

Critical Incident and Business Continuity Policy

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1. Policy statement

- 1.1 The policy applies to all Academy activities both on the site including any off-site activities such as educational visits, residential trips and expeditions.
- 1.2 This policy should be read in conjunction with other relevant Academy policies.
- 1.3 Nothing in this policy should affect the ability of any person to contact the emergency services in the event of a critical incident requiring immediate assistance. If you are in any doubt you should dial 999 before contacting the Critical Incident Manager (**CIM**) or another appropriate member of the Critical Incident Management Team (**CIMT**).
- 1.4 This policy can be made available in large print or other accessible formats, upon request.

2 Aims and objectives

- 2.1 The aim of this policy is to provide a framework to manage a Critical Incident (as defined below) affecting the Academy and to minimise the risks to the health, safety and welfare of those affected and the damage to property or reputation by identifying:
 - 2.1.1 those who may be affected by a Critical Incident;
 - 2.1.2 the types of incident and the threat that they may present to the Academy;
 - 2.1.3 key activities and assets that may be threatened by a Critical Incident;
 - 2.1.4 measures and procedures to manage, investigate (where appropriate) and recover from a Critical Incident and its aftermath.

3 Critical Incident(s)

- 3.1 A Critical Incident is a sudden or unexpected single incident or a sequence of incidents or events which cause, or are likely to result in:
 - 3.1.1 injury, harm or illness to students, staff, or anyone else affected by the Academy's activities;
 - 3.1.2 damage to academy property or reputation;
 - 3.1.3 serious disruption to the running of the Academy or Academy's activities;
 - 3.1.4 intervention by the police or regulatory authorities;

3.1.5 adverse media attention.

3.2 Examples of Critical Incidents may include, but are not restricted to the following:

- an accident, injury, illness or death of a student, staff member or anyone else affected by the Academy's activities
- an outbreak of illness or contagious disease on the academy premises or affecting students or staff
- missing or abducted student(s) and hostage situations
- security breaches, intruder access or vandalism
- criminal or terrorist acts
- assaults on or acts of violence towards students or staff members or anyone else affected by the Academy's activities
- a fire, arson attack, explosion, bomb scare, chemical leak, the discovery of or hazardous substances on the academy site
- natural disasters e.g. flooding or storm damage
- an unplanned evacuation of the premises, for example due to a bomb threat
- damage to Academy property or infrastructure including failure of services (gas, electricity, water etc.) or computer systems
- loss of key personnel or strike action
- If one of these events becomes a threat to the continuity of education at the academy (see information sheet 9 – Business Impact Classification.)

3.3 C1

If a critical incident occurs on or near the site, the Principal (or senior member of staff) will declare a **C1** code via email and mobile phone via the Academy's MIS system. All email/phone traffic not connected with the incident should cease, although all staff with mobile phones must leave them on, to enable a response should the need arise.

3.4 Child protection incidents

For the avoidance of doubt every complaint of or suspicion of abuse (whether by an adult or another student) will be taken seriously and will be dealt with under the terms of the Academy's child protection policy and **not** under the terms of this Policy.

