



# OLD BUCKENHAM HALL

*A leading co-educational preparatory school for children aged 2-13 years*

## Crisis Management Policy

OBHP06

Policy owner: Headmaster & DFO  
Date of issue: October 2018  
Date last reviewed: June 2023  
Next review due: August 2024

## CRISIS MANAGEMENT PLAN

A crisis is an unprecedented or extraordinary event or situation that threatens our school's continuity of business and requires a strategic, adaptive, and timely response in order to preserve our viability and integrity:

- The event might include a high degree of uncertainty.
- The event might exceed the response capacity or capability of our school.
- There may be no adequate or appropriate plan to deal with the event such that a flexible and dynamic approach will be needed through the mobilisation of the School Crisis Management Team (CMT).

With an ever-changing risk or threat such as a Pandemic, the CMT will regularly monitor changes in guidance from the Government or Public Health England. The team will ensure an appropriate risk assessment is carried out and shared with all relevant staff. A template risk assessment is attached as an appendix to this policy. They would also provide timely updates which would be communicated to all stakeholders including staff.

During exceptional events, there may be a need for staff to work from home. This would require further online training and ongoing support. Staff welfare is a very important consideration, particularly staff who may have underlying health conditions and therefore self-isolate or may shield others during disease outbreaks.

### Examples of Extraordinary Events:

- A missing person
- A pupil or teacher being taken hostage
- A deliberate act of violence, such as the use of a knife or firearm
- A school fire or laboratory explosion
- A potentially dangerous intruder
- Contagious illness
- Inaccessibility of premises
- Loss, breakdown or damage to essential equipment e.g. network, water supply, power
- The destruction or serious vandalising of part of the school
- Adverse PR
- Loss of key staff
- 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
- A more widespread disaster in the community
- Death or injuries on school journeys or excursions
- Civil disturbances and terrorism

## SCHOOL CRISIS MANAGEMENT TEAM (CMT)

Team Co-ordinator	JL	<i>DM (DH)/ LD</i>
School-Spokesperson & Media Liaison	JL	<i>DM (DH)</i>
Parent Liaison	GD (DH)	<i>EE</i>
Welfare representatives	EE	<i>GG</i>
Timetable, Staffing	GG/SH	<i>LD/DM</i>
Security, Legal, Finance, Insurance, Safety, Works	LD	<i>DM (Estates)</i>
Incident Secretary	Head's PA	<i>KW</i>

*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.*

The CMT will meet each term to perform a desktop Scenario Planning exercise. Any recommended changes in services or duties will be relayed to the SMT, H&S Committee and wider staff community.

### PROCEDURES TO FOLLOW IN THE EVENT OF AN EMERGENCY

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 Head will mobilise the Crisis Management Team. In the unlikely event that no one can be contacted, then the Director of Finance and Operations or another member of SMT 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 by the Headmaster. If he is unavailable, then another governor must be contacted.

If you have to report a serious incident to the Headmaster or Director of Finance and Operations, you would be expected to provide the following information:

- 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

### Monitoring and Review

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

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

The crisis management plan, and parental address lists, are available from the School Office or remotely using iSAMs or Evolve for organised trips. *Members of staff accompanying a school outing must have*

access to the relevant parental contact details for their group either remotely using the Evolve software or in hard copy.

EMERGENCY NUMBERS	Home	Work	Mobile
Headmaster: James Large	01449 744787	01449 740252 / 224	
Senior Deputy Head: David Mitchell		01449 740252	
Director of Finance and Operations: Lorraine Deville	01473 657861	01449 744785	07776 691672
Director of Senior School Admissions: Steven Hayes			
Deputy Head Academic: Gemma Gillott			
Head's PA:	01449 760322	01449 740252 / 221	
Estates Manager: David Mitchell	01473 831298		07778 336712
Head of Boarding/School Nurse: Emma Easdale	01787 248325	01449 744782 / 226	07920 888717
Head of Pre-Prep: Ellie Bale			
Deputy Head Pastoral: Graham Drury			
Chairman of the Governors Andrew McGregor	01449 720431	01621 826871	07530 994659

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 Mitchell or Lorraine Deville 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 (Arthur J Gallagher)	01992 449 449	

## **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 have 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 Director of Finance and Operations should be provided with details so that insurers may be contacted.
- Ensure that parents are informed of any delays that will be necessitated.

