

Marshfield Primary School

EMERGENCY PLAN

This plan is protected. Do not give any contact details or sensitive information to the media, pupils, parents / carers or members of the public.



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This document has been produced in part using sections from the original emergency planning literature [which has been recognised by government for its best practice] produced by Nottingham City Council.

Scope of plan

This plan relates to:

- An event which threatens the safety of children, staff or the school premises
- An incident which affects the community within which the school is based
- A crisis which might affect the public reputation of the school
- A disruptive event e.g. loss of utility(s) which may impact upon the continuity of service for the school

The plan provides a generic guide to actions that should be considered by the Head Teacher, her nominated deputy, and the School Emergency Management Team (SEMT) in case of an emergency in the school, local community or on a learning activity outside the classroom.

It also covers procedures for an incident occurring in school time, out of school hours and during weekends and school holidays.

Wider Support Network

The focus of this plan is the response given by the school. However, it is essential to recognise that via the Council's Education Service, the support of broader resources, of Newport City Council, are also available to the school. Such support services include:

- Education services senior management
- Educational Psychologists
- Media and communications
- Health & safety advice
- Occupational health
- Legal advice
- HR advice
- Emergency and business continuity advice
- Links to the Council response to any wider incident response
- Links to the emergency services and health sector

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SECTION 1 - CONTACT DETAILS

1.1 School information

School details	
Name of school	Marshfield Primary School
Type of school	Maintained
School address	Marshfield Road, Castleton, Cardiff, CF3 2UW
School operating hours (including extended services)	6:30am-7.00pm – Monday – Thursday 6:30am-6.30pm – Friday
Approximate number of staff	44
Approximate number of pupils	449
Age range of pupils	3-11

Office contact details	
Office telephone number	01633 680303
Office fax number	N/A
Office email address	school@marshfieldprimary.co.uk

SECTION 2 - ACTIVATION

2.1 Notification of incident

Information about an incident may come from a number of sources (e.g. member of staff, pupil, parent / carer, member of the public, the emergency services or Newport City Council). Whoever receives the alert should ask for, and record, as much information as possible.

- + **Maintain a written record of your actions using this form and a log book. You may wish to record any new contact details in section 1.**
- + **Offer reassurance and support. Be aware that all those involved in the incident (both directly and indirectly) may be suffering from shock or may panic.**
- + **Find out what has happened. Obtain as clear a picture as you can.**
- + **Discuss with the informant what action needs to be taken and by whom.**

Name of informant:

Date and time of call:

.....

.....

Contact details of informant:

Date and time of incident:

.....

.....

Exact location of incident:

.....

.....

.....

Details of incident:

.....

.....

.....

Where is the informant now and where are they going?

.....

.....

.....

People affected (including names, injuries, where they are, where they are being taken to):

What arrangements are in place for people not directly involved in the incident?

What advice have the emergency services given?

Who has been informed?

- ☐ Head Teacher
- ☐ School staff
- ☐ Governors
- ☐ Pupils
- ☐ Parents / carers
- ☐ Extended services

- ☐ Police
- ☐ Fire & Rescue Service
- ☐ Ambulance Service
- ☐ Newport City Council - Education Business Manager
- ☐ Health and Safety Executive
- ☐ Foreign & Commonwealth Office
- ☐ Media
- ☐ Insurance company
- ☐ Trade union

Does anyone else need to be informed?

Are any other actions required?

- + **If the incident happened on an educational visit please ask the questions below. You might already have these details but it could be useful to seek confirmation, this can then be relayed by the Education Business Manager to the Outdoor Education Consultant Advisor to gain additional / further advice or guidance:**

Name of educational visit leader:

Number of pupils on educational visit:

.....

.....

Nature of educational visit:

Number of staff on educational visit:

.....

.....

Location of educational visit:

.....

.....

.....

If the incident happened abroad, have the Foreign & Commonwealth Office been notified?

.....

.....

.....

2.2 Initial action

Immediately inform the Head Teacher or nominated emergency contact. If neither is able to respond (they may be involved in the incident) the senior person present should follow the instructions below.

- + **Assess the situation and establish a basic overview of the incident.**
- + **Take immediate action to safeguard pupils, staff and visitors.**
- + **Attend to any casualties and administer first aid, if appropriate.**
- + **If appropriate, dial 999 for the emergency services and provide them with an overview of the situation. If in doubt, dial 999.**

The emergency services notify each other of incidents but consider speaking directly to each organisation required. This will ensure that each service has the information they need to respond appropriately.

- + **If appropriate notify Education Business Manager, Newport City Council to access the support services it can offer, including the Public Relations Team to manage media requests**
- + **Fetch any equipment that may prove useful (e.g. first aid kit, grab bag).**
- + **Log all communications and actions.**
- + **Notify school staff. Consider assembling a School Emergency Management Team (SEMT) to assist with the response.**
- + **Refer to the list of emergency contact numbers for additional support if required.**
- + **Where possible, avoid closing the school and try to maintain normal routines.**

SECTION 3 - ROLES AND RESPONSIBILITIES

3.1 Roles and responsibilities - co-ordination

Ref'	Co-ordination - initial response	Tick / sign / time
C1	Establish a basic overview of the incident.	
C2	<p>If the incident has occurred on an educational visit:</p> <ul style="list-style-type: none"> ▪ Liaise with the educational visit leader on a regular basis ▪ Consider sending extra staff to support the educational visit leader ▪ Discuss with the educational visit leader the arrangements for notifying parents / carers ▪ Consider how parents / carers and pupils will be reunited ▪ Notify Education Business Manager, Newport City Council for information and to access its support services, including the Outdoor Education Consultant Advisor and the Public Relations Team 	
C3	<p>Wherever possible, assign members of staff to relevant School Emergency Management Team (SEMT) roles:</p> <ul style="list-style-type: none"> ▪ Business continuity ▪ Communications ▪ Log-keeping ▪ Media management ▪ Resources ▪ Welfare. 	
C4	<p>Remember to:</p> <ul style="list-style-type: none"> ▪ Allocate tasks amongst the SEMT ▪ Ensure that staff are clear about their designated responsibilities ▪ Establish the location and frequency of SEMT / staff briefings ▪ Ask staff to maintain a log of actions made and decisions taken ▪ Assign a log-keeper to provide administrative / secretarial support. 	
C5	Inform all other staff of the incident. Ensure staff are briefed (and given tasks) on a regular basis.	
C6	Take action to protect property.	
C7	Work closely with other organisations (e.g. emergency services, Newport City Council) as required. Provide accurate and factual information to those arriving on-scene.	
C8	Ascertain the whereabouts of all pupils, staff and visitors (using timetables, registers and visitor books may help). Ensure the emergency services are aware of anyone who is unaccounted for.	
C9	Inform governors as appropriate.	
C10	Decide the most appropriate method of contacting relatives of pupils / staff affected by the incident. If the matter is very serious (such as a fatality) liaise with the Police about informing next of kin.	

