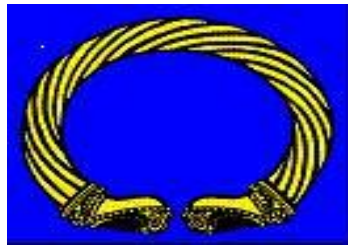


# Incident Management Plan 2016-7



**For use during an incident**  
(Based on model NCC Policy October 2011)

**Snettisham Primary School**  
**School Road**  
**Snettisham**  
**King's Lynn**  
**Norfolk**  
**PE31 7LT**

TEL: 01485 541274

[office@snettisham.norfolk.sch.uk](mailto:office@snettisham.norfolk.sch.uk)  
[www.snettisham-primary.norfolk.sch.uk](http://www.snettisham-primary.norfolk.sch.uk)

**Key Contacts and Liaison Points**  
(Personal Numbers have been removed from this public document to protect confidentiality but remain within the working document)

In the event of a significant incident these contacts make up the Incident Management Team and will be contacted as soon as possible. See business continuity plan for duties and definitions.

**The Headteacher takes responsibility for keeping these contact numbers up to date.**

<b>Senior Management Team/Key Incident Management Contacts</b>				
Name	Position	Work No.	Home No.	Mobile
Nicola Darley	Head Teacher			
Emma Hunt	Deputy Head Teacher			
Andy Gee	Chair of Governors			
Danielle Rodrigues	Pastoral care lead			
David Clark	Support pastoral			
Vickie Rose	Administrator			
Darren Wing	Caretaker			
Mark Fitzpatrick	Business Manager	(WNAT)		
Keith Lewington	Property Manager	(WNAT)		

<b>Coordinating Group Contacts</b>				
Name	Position	Work No.	Home No.	Mobile
Critical Incidents Team	Children's Services staff	07623 912974		

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Claire Milner Smith	NCC Communications Officer	01603 217809		
Mark Fitzpatrick	West Norfolk Academy Trust (WNAT)			
Keith Lewington	WNAT			

Other Useful Contacts

Norfolk County Council		
Name	Contact No 1	Contact No 2 (if applicable)
NCC Emergency School Closures (e.g. severe weather)	Online	
NCC Children's Services Duty Director	Rota: 07990 564564	
NCC Communications Duty Officer	01603 224214	

Utilities and Local Services		
Name	Name	Contact
Electricity (name of supplier)	Total Gas & Power	0333 003 7874
Gas (name of supplier)	ESPO	01162657884

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Water (name of supplier)	Anglian Water	0800 819155
Sewerage (name of supplier)	“ “	“ “
Telephone (name of supplier)	MTL maintenance Merlin Telecom	01553 828903 0800 8778810
Air conditioning (name of supplier)	EOC	01366 384 200
Building fabric/repairs (name of contractor)		
Boiler repairs/servicing (name of contractor)	MCE Heatcool	07795830099
Catering (name of supplier)	Norse	01603 894101

<b>Critical Activity Contact Numbers</b>		
<b>Name</b>	<b>Name</b>	<b>Contact No.</b>
Examination Board	National Curriculum Assessment Helpline	0300 303 3013
Coach hire (name of supplier)	Peelings Eagles	01328 701531 01760 755641
ICT contacts (WNAT)	H. Pickett	
Intruder alarm (name of company)	Jensen	01733 391888
Lifts (name of contractor)		
Locksmith (name of contractor)		
Mobile telephones ( )		
Grounds maintenance	Norse	01603 894101
Personal Hygiene	PHS	02920 809098
Photocopiers	Konica Minolta	01603 703040