# SITE PLANS WITH SERVICES

GRID REFERENCE: X - 595 716 Y - 252 965

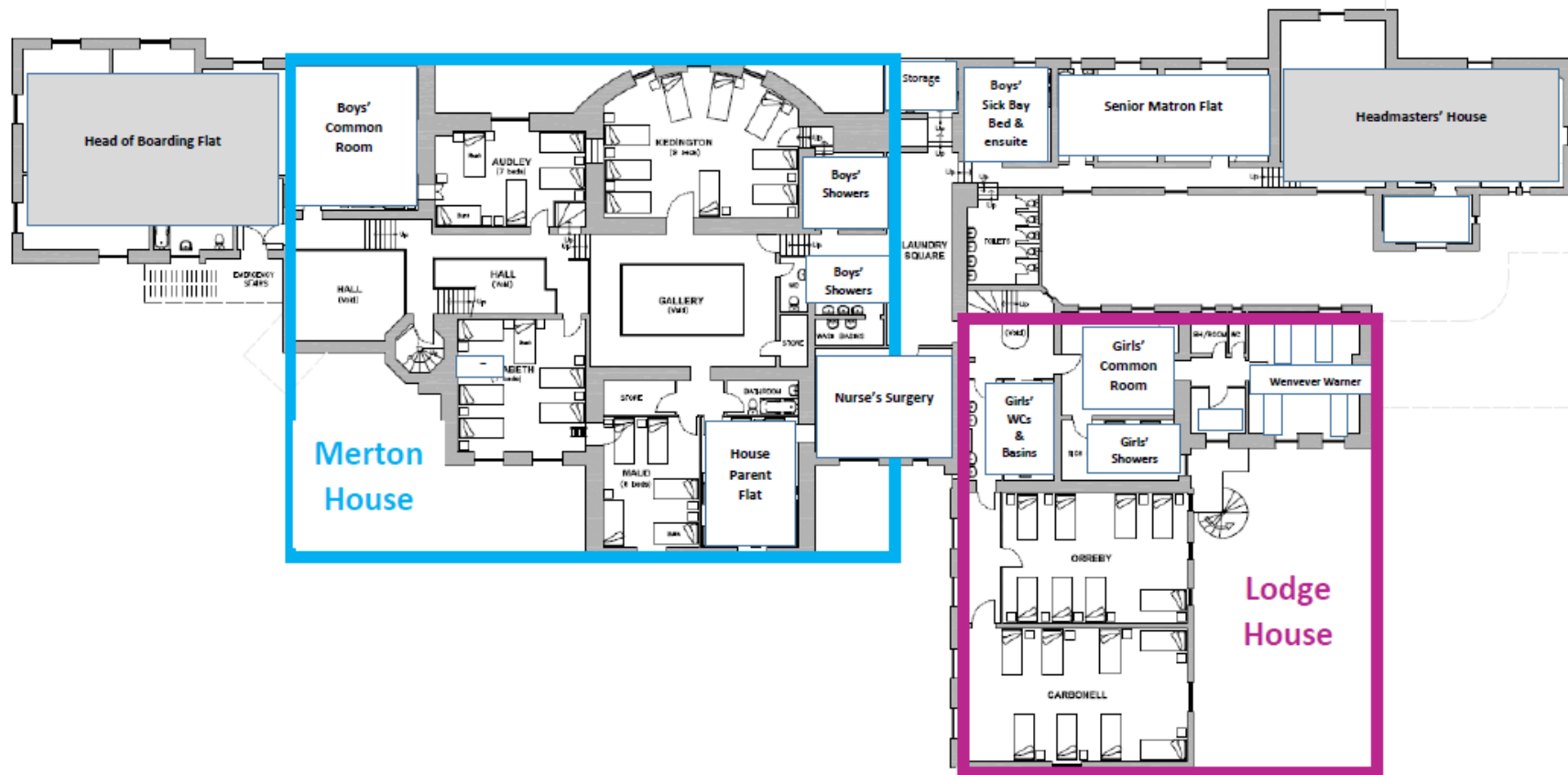


