTIVATED

This plan will be activated when a member of the school's Critical Incident Management Team is notified of an incident, considers that it is necessary to take action and considers that suitable action cannot be taken without triggering the co-ordination arrangements contained in this plan.

### RESPONSIBILITY FOR ACTIVATING THE PLAN

The following people can activate the plan and have been appropriately briefed on how to do so:

Name	Role
Helen Maddison	Headteacher
Jim Weller	Assistant Headteacher
Megan Bowen	Assistant Headteacher
Wendy Midgley	School Business Manager

This plan will be activated when one of the above decides that the plan should be triggered and begins to follow the initial actions checklist in Section 2.

## Section 2: School Specific Information

### CRITICAL INCIDENT MANAGEMENT TEAM

In the event of the plan being triggered, a Critical Incident Management Team will be brought together to manage the school's response to the emergency. The team will usually consist of:

<u>Name</u>	<u>Role</u>
Helen Maddison	Headteacher
Jim Weller	Assistant Headteacher
Megan Bowen	Assistant Headteacher
Wendy Midgley	School Business Manager
Phil Jackson	Site Manager
Jamie Lewis	Chair of Governors

### INCIDENT MANAGER

The Critical Incident Management Team meeting will be chaired by the School Incident Manager, who will be responsible for co-ordinating the school's response to the emergency. The School Incident Manager will be one person from the following list:

- Helen Maddison
- Jim Weller
- Megan Bowen

### OTHER INCIDENT ROLES

The School Incident Manager will decide whether the incident warrants if specific roles should be identified for members of the Critical Incident Management Team. These are:

Deputy Incident Manager	Helen Maddison/Jim Weller/Megan Bowen
Parent Liaison Officer(s)	Wendy Midgley/Jim Weller/Megan Bowen
Administrators	Wendy Midgley
Communications Officer / Media Spokesperson	Jim Weller/Megan Bowen/Jamie Lewis
Facilities Manager	Phil Jackson

### INCIDENT ROOM

If a Critical Incident Management Team is brought together, it has been agreed that they will meet in one of the following location(s):

- Headteacher's Room
- Meeting Room
- Independent Living Room
- If offsite, the School Incident Manager will identify a suitable room in the location being used

## EMERGENCY BOX

An emergency box / grab bag has been stored in the Reception Office.

It contains:

- A copy of this plan
- Log in Details for Marvellous Me and Scholarpack (to contact parents)
- Details of how to switch the electric and gas supply to the school off

The Admin Team have the following:

