

GREENSIDE FILM FACTORY EMERGENCY MANAGEMENT CONTINGENCY PLAN



Version number:	3
Date of issue:	1 st September 2017
Date of review:	1 st September 2018
Person responsible for review:	Karen Bastick-Styles
Copies of this plan are held by:	Greenside, LG, CoG, TEF

GREENSIDE FILM FACTORY

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POLICY STATEMENT

We recognise the importance of establishing clear guidelines and strategies to react to any Greenside related emergency or critical incident. It is equally important that the plan has enough flexibility to allow Greenside to respond to any type of incident that may effect or interrupt the normal operation of the School.

Planning, control and clear communications are all essential elements that allow the immediate situation to be managed effectively and then to minimise the long-term impact of an event. A detailed plan is needed to ensure that all involved have clearly stated roles of responsibility. This will ensure that actions, such as contact with parents/ carers, the media and any emergency agencies are catered for correctly.

Representatives from the teaching staff and the governors will have a copy of the plan that will form a section in the Critical Incident Manual produced by the TEFAT

The network of support will be clearly outlined using the recommended framework from TEFAT.

AIMS

Create an awareness of the need for planned arrangements to be made.

Provide re-assurance of the practical help that is available from the Elliot Foundation and other agencies at short notice. Give guidance on the range of sources of information and support available.

SCOPE OF THE PLAN

Experience has highlighted that the failure to draw clear lines of responsibility has caused unnecessary duplication of effort and delays.

This plan provides a generic guide to actions that will enable Greenside to prepare, respond, recover and return to business as usual, as quickly and as effectively as possible should an Emergency/Critical Incident occur, such as:

In Greenside

- A deliberate act of violence, such as the use of a knife or firearm
- A Greenside fire or laboratory explosion
- A student or teacher being taken hostage
- The destruction or serious vandalising of part of the Greenside

Outside Greenside

- The death of a student or member of staff through natural causes or accidents
- A transport-related accident involving students and/or members of staff
- A more widespread disaster in the community
- Death or injuries on Greenside journeys or excursions
- Civil disturbances and terrorism

DEFINITION

The definition of an emergency related/critical incident is:

“An incident or situation involving trauma, fatality or serious injury to an individual or serious damage to property. By its very nature such an incident is sudden, unpredictable and is often outside the range of normal human experiences. Such events are likely to have significant emotional and organisational consequences”.

RESPONSE TO A CRITICAL INCIDENT

EMERGENCY MANAGEMENT PLAN

The hours immediately following an incident are key to managing any response successfully. The period immediately after an incident is often referred to as the 'Golden Hour'. At this time it is crucial that the right people are notified in a timely manner and the information they receive is accurate.

The plan is formulated to allow any member of Greenside staff to manage any response in the 'Golden Hour', therefore as well as the detailed plan of action a flow chart for ease of reference has been included and 'flash cards' have been attached to allow any member of staff to undertake specified roles in the management of an incident.

The Executive Head, the Deputy Heads and the Chair of Governors, all have a copy of this procedure at home to refer to in the event of an Emergency or Critical incident, as well as in Greenside.

AT GREENSIDE

All relevant contact numbers and addresses of personnel, Governor, students etc. are held centrally at Greenside. Backup details of key, named Emergency/Critical Incident Support Team members are also held centrally in Greenside.

In respect of Greenside trips and visits, the Risk Assessment Procedures as detailed in the Critical Incident Manual will be followed before any planned trip or excursion.

MEDIA

The Principal in consultation with the Authorities Communications Unit will cover the response to the media. In the absence of the Executive Head the following chain of responsibility will be followed:

- Head of School
- Deputy Heads
- Chair of Governors
- Assistant Head

She/ He will inform the:

- Elliot Foundation lead officer
- Local Authority Senior Officer immediately of any occurrence that is designated as an Emergency/Critical incident (see Critical Incident Manual Section 2)

NOTE: ALL other staff should NOT

- Give interviews
- Make any comments or draw attention to any relevant, written or printed material