Ref'	Co-ordination - ongoing response	Tick / sign / time
C11	Act as the main contact for co-ordination of the response. Continue to liaise with the emergency services and other organisations, in particular the Education Business Manager and Public Relations Team.	
C12	Continue to allocate tasks amongst the SEMT. Work closely with the SEMT to co-ordinate their actions and help to resolve any complications or difficulties that arise.	
C13	If the response is likely to last for a significant amount of time, consider staff rotation / shift patterns.	
C14	Ensure that regular briefings are given to: <ul style="list-style-type: none"> ▪ Staff ▪ Pupils ▪ Parents / carers ▪ Newport City Council ▪ Governors ▪ Extended services. 	
C15	Work closely with the 'media management' role to provide regular briefings to the media. If possible, avoid responding directly to initial media enquiries and seek support from Newport City Council who via their Public Relations Team will assist with "media management".	
C16	Check that everyone who should have been notified of the incident has been informed.	
C17	In the event of a serious injury or fatality, report the incident to the Health and Safety Executive (HSE) as soon as possible.	
C18	Seek advice on legal and insurance issues, if appropriate.	
C19	If the incident is a crime scene, or subject to a fire investigation, seek advice from the Police and / or Fire & Rescue Service.	

Ref'	Co-ordination - recovery	Tick / sign / time
C20	Act as the main contact for the recovery process. Continue to allocate tasks amongst the SEMT and other staff.	
C21	Ensure that post incident support is available to all who may require it (please refer to Appendix 2 for more information).	
C22	Work closely with the 'resources' role in organising remedial work to property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
C23	Complete any necessary forms / paperwork.	
C24	Arrange a debrief for school staff involved in the response in order to review the school's response to the incident.	
C25	Represent the school at other debriefs which may take place (e.g. one organised by Newport City Council).	

C26	Initiate a review of the school emergency plan.	
C27	Consider contacting the Head Teachers of nearby schools and involving Education Business Manager, Newport City Council to inform them of any important issues relating to the incident.	

3.2 Roles and responsibilities - business continuity

Please refer to Appendix 3 for more information on business continuity arrangements.

Ref'	Business continuity - initial response	Tick / sign / time
BC1	Assess the nature of the incident, e.g.: <ul style="list-style-type: none"> ▪ Loss of utility supply ▪ Loss of supplier ▪ Loss of premises ▪ Loss of personnel ▪ Loss of telecommunications ▪ Loss of IT services / data access. 	
BC2	Establish what effect the emergency will have on the operation of the school. Try to ascertain how long the disruption will last. Newport City Council will be able to assist in this process.	
BC3	Consider how the incident will affect any extended services that use the school premises. Liaise with these services as necessary.	
BC4	Attempt to recover important documentation; records and equipment if safe to do so (consult the emergency services for advice if necessary).	
BC5	If appropriate, contact organisations which can assist in document restoration.	

Ref'	Business continuity - ongoing response	Tick / sign / time
BC6	Minimise any disruption to the provision of education. Put arrangements in place to keep the school open and try to maintain normal school routines (e.g. teaching, exams) wherever possible.	
BC7	Seek support from other organisations (e.g. buddy schools, Newport City Council, suppliers / contractors) as required.	
BC8	Work with the 'communications' role to ensure staff, pupils and parents / carers are informed of any changes to the school routine. Newport City Council will be able to assist in this process.	
BC9	In the event of a public health incident (e.g. pandemic influenza), follow policy advice from Newport City Council with regard to issues such as infection control and pupil staff attendance / absence.	

Ref'	Business continuity - recovery	Tick / sign / time
BC10	Work with school staff, Newport City Council and other organisations to restore the usual school routine as a matter of urgency.	
BC11	Put in place arrangements for remote learning, if necessary.	
BC12	Make an inventory of any equipment which has been damaged. Arrange for important items / documentation to be salvaged, restored or replaced.	

3.3 Roles and responsibilities - communications

Please refer to appendix 10 for more information on communication arrangements.

Ref'	Communications - initial response	Tick / sign / time
CO1	Dedicate telephone lines for incoming and outgoing calls. Arrange extra support at reception if necessary.	
CO2	Record a new message on the school answer phone if appropriate. Consider setting it to 'answer only' mode.	
CO3	Support staff with any communication needs they may have.	
CO4	Inform those involved in the response of any communication difficulties (e.g. poor mobile signal in the area).	

Ref'	Communications - ongoing response	Tick / sign / time
CO5	Ensure regular information is provided to: <ul style="list-style-type: none"> ▪ Pupils ▪ Parents / carers ▪ Newport City Council ▪ Governors ▪ Extended services. 	
CO6	Consider the most effective arrangements for contacting pupils and parents / carers (please refer to Appendix 10). Ensure that records of calls made to parents / carers are maintained.	
CO7	Liaise with the 'media management' role about contacting local radio stations. The Public Relations Team, Newport City Council will assist in this process.	
CO8	Update the school answer phone on a regular basis.	
CO9	Liaise with the 'co-ordination' role in sending a letter home to parents / carers. This could include information on: <ul style="list-style-type: none"> ▪ What has happened ▪ How their child was involved ▪ The actions taken to support those involved ▪ Who to contact if they have any concerns or queries. 	
CO10	In the event of a major emergency, seek support of Newport City Council; they may be able to establish a helpline for enquiries from the public.	

Ref'	Communications - recovery	Tick / sign / time
CO11	Provide regular briefings to pupils and parents / carers.	
CO12	Assist the 'business continuity' role in providing remote / virtual learning.	

CO13	Check that any information in the public domain (e.g. website content) is accurate and up-to-date.	
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3.4 Roles and responsibilities - log-keeping

Please refer to Appendix 13 for more information on log-keeping.

Ref'	Log-keeping - initial response	Tick / sign / time
LK1	Attend SEMT briefings. Keep a log of important information, actions taken and decisions made.	
LK2	Ensure that each member of staff keeps an incident log.	

Ref'	Log-keeping - ongoing response	Tick / sign / time
LK3	Provide administrative / secretarial support to the SEMT.	
LK4	Keep accurate records of anyone admitted to hospital or treated by the emergency services.	
LK5	Record details of any expenditure incurred by the school.	

Ref'	Log-keeping - recovery	Tick / sign / time
LK6	Collate all incident logs, making copies if necessary.	
LK7	Ensure records related to the incident are archived securely but make these available to authorised staff for future reference (e.g. in the event of a debrief of the response to the incident or enquiry).	

3.5 Roles and responsibilities - media management

Ref'	Media management - initial response	Tick / sign / time
M1	Seek support from Public Relations Team, Newport City Council in responding to media requests.	
M2	Ensure media access to the site, staff and pupils is controlled. Do not let the media onto the school site or give them access to pupils unless there is a specific reason for doing so and permission / consents are in place. Ask for support from the Police and Education Business Manager, Newport City Council if necessary.	
M3	Designate a specific area for the media away from the main entrance to the school, so they do not prevent or intimidate people entering and leaving the site.	
M4	Liaise with Newport City Council Corporate Communications Team / Public Relations Team as early as possible, and work with them to prepare a press statement, to be agreed by the Strategic Director – People, and the Head Teacher before release. Information given must be limited until the facts are clear and all parents / carers have been notified.	
M5	Arrange for an appropriate member of staff to act as a spokesperson (preferably this person will have received media training). If a suitable spokesperson is unavailable, Newport City Council or the Police may be able to undertake this role.	
M6	Be prepared to be interviewed by the media. Newport City Council will be able to offer guidance and advice on this issue.	