- Back up of pupil contact information
- Back up of staff contact information

## DETAILS OF SITE ACCESS AND EGRESS

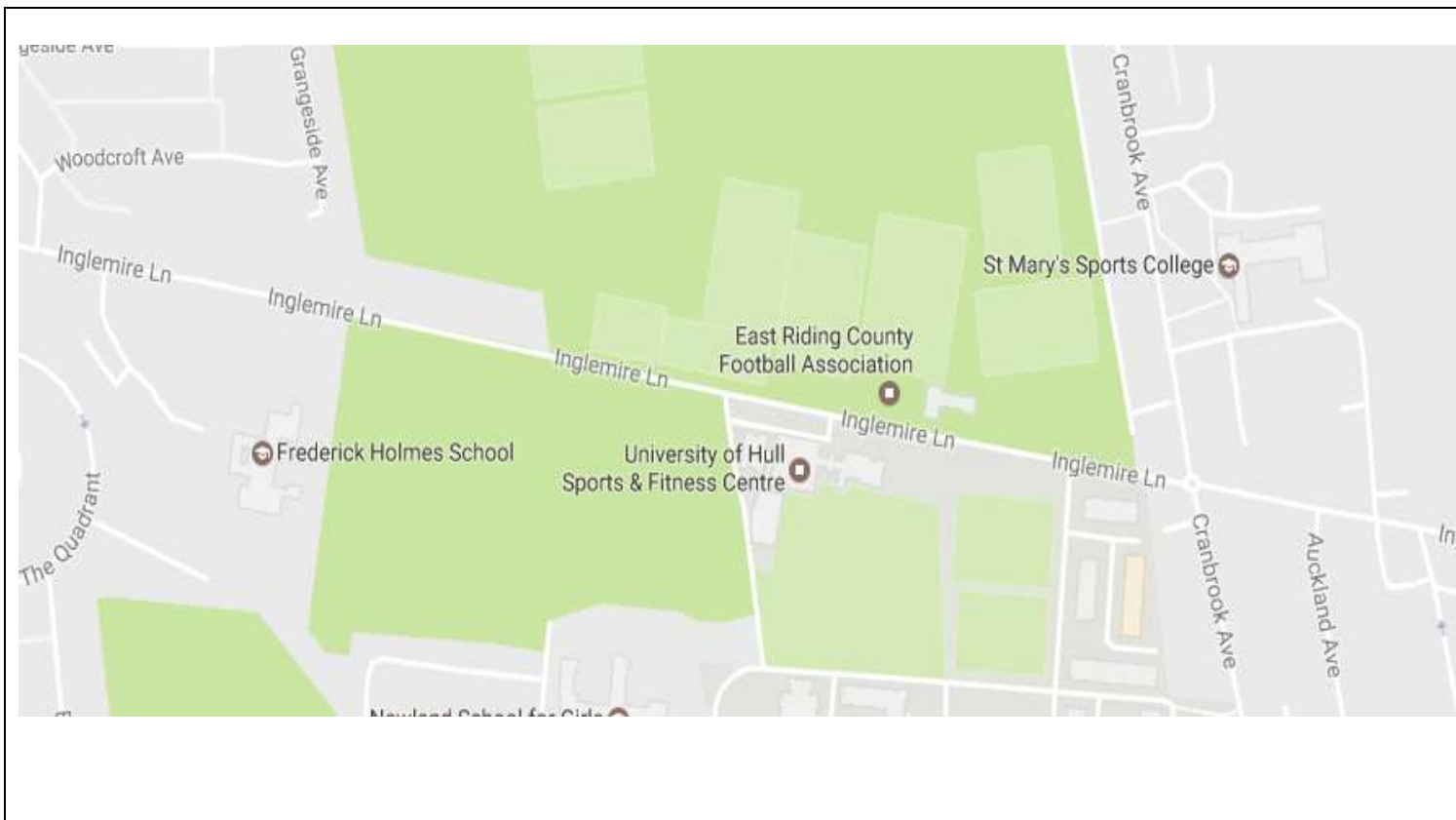
During an incident, access and egress must be through the main gates and main school entrance, using the door entry system or reporting to Reception. The Critical Incident Team must be notified if any other entrance is being used and for what purpose. If off-site, an access and egress point will be identified by the School Incident Manager.

## PRE-IDENTIFIED LOCATION FOR SHELTER DURING A PROLONGED SCHOOL EVACUATION

An agreement has been made with St Mary's College for us to be located in their main hall block. This is a stand-alone building which can easily accommodate our numbers and contains adapted toilet facilities. It is written into their Business Contingency and Emergency Plan.

The contact at St Mary's College is: Sophie Teasdale, Director of Support Service  
Tel: 01482 800992 (Direct) or 01482 851136 (Reception)  
[steasdale@smchull.org](mailto:steasdale@smchull.org)

St Mary's College, Cranbrook Avenue, Hull HU6 7TN



### Section 3: Initial Actions Card

#### STAFF MEMBER WITNESSING / FIRST DISCOVERING INCIDENT

- In an emergency dial 999
- Without putting yourself into any risk, carry out the following actions as appropriate:
  - Request additional immediate support
  - Report the incident to a member of the School Leadership Team as soon as possible
  - Take charge at the scene until further support arrives
  - Secure the immediate welfare of pupils/students, staff and visitors
  - Gather as much information as possible