# OLD BUCKENHAM HALL MANSION GROUND FLOOR



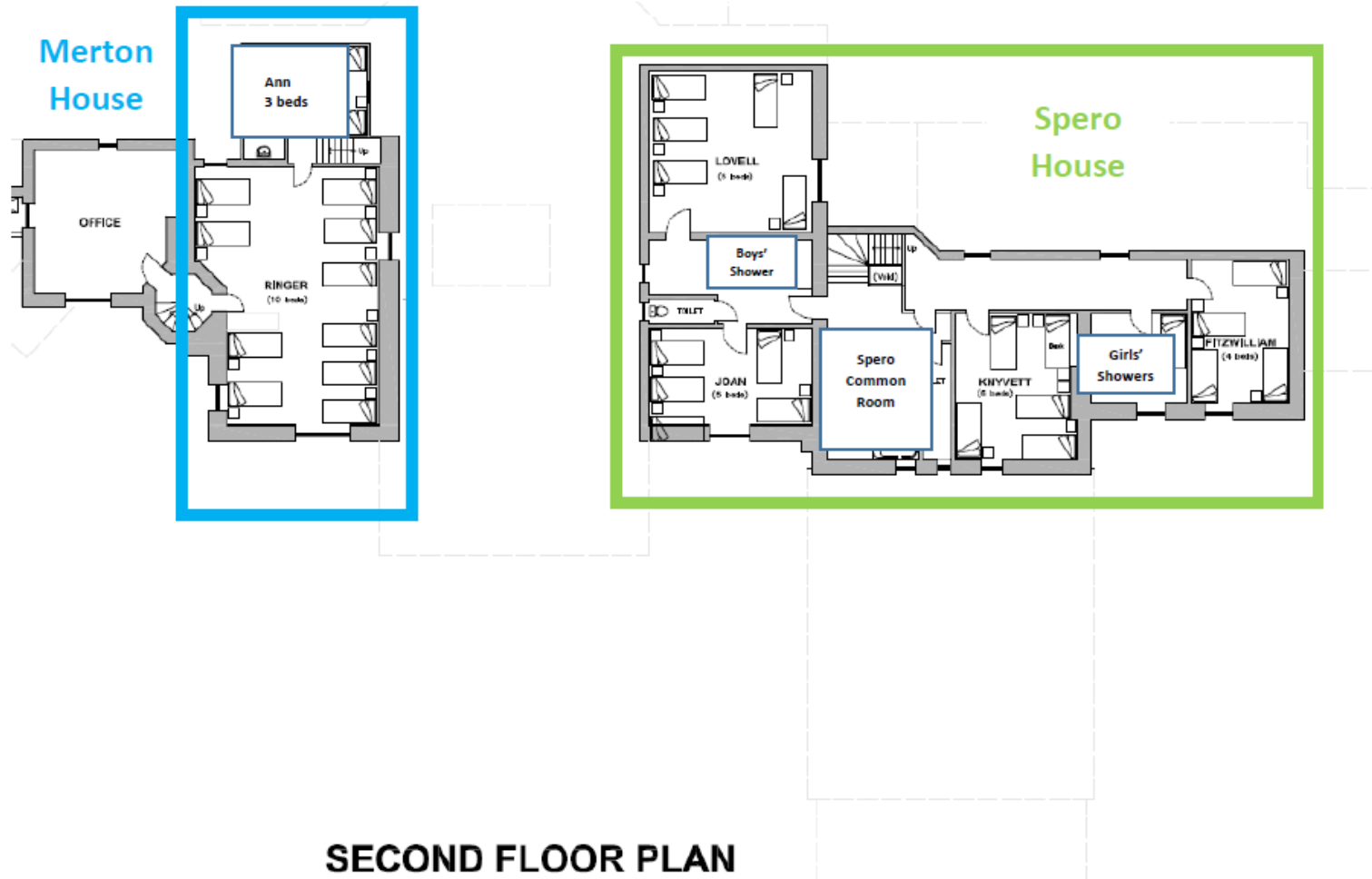