Ref'	Media management - ongoing response	Tick / sign / time
M7	Devise in liaison with Newport City Council an ongoing strategy for responding to media requests. Work closely with the media to establish what information they require and when their deadlines are.	
M8	Gather information from the SEMT, Newport City Council, emergency services and other organisations as appropriate.	
M9	Provide regular statements to the media. Ensure each message conveys an accurate, consistent and reassuring message. All press releases should be co-ordinated by Newport City Council for checking and agreement by the emergency services (and other organisations as appropriate).	
M10	Advise staff on where to direct media enquiries. Ask staff, pupils and parents / carers to avoid speculation when talking to the media.	
M11	Try to prevent the spread of misinformation (especially through the use of mobile phones).	

Ref'	Media management - recovery	Tick / sign / time
M12	Keep the media informed of developments in the recovery process. Present a positive and reassuring image to the public.	
M13	Be aware of media interest in memorials or anniversaries of the event.	

3.6 Roles and responsibilities - resources

Ref'	Resources - initial response	Tick / sign / time
R1	Take action to protect property. Consider turning off utility supplies.	
R2	Ensure the emergency services can access / egress the school without hindrance. Consider sending a member of staff to the school entrance to prevent people restricting access by parking in unsuitable places.	
R3	Advise the emergency services of any property related issues / hazards (e.g. asbestos, chemical stores). Consider providing personnel with a site map.	
R4	<p>Work with other staff and the emergency services to control access to the school:</p> <ul style="list-style-type: none"> Advise staff and governors that they might have to prove their identity before the emergency services will grant them access. Provide authorised visitors with identification badges and ensure they sign-in and sign-out. Ensure that media access to the site is controlled. 	

Ref'	Resources - ongoing response	Tick / sign / time
R5	Liaise with utility suppliers as required possibly via Newport City Council as appropriate.	
R6	<p>Establish safe and secure areas to assist the response. E.g.:</p> <ul style="list-style-type: none"> SEMT briefing room Briefing area for parents / carers Media briefing room. 	
R7	Work closely with staff and other organisations to provide access to facilities and resources as required. This may involve opening or closing parts of the school.	
R8	Ensure the school site is secure (e.g. provide temporary fencing around damaged areas, arrange for broken windows to be boarded). Newport Norse for Newport City Council may be able to assist in this process	
R9	Work with the 'business continuity' role to arrange temporary accommodation, if required. Education Business Manager, Newport City Council may be able to assist in this process	

Ref'	Resources - recovery	Tick / sign / time
R10	Work closely with the 'co-ordination' role in organising remedial work to property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate. Newport City Council may be able to assist in this process	

R11	Arrange a site visit with relevant personnel (e.g. Newport City Council, utility suppliers, and emergency services) involved in the recovery phase.	
R12	Procure temporary classrooms if appropriate. Education Business Manager, Newport City Council may be able to assist in this process	

3.7 Roles and responsibilities - welfare

Ref'	Welfare - initial response	Tick / sign / time
W1	Establish arrangements to meet the welfare needs of pupils, staff, parents / carers, visitors and responders. Education Business Manager can liaise with the Senior Education Welfare Officer, Newport City Council may be able to assist in this process	
W2	Identify pupils who may require additional support: <ul style="list-style-type: none"> Those with Special Educational Needs (SEN) Those with medical needs Those with Personal Emergency Evacuation Plans (PEEPs) Anyone who may be particularly vulnerable or badly affected (e.g. those who were involved in, or witnessed, the incident). 	

Ref'	Welfare - ongoing response	Tick / sign / time
W3	Assess the welfare and emotional needs of all those involved. Continue to monitor and support those who may be particularly affected by the incident.	
W4	Make arrangements for reuniting pupils with their parents / carers. Ensure that a member of staff is present to meet and greet them.	
W5	In groups as small as practicable, inform pupils about the incident. Consider the best way to convey bad news. In the event of a tragic incident, consider seeking support from Educational Psychologists about the best way to inform and support pupils.	
W6	Where possible, every child should be spoken to, and asked if they are alright, before they leave school.	
W7	Take account of religious and cultural factors. Consider contacting religious leaders within the community for support.	
W8	Ensure that staff take regular rest periods.	

Ref'	Welfare - recovery	Tick / sign / time
W9	Please refer to Appendix 2 for information on welfare arrangements and post incident support after the emergency response.	

3.8 Roles and responsibilities - educational visit leader

Ref	Educational visit leader - initial response	Tick / sign / time
E1	Ascertain the whereabouts of all pupils and staff. Ensure the emergency services are aware of anyone who is unaccounted for.	
E2	Contact the Head Teacher (or nominated emergency contact) to ask for support. Remember to clarify international dialling codes if abroad.	
E3	Establish a basic overview of the incident. Ensure that accurate, factual information is available for those arriving on-scene.	
E4	Establish arrangements to meet the immediate welfare needs of pupils and staff.	
E5	Identify pupils with Special Educational Needs (SEN) and anyone who may be particularly vulnerable. Inform the emergency services of any pupils or staff with known medical conditions or requirements.	
E6	Ensure that a member of staff accompanies any pupils to hospital but remember the safety of everyone else, even if unharmed. Do not leave anybody on their own and try to maintain an adequate adult / pupil ratio.	
E7	Ensure other staff are briefed (and given tasks) on a regular basis. Ask staff to maintain a log of actions taken and decisions made.	
E8	Keep a log of important information, actions taken and decisions made.	
E9	Remember to retain any important items / documents e.g.: <ul style="list-style-type: none"> ▪ Contact details ▪ Consent forms (including medical and next-of-kin details) ▪ Maps ▪ Tickets ▪ Insurance policies ▪ Proof of identity ▪ Passports (if abroad). 	
E10	Avoid making comments to the media until parents / carers have been informed.	
E11	Do not discuss legal liability with others.	

Ref'	Educational visit leader - ongoing response	Tick / sign / time
E12	Continue to assess any risks to pupils and staff. Take action to prevent further harm if necessary.	
E13	Act as the main contact for co-ordination of the response and work closely with the Head Teacher / nominated emergency contact. Continue to liaise with the emergency services and other organisations.	
E14	Continue to brief staff and allocate tasks on a regular basis.	
E15	Monitor and reassure pupils. Make arrangements for the longer-term welfare needs of pupils and staff.	
E16	Consult the Head Teacher (or nominated emergency contact) about arrangements for notifying parents / carers and reuniting them with their children.	
E17	Liaise with the tour operator / provider, if appropriate.	
E18	Try to obtain the names and contact details of any witnesses to the incident. If possible, obtain a written account from them.	
E19	If abroad, contact the Foreign & Commonwealth Office for support.	
E20	If abroad, check your insurance policy and seek insurance / legal advice before incurring any substantial expense (e.g. medical treatment).	
E21	Retain any receipts / documentation for insurance purposes e.g.: <ul style="list-style-type: none"> Records of expenditure Medical certificates / hospital admission forms Police incident number. 	
E22	Check that everyone who should have been notified of the incident has been informed. Remember that information given must be limited until the facts are clear and all parents / carers have been notified.	
E23	Ask the Head Teacher (or nominated emergency contact) to assist with developing a media statement, with support from other organisations as appropriate. In liaison with the Head Teacher devise an ongoing strategy for dealing with media requests.	
E24	Ask pupils and staff to avoid speculation when talking to the media. Try to prevent the spread of misinformation (especially through the use of mobile phones and social media).	