#### SCHOOL INCIDENT MANAGER

- ENSURE THAT THE EMERGENCY SERVICES HAVE BEEN CALLED IF APPROPRIATE.
- Gather as much information as possible
- Start a log and make sure that all future actions are recorded. See Appendix A – a blank emergency log sheet
- Arrange for all key members of staff to be contacted and instruct them to follow their key actions
- Arrange for Humber Education Trust to be notified on 01482 755674
- Notify Chair of Governors
- Call a meeting of the Critical Incident Management Team and establish your incident room if necessary
- Consider allocating the following roles:

Deputy Incident Manager	Helen Maddison/Jim Weller/Megan Bowen
Parent Liaison Officer(s)	Wendy Midgley/Megan Bowen/Jim Weller
Administrators	Wendy Midgley
Communications Officer / Media Spokesperson	Jim Weller/Megan Bowen/Jamie Lewis
Facilities Manager	Phil Jackson

- Arrange for support for the vulnerable members of the school identified in Section 5 as appropriate and arrange for advice / assistance to be offered.

## **PARENTS LIAISON OFFICER**

- Obtain briefing by School Incident Manager and agree information / briefing, possibly a prepared text, so that a consistent message is given out to all callers.
- Confirm contact details and be ready to act as first point of contact for incoming enquiries.
- Where appropriate, obtain and offer further contact numbers for support and additional information.
- Ensure that all incoming and outgoing calls are logged. See Appendix A - a blank emergency log sheet
- Arrange a Meeting / Greeting Point on site for any parents & relatives visiting the school.
- Ensure that the names of all visitors are recorded.
- Make arrangements to ensure that parents / relatives are not left alone on site.
- Consider the need for additional support for visiting parents & relatives.
- Where appropriate and if families give their consent, offer the contact numbers of other families involved in the crisis.
- Wherever possible, parents of all other children in the school should be warned that the school has experienced a crisis and that their child may be upset.
- Attend staff briefings and ensure that all information and briefings are updated regularly.

## **MEDIA SPOKESPERSON**

- Ensure that all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.
- Make arrangements for regular internal communication to members of staff.
- Prepare briefing notes and media statements, if appropriate liaise with Humber Education Trust.

## **FACILITIES MANAGER**

- Start incident log of all information received, relayed and actions taken. See Appendix A – a blank emergency log sheet.
- Check access and egress for visiting parents and consider any special instructions, which may need to be communicated.
- Liaise with the School Incident Manager and Media Officer to ensure that media are not being intrusive.
- Arrange a specific area for media briefings / visitors. Ensure there is sufficient segregation.
- If necessary, collate plans of school premises and relevant information regarding utilities.
- Ensure that all staff and visitors are wearing correct identification throughout their visit.

## **ADMINISTRATION OFFICER**

- Start incident log of information received, relayed and actions taken. See Appendix A – a blank emergency log sheet.
- Allocate telephone numbers for incoming calls:
  - Parents Enquiries
  - Media Enquiries
  - External responding agencies
  - School Governors
- Designate phones for outgoing lines.
- Ensure staff are aware of designated telephone numbers used above.
- Ensure that there is a stock of blank log sheets.
- Collate relevant information e.g. parent / next of kin contact details.
- Log all incoming and outgoing calls and ensure that messages and notes are passed to the School Incident Manager and relevant staff promptly.
- Maintain a record of any costs incurred, for example, extra staff hours, refreshments, transport.
- Assist in recording details of visitors to the site and in providing means of identification.
- Assist the Critical Incident Management Team as directed.



## **Section 4: Standard Agenda for Critical Incident Management Team**

### Initial Agenda

1. Apologies / Introductions
2. Situation Report –
  - What has happened / What is going to happen
3. Agree Aim and Objectives

#### Aim

To mitigate the effects of any emergency on the school, staff and pupils

#### Objectives

- Safeguard pupils, staff and visitors.
  - Alert relevant parties of an incident at the school e.g. emergency services, Humber Education Trust, parents and school Governors.
  - Minimise disruption to the normal daily routine of staff and pupils.
  - Support staff, pupils and parents in the aftermath of an incident.
4. Actions Required
  5. Next meeting

### Subsequent Agenda

1. Apologies / Introductions
2. Situation Update
  - What has happened / What is going to happen
3. Review Aim and Objectives
4. Review Outstanding Actions
5. Actions Required
6. Next meeting

<b>Section 5: Vulnerable people at School</b>
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All pupils and students at Frederick Holmes School are vulnerable and require support during an emergency and/or an evacuation procedure.