4 Responsibilities

4.1 The Critical Incident Management Team (CIMT) includes the following personnel:

- 4.1.1 The **Critical Incident Manager, The Principal, Adam Smith** is responsible for the overall command and management of the incident and the CIMT.
- 4.1.2 The **Communications Officer, Adam Smith**, is responsible for liaising with and briefing key personnel, the media and monitoring media response.
- 4.1.3 **Other SLT members** are responsible for carrying out allocated tasks to support, and provide assistance and information to students and staff or anyone else affected by the Critical Incident, and will liaise with medical staff, hospitals etc. where appropriate.
- 4.1.4 The **Designated Safeguarding Lead, Calum Hill**, is responsible for matters relating to child protection and safeguarding and welfare.
- 4.1.5 The **Site Manager, Matt Calbreath**, is responsible for managing issues relating to the academy site, premises and property, and liaising with regulatory bodies such as the Health and Safety Executive (**HSE**), the local authority and the Environment Agency.
- 4.1.6 **Rachel Currie, Bursar**, is responsible for liaising with solicitors, insurers, brokers, loss adjusters and all financial matters arising out of the Critical Incident.
- 4.1.7 **Rachel Currie, Bursar**, is responsible for assisting the CIM in his role, and taking notes at meetings and keeping records (where required).
- 4.1.8 Other key personnel (as required).
- 4.20 **Critical Incidents in and off – site activity:**
All the staff on and off-site activity must:
- know how an alarm is to be raised; and
 - have a telephone number to contact the emergency services and the academy to report any emergency. This will be the Academy number with a backup (which may be the personal phone number of a member of SLT- so must be kept absolutely confidential.)

Once that has been done the priority of those on the ground will be to look after students and each other. Dealing with the media, with parents and all other issues then becomes the job of a designated member of the CIMT, who may be based at the academy.

5 **Emergency contact list**

Contact	Name	Telephone and Mobile
Emergency Services		999

Police (non urgent enquiries)		101
Critical Incident Manager	Adam Smith, Principal	0121 533 5858
		07576 426 662
Designated Safeguarding Lead	Calum Hill	0121 533 5858
		07985 573 766
Communications Officer. (Academy)	Adam Smith, Principal	0121 533 5858 07576 426 662
Facilities Manager	Matt Calbreath	0121 533 5858
		07868 272 806
Bursar	Rachel Currie	0121 533 5858
		07966 983 552

There may be some incidents where it may also be necessary to contact Birmingham City Council

Birmingham City Council	Joyce Rawlinson, School Support Manager	Tel: 0121 303 2541 Press Office out of hours number: 0121 303 3287
Educational Psychology Service	Any Senior Educational Psychologist	0121 303 0100 0121 464 1364 07766 925152
School Psychotherapist	Lisa Robinson	

- Note: Senior Staff have a list of all private phone numbers for SLT, Matt Calbreath and Lisa Robinson.

6 Emergency procedure in the event of a Critical Incident

In the event of a Critical Incident staff should:

- 6.1 assess the nature and extent of the Critical Incident;
- 6.2 take immediate action to safeguard yourself and anyone else affected;
- 6.3 remain calm;

- 6.4 summon emergency assistance and / or medical assistance (if required);

What has happened? Who is involved? Where and when has this taken place?

If the incident is away from the academy, what is the location and what is the name and contact number of an appropriate adult at the site.

Any injuries - children/staff?

- 6.5 Contact the Principal / CIM Adam Smith, or another member of the SLT / CIMT as soon as possible
- 6.6 Contact families of those involved. Give emergency contact numbers as necessary.
- 6.7 Complete Initial Note of the Incident log, as soon as possible after the incident (see Information Sheet 7).
- 6.8 Communicating with Parents.

In the event of a critical incident, one of the SLT members designated by the Principal or the Principal himself, will communicate as soon as possible with parents/carers

Given the ease of electronic communications, students may be advised not to put at risk our safety arrangements by communicating directly with parents by phone without permission.

The Principal will delegate the authority to contact parents to designated staff, or to students depending on the incident. Such persons, when answering or contacting parents will have a written list of known facts issued by the Principal (or delegated representative). The nominated person will:

- say what is known for a fact; inform parents of the arrangements for the safety /collection of their children
- say how parents will be updated as information becomes more complete; this may involve instructing students what to tell parents;
- say how parents should contact the academy, hospitals etc.; and
- check whether any help is needed with transport.

While the Academy's main responsibility is to parents whose children are involved, there will be other parents who, for one reason or another, will want to know what has happened. Depending on the circumstances it may be appropriate to:

- send an account that is written.
- post information on the Academy web-site; and
- use the media/social media to communicate with parents.