Ref'	Educational visit leader - recovery	Tick / sign / time
E25	Please refer to Appendix 2 for providing welfare arrangements and post incident support after the initial emergency response.	
E26	Complete any necessary forms / paperwork.	

APPENDIX 1 - CONTACT DETAILS

1.2 Contact details - School & websites

School Office contact details	
Office telephone number	01633 680303
Office fax number	N/A
Office email address	school@marshfieldprimary.co.uk

Useful websites	
School website / extranet / social media sites	Website: www.marshfieldprimary.co.uk Twitter: @marshfieldPSN
Local authority	www.newport.gov.uk
Foreign & Commonwealth Office	www.fco.gov.uk
Natural Resources Wales	Natural Resources Wales
Met Office	www.metoffice.gov.uk
Health and Safety Executive	www.hse.gov.uk
Education Support Partnership	https://www.educationsupportpartnership.org.uk/

1.2 Contact details - School staff and governors

* Leave this field blank for use during an emergency; you may need to record alternative contact details.

Name	Job title	SEMT role(s) (if applicable)	Contact details	Alternative contact details *	Notes (e.g. first aid trained)
Lisa Lucy	Headteacher	Overall coordination Business Continuity Coordinator Log Keeping Coordinator Media Coordinator Welfare Coordinator			
Danielle Williams	Teacher	Education Visits Coordinator			
Claire Dixon	School Business Mgr	Communications Coordinator	07786 626679		
Dave Shearman	Caretaker	Resources Coordinator	07747 541292		
Claire Lawrence-Dent	Deputy Headteacher	Support Headteacher	07901 587215		

1.3 Contact details - Extended services

* Leave this field blank for use during an emergency; you may need to record alternative contact details.

Name	Type / description of extended service	Operating hours	Contact details	Alternative contact details *	Notes (e.g. key holder)
Chartwells	Canteen	7am-2pm	Yvonne 07775113655		

1.4 Contact details - Newport City Council

* Leave this field blank for use during an emergency; you may need to record alternative contact details.

Organisation	Name / role of contact (if applicable)	Contact details	Alternative contact details *	Notes
Newport City Council	Sarah Morgan, Chief Education Officer	sarah.morgan@newport.gov.uk		To notify an emergency situation
Contact Centre		01633656656		
Out of Hours Calls		01633656656		
Newport City Council	Education Business Manager	Education.Business@newport.gov.uk		For general operational and day to day management of schools

Newport City Council	Public Relations Team	Public.relations@newport.gov.uk		For all media / communication issues
Newport Norse	Property Services Helpdesk	Property.services@newportnorse.co.uk		Day time hours of business for assistance in managing sites etc.

1.6 Contact details - Other organisations

* Leave this field blank for use during an emergency; you may need to record alternative contact details.

Organisation	Name / role of contact (if applicable)	Contact details	Alternative contact details *	Notes
Police		999		
Fire & Rescue Service		999		
Ambulance Service		999		
Department for Education		Enquiry line: 0370 000 2288		
Foreign & Commonwealth Office		Consular assistance: 020 7008 1500 (24 hour)		If abroad, please ring: +44 20 7008 1500
Natural Resources Wales		Floodline: 0845 988 1188 (24 hour)		
Health and Safety Executive		Duty officer: 0151 922 9235 (24 hour)		
Insurance company	Lindsey Parsons Contents cover NIG	210751 Policy: BRS005271635		
Trade union				
Supplier (transport)	Passenger Transport Unit Newport Council – Alison Harris	01633 851736		
Supplier (catering)	Chartwells – Kayleigh Smith	265787		
Supplier (cleaning)	Supacleen – Lee Hexter	02920 666663		

Supplier (temporary staff)	Marie Rogers – Accent on Education	01633 334466		
Utility supplier (gas)	Corona Account Number 20122704			
Utility supplier (water)	Welsh Water and Account Number 3563207401			
Utility supplier (electricity)	EDF Account Number: 5321814049			
Utility supplier (heating)				
Education Support Partnership		Wales: 08000 562 561 (24 hour)		The Education Support Partnership can provide practical and emotional support to staff in the education sector and their families.

1.7 Contact details - For completion during an emergency

This table should be left blank so it can be used to record additional contact details during an emergency.

Name	Contact details	Notes

APPENDIX 2 - POST INCIDENT SUPPORT

Ref	Post incident support - assistance for pupils and parents / carers	Tick / sign / time
P1	Introduce a strategy to monitor pupils and staff who may be particularly affected by the incident. Ensure that staff are aware of this strategy. Educational Psychologists will be able to assist throughout this process.	
P2	Offer pupils and staff the opportunity for psychological support and counselling. Ensure staff and pupils know that support is available and arrange access to these services as necessary.	
P3	Consider which pupils need to be briefed, how, and by whom.	
P4	Provide opportunities for pupils to discuss their experiences (e.g. promoting discussion during class, arranging a special lesson). Do not discourage pupils from talking about their experiences.	
P5	Consider providing relevant books in the school library.	
P6	Arrange for a member of staff to visit those affected (at home or at hospital). Ask for consent from parents / carers before doing this.	
P7	Make arrangements to express sympathy to those who have been hurt. Consider encouraging pupils to send cards / messages to those affected.	
P8	Be sensitive about the demands practical issues might make on pupils (e.g. deadlines for coursework, imminent exams).	
P9	Send a letter, in consultation with Newport City Council, to parents / carers with information on: <ul style="list-style-type: none"> ▪ The nature of the incident ▪ How their child was notified of the incident ▪ Arrangements for support organised by the school ▪ Who to contact if they would like additional support. 	
P10	Maintain regular contact with parents / carers.	
P11	Do not make public any sensitive / confidential information about individuals unless consent has been given by pupils and parents / carers.	
P12	Consider organising an event for parents / carers to discuss any issues or concerns they might have.	
P13	If pupils who were particularly affected by the incident leave school (e.g. transferring from primary to secondary education) consider, sensitively and confidentially, notifying the Head Teacher of the new school.	

Ref'	Post incident support - general actions	Tick / sign / time
P14	Request support from educational professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate.	
P15	Consider requesting support from other organisations e.g.: <ul style="list-style-type: none"> Education Support Partnership Samaritans Cruse Bereavement Care. 	
P16	Manage any distress that could be caused by ongoing Police enquiries, legal proceedings and media attention.	
P17	Cancel or rearrange any events which are inappropriate.	
P18	Plan appropriate support for staff to enable them to cope with any questions or discussions pupils might have about the incident.	
P19	Ensure that any new roles given to staff do not place too great a burden. Over time, staff may need to be relieved of any additional responsibilities given to them.	
P20	Ensure that new staff are aware of the incident, which pupils were involved and how they were affected.	
P21	Consider any actions which can be taken to support the local community if affected by the incident (e.g. fund raising).	