# OLD BUCKENHAM HALL MANSION FIRST FLOOR

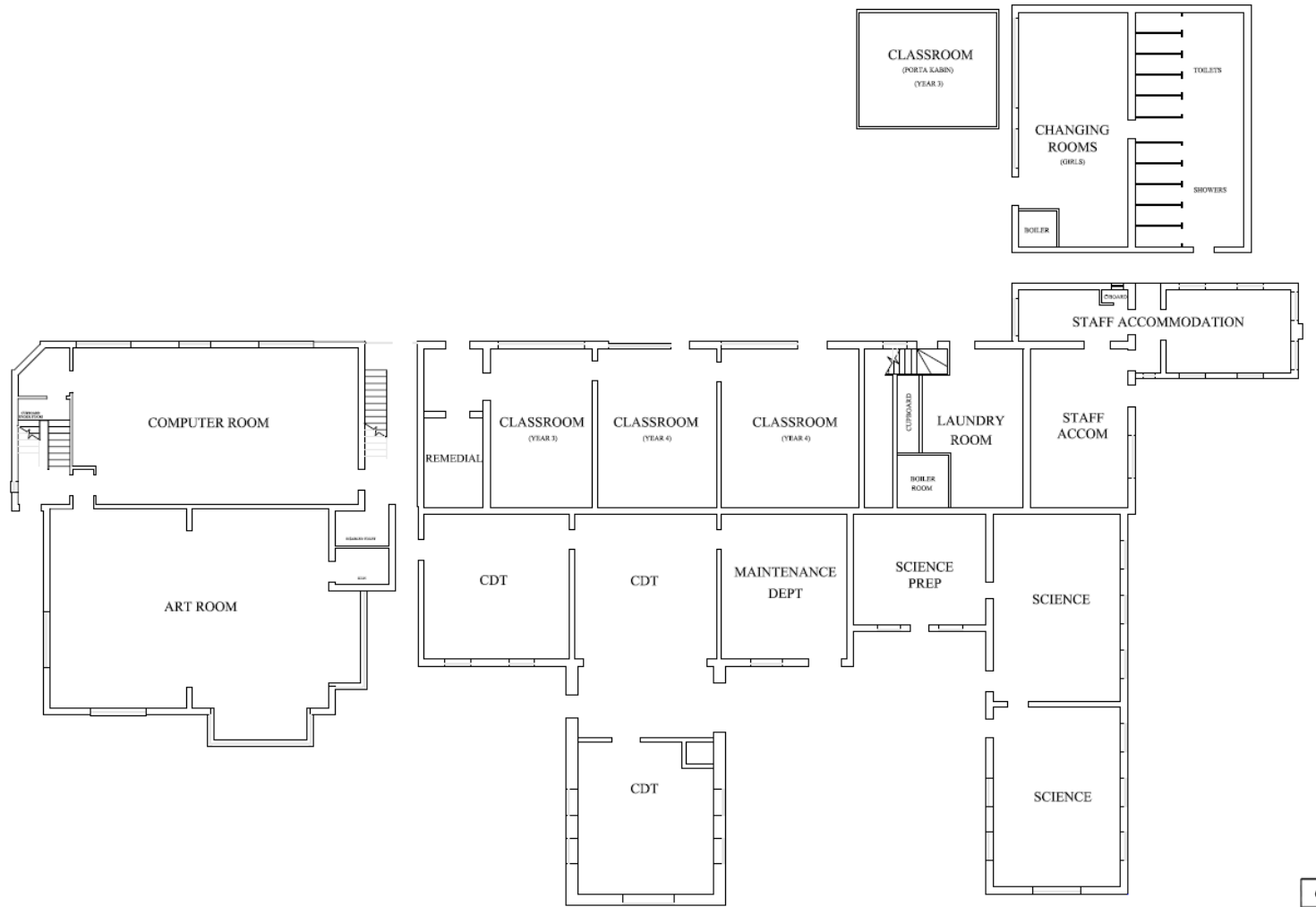


FIRST FLOOR PLAN