- Hand ANY material to the media

POINTS TO NOTE WITH MEDIA INTERVIEWS

- Consult with TEF Communications Unit before making any comment or releasing a statement
- Try to have another person with you, to monitor the interview
- If possible, agree an interview format i.e. establish what the interviewer wants to ask
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out from a script
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview
- Be prepared to say you cannot comment
- Do not over elaborate your answers
- Refuse requests for photographs or Greenside work of the student(s) and staff involved
- Try to keep a grip on your emotions during interviews – especially if it is for TV
- Most journalists are responsible, but check where the interview/ camera team go when the interview is over
- Be prepared to be correctly dressed in case of TV coverage when called out in an emergency. Be smart and tidy avoiding items such as over-exuberant jewellery and accessories and checks or stripes that may 'strobe' or distort and distract.

GREENSIDE INCIDENT RESPONSE TEAM

GREENSIDE BASED:	NAMES	TELEPHONE NUMBERS
Executive Head	Karen Bastick-Styles	07961 300868
Head of School	Robin Yeats	0208 743 6421 or 07837 372117
Deputy Head	Georgina Webber	0208 743 6421 or 07793 208435
Assistant Head	Kimberley Buchanan	0208 743 6421 or 07927233585
SENCo	Denise Hughes (Mon, Tues, Fri)	07951773421
GOVERNORS:		
Chair of Governors	Jem Shuttleworth	07510 308980
Greenside Lead Governor	Andy Meeson	07958 624861
ADMINISTRATION:		
Greenside SBM Administrative Assistant	Julie Chan-Sing Kelly Norris Jessie John-Brown (Maternity Leave)	0208 743 6421 or 07989 246627 0208 743 6421
Site Manager / Caretaker	David Harrington	07557766344

Initial contacts for all emergencies in and out of hours for the Elliot Foundation:		
TEFAT - Safety, Security, Fire Prevention & Critical Incident Co-ordinator	Hugh Greenway	Work: 0207 278 7131
		Mobile: 07881 916376
TEFAT – Principal Health & Safety Officer	Trish Martin	Work: 0207 278 7131
		Mobile: 07766 116211
Initial contacts for all emergencies in and out of hours for the Local Authority:		
LA Service - Safety, Security, Fire Prevention & Critical Incident Co-ordinator	Michael Sopp	Work: 0208 753 3728
		Mobile: 07785 384972
LA Service – Principal Health & Safety Officer	Michael Sopp	Work: 0208 753 3728
		Mobile: 07785 384972

Others (TEFAT):		
Regional Director	Simon Adams	Work: 0207 278 7131 Mobile: 07899 730571
Director – Education	Simon Adams Travis Latham	Mobile: 07899 730571 Mobile: 07894 583965
Director –Resource	Julie Lombardo	Work: 020 7278 7131
		Mobile: 07506 702979
Director – HR & Governance	Bob Anderson	Work: 0208 287 0422
		Mobile: 0771 444 5393
Director - Estates	Trish Martin	Work: 0207 278 7131
		Mobile: 07766 116211
Others (LA) Link Advisor	Jenny Bax	Mobile: 07800835839
Out of Hours Duty Officer	LA Switchboard	Work: 0208 748 8588
Safeguarding Student Manager	Hilary Shaw	Work: 07817 365519
Director for Students & Adults	Andrew Christie	Work: 020 7745 6501
		Mobile:
Emergency Duty Team	Social Work	Work: 0208 753 6600

Communications Unit	LBHF Press Office	Work: 0208 753 2160
Principal Educational Psychologist	Jay Momsen	Office: 0207 361 3311
		Direct:
Link Educational Psychologist	Tom Lloyd	Work: 0208 753 3718
Link Education Social Worker	N/A	
Greenside Nurse	Susan McCulloch-Marshall	Work: 02081023856, Mobile: 07852865102
Social Services Contact		0208 753 6600
Catering contractor	N/A	
Transport Section	N/A	
Police (local)	Hammersmith Police Station	0207 230 1212 or 101
Chair of Governors	Jem Shuttleworth	07510 308980
Diocesan Board Contact	N/A	
Parish Priest	N/A	
Insurance & Risk Manager	Risk Protection Arrangement (DfE)	0113 246 2040