Ref'	Post incident support - returning after a period of absence	Tick / sign / time
P22	Negotiate with parents / carers a suitable date for returning to school after a period of absence.	
P23	Consider if any additional support could be provided which would make the return easier e.g.: <ul style="list-style-type: none"> Initial part-time attendance Alternative methods of teaching A sanctuary that pupils could use if upset during the school day. 	
P24	Brief pupils who may be able to help in the process of resettling (e.g. close friends).	
P25	Ensure that all staff are aware of the need for sensitivity. Put in place special arrangements for: <ul style="list-style-type: none"> Missed work Rescheduling projects Exams. 	

Ref'	Post incident support - funeral arrangements	Tick / sign / time
P26	Contact bereaved families to express sympathy on behalf of the school.	
P27	Take account of religious and cultural factors (e.g. some faiths wish to hold funerals within 24 hours of death). Consider contacting religious leaders within the community for support. Newport City Council will be able to assist in this process.	
P28	<p>Consult parents / carers sensitively about funeral arrangements. Try to establish if representatives from the school will be invited to the service. It may be useful to consider:</p> <ul style="list-style-type: none"> ▪ Closing the school on the day of the funeral as a mark of respect ▪ A senior member of staff attending the funeral on behalf of the school ▪ If staff and pupils can be allowed time off school to attend the funeral ▪ Providing transport to take pupils and staff to the funeral ▪ Providing pupils with information about what happens at funerals ▪ Arranging floral tributes and / or donations. 	

Ref'	Post incident support - remembrance	Tick / sign / time
P29	<p>Taking into account the wishes of the family, consider providing a suitable memorial at the school:</p> <ul style="list-style-type: none"> ▪ Garden ▪ Seating area / bench ▪ Tree ▪ Book of condolence ▪ Fountain ▪ Sculpture ▪ Painting ▪ Photograph ▪ Prize (e.g. a sporting / academic trophy for older children). 	
P30	<p>Be aware of important dates which may need to be prepared for. E.g.:</p> <ul style="list-style-type: none"> ▪ Birthdays ▪ Christmas ▪ Mother's day ▪ Father's day ▪ Anniversary of the event. 	
P31	<p>Discuss with governors, staff, parents / carers and pupils how to mark anniversaries and other important dates. E.g.:</p> <ul style="list-style-type: none"> ▪ Commemorative service ▪ Special assembly ▪ Concert ▪ Display ▪ Sports event. 	
P32	Be aware of renewed media interest near anniversaries of the event.	

APPENDIX 3 - BUSINESS CONTINUITY

Important paper-based records should be kept in a secure location (e.g. a fire-proof safe). During an emergency do not attempt to recover any records or equipment unless safe to do so. All electronic data should be backed up to an off-site location on a regular basis.

Paper-based records	Where are they stored?	Effect of loss (short-term, medium-term, long-term)	Back-up measures / restorative arrangements
Coursework	N/A		
Examination papers	N/A		
Asset registers / equipment inventories	On the school central server H:drive	Short-term	Backed up on main servers
Insurance documentation	On the school central server H:drive	Short-term	Can contact insurance company for information

Electronic records	Where are they stored?	Effect of loss (short-term, medium-term, long-term)	Back-up measures / restorative arrangements
Coursework			
Contact details	Teachers2parents/SIMS	Short-term	Backed up daily
Financial information	On the school central server	Short-term	Backed up daily
Medical information	On the school central server	Short-term	Backed up daily

Remote learning	Notes / instructions
Website / extranet	

Email	All staff have '@marshfieldprimary.co.uk email addresses accessed via Newport High School Servers
Post	

APPENDIX 4 - SITE INFORMATION

Utility supplies	Location	Notes / instructions
Gas	Boilerhouse	Main Gas Off button
Water	Outside front gate in underground meter under slab	
Electricity	1.Cupboard opposite Room 19 2. Cupboard in PPA Room	
Heating	Main Boiler room opposite Caneteen door Quad Boilerhouse	

Internal hazards	Location	Notes / instructions
Asbestos	In various locations in original school build 1968	
Chemical store(s)	N/A	

Pre-designated areas	Location	Notes / instructions
SEMT briefing area	Headteacher's Office	Or Staff Room if need to clear front of school
Media briefing area	Front of School	Or Front Playground if need to clear front of school

APPENDIX 5 - EVACUATION

Signals	
Signal for fire evacuation	Alarm will sound
Signal for bomb evacuation	Verbal confirmation
Signal for all-clear	Verbal confirmation from member of Leadership Team

Assembly points - fire evacuation	
Fire evacuation assembly points throughout the School all classrooms have external doors	Front Yard, Side Yard, Junior Yard, Outside Castleton Playgroup

Assembly points - bomb evacuation	
Bomb evacuation assembly point A	
Bomb evacuation assembly point B	

If the school has been evacuated and pupils are not able to return to school (or go home) it may be possible to relocate temporarily to another building (e.g. buddy school or place of safety). It is important that the place of safety is clear of the area at risk and in selecting such a location consideration should be given to potential risks e.g. fire / bomb / flood waters.

Pre-identified buddy school / place of safety / rest centre	
Name of premise	
Type of premise	
Contact name and details of key holder(s)	
Address	
Directions / map	
Estimated travel time (walking, with pupils)	
Estimated travel time (by coach, with pupils)	
Capacity	
Facilities / resources	Heating, electricity, water, internet and phone lines
Notes	NB..

APPENDIX 6 - SHELTER

Signals	
Signal for shelter	Verbal confirmation
Signal for all-clear	Verbal confirmation from member of Leadership Team

Upon hearing the shelter signal, take the action below.

Ref'	Initial response - shelter	Tick / sign / time
S1	Ensure all pupils are inside the school building.	
S2	If appropriate, move pupils away from the incident (e.g. to the other side of the building).	
S3	Dial 999	
S4	If sheltering from an environmental hazard (e.g. a smoke plume) ensure all doors and windows are closed and ventilation / air circulation systems are switched off.	
S5	Check for missing / injured pupils, staff and visitors.	
S6	Reassure pupils and keep them engaged in an activity or game.	
S7	Notify parents / carers of the situation.	
S8	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

APPENDIX 7 - INVACUATION

Signals	
Signal for invacuation	Verbal confirmation
Signal for all-clear	Verbal confirmation from member of Leadership Team

Upon hearing the invacuation signal, take the action below.