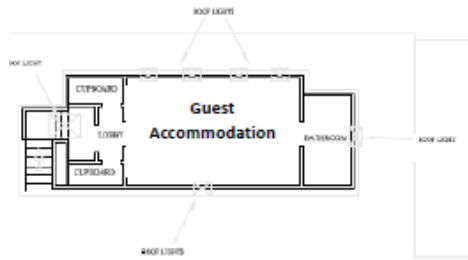
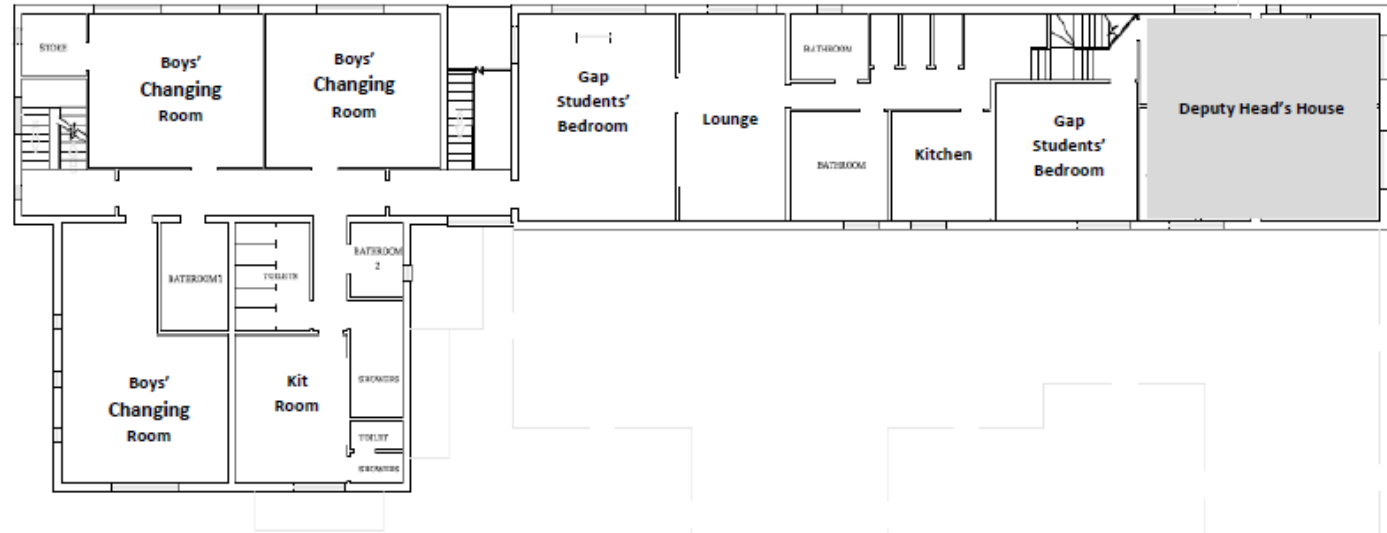
# OLD BUCKENHAM HALL MANSION SECOND FLOOR