Please see **Appendix B** for identified high risk pupils.

## SECTION 6: PRE-IDENTIFIED CRITICAL INCIDENT SCENARIOS

### Scenario 1: Close school during the normal school day

<b>Objective</b>	Contact parents and home to school transport and request that they collect children as soon as possible (if not near the end of the school day).
<b>Contingency Plan</b>	<ul style="list-style-type: none"> <li>• Children to remain on site and in class room if it is safe to do so. Normal evacuation arrangements to be followed if it is not safe to do so.</li> <li>• Use Text Alert system to notify parents and telephone home to school transport.</li> <li>• School Incident Manager to consider staggering parent collection time if it is safe to do so.</li> <li>• Notify Humber Education Trust and Chair of Governors</li> </ul>
<b>People Required</b>	<ul style="list-style-type: none"> <li>• School Incident Manager / Critical Incident Team to coordinate</li> <li>• Person to Access Text Alert system</li> <li>• Teachers / Teacher Assistants to remain with their class</li> </ul>
<b>ICT Required</b>	<ul style="list-style-type: none"> <li>• Text alert system accessed via internet /phone system</li> <li>• Radios</li> <li>• iPads/computers</li> <li>• Telephone system</li> </ul>
<b>Information / Documentation Required</b>	<ul style="list-style-type: none"> <li>• Pupil and Staff Registers</li> <li>• Visitors Book</li> <li>• Governor Book</li> <li>• Scholarpack login</li> <li>• Pupil Files</li> <li>• Hard copies of pupil/staff information if ICT systems are down</li> </ul>

**Scenario 2:** Prevent school from opening the following day

<b>Objective</b>	Contact parents, staff and home to school transport and advise that the school will not open the following day
<b>Contingency Plan</b>	<ul style="list-style-type: none"><li>• Broadcast messages via Text Alert and radio stations (telephone parents if appropriate)</li><li>• Activate the Telephone Tree</li><li>• Notify Humber Education Trust and Chair of Governors</li></ul>
<b>People Required</b>	<ul style="list-style-type: none"><li>• Admin Team to access Text Alert system</li><li>• SLT/Admin Team to notify radio stations</li><li>• Staff identified in the Telephone Tree procedure</li></ul>
<b>ICT Required</b>	<ul style="list-style-type: none"><li>• Text alert system accessed via internet</li><li>• Telephone system</li></ul>
<b>Information / Documentation Required</b>	<ul style="list-style-type: none"><li>• Pupil/staff information via Scholarpack or pupil/staff files</li><li>• Hard copies of pupil/staff information if ICT systems are down</li><li>• Radio stations contact details and passwords</li><li>• Telephone Tree</li></ul>

### Scenario 3: Deliver off-site lessons to students

<b>Objective</b>	Deliver lessons to pupils off-site if school site unavailable
<b>Contingency Plan</b>	<ul style="list-style-type: none"><li>• Identify alternative teaching facilities and transportation arrangements</li><li>• Notify Humber Education Trust and Chair of Governors</li><li>• Requirements are:<ul style="list-style-type: none"><li>○ Suitable accommodation with network access</li><li>○ Nursing/physio cover</li><li>○ Appropriate facilities for personal care routines including hoists</li><li>○ Appropriate catering facilities</li><li>○ Curriculum resources</li></ul></li></ul>
<b>People Required</b>	<ul style="list-style-type: none"><li>• All Critical Incident Team to make arrangements</li></ul>
<b>ICT Required</b>	<ul style="list-style-type: none"><li>• Access to teaching materials – contact ICT Technician</li><li>• Text alert system accessed via internet</li><li>• Teacher iPads</li><li>• Radios</li><li>• Telephone system</li><li>• Scholarpack</li></ul>
<b>Information / Documentation Required</b>	<ul style="list-style-type: none"><li>• Hard copies of pupil/staff information including medical passports</li><li>• Staff Information/telephone tree</li><li>• Risk Assessments</li><li>• Eating and Drinking information</li></ul>