Ref'	Initial response - invacuation	Tick / sign / time
I1	Ensure all pupils are inside the school building.	
I2	If appropriate, move pupils away from the incident (e.g. to the other side of the building) or to safer areas within the building e.g. higher floors away from flood waters, or in the event of external bomb threats, areas away from glass and protected by solid walls where possible.	
I3	Dial 999	
I4	If sheltering from an environmental hazard (e.g. a smoke plume) ensure all doors and windows are closed and ventilation / air circulation systems are switched off.	
I5	Check for missing / injured pupils, staff and visitors.	
I6	Reassure pupils and keep them engaged in an activity or game.	
I7	Notify parents / carers of the situation.	
I8	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

APPENDIX 8 - LOCKDOWN

Signals	
Signal for lockdown	Verbal confirmation
Signal for all-clear	Verbal confirmation from member of Leadership Team

Lockdown	
Rooms / sectors most suitable for lockdown	
Entrance points (e.g. doors, windows) which should be secured	Main door Front Yard gate shut after 9.30 a.m. Junior Yard/Field Gates permanently closed
Communication arrangements	<ul style="list-style-type: none"> Mobile phones Text messaging Email
Notes	

Upon hearing the lockdown signal, take the action below.

Ref'	Initial response - lockdown	Tick / sign / time
L1	Pupils who are on the school site but outside of the school buildings are brought inside as quickly as possible and return to their classroom (outside staff will be informed either by the lockdown signal or alternatively by a senior member of staff).	
L2	Those inside the school should remain in their classrooms and available staff should check corridors and toilets for pupils or staff.	
L3	Lock / secure entrance points (e.g. doors, windows) to prevent the intruder entering the building.	
L4	<p>Dial 999 For the Police.</p> <p>All situations are different, once all staff and pupils are safely inside, senior staff will conduct an on-going risk assessment based on advice from the Emergency Services. This can, wherever feasible and safe to do so, then be communicated to staff and pupils.</p> <p>Emergency Services will advise as to the best course of action in respect of the prevailing threat. It is important to keep lines of communication open with Emergency Services as they are best placed to offer advice as a situation unfolds. The school site may or may not be cordoned off by Emergency Services depending on the severity of the incident that has triggered the Lockdown.</p>	

L5	<p>Ensure people take action to increase protection from attack:</p> <ul style="list-style-type: none"> ▪ Block access points (e.g. move furniture to obstruct doorways) ▪ Sit on the floor, under tables or against a wall ▪ Keep out of sight ▪ Draw curtains / blinds ▪ Turn off lights ▪ Stay away from windows and doors. ▪ Put mobile phones on silent and social media coverage of the incident should be discouraged to minimise any associated risks e.g. parents attending the site 	
L6	Staff should encourage the pupils to keep calm and ensure that pupils, staff and visitors are aware of an exit point in case the intruder does manage to gain access.	
L7	If possible, check for missing / injured pupils, staff and visitors.	
L8	If possible disable lifts to prevent them from returning them to the ground floor	
L9	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

APPENDIX 9 - SCHOOL CLOSURE

Ref'	Generic actions - initial response	Tick / sign / time
SC1	<p>Assess the need for closure. Consider whether any mitigation measures are possible, such as:</p> <ul style="list-style-type: none"> ▪ Partially opening the school to some pupils ▪ Asking a buddy school for assistance <p>If closing the school due to extreme weather refer to Appendix 9A below.</p>	
SC2	If necessary, assemble an SEMT.	
SC3	Seek support from other organisations (e.g. the local authority) as appropriate.	
SC4	<p>Ensure that everyone who needs to be aware of the closure is notified, using the most suitable options in appendix 6. It may be appropriate to inform:</p> <ul style="list-style-type: none"> ▪ Pupils ▪ Parents / carers ▪ Staff ▪ Governors ▪ Newport City Council. 	
SC5	If the closure takes place during the school day, arrange transport for pupils as necessary.	
SC6	If the closure takes place outside school hours, at least one member of staff should be present at the school entrance at the beginning of the school day, to ensure that any pupils who do arrive are informed of the closure, and to check pupils are able to return home safely.	
SC7	Make alternative arrangements for exams if necessary.	

If the school is likely to be closed for a significant period of time, consider the actions below.

Ref'	Generic actions - ongoing response	Tick / sign / time
SC8	Ensure pupils, parents / carers, governors and Education Business Manager, Newport City Council are regularly informed of developments.	
SC9	Consider how pupils with Special Educational Needs (SEN) or medical needs may be affected if the school remains closed for an extended period of time.	
SC10	Ensure the security of the school premises. Newport Norse for Newport City Council will be able to assist in this process.	
SC11	Put in place arrangements for remote learning (please see Appendix 2).	

APPENDIX 9A - CLOSING THE SCHOOL DUE TO EXTREME WEATHER

GUIDANCE NOTE FOR SCHOOLS – January 2018

Notification of Education Premises Closures

This latest update has been prepared specifically with the lessons learned from previous years. A supplementary SMS messaging procedure for notification is included under paragraph 5.

1. Purpose

1.1 This Guidance Note provides Head Teachers, Chairs of Governing Bodies, and Premises Managers (PM) with advice regarding the closure of their premises.

1.2 The default position stands that all schools are open. Therefore, notification that a school is open is not required.

1.3 A notification of education premises closure is in respect of one full school day. Therefore, a notification should be issued / received each day of closure for example, in the event of inclement weather.

1.4 The Education Business Manager is refreshing emergency planning arrangements for schools and will be taking forward school emergency action planning work with all clusters. School emergency planning includes the notification of closure for any longer period and for any other situation e.g. the management of the heating or water supply, electricity supply failure. Such a notification is often as a result of an emergency or urgent critical but planned works on sites.

2. Background

2.1 This guidance note has been updated to incorporate the recommendations in previous years from the Overview & Scrutiny Forum for Young People's Services (OSF for YPS), following a review of the closure of schools resulting from snowfall. The five recommendations directly emerging from that review are detailed in Section 3 below.

2.2 Historically responsible officers for sites have contacted the authority and have taken the opportunity of contacting ad hoc media groups to notify of a closure. Even though this seems a good way of informing parents, service users and the public it does not always reach the officers who need to act upon the information. Therefore a reporting procedure has been identified for all closures to ensure sound communication channels are in place for the safety and well being of pupils.

2.3 The responsible officers of all school sites are asked not to individually notify media groups as this service can be abused, as well as in-accurate information given.

3. OSF for YPS Recommendations

3.1 That the decision to close a school remains the responsibility of the Head Teacher, in consultation with the Chair of the Governing Body.

3.2 That in future, the decision to close a school to pupils is made and reported separately to the decision to close that school to staff.

3.3 That the costs incurred by Grounds Maintenance in clearing schools sites of snow are recharged to the schools in future, and that this and other budget pressures continue to be monitored by the Newport Schools Forum.

3.4 That schools should be encouraged to take part in the review of the *Winter Maintenance Plan* so that their sites can be included in the Authority-wide response to extreme winter weather.

3.5 That the Council continues to work with schools to ensure that emergency plans are in place for every school, which include procedures to be followed in the event of heavy or prolonged snowfall occurring in the future. This work will be taken forward by the Education Business Manager.

4. Procedure

4.1 This procedure has regard for the OSF for YPS five recommendations in Section 3 above and is to be used in all cases of a closure from heating failure to inclement weather conditions. The service has now been simplified to avoid confusion and inaccurate information being distributed.