EMERGENCY ACTION LIST

ACTION BY: Executive Head (Head of School)

STAGE 1

Initial Actions

- Open and continue to maintain a personal log of all factual information received, actions taken and the times of those events
- Make every attempt to clarify exactly what has happened
- Consider whether the incident requires the direct involvement of TEFAT or the Local Authority. Initial contact should always be made with TEFAT and the Local Authority in emergencies in case they have a wider significance.
- Contact members of the Critical Incident Support Team as appropriate

During Term Time:

- Avoid closing the Greenside, if at all possible
- Endeavour to maintain normal routines and timetables

Outside Term Time:

- Instruct the Site Manager or key holder to open Greenside
- Set up Greenside administrative support
- Inform the Chair of Governors
- Inform the Local Authority
- Inform other Critical Incident Support team members
- Contact the Council's Communications Unit and agree statement to the media

STAGE 2

- Brief both teaching and support staff
- Brief relevant Governors
- Set up arrangements to manage visitors e.g. record their names, arrange for badges of identification
- Set up a telephone link-line ensuring care is taken when answering telephone calls. Make sure that only accurate information flows in and out of the Greenside and that staff have up-to-date statements available. Ensure that all calls are answered courteously, effectively and efficiently
- Record/ log calls received reminding staff that some calls may be bogus
- Ensure that a designated independent telephone is made available for outgoing calls (e.g. Executive Head's telephone). Ensure media calls are re-directed to appropriate officer
- Ensure that all staff and students are discouraged from speaking to the media

STAFF:

- Continue to have regular briefings twice a day for 10 minutes
- Be aware how colleagues are coping. Where appropriate, set up counselling support

- At an early stage arrange for all students to be told in simple terms what is happening. This may be in small groups in class or in year groups
- Brief the team to ensure that staff and students do not speak to the media
- Arrange for each team member to have a copy of the next-of-kin list

PARENTS/ CARERS:

If students are involved, it is vital that parents/ carers are informed early on

- Decide whether parents/ carers should be informed in writing or spoken to personally
- Maintain regular contact with parents/ carers
- If the incident is away from Greenside, ask the Police whether parents should travel to the scene or whether students should be taken home

THE ELLIOT FOUNDATION:

- Keep TEFAT fully informed throughout.

LOCAL AUTHORITY:

- Continue to liaise with the Local Authority for the duration of the incident.

STAGE 3

Period Following the Close of the Incident:

- When appropriate, seek advice from the Elliot Foundation and Local Authority to arrange special Board Meetings/ assemblies, funeral or memorial services
- Principal to prepare a joint report with the named Elliot Foundation Officer
- Arrange for a member of staff to make contact with any students who are still at home or in hospital

STAGE 4

Longer Term Issues:

In some cases the effects of an incident continue for many years. Thought will need to be given to:

- Working with staff to continue to monitor students informally, particularly those who are vulnerable
- Clarifying procedures for referring students for individual help
- Recognising that some staff may also need help in the longer term
- Recognising and marking anniversaries
- Remembering to make any new staff aware of those students who were affected and how they were affected
- Remembering that legal processes, injuries and even news stories may bring back distressing memories and cause temporary upset within the Greenside
- Remembering that if the incident does attract media attention, it is likely that interest will continue for many weeks
- Being aware that some students' ability to concentrate is significantly affected after a critical incident. If public examinations are imminent for involved students it is important to make the examining boards aware of the situation.