**Scenario 4:** Respond to a major incident on a school trip

<b>Objective</b>	Respond effectively to an incident that occurs on a school trip
<b>Contingency Plan</b>	<ul style="list-style-type: none"><li>• Evolve/Risk Assessments completed prior to school trip</li><li>• Leader of school trip to follow agreed procedures – contact named contact if there is an incident</li><li>• Named contact to coordinate the response accordingly and contact relevant people for assistance</li><li>• Notify Humber Education Trust and Chair of Governors</li></ul>
<b>People Required</b>	<ul style="list-style-type: none"><li>• All Critical Incident Team to make arrangements</li></ul>
<b>ICT Required</b>	<ul style="list-style-type: none"><li>• Telephone system</li><li>• Scholarpack</li><li>• Access to Evolve information</li></ul>
<b>Information / Documentation Required</b>	<ul style="list-style-type: none"><li>• Pupil/Staff information</li><li>• Evolve/Risk Assessment information</li><li>• Form Visit 2</li><li>• Pupil Passports</li></ul>

**Scenario 5:** Respond to an intruder at the school site

<b>Objective</b>	Safeguard pupils and staff from any harm and de-escalate the incident if possible e.g. irate parent
<b>Contingency Plan</b>	<ul style="list-style-type: none"><li>• Contact the Police if necessary (especially for more serious incidents)</li><li>• Teachers and support staff trained on what to do if there is an intruder in the school (lock doors, put blinds down etc for serious incidents).</li></ul>
<b>People Required</b>	<ul style="list-style-type: none"><li>• Head Teacher / Critical Incident Team</li><li>• All staff</li></ul>
<b>ICT Required</b>	<ul style="list-style-type: none"><li>• Telephone system</li><li>• Radios</li><li>• Scholarpack</li></ul>
<b>Information / Documentation Required</b>	<ul style="list-style-type: none"><li>• Pupil/Staff Information</li></ul>

<p align="center"><b>Section 7: Emergency Contact Details and ICT Logins</b></p>
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**Critical Incident Management Team**

<u>Name</u>	<u>Contact Number</u>
Helen Maddison	07355 010568
Jim Weller	07355 010569
Megan Bowen	07355 010570
Wendy Midgley	01482 804766
Phil Jackson	01482 804766
Jamie Lewis	01482 804766

**Other School Employees**

Name	Contact Information	E-mail address
Gill Clark Sue Pullen Rob Howbridge	See Telephone Tree	gclark@frederickholmes.het.academy spullen@frederickholmes.het.academy rhowbridge@frederickholmes.het.academy

**Key Contractors and Suppliers 24 hour contact details**

Name	Contact Information	Home address	E-mail address
M Bielby Ltd FR Scott NPS Knight Robie	01482 342653 01482 324731 01482 334477 01405 740702	4 Cave St, Hull HU5 2TZ Canning St, Hull HU2 8QS Earle House, Colonial St, Hull HU2 8JY Unit 1A, Coulman St Ind Est, Thorne DN8 5JS	<a href="http://www.mbielby.com">www.mbielby.com</a> <a href="http://www.frscott.co.uk">www.frscott.co.uk</a> <a href="http://www.nps.co.uk">www.nps.co.uk</a> <a href="http://www.knightrobie.com">www.knightrobie.com</a>
Myriad Plantroom Services	0203 1670979	Unit 21, Burrough Court, Burrough-on-the-Hill, Melton Mowbray LE14 2QS	<a href="http://www.ruralenergy.co.uk">www.ruralenergy.co.uk</a>