4.2 It is also the aim of the current procedure to have all notifications on the Council website by 08.00 each morning. It is recommended that you notify the e-mail address as early as possible, to enable the information to be acted upon. However, following technical difficulties such as those experienced previously, where we experienced difficulty in receiving those notifications from non-government email addresses – then the supplementary procedure for SMS messaging is now to be advocated.

The following steps are to guide you through reporting a closure:

1. In the event that there is a risk of potential closure, the Premises Manager or nominated competent person is to assess the situation on site and make an accurate decision following agreement by the Head Teacher in consultation with the Chair of the Governing Body on whether:
 - a) it is safe to open the premises to pupils, or
 - b) it is safe to open the premises to staff, or
 - c) to implement a closure, and if so, what is the basis / rationale for closure.
2. The notification and basis for closure must have regard for the OSF for YPS recommendation 3.2 above and be clear in interpretation by notifying one or both of the following:
 - a) a decision has been taken to close a school to pupils, or
 - b) a decision has been taken to close that school to staff.
3. The Premises Manager or nominated person is to e-mail the following address to notify the local authority of one or both decisions and the basis or rationale for closure: education.closures@newport.gov.uk (please have regard for paragraph 5 below).

4. The e-mail will automatically be forwarded to:
 - Education Service Development Manager
 - Education Business Manager
 - Education Policy Officer
 - Education Business Support Officer
 - Passenger Transport Unit – Streetscene
 - Newport Norse Helpdesk – property.services@newportnorse.co.uk
 - Public Relations – for input to website and to inform media
 - Other stakeholders as and when appropriate
5. The new supplementary **SMS messaging procedure** is to be used if schools are in any doubt their email to the education.closures address will not be cleared by Newport City Council firewalls. That is to say issued from a non-governmental email address. **The SMS procedure will enable the Education Business Manager receiving the SMS message to use a Newport City Council email address to issue notification on behalf of the school and to achieve an early update on the web site and media releases. The number for this service is 07973 979957.**
6. **There is no need to contact any other group or team**, the Education Resources & Planning Service Team will ensure that the information is acted upon and dealt with appropriately e.g. School Meals; Schools HR; Music Peripatetic & Link Workers.
7. When sending any emails to confirm full or partial school closure, the Premises Manager or nominated person should provide a contact telephone number on which they will be available throughout the closure day. A member of the Education Senior Management Team will use this number to contact this nominated individual by 12 noon to confirm likely arrangements for the following day.

5. What does the Council expect of schools during periods of inclement weather?

- 5.1 Headteachers should consider the implications of potential implications in advance of any situations arising as schools are themselves responsible for making arrangements to ensure that the site is accessible to staff and pupils.
- 5.2 The key feature is to ensure that the weather situation is monitored. All schools are encouraged to sign-up to the Met Office weather warning alert system (either SMS or App based) which provides specific information on a postcode by postcode basis. This is a free service which enables current forecasts to be shared and accessed at all times.
- 5.3 As a low lying coastal authority, Newport is often more fortunate than its northern neighbours, generally avoiding the worst of snow and icy conditions. For some staff members however who live in the wider area, it is acknowledged that travel to work conditions can be more challenging and that Headteachers will need to take safe staffing levels into consideration when risk assessing whether or not the school can be opened.

- 5.4 In order to assist in the risk assessment, the school will need to consider appropriate staffing levels and assess which staff members are likely to attend for work and identify ways in which the school is able to operate during periods of staff absence. To assist in this, the Council will share information on specific staff travel to work areas for each school. If there is any ambiguity as to what constitutes a safe staffing level, the Council will need to support schools in undertaking this assessment in advance of any potential issues.
- 5.5 Most schools in Newport hold Grounds Maintenance contracts (SLAs) with the Council's Streetscene and City Services. Most of these SLAs include the option to request support with snow and ice clearance. Initially, this service is likely to be limited to direct essential pathways into schools and would not encompass car parks and playgrounds, however it would enable safe access routes from the site entrance to the school building. Whilst this is a "pay as you go service", the costs are low compared with those involved for all parties in the loss of a school day. When resources permit, Streetscene and City Services could extend this provision to cover additional areas of the school. The service can be accessed 24 hours a day, 7 days per week by telephoning 01633 656656 with a request to Streetscene or the Streetscene duty officer. The service utilises staff normally deployed on grounds maintenance works and therefore does not conflict with highway safety priorities. These staff would also undertake the necessary risk assessments including the most appropriate timing of any clearance works.
- 5.6 All school sites are encouraged to consider holding a small stock of initial resources including grit bins, salt bags and hand tools. Any such services provided by the council are chargeable to individual schools, however the initial costs are low and ongoing grit supplies can be purchased from multiple sources if required.
- 5.7 Any school which has elected to purchase a grounds maintenance agreement via an alternative provider should contact their contractor to enquire about the services available to them.
- 5.8 Schools can of course utilise other potentially available resources to assist in the main objective which is to clear a safe access route through the school grounds and into the school building. This may involve staff or parents using shovels to clear the pathways and to spread grit / salt. Providing a generic risk assessment for such actions is in place, any liabilities arising are covered from an insurance perspective. The risk assessment would however need to encompass issues such as protective clothing (including footwear), the fitness of the individual to undertake the task and the timing of any such works to ensure that they are effective and render pathways safe.
- 5.9 The Council's Winter Service Plan includes a primary gritting service which ensures that major arterial routes to the local bus network are treated before minor roads can be considered. If the Council identifies wider travel issues, these will be communicated with schools. Most notably if officers identify that the road network around Newport is going to be impacted to such an extent that it cannot function safely, the Council will issue information via a variety of media platforms advising the public to take appropriate actions. Whilst Gwent Police may issue more generic travel advice it is important to also consider the specific advice for the road network in Newport as this will provide a more accurate reflection of local travel conditions within the city.

APPENDIX 10 - COMMUNICATIONS

Designated telephone lines	Contact number	Location of telephone
Incoming calls	01633 680303	School Office
Outgoing calls	01633 680303	Outside lines available in School Office, Headteacher's office, Deputy Headteacher's office, ALNCo office, Nursery, School Business Manager's office, Medical Room

All relevant parties should be updated at regular intervals on the incident; even if no significant developments have occurred since the last time of contact.

Methods of communication	Notes / instructions
Answer phone	<ul style="list-style-type: none"> ▪ Example of pre-recorded message ▪ Instructions on setting to 'message only' mode ▪ Can it be updated remotely or only from the school site?
School website / extranet / Social media	<ul style="list-style-type: none"> ▪ Log-in details ▪ Who is authorised / trained to update content? ▪ Can it be updated remotely or only from the school site?
Text messaging system	<ul style="list-style-type: none"> ▪ Log-in details ▪ Who is authorised / trained to use the text messaging system? ▪ Can it be used remotely or only from the school site?
Newport City Council Contact Centre / Website / Media contacts	<ul style="list-style-type: none"> ▪ Instructions for reporting school closures.
Telephone tree	
Sign at school entrance	
Newsletter	
Email	
Letter	
School notice board	

Preferred methods of communication are included below (although these may change depending on the exact nature of the incident).