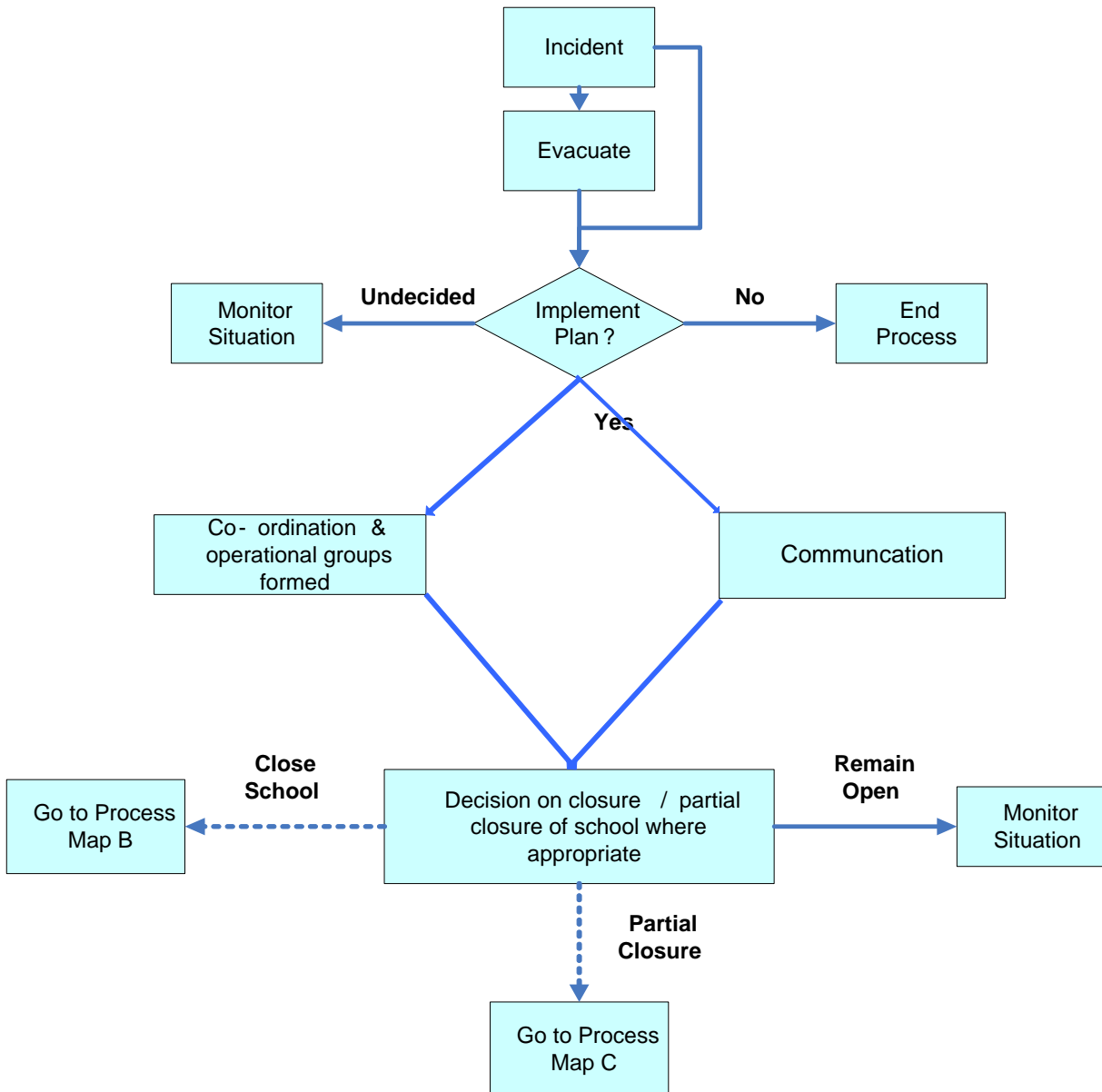
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Refuse collection	BCKLWN -	02035672000 01553 692722
Temporary buildings		

<b>Out of hours site users</b>		
<b>Name</b>	<b>Contact No 1</b>	<b>Contact No 2 (if applicable)</b>
Caretaker	Darren Wing	

## Incident Management Process Charts

Process Map A – Initial Incident



Ensure appropriate communication within NCC takes place and the school closure system is followed. In order to do this the relevant teacher will have to log on to their own section of the Norfolk School's Website.

