



Sponsored by Academy Transformation Trust

Crisis Management Policy

Adopted	February 2013
Date of Review	April 2016

Please note: names and contact numbers are continually updated throughout the academic year

*Inspire,
Aspire,
Achieve!*

This policy incorporates the Academy's vision and core values

Introduction and Rationale

This policy reflects the vision and core values of The Hathaway Academy. It has been written with regard to:

- Planning for a Human Influenza Pandemic (DCSF 2006)
- Pandemic Flu Planning Model Plan/Checklist for Schools (DCSF)
- LA Plans

This policy should be considered in conjunction with the Health and Safety Policy, the school procedures in the event of severe weather conditions and the Critical Incident Procedures flowchart.

The purpose of the policy is to indicate the procedures to be followed in the event of:

- i. People related issues – major accidents, epidemics, abductions or acts of extreme violence in which there is clearly a risk of serious injury
- ii. Premises issues – fire, explosions, floods, subsidence
- iii. Technological – computer related issues.

Generic procedures relating to a crisis situation:

1. Immediate Action

- i. Calling the emergency services – any member of staff who discovers an incident relating to (i) and (ii) above, and which clearly requires immediate assistance, should first call the emergency services. This would normally involve a 999 call. This should be done before any further action is taken.
- ii. Direct Action – staff should only take direct action to limit a fire or similar incident if they are able to do so safely. Personal safety, and that of others, must not be put at risk.
- iii. Whilst it is important for an individual to offer assistance in a 'life or death' situation, it is generally more appropriate for First Aid to be provided by trained staff. A trained first aider can be called at any time during the school day and can be contacted through Student Reception.
- iv. Evacuation of the buildings may be necessary where an incident poses a threat to the health and safety of people. In such circumstances, the fire alarm should be activated and an evacuation take place according to the evacuation procedures published in every room. Teachers will supervise evacuations from every building.
- v. In the event of extreme violence between people on site, staff should only intervene if they feel able to do so safely. Guidelines on the restraint of students can be found in the Student Behaviour Policy. In all circumstances, best efforts should be made to call duty staff. Where situations are clearly out of control, the emergency services should be called. These guidelines are particularly important in the event of members of the public assaulting a member of the school community. Best efforts should be made to usher observing students away from the incident.
- vi. Intruders on site should be asked to report to Reception. Should they fail to respond, the Reception should be contacted immediately and the

member of ALT who is in charge of the school informed immediately. A description of the person and location must be given. In the event of extreme concern, the ALT member should call the emergency services immediately.

- vii. During hours of operation outside of normal school, the reporting of incidents and evacuation of buildings is under the control of the premises staff on duty.
- viii. Where an incident occurs during an off site activity, the first priority will be for a member of staff to be at the site of the crisis and to inform the Educational Visits Co-ordinator. The Educational Visit Policy outlines the procedures in greater detail and must be followed.

2. Communication:

- i. The media – only the Principal, the Chair of Governors (or one of the Vice Principal's, in the event of the Principal's absence) should give interviews to the media. A press release should be approved by the Principal before any interview is given by other members of staff (who will have received approval to give such interview).
- ii. Staff – the Principal or Vice Principal will, whenever practicable in the circumstances, brief the ALT team on a given emergency. This group acts as the crisis incident team (CIT). The Vice Principal will then inform appropriate Middle Leaders and Progress Leaders. All leaders must keep a list of the home and mobile numbers of colleagues they have responsibility for contacting in the event of an emergency.
- iii. Students – assemblies will be called by the second Vice Principal if it is felt appropriate to do so. Visitors to the site will be informed of any situation affecting them through Reception. Information may be e-mailed to read in class.
- iv. Parents – the Principal (or Vice Principal) will write to parents, if appropriate, giving factual information and contact details in the event of concern. The reception staff should be briefed on dealing with such concerns
- v. Governors and LA Emergency Contact – the Principal's PA will be responsible for contacting all Governors and LA Emergency Contact with details of the incident on same day or as soon as practicable given the circumstances.
- vi. Report to the Health and Safety Executive – if the emergency falls within the scope of Reporting of Injuries, Diseases, and Dangerous Occurrences (RIDOR) regulations, the Facilities Manager must telephone the HSE office as soon as possible and forward a report within ten days.

When necessary, the Principal must be made available to contact and support parents and students who may be affected by the incident.

3. Temporary Working Arrangements:
- i. Insurers – Business Manager to contact insurers as soon as practicable to make necessary funding arrangements in the event of temporary building solutions being necessary and building safety works being carried out.
 - ii. Temporary building works/clearing up operation – to be organised by the Facilities Manager. If the school site is put out of action, immediate relocation to Civic Hall will occur. Emergency contact details will be kept updated and readily available offsite for the school to arrange safe collection and transport home for students.
 - iii. Computer back up tapes should be held at least in the safe in the main office and in the ICT Technicians’ room. The Network Manager and Business Manager are responsible for back up dates relating to data/financial records. A hard copy of student contact details should be updated termly and held in the Reception office.