7 Managing the incident

- 7.1 The Critical Incident Manager (Principal) will determine whether the Critical Incident requires a meeting of the full CIMT, if in this case the C1 Code will be implemented
- 7.2 Once established, the CIMT will take charge of the Critical Incident.
- 7.3 The CIMT will be assembled as soon as reasonably practicable in a Critical Incident Operations Room where possible

On-site operations room	Principal's Office
Off-site operations room/ Off-site emergency evacuation base for students in case of a critical incident.	Austin Sports and Social Club 30 Tessall Lane Longbridge B31 2SF Tel: 0121 475 1641

- 7.4 The CIMT will obtain accurate information about the Critical Incident as soon as possible and will seek to establish:
 - 7.4.1 the nature and severity of the incident (see info. Sheet 9 – Business Impact Classification)
 - 7.4.2 when, where and how the incident occurred;
 - 7.4.3 who has been affected and who might be affected;
 - 7.4.4 the extent of casualties or damage caused;
 - 7.4.5 the involvement of third parties including emergency services, regulators etc.
- 7.5 The CIMT will:
 - 7.5.1 assess ongoing risks and take immediate steps to safeguard the health, safety and welfare of students, staff or anyone else affected by the Critical Incident;
 - 7.5.2 make adequate arrangements to liaise with the emergency services, regulators, investigators and outside agencies, as required;
 - 7.5.3 ensure that proper consideration is given to the disclosure of Academy documents to external sources and, if so authorised, ensure that copies of the latest versions of any such documents are provided and that separate copies of any disclosed documents are retained;
 - 7.5.4 ensure that the emergency services are provided with up to date information including **site plans, asbestos registers, chemical storage areas etc.**

- 7.5.5 take immediate steps to minimise disruption, in so far as is possible, to the Academy, students, staff members, parents or anyone else affected by the Critical Incident.
- 7.5.6 provide information to and arrange support for and welfare assistance to students, staff, or anyone affected by the Critical Incident, to include follow up support as appropriate;
- 7.5.7 make adequate arrangements to liaise with parents, relatives or anyone else affected by the Critical Incident;
- 7.5.8 ensure that the Academy acts in a lawful manner and take steps to protect and preserve its legal position and where necessary seek legal advice. Contact the Academy's insurers where necessary, obtain confirmation of cover and obtain their approval / agreement to proposed actions;
- 7.5.9 ensure that adverse publicity is minimised and that all external enquiries are handled by the Communications Officer or other nominated personnel;
- 7.5.10 make adequate arrangements to communicate with and where necessary provide a controlled response to the press and media;
- 7.5.11 ensure that all site-evacuation and health and safety procedures have been followed, if appropriate;
- 7.5.12 ensure that the academy premises and property are secure following the Critical Incident;
- 7.5.13 decide what interim measures are necessary in order to safeguard continuity of educational provision, where required.

8 Communicating with the media

- 8.1 Under no circumstances should staff (other than the Communications Officer) make any comment to the media.
- 8.2 All requests for information from the media should be referred to the Communications Officer or other nominated personnel.
- 8.3 The Communications Officer or other nominated personnel where possible, will liaise with the Academy's solicitors and / or insurers, and prepare a suitable press statement, if so advised.

9 Reporting and record keeping

- 9.1 The CIMT will be responsible for ensuring that the Academy complies with its reporting and record keeping obligations in relation to the Critical Incident.

9.2 Statutory reporting obligations:

9.2.1 HSE:

- (a) The Academy Trust, as employer, is legally required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (SI 2013/1471) (**RIDDOR**) to report the following to the HSE:

9.2.2 Accidents involving Staff

- (a) work related accidents resulting in death or 'specified' injury (including as a result of physical violence) must be reported immediately (major injury examples: any loss of consciousness caused by head injury or asphyxia; amputation); or
- (b) work related accidents which prevent the injured person from continuing with his / her normal work for more than seven days; or
- (c) cases of work related diseases that a doctor notifies the Academy of (for example: certain poisonings; lung diseases; infections such as tuberculosis or hepatitis; occupational cancer); or
- (d) certain dangerous occurrences (near misses - reportable examples: bursting of closed pipes; electrical short circuit causing fire; accidental release of any substance that may cause injury to health).