**Incident Checklist – Immediate Actions**

In the event of an incident, the following checklist may be considered (NB: depending on the circumstances, this list may require addition / removal of items as appropriate):

**Immediate Actions**

Activity				
<b>Consider Invacuation or Evacuation</b>		<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Evacuation of premises				
Call emergency services				
Roll call of staff and pupils				
Confirm all safe and accounted for				
Liaise with emergency services incident officers at scene				
Contact Children’s Services Emergency Duty Director where necessary				
Contact Children’s Services Communications Team where appropriate				
<b><i>Where incident involves casualties</i></b>				
<b>Details of Casualties or Injuries</b>		<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Obtain information on:	Names			
Obtain information on:	Injuries			
Obtain information on:	Current location of casualties			
Obtain information on:	Current location of relevant others			
Obtain information on:	If next of kin has been informed			
<b>Injuries</b>		<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Who is accompanying the injured person(s) to hospital				

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Provide immediate transport, assistance and emotional support as appropriate.			
<b>Incident in School Time</b>	<b>Completed ( × / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Senior Management Team to decide whether school should remain open			
If decision is made to close school, check Critical Functions list at front of Plan to ensure all critical services are continued where appropriate (go to *).			
Senior Management Team to decide whether pupils should be sent home			
Arrange transport as required			
Ensure staff, parents, governors and Children's Services Communications Team receive information on action taken as soon as possible.			
<b>Incident Out of School Time</b>	<b>Completed ( × / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Strategic Team to decide how to contact parents			
If school is to be closed / relocated the following day, contact transport companies to inform them.			
Use online school closure system. Contact Children's Services Emergency Duty Director where necessary			
Consider announcements via local radio stations and media. Liaise with Children's Services Duty Officer to ensure Children's Services Communications Team send out messages.			
Ensure staff, parents, governors and Children's Services Communications Team receive information on action taken as soon as possible.			
*Where a Critical Function must be continued (eg during examinations)	<b>Completed ( × / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Make contact with 'buddy' locations to accommodate and continue critical services as per written arrangements (see Appendix A of this plan)			



**Immediate Actions (first 24 hours)**

Action	Completed ( x / ✓ )	By Whom?	Time
Contact school transport companies, keep informed of requirements			
Establish an information line at NCC Customer Service Centre for staff and parents to call for information			
Contact the Critical Incident Support Service if the incident involves the experience of significant personal distress and emotional support may be needed for staff and/or pupils.			
Review accommodation and Health & Safety needs for pupils arriving / remaining on site			
Communicate resources needs to Children's Services / NPS			
Establish priorities for salvage, advise responding agencies and recovery team			
Make alternative arrangements for provision of any functions that are becoming critical (eg examinations)			
Invoke any arrangements with work area recovery sites for short / long term relocation			
Ensure staff, parents, governors and Children's Services Communications Team receive regular updates			

**Longer Term Recovery (24 hours – 2 weeks)**

Action	Completed ( x / ✓ )	By Whom?	Time
Review previous actions as appropriate			
Identify useable facilities on site (if any)			
Review on a daily basis the critical functions list, assess when functions are becoming critical			
As activities become critical, assess the additional support required and any further impacts on the critical activities.			
Make alternative arrangements for provision of any functions that are becoming critical			
Review Health & Safety, fire prevention and safety on site regularly			
Review welfare and support provision for staff and pupils			
Establish alternative timetables where required			
Establish additional teaching / staff needs where required			
Monitor examination requirements, ensure these will be met (alternative location, rescheduling)			
Ensure staff, parents, governors and Children's Services Communications Team receive regular updates			
Prepare inventory of requirements for alternative location (eg desks, chairs, equipment)			
Review welfare and support provision for staff and pupils, if appropriate in conjunction with Critical Incident Support Team.			

Loss of Utilities Checklist

For use when previous checklists are not relevant. Utilities cover services such as electricity, gas, water etc.