Appendix A – Contact List

Appendix B – Step by Step Approach to Dealing with a Crisis

Appendix C – After the Crisis

Appendix A

Academy Contact Details:

Post	Name	Ext.	Mobile	Home
Principal	James Howarth	220	07909917619	0208 467 2520
Acting Principal	Fatima Rodrigues	233	07771523197	07771523197
Senior Assistant Principal	Nigel Malkin	271	07982614374	01634 313600
Assistant Principal	Vincent Omilli	280	07463344030	07463344030
Assistant Principal	Kate Fanning	284	07786994378	
Assistant Principal	Jenny Rose	241	07834520617	
Business Manager	Nicola Cocks	223	07951261704	01268 420705
Facilities Manager	Jon Paisley	256	07776180192	01375 375060
Principal's PA	Dianne Whippey	228	07762331678	01708 860641
Chair of Governors	Karen Boyles		07866352858	01375 391982

Other Contacts:

Post	Name	Office	Mobile
LA Emergency Contact	Carmel Littleton	01375 652077	07957581630

Media Contacts

Radio: BBC Essex on 103.5 or 95.3 01245 348348
 Essex Heart FM on 96.3 or 102.6 01245 524534

Contractors Contact Details:

General maintenance work inc. building, electrical, general repairs	Ross Bannister BCS Group Tick Construction	Electrical Contractor Building Contractor	01375 850074 07976800048
Emergency call out for boilers, gas to boilers etc.	Terry Hill GT Mechanical	Plumber/Heating Contractor	07825293435
Emergency glazing and boarding up	Grays Glass	25 Broadway Grays RM17 6EW	01375 372724
Water Monitoring	Guardian Water Treatment	Unit 9 & 10 Capricorn Centas Cranes Farm Road Basildon SS14 3JJ	01268 287477
Intruder alarm call out	Panther Security Systems Ltd	Unit 10 Peartree Business Centre Stanway Colchester CO3 0JN	01206 764303
Fire Alarm call out	Ross Bannister BCS Group	Electrical Contractor	01375 850074
Cleaning services	Jon Paisley Jean Askew / Sharon Pasquale	Facilities Manager Cleaning Supervisors	07776180192 01375 378126 01375 406014
Kilns	John Phillips	Essex Kilns Woodrolfe Road Tollesbury, Maldon CM9 8SE	01621 869342
Air Con	BCS Group	Electrical Contractor	01375 850074

Step by Step Approach to Dealing with a Crisis

The first member of the Strategic Leadership Team who is aware of the crisis will contact the rest of the Team who act as the Crisis Incident Team (CIT).

The following tasks will be carried out:

- Initiate emergency procedures relative to the activity.
- FM to either attend site of crisis or effect contact with the party leader on a trip to ensure as much accurate information is obtained as soon as possible.
- All ALT members to attend school or alternative agreed venue to act as point of contact with the crisis site.
- Principal and Principal's PA to prepare a press release and set up a contact for the media. It is essential that messages to the media are consistent and alleviate fears and alarms caused by the spread of misinformation. It may be valuable to enlist the services of the LA Press Office or a local PR company to act as a buffer between the school and the media, giving time and space for the school to cope with the situation.
- Principal to inform all staff of the extent of the situation.
- Vice Principal to inform students not involved in the crisis and reassure them.
- Principal to inform parents of the students involved.
- Principal to ensure the school continues to run smoothly.
- Principal's PA to organise a team of fully briefed support staff to manage the school switchboard. Notes on conversations will be kept.
- Principal's PA to inform the Governors, POPA and LA emergency team and involve them where necessary.
- Vice Principal & Progress Leaders to organise the involvement of specialist services where necessary, e.g. counselling services, etc.
- Where necessary Vice Principal to lead the Admin and Progress Leaders to inform parents of all students at the school and advise them that their child may be upset, even if not directly involved.
- Business Manager and Facilities Manager to organise and co-ordinate, if necessary, a clear-up operation at the school to ensure all hazards are removed
- Business Manager and Facilities Manager to organise and co-ordinate, where necessary, the provision of temporary accommodation at the Academy to allow the continuation of a full curriculum.
- The Principal and Chair of Governors will be able to authorise additional expenditure during the initial recovery period, without it going through the usual approvals.
- The Academy will only be closed as a last resort. If it is closed, the Principal, with the relevant members of the ALT and Facilities team, will make arrangements for the normal timetable to be resumed as quickly as possible, and communicate all arrangements to staff, parents and students.
- The Principal will be left free to deal carefully and unhurriedly with those parents and students directly affected.
- All staff will keep notes of their actions, including times and dates and names of people contacted. The Principal to act as a central point to ensure that all notes are collected regularly and actions co-ordinated.

After the Crisis

After one week the CIT team to arrange a debriefing meeting.

The Hathaway Academy encourages students to discuss issues connected with death, bereavement and tragedy, encouraging them to talk openly and in confidence where necessary.

Support with coping with death, disaster and tragedy will be provided by the school where possible. Psychologists, therapists, psychiatrists, social workers, local religious/community leaders, voluntary agencies, e.g. Cruse and Samaritans, will be invited into school to help students, staff and parents recover from and cope with death, disaster or tragedy, if deemed necessary. The qualifications of outside agencies will be vetted and their work closely monitored.

Staff will be made aware of the effects of Post Traumatic Stress Disorder (PTSD) and how to handle the symptoms when displayed by other staff, students and parents.

Arrangements for members of the school to visit the injured in hospital/attend funerals/organise a memorial/special assembly will be made.

Strategies for easing students' re-entry into school after long-term absence will be used.

A longer term information sheet for parents will be compiled.

Records will be kept on a disaster and support given to those involved for as long as necessary, in order to maintain provision in the longer term.

Decisions on how to mark the anniversaries of tragedies will be made and will take account of the wishes and feelings of the parents of students involved.

The Academy will take the differing backgrounds of students into account and consider the different cultural and religious attitudes to disability, disasters, death, bereavement, mourning and funerals.

The Academy, both in its record-keeping and through general vigilance, will be aware when members of the school are involved in legal processes.