**Details of Neighbouring Schools that might be able to offer support during an emergency**



School Name	Address	Telephone
St Mary's College	Cranbrook Avenue, Hull HU6 7TN	01482 851136
University of Hull	Cottingham Road, Hull HU6 7RX	01482 346311
Newland School for Girls	Cottingham Road, Hull HU6 7RU	01482 343098

#### OTHER USEFUL CONTACT DETAILS -

Organisation	Telephone Number	Website
<ul style="list-style-type: none"> <li>Yorkshire Water</li> <li>Electricity – NPower</li> <li>Environment Agency Incident Hotline</li> <li>Gas – British Gas Emergencies Customer Service</li> <li>MET Office</li> <li>Humber Education Trust</li> <li>Police Non-Emergency</li> <li>NHS Non-Emergency</li> <li>North Yorkshire ICT Support</li> <li>Hull Transport</li> <li>ER Transport</li> <li>NEL Transport</li> </ul>	<ul style="list-style-type: none"> <li>0345 1242424</li> <li>0800 111999</li> <li>0800 807060</li> <li>0800 111 999</li> <li>0333 2029802</li> <li>0370 900 0100</li> <li>01482 755674</li> <li>101</li> <li>111</li> <li>01609 536025</li> <li>612805/06/811</li> <li>395444</li> <li>01472 323085/86</li> </ul>	<ul style="list-style-type: none"> <li><a href="http://www.yorkshirewater.com">www.yorkshirewater.com</a></li> <li><a href="http://www.npower.com">www.npower.com</a></li> <li><a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a></li> <li><a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a></li> <li><a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a></li> <li><a href="http://www.humbereducationtrust.co.uk">www.humbereducationtrust.co.uk</a></li> <li><a href="http://www.humberside.police.uk">www.humberside.police.uk</a></li> <li><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></li> <li><a href="http://www.schoolsict.co.uk">www.schoolsict.co.uk</a></li> </ul>
<b>Radio Humberside</b> - Tune in to 95.9FM or 1485am - <a href="http://www.bbc.co.uk/humber">www.bbc.co.uk/humber</a> Contact: 01482 323232 or 01472 340959  <b>Viking FM:</b> 01482 325141 - <a href="http://www.vikingfm.co.uk">www.vikingfm.co.uk</a>		

Marvellous Me Login Details are held by:  
Wendy Midgley, School Business Manager  
Gill Clark, Admin Officer  
Scholarpack logins are held by SLT, Admin, teachers and Level 3 Teaching Assistants.  
Scholarpack can be accessed on any device with an internet connection.

Website address [www.frederickholmesschool.org.uk](http://www.frederickholmesschool.org.uk)  
Usernames and passwords are held by:

Helen Maddison, Head of School  
Megan Bowen, Assistant Headteacher  
Chloe Roberts, Admin Assistant

iPad Passwords: Held by individuals

ICT Network and computer passwords are held by HET ICT Support.

If there is a power cut affecting the server the ICT Technician will organise for all computer equipment to be turned off to conserve the batteries in the UPS. If the power cut only lasts a few minutes, the system may keep running. If it lasts too long, the system will shut down and then restart when power is restored. Out of hours power cuts would not affect the system as a back-up power supply is fitted.