ACTION BY: ADMINISTRATIVE ASSISTANTS

STAGE 1

Initial Actions

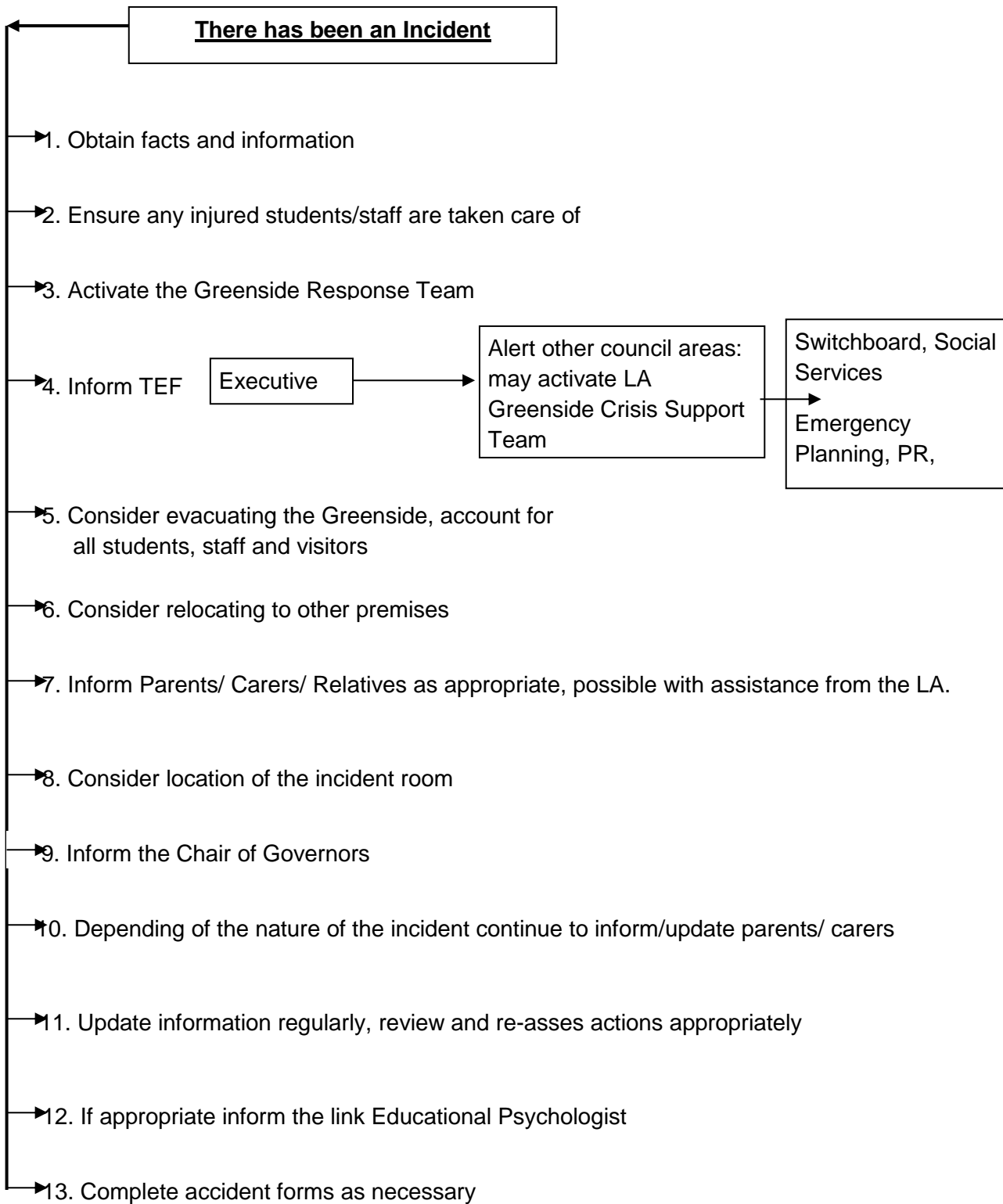
- Obtain full facts of the incident from the Executive Head/ Deputies
- Open and continue to maintain a personal log of information received, actions taken and the times of those events
- If coming from home, remember to bring useful items such as any keys needed

STAGE 2

- Work under guidance from the Executive or Head of School
- Remember that the Greenside Office is likely to be the first point of contact of visitors. Exercise caution in making comments
- Concerning incoming telephone calls
 - take special care when answering telephone calls especially early on
 - maintain a record of calls received
 - only give out information from the prepared statements that will be made available
 - remember that some calls may be bogus