Issue	Completed ( x / ✓ )	By Whom?	Time
Notify Senior Management group			
Ascertain scope of 'failure'			
Contact utilities / relevant organisations to establish time for repair			
Ascertain length of time required before school back to Business as Usual			
In event of loss of heating (winter) decide on school closure			
Inform relevant parties of problem – e.g. NCC Children's Service's (incl. Communications), contractors, parents, pupils			
In the event of loss of power / IT, revert to paper based systems where possible. Use back-ups of IT systems where possible (see BC plan for details).			
In the event of loss of phone, consider use of mobile phones, or divert calls to NCC Customer Service Centre (inform CSC of key messages to give out).			

Health issue/shortage of staff and/or pupils checklist

Issue	Completed ( x / ✓ )	By Whom?	Time
Notify Senior Management Group			
Ascertain number of staff absent			
Ascertain number of children absent			
Ascertain impact on home to school transport			
Check that school meals or an alternative can be provided			
Make decision on whether school can operate safely and whether it can operate for all, some or no children.			
Reorganise classes / timetable where appropriate			
Inform NCC Children's Services (through the Emergency School Closure procedure), transport contractor, parents, pupils etc of any closures or partial closures.			
Consider implications of Health and Safety, infection control and hygiene recommendations Purchase of supplies Inform, parents, pupils and staff of advice			
Consider how pupils who become ill can be isolated			
Consider how to get medical help if a pupil suddenly becomes very ill.			
Consider back up arrangements for keyholders			
Consider backup arrangements for essential systems e.g. boiler controls			
Manage any significant new risks, for example staff carrying out unfamiliar roles.			
Consider contacting the Critical Incident Support Service if the serious health issue causes significant distress to pupils, staff or parents.			

Post Incident/Recovery Checklist

During recovery, some or all of the following checklist should be reviewed, to ensure that all staff and pupils are enabled to returned to school:

<b>Issue</b>			
<b>Staff</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Briefing session held regularly			
Refer to Red and Green Book if relates to a Critical Incident			
Plan for pupils returning to school – well-being etc			
Produce a written report of the incident and how it will affect the school, staff, pupils, parents etc			
Review educational schedule / timetables / examinations etc.			
Review and issue new fire notices and procedures (where appropriate)			
Hold a fire drill as soon as possible so pupils know any new exit routes, assembly points and procedures (where appropriate)			
Adapt school programmes and schedule if appropriate (eg school trips)			
<b>Premises</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Obtain plans of the building and mark areas mainly affected.			
Walk through buildings to amend floor plans			
Check obstacles and hazards to pupils			
Identify new routes, exits and entrances			
Check fire escape requirements and facilities (check with Norfolk Fire and Rescue Service)			

Establish areas with restricted access			
Review site security, health & safety and fire safety			
<b>Pupils</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Arrange special assemblies, information provision and discussion			
Issue new timetables (if necessary)			
Issue updated site maps (if necessary)			
Issue daily information update sheets to parents and children			
Refer to Red and Green Book if relates to a Critical Incident			
<b>Parents</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Hold regular parents / teachers meetings			
Send regular updates home with children			
<b>General</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Provide / change answer phone messages on school telephone with special numbers for information and advice, and updates on attendance arrangements			
Make regular updates available on the school website (where applicable)			
Provide notices around the school regarding progress			
<b>Future Events</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Consider whether future planned events are appropriate, or should be modified / moved.			

<b>Contractors</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Hold regular meetings			
Establish Health & Safety, fire safety arrangements			
Establish access for special vehicles, with safety of staff and pupils in mind			
Install temporary facilities			
Agree working practices and times when noise must be kept to a minimum			
Provide contractors with information about critical timetable issues eg examinations			
Establish a meeting programme with contractors, surveyors, Children's Services, NPS and any others as appropriate			
<b>Out of Hours Users (eg Adult Education)</b>	<b>Completed ( x / ✓ )</b>	<b>By Whom?</b>	<b>Time</b>
Contact and keep informed, reorganise or cancel if needed			