



OLD BUCKENHAM HALL

Brettenham Park
Ipswich, Suffolk, IP7 7PH
Website: www.obh.co.uk

Crisis Management Policy

Feb 2015



OLD BUCKENHAM HALL

CRISIS MANAGEMENT PLAN

GRID REFERENCE: X - 595 716 Y – 252 965

PROCEDURES TO BE FOLLOWED IN THE EVENT OF AN EMERGENCY

A copy of this document will be in the school minibus and should be taken by the member of staff organising any excursion. Members of staff should be familiar with its contents.

A file containing a copy of the crisis management plan, and the parental address list, is available in the School Office. *Members of staff accompanying a school outing must take the relevant parental contact details for their group with them.*

EMERGENCY NUMBERS	Home	Work	Mobile
Headmaster: Tom O’Sullivan	07876 774792	224	07876 774792
Deputy Headmaster: Julia Campbell	01953 681583	246	07884 374674
Business Manager: Anne-marie Shropshire	01787 379685	01449 744798 / 242	07930 862364
Senior Master: Chris Bunting	01449 741635	01449 744786 / 251	07802 428504
Headmaster’s PA: Hannah Wijnen		01449 740252 / 221	07894 243385
Estates Manager: David Mitchell	01473 831298		07778 336712
Head of Pastoral Care: Emma Easdale	01787 248325	01449 744782 / 226	07920 888717
Chairman of the Governors Nick Bullen	01449 720431	020 7065 6903	07785 265869

EMERGENCY			
Police/Fire/Ambulance		999	
Surgery		01449 740254	
Bury Hospital		01284 713000	
Ipswich A&E		01473 712233	
Taxi		01449 678378	
Where possible, please contact David or Anne-marie before contacting the following organisations:			
UK Power Networks	0800 028 0247		
Electrician (Needham Electrical)	01449 722642		
Fire Alarm (County Fire Services)	0845 094 5296	Martin - 07985 674498	
Plumbing (Austin Heating)	Alan – 07766 311935	Andrew - 07795 272192	
Anglian Water	0800 145 145		
Insurance (IRS)	01284 777555	Rob - 07957 490452	

In the event of an emergency the control point is the Headmaster's study and/or the School Office or. If these are out of action, another appropriate location.

Usually only the Headmaster or the Deputy Headmaster will mobilise the Crisis Management Team. In the unlikely event that no one can be contacted, then the Business Manager or the head of Pastoral Care have the authority to do so.

In the event of an emergency the Chairman of the Governors is to be notified as soon as possible. If he is unavailable then another governor must be contacted.

If you have to report a serious incident, you would be expected to provide the following information (if appropriate).

- Nature of the incident
- Exact location and time of the incident
- Number of casualties and details of injuries etc.
- Emergency services involved
- Action taken so far
- Location and telephone number from where call is being made
- Media response
- Name of person making initial call
- Time of initial call

If possible - Names and telephone numbers of those involved

SCHOOL CRISIS MANAGEMENT TEAM (CMT)

Those in italics provide assistance or deputise. Where the emergency involves the Pre-Prep or Nursery Department, relevant staff from those departments will be involved.

Team Co-ordinator	TO'S	<i>JC</i>
School-Spokesperson & Media Liaison	TO'S	<i>JC</i>
Parent Liaison	TO'S	<i>JC</i>
Welfare representatives	EE	<i>CB</i>
Timetable, Staffing	CB	<i>SS</i>
Security, Legal, Finance, Insurance, Safety, Works	AS	<i>TO'S</i>
Incident Secretary	HW	<i>EE</i>

Guidelines for staff involved in an emergency on school premises

- As a first priority, take such steps as seem necessary to eliminate any further danger or risks to individuals. Move all those concerned to a central area e.g. the Britten Hall, Dining Room, if appropriate.

- Alert the emergency services, if appropriate, giving the location and route to the incident location. If necessary, position a guide to assist them. The school grid reference is available on page 2 of this policy, by the Office & Staff Room telephones
- Alert a member of the CMT as quickly as possible.
- Alert another member of staff as quickly as possible to secure support.
- Take a roll call and make note of any absentees, inform CMT.
- Establish names of the injured, inform CMT.
- Have someone bring a mobile phone to the site if possible.

By this time it is likely that the CMT Coordinator will take the lead in resolving the situation. If this is not the case then the member of staff must manage the situation as effectively as possible until the CMT Coordinator arrives.

- If casualties are removed from the site ensure that you know their destination, inform CMT.
- Ensure that a member of staff travels to hospital with casualties.
- Keep parents and onlookers away from the site if possible.
- Do not put yourself or other individuals at risk.
- Keep a record of any witnesses.
- As soon as practicable, write down all relevant details.
- **Do not divulge the name(s) of casualties to the media.**
- **No member of staff should speak with the media or make a response until the Headmaster or the Chair of Governors has been consulted.**
- **If you have to speak to the media then do not speculate as to the cause of the emergency e.g. "I think it happened because....."**
- **When dealing with the media a terse "no comment" is to be avoided. It is better to say something along the lines of "I am afraid we are unable to make any further comment until we have established the facts....."**

Guidelines for action in the event of an emergency on a school expedition

A copy of the following guidelines should be held by the Party Leader and his/her deputy.

- Establish the nature and extent of the emergency.
- Call relevant emergency services.
- Make sure that all the other members of the party are accounted for.
- Advise party staff of the incident and that emergency procedures are in operation
- Establish names of the injured.
- If there are injuries, establish their extent and administer first aid (if you are qualified).
- Alert a member of the CMT as quickly as possible and provide CMT with further information as it becomes available.
- Ensure that an adult from the party accompanies casualties to hospital.

- Ensure that the remainder of the party are adequately supervised throughout and arrange for their early return to base.
- Arrange for one adult to remain at the incident site to liaise with emergency services until the incident is over and all children are accounted for.
- Control access to telephones until contact is made with the CMT Coordinator. Pass full details of the incident to the school contact.

By this time it is likely that the CMT Coordinator will take the lead in resolving the situation. If it is not the case then the member of staff must manage the situation as effectively as possible until the CMT Coordinator arrives.

- Telephone numbers for future communication (identify alternative telephone numbers in case telephone lines become jammed).
- School to arrange for contact to be made with all parents of those involved. In serious incidents parents of all party members should be informed.
- In the case of a party abroad, a designated person should act as the point of contact with the media to whom all involved should direct questions.
- The Party Leader should write down as soon as practicable all relevant details.
- A record should be made of any witnesses.
- Any associated equipment which might be needed as evidence should be kept in its original condition.
- All accident forms should be completed and the Business Manager should be provided with details so that insurers may be contacted.
- Ensure that parents are informed of any delays that will be necessitated.

Monitoring and Review

This policy will be monitored by the Headmaster and reviewed annually, after an incident or when there are changes in legislation or regulations.

Tom O'Sullivan
February 2015