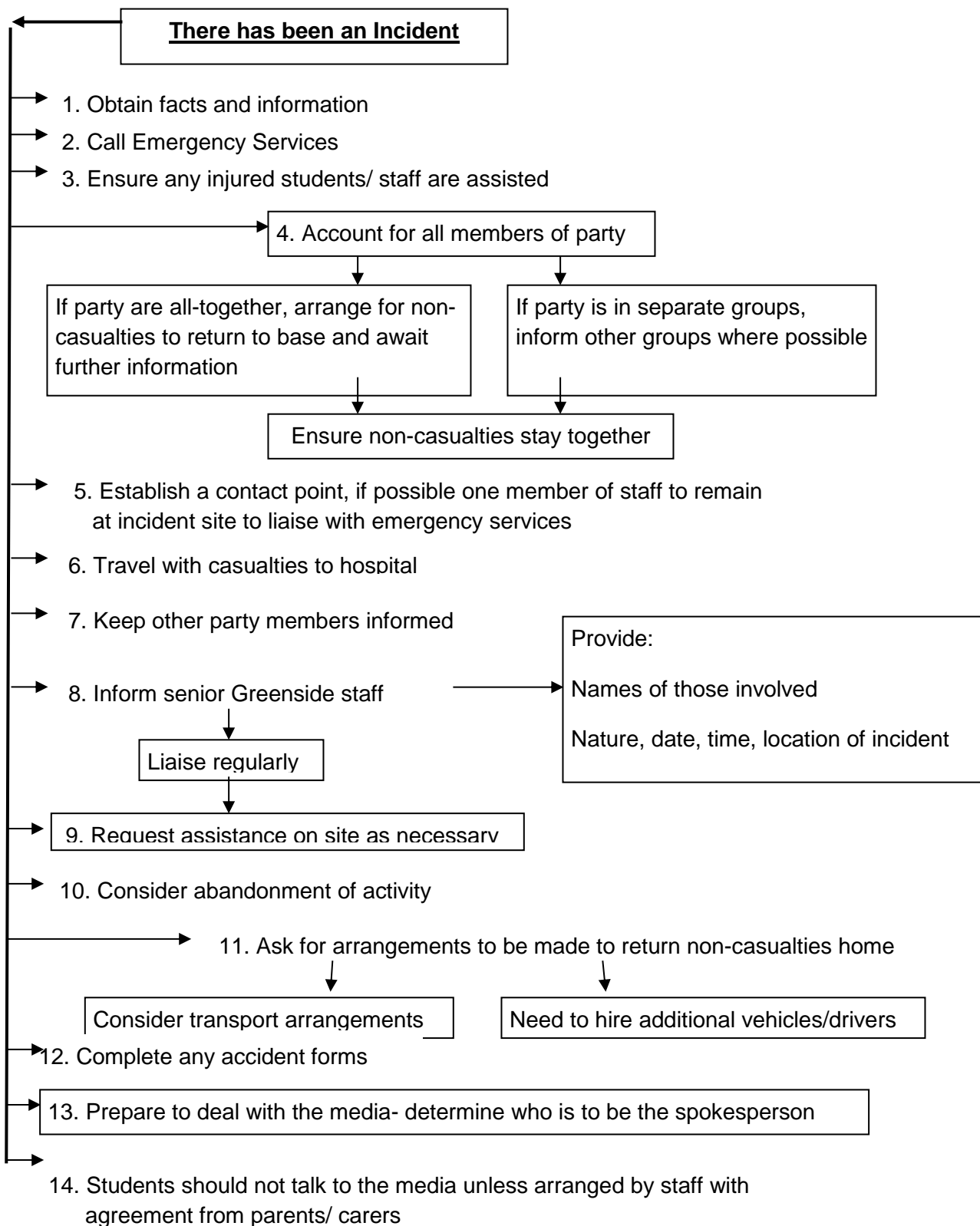
1. Guidance for Staff following an Emergency On Greenside Grounds

RECORD ALL ACTIONS- if not immediately, as soon as possible after the event.