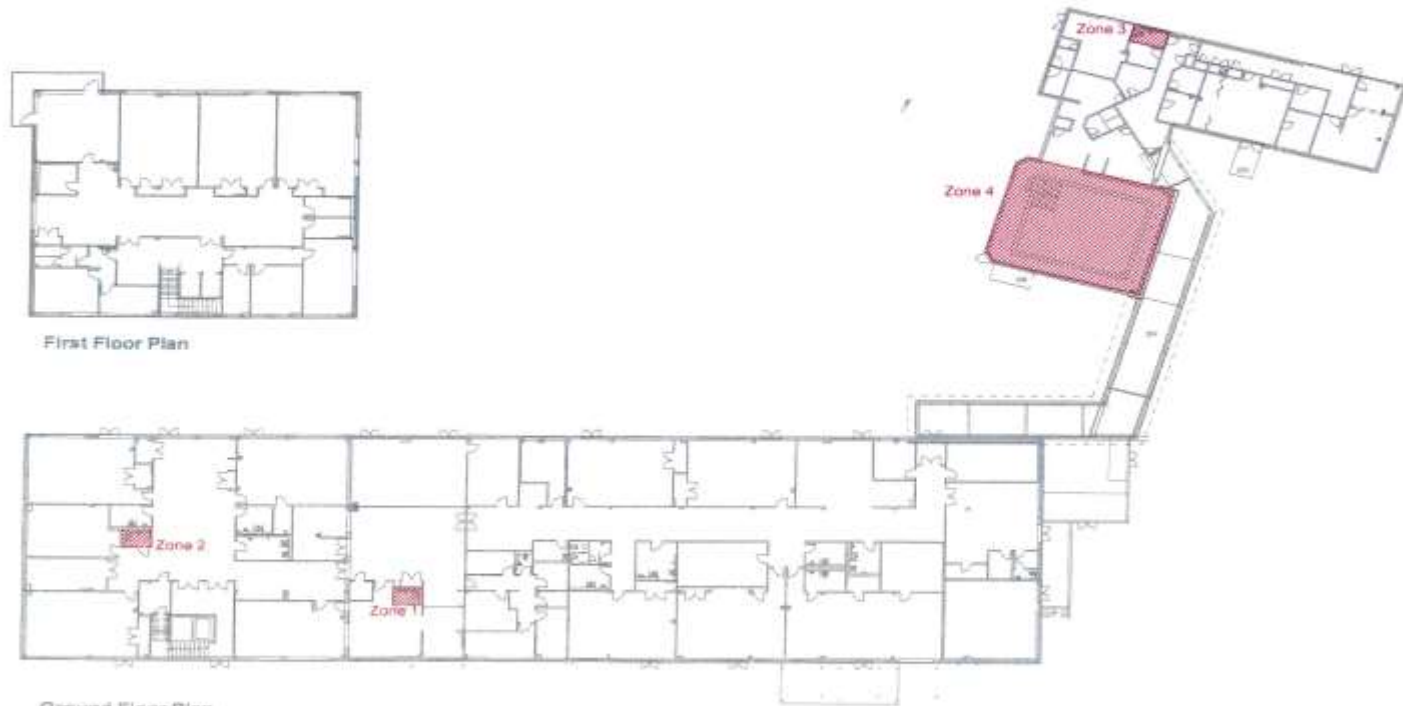
### **Administration and Curriculum ICT Backup Procedures**

The ICT Technician manages the back-up service which is formed of a back-up of daily changes and then a full back-up is taken on a weekly basis. The back-up is made to disk and then to tape. The tapes are removed from site weekly and stored on rotational basis. Three months' worth of data is retained before being overwritten.

### **Loss of complete System (i.e. in fire or flood)**

In the event of the loss of the complete computer system, data would be restored from backup to another server by our ICT Support at the Trust.

## SECTION 7: MAP OF SCHOOL



Zone 1 = Room 324 Toilet Near Activity Zone  
 Zone 2 = Toilet Next to Cafe  
 Zone 3 = Room 114 Toilet In Corridor of Hydrotherapy  
 Zone 4 = Hydrotherapy Pool Panic Alarm

This drawing is to be used as a reference only and should not be used for any other purpose. It is the responsibility of the user to ensure that the drawing is used for the intended purpose. The drawing is subject to change without notice.

BY: [Signature]  
 DATE: [Date]  
 FOR: [Purpose]

THIS  
 AS INSTALLED  
 FOR THE  
 PROJECT  
 DATED: [Date]  
 CREATED: [Date]

PROJECT NO: [Number]  
 DRAWING NO: [Number]  
 SHEET NO: [Number]

FOR INFORMATION ONLY



## Appendix A - Emergency Log Sheet

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