Group	Preferred method of contact	Contact details are available from
Pupils	Verbal if during school hours	

Parents / carers	Text message, email	
Governors	Email	Phone call to Chair of Governors, if required
Extended services	Phone call	

APPENDIX 11 - BOMB THREATS

- + **If you receive a telephone call from someone who claims to have information about a bomb, record as much information as possible.**

Time of call:

Telephone number you were contacted on:

.....

.....

Exact wording of the threat:

.....

.....

- + **Stay calm. Being cautious, and without provoking the caller, try to ask the questions below.**

Where is the bomb right now?

What will cause it to explode?

.....

.....

When will it explode?

Did you place the bomb? If so, why?

.....

.....

What does it look like?

What is your name?

.....

.....

What kind of bomb is it?

What is your telephone number?

.....

.....

What is your address?

.....

.....

- + **Try dialling 1471. You may get information on where the phone call was made from.**

Did dialling 1471 work?

Time the call ended:

.....

.....

+ **Contact the Police (999) and Head Teacher / nominee immediately.**

+ **Carry out further actions based on Police advice.**

What gender was the caller?

- ☐ Male
☐ Female

Approximately how old was the caller?

.....

Did the caller have an accent?

.....

Did the caller use a code word?

.....

Did the caller sound familiar?

.....

What sort of voice did the caller have?

- | | | |
|------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Well spoken | <input type="checkbox"/> Impediment |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Poorly spoken | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Quiet | <input type="checkbox"/> Deep | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Whispered | <input type="checkbox"/> High pitched | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Hoarse | <input type="checkbox"/> Other |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Nasal | |

At what pace did the caller speak?

- | | | |
|---------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Quick | <input type="checkbox"/> Slow |
|---------------------------------|--------------------------------|-------------------------------|

What manner did the caller have?

- ☐ Normal
☐ Calm
☐ Excited
☐ Laughing
☐ Upset
☐ Angry
☐ Rational
☐ Irrational
☐ Irritated
☐ Muddled
☐ Other

Were there any distinguishable background noises?

Notes:

+ **Contact the Police (999) and Head Teacher / nominee immediately.**

+ **Carry out further actions based on Police advice.**

What gender was the caller?

- ☐ Male
☐ Female

Approximately how old was the caller?

Did the caller have an accent?

Did the caller use a code word?

Did the caller sound familiar?

What sort of voice did the caller have?

- | | | |
|------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Well spoken | <input type="checkbox"/> Impediment |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Poorly spoken | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Quiet | <input type="checkbox"/> Deep | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Whispered | <input type="checkbox"/> High pitched | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Hoarse | <input type="checkbox"/> Other |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Nasal | |

At what pace did the caller speak?

- | | | |
|---------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Quick | <input type="checkbox"/> Slow |
|---------------------------------|--------------------------------|-------------------------------|

What manner did the caller have?

- | | | |
|-----------------------------------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Upset | <input type="checkbox"/> Irritated |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Muddled |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Rational | <input type="checkbox"/> Other |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Irrational | |

Were there any distinguishable background noises?

.....

.....

Notes:

.....

.....

APPENDIX 12 - SUSPICIOUS PACKAGES

Postal bombs or biological / chemical packages might display any of the following signs:

- Excessive wrapping
- Grease marks or oily stains on the envelope / wrapping
- An unusual odour including (but not restricted to) ammonia, almonds or marzipan
- Discolouration, crystals or powder-like residue on the envelope / wrapping
- Visible wiring / tin foil
- Heavy weight for the size of the package
- Uneven weight distribution
- Too many stamps for the weight of the package
- Poor hand writing, spelling or typing
- Delivery by hand from an unknown source
- Wrongly addressed or come from an unexpected / unusual source
- No return address or a postmark that does not match the return address.

The likelihood of a school receiving a postal bomb or biological / chemical package is low. However, if you do receive a suspicious package carry out the actions below.

Ref'	Initial response - upon receiving a suspicious package	Tick / sign / time
SP1	Remain calm.	
SP2	Put the letter / package down gently and walk away from it: <ul style="list-style-type: none">▪ Do not touch the package further▪ Do not move it to another location▪ Do not put the package into anything (including water)▪ Do not put anything on top of it.	
SP3	Note its exact location.	
SP4	Evacuate the building, keeping people away from the room as far as possible. Ensure that any assembly points are located away from the danger of flying glass.	
SP5	Notify the Police (999) and the Head Teacher / nominated emergency contact immediately.	
SP6	Do not use mobile phones, two-way radios or sound the alarm using the break glass call points.	

If anyone is exposed to a potentially hazardous substance carry out the actions below.

Ref'	Initial response - if exposed to a potentially hazardous substance	Tick / sign / time
SP7	Keep all persons exposed to the material separate from others, and available for medical examination. Ask them to remain calm and avoid touching their eyes, nose or any other part of their body.	
SP8	Ensure that ventilation / air circulation systems in the building have been turned off and that all doors (including internal fire doors) and windows have been closed.	
SP9	Anyone experiencing symptoms of chemical exposure (e.g. streaming eyes, coughs and irritated skin) should seek medical attention urgently.	

APPENDIX 13 - LOG-KEEPING GUIDELINES

	Thursday, 19/05/2011
7.40pm	Received call from Jane Sutcliffe at the council. Report of a fire at school (although she's unsure which parts of the building are affected). Police and fire service are on-scene. Jane offered to send someone to the school to assist with the response - I gave her my mobile number and she'll let me know who will attend. I'll contact Philip Healy (caretaker) and we'll aim to arrive at school within half an hour.
7.50pm	Rang Philip. Number engaged.
7.55pm	Rang Philip. Told him about the situation and asked him to meet me at the school entrance as soon as possible. He'll be there for 8.15pm.
8.05pm	Received text message from Jane - someone from her team (Andrew Taylor) will meet us at the entrance in about 10 / 15 minutes. Mobile number for Andrew: 07802 388 07802 338 202.
8.20pm	Arrived at school, Philip and Andrew already there. Spoke to fire officer - one classroom ablaze, adjacent ones likely to be severely affected by smoke damage. Unsure of the cause but arson can't be ruled out at the moment. We'll have to close the school tomorrow. Also need to arrange a site visit in the morning (provisional time 8am).
8.40pm	Informed Anna Hughes (deputy headteacher) about the incident. Asked her to notify parents / carers that the school will be closed tomorrow. She'll arrange for other staff and governors to be told and put a notice on the school website. I'll contact the radio stations.

Notes should be recorded in chronological order.

If you make a mistake don't try to overwrite the original text - cross it out with a single line and start again.

Only include times, dates or initials within the margins.

- + Notes should be clear, intelligible and accurate.
- + Include factual information.
- + Use plain and concise language.
- + Keeps records of any expenditure.
- + Do not remove any pages.
- + Do not use correction fluid.

APPENDIX 14 - TRAINING AND EXERCISING

Training record

Training title	Areas covered	Date	Attendees

Exercise record

Date	Brief details of exercise	Aspects of plan tested	Actions identified	Outcome of actions

Handwriting practice lines consisting of 28 horizontal dotted lines.