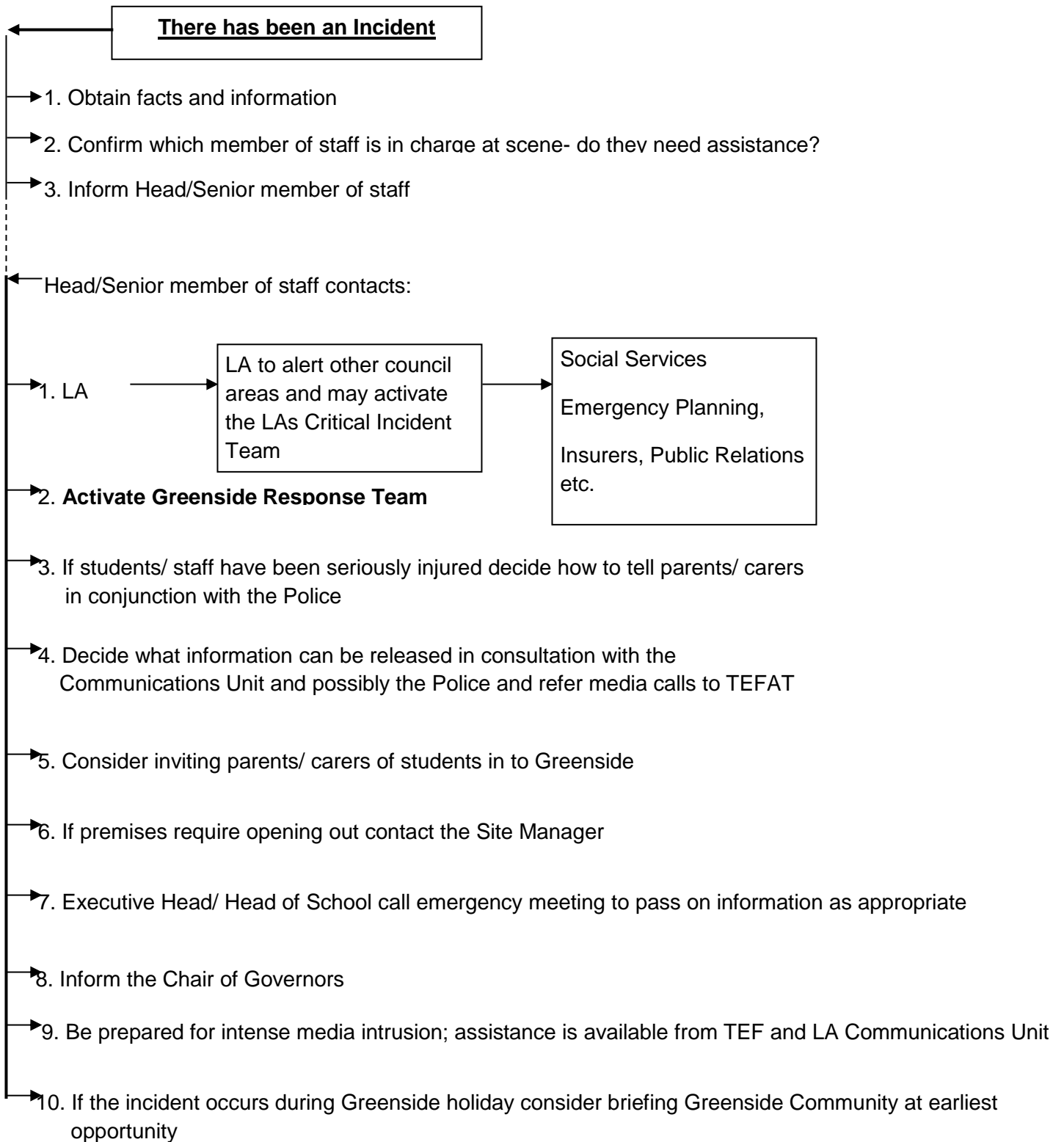


2. Guidance for Group Leaders on Out of Greenside Activities

RECORD ALL ACTIONS - If not immediately, as soon as possible after the event.