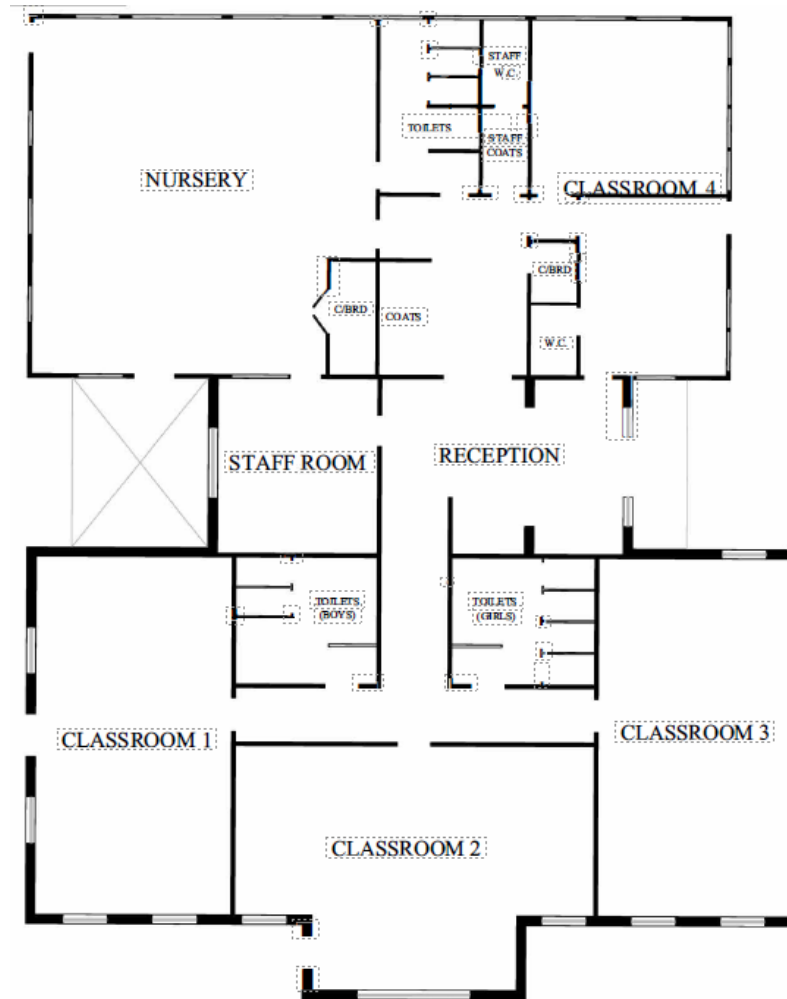
# SEWELL BUILDING GROUND FLOOR



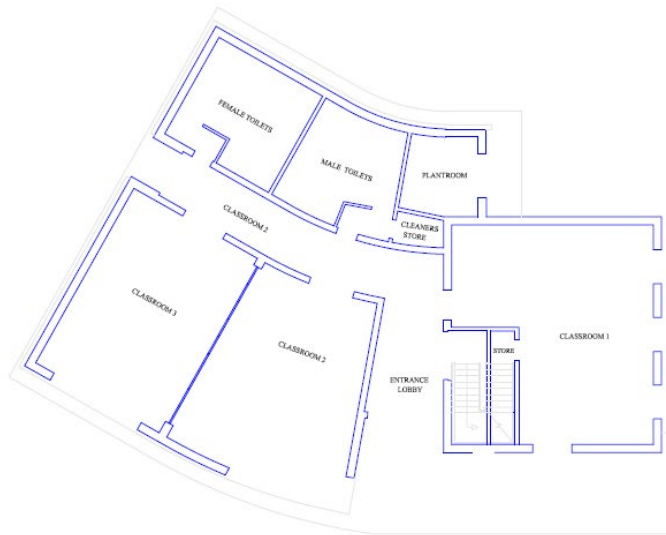
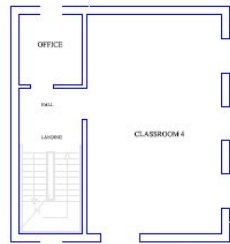
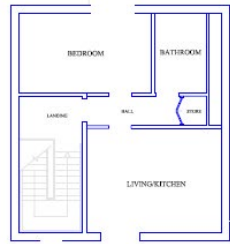
# SEWELL BUILDING FIRST & SECOND FLOORS



# PRE PREP BUILDING



# BRITTEN HALL BUILDING



# EAST WING BUILDING

FIRST FLOOR