3. Guidance for 'on-site' staff following notification of an off-site incident (either in or out of Greenside hours)



APPENDIX 1: Incident Log

GREENSIDE

INCIDENT LOG

DATE	TIME	EVENT	ACTION TAKEN	BY WHOM

APPENDIX 2: Flash Cards

Emergency/Critical Incidents in Academies – Roles and Responsibilities

Stage 1 – Establishing the Response

Action list for head teacher or nominee coordinating Incident Response Team (IRT)	Tick
Ensure that accurate, factual information is available for those arriving at the scene.	
Liaise with the police, fire and ambulance services, the local authority, and other organisations that may become involved. Act as the main contact to coordinate the response and provide your contact details.	
Inform the chair of governors.	
Inform all staff and parents/ carers of injured students. Decide how to inform other parents/ carers.	
Ensure all staff maintains a log of actions and decisions.	
Allocate tasks amongst the IRT as appropriate.	
Arrange administrative / secretarial support for your team, if required.	

Action list for IRT – Welfare	Tick
Take actions to secure the immediate safety of students and staff – this may include evacuation or keeping students and staff inside the building (sheltering).	
Establish the whereabouts of all students, staff, and visitors using timetables, registers and the visitor's book, and make a list of those unaccounted for.	
Consider any welfare needs for students with special needs.	

Action list for IRT – Communications	Tick
Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for the office.	
Line to be used for incoming calls only:	
Line to be used for outgoing calls only:	
In the event of a major emergency, seek support from your local authority – they may be able to establish a helpline for enquiries from the public.	

Action list for IRT – Media Management	Tick
If possible, avoid responding to media enquiries and direct them to local authority communications staff.	
Ensure that any media access to the site, staff and students is controlled. In a major emergency, the police may deal with the press and prevent intrusion onto the site. Be aware of the potential problems caused by the spread of misinformation through student / staff use of mobile phones.	

Action list for IRT – Resources	Tick
Ensure access to the site for emergency services.	
Turn off water, gas and electricity supplies if necessary.	
Open / close parts of Greenside as required.	
Ensure the security of Greenside premises.	

Stage 2 – On-going Response

Action list for Executive Head or Deputy coordinating IRT	Tick
Provide regular briefings for staff, and continue to liaise with the emergency services and local authority.	
Try to maintain normal routines as far as possible.	
Tell the staff involved to prepare a written log of their involvement, noting events and times. Inform the local authority's health and safety staff who will advise on reporting procedures and inform trade unions if necessary. In the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours. Staff may wish to submit draft reports to trade union legal officers.	
Allocate tasks amongst the IRT as appropriate.	

Action list for IRT – Welfare	Tick
Establish a staff rota and ensure that staff take regular rest periods.	
Identify students and staff who are badly affected by the incident and may require extra support.	
Make arrangements for reuniting students with their parents/ carers.	
Take account of religious and cultural factors, and consider contact with leaders of local faith communities. In particular, some faiths may wish to hold funerals within 24 hours of death, so swift and sensitive enquiries must be made to ascertain whether it would be appropriate for representatives of Greenside, including students, to attend.	

Action list for IRT – Communications	Tick
Inform students, in groups as small as practicable, considering the best way to impart tragic news.	
Inform parents/ carers of students not directly involved in the incident, as decided by the Executive Head or Deputy Heads. Use any existing arrangements, such as a telephone tree, for contacting parents/ carers quickly and efficiently.	

Receive visitors to the Greenside, ensuring they sign in and out and are issued with identification badges.	
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Action list for IRT – Media Management	Tick
Liaise with the local authority communications staff to prepare a press statement, to be agreed by the Executive and strategic director of the Students Services department. Decide an on-going strategy for dealing with the press. Be prepared to be interviewed by the press if necessary.	

Action list for IRT – Resources	Tick
Establish a safe and secure base for the IRT.	
Arrange an appropriate place to receive parents/ carers of students involved.	

Emergencies Outside the Classroom – Activation

For emergencies on learning activities outside the classroom, the Executive Head or Head of School should be immediately informed of any incident by the group leader.

Initial action by Executive Head or Deputy Head

1. Maintain a written record of your actions using this pro forma and a log-book.
2. Offer reassurance and support. Be aware that all involved in the incident (those at Greenside and you) may be suffering from shock or may panic.
3. Find out what has happened. Obtain as clear a picture as you can. Who informed you of the incident?

Initial contact	
Name:	
Telephone number:	
Additional telephone numbers:	
Where are they now and where are they going?	
Notes:	

4. Discuss with the group leader what action needs to be taken and by whom.
5. Record the details of the off-site activity / visit during which the incident occurred:

Details of off-site activity / visit	
Location and nature of visit:	
Name of person in charge of visit:	
Telephone number(s):	
Number of staff on the visit:	
Number of students on the visit:	
Number of other people present:	

6. Record the details of the incident:

Details of incident	
Date and time of incident:	
Location of incident:	
What has happened?	
People affected (including names, injuries, where they are / will be taken to):	
Emergency services involved and advice they have given:	
Names and locations of hospitals involved:	
Arrangements for students not directly involved in the incident:	

7. Depending on the scale of the incident, consider assembling a Greenside Incident Response Team (IRT) to assist with the response.

8. Having activated this emergency plan, go on to the next stage – implementation.

Emergencies outside the classroom – roles and responsibilities

Action list for Executive Head or Deputy Head

Communication	Tick
Inform Greenside staff as appropriate, depending on the time and scale of the incident.	
Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support if required.	
Line to be used for incoming calls only:	
Line to be used for outgoing calls only:	
Consult with the emergency services / local authority regarding informing parents of injured and non-injured students. Ensure parents/ carers of any injured students are immediately informed of what has happened and where their daughter/ son is. Record what their plans are, e.g. to travel to their daughter/ son, any assistance they need and any means of communications with them. In event of a major incident, the police may give advice regarding naming badly injured people or fatalities. You may also need to inform next-of-kin of any staff who have been involved.	
Inform parents/ carers of any other students on the visit but not directly involved in the incident. Decide which parents/ carers should be informed and by whom and contact them as appropriate. Wherever possible, parents/ carers should first hear of the incident from Greenside (or from the party leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/ carers / next-of-kin are informed.	
Inform the chair of governors.	
During office hours, call your TEFAT emergency contact: 07881 916376 Outside office hours, call the TEFAT emergency contact: 07881 916376	
Support from other organisations may be required (please see section 7). Contact details are available in appendix 3. Examples of support include: <ul style="list-style-type: none"> • Assistance at Greenside or site of the incident • Help with arranging transport between the incident, parents/ carers and Greenside • Help with media management, including press statements and interview briefing. 	
If the visit is abroad, and the incident results in substantial medical or other expense, TEFAT should be informed as soon as possible in terms of insurance.	
Inform students and staff at Greenside and their parents/ carers. Remember that information given must be limited until the facts are clear and all involved parents/ carers/ next of kin are informed. In the event of a tragic incident, consider seeking support from the educational psychology service about the best way to inform students and to support them afterwards. Staff and students should be asked to avoid talking to the media.	

Media Management	Tick
Introduce, if necessary, controls on Greenside entrances and telephones.	
At least initially, Greenside is advised to avoid responding to media enquiries; these could be directed to TEFAT.	
Liaise with TEFAT as early as possible, and work with them to prepare a press statement.	

Resources	Tick
Arrange a quiet space to receive parents of the students involved as they arrive at Greenside and ensure someone is there to meet and greet them.	

Reporting of Accidents	Tick

Immediate action in an emergency	Tick
Assess the situation and take immediate action to ensure the safety of students and staff.	
Establish if anyone is injured and how.	
Call the emergency services if necessary.	
Be aware that you and others may be suffering from shock.	

Next steps	Tick
During Greenside hours contact the Executive Head or Deputy: 0208 743 6421 or 07961 300868 or 07837 372117 or 07591 063185	
Outside Greenside hours contact the Executive Head or Deputy: 07961 300868 or 07837 372117 or 07591 063185	
Give clear details of what has happened and who is involved.	
Discuss with the Executive Head or Deputy who should inform parents/ carers and next-of-kin of students and staff.	
Executive Head or Deputy Head should contact TEFAT if necessary – if they are unavailable you may have to do this. During office hours, call the TEFAT emergency contact:	
Outside office hours, call the TEFAT emergency contact: 07881 916376	
Avoid speaking to the media – if necessary direct them to TEFAT: 0207 278 7131	
Staff and students should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones).	
Make notes of what has happened and your actions.	
Keep in contact with the Executive Head, Head of School and Deputy Head	