9.2.3 Accidents involving students or visitors

- (a) accidents where the person is killed or is taken from the site of the accident to hospital and where the accident arises out of or in connection with:
 - (i) any school activity (on or off the premises)
 - (ii) the way an academy activity has been organised or managed (e.g. the supervision of a field trip)
 - (iii) equipment, machinery or substances
 - (iv) the design or condition of the premises.

9.2.4 More information on how and what to report to the HSE, can be found in Incident reporting in schools (EDIS1 (revision 3)) and at <http://www.hse.gov.uk/riddor/resources.htm>.

9.2.5 It is also possible to report online via the following link: <http://www.hse.gov.uk/riddor/index.htm>.

9.2.6 Notifiable Diseases

- (a) If anyone at the academy is known or suspected to be suffering from disease which is classified as a notifiable disease, and / or in the opinion of a registered medical practitioner has an infection and / or is contaminated in a manner which could present significant harm to human health (as set out in the Health Protection (Notification) Regulations 2010 (SI 2010/659)), the CIMT should ensure that a report is made by the proper officer at the relevant local authority. More information can be found at www.hpa.org.uk.

9.2.7 EFA

- (a) Academies should also notify the Education and Skills Funding Agency (**ESFA**) of any Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (**RIDDOR**) reportable incidents.
- (b) Academies, as charities, should also seek legal advice as to whether the Critical Incident reaches the threshold for making a Serious Incident Report to the ESFA as Principal Regulator.

9.2.8 Others

- (a) The CIMT will also consider whether the Academy is required to report the Critical Incident to any other regulatory body or organisation.
- (b) If the CIMT has any doubt about when or how to report a Critical Incident, or whether or not it should be reported, legal advice should be sought.

9.3 Record keeping

- 9.3.1 Following a Critical Incident, the Academy will take all reasonable steps to collect and preserve relevant evidence and documentation. Use of the Initial Action Log will assist record keeping.
- 9.3.2 The Academy will not keep evidence and documentation containing personal information, which has been collated as a result of a Critical Incident for any longer than is reasonably necessary in compliance with the School's Data Protection Act 2018 obligations.
- 9.3.3 Where there is a risk of litigation, enforcement action or other proceedings, against or on behalf of the Academy, documents (which include electronic documents) will be retained for at least six years unless:

- (a) the Critical Incident involved a student or anyone else who was under the age of 18 at the time of the incident, in which case documentation will be retained at least until that person's 24th birthday; or
- (b) the Critical Incident may have resulted in exposure to a substance which may be hazardous to health, such as asbestos, and / or there is a risk that any person may develop an occupational disease or illness or work-related medical condition, in which case records should be retained for a minimum of 40 years.

10 **Internal investigations**

- 10.1 An appropriate member of the CIMT will be nominated to investigate the Critical Incident, if the CIMT consider that an investigation is necessary.
- 10.2 Such investigations may be required in order to discover the immediate and / or root causes of a Critical Incident to prevent a recurrence, to discipline employees or students or to brief lawyers for the purpose of obtaining legal advice or to aid litigation.
- 10.3 Where appropriate, the CIMT will seek legal advice before commencing an internal investigation.
- 10.4 The scope of an internal investigation may be restricted to fact-finding and may not make any finding of fault or allocation of blame.
- 10.5 The CIMT will not sanction any internal investigation which may prejudice the investigations of outside agencies.
- 10.6 No admission of liability should be made without legal advice and / or prior agreement from the Academy's insurers.

11 **Follow-up and review and monitoring**

- 11.1 Where possible, the Academy will make all necessary arrangements to ensure the continuing provision of education for students.
- 11.2 The Academy will also consider arrangements for support and follow-up for staff and students who have been affected by Critical Incident(s), such as counselling.
- 11.3 Following a Critical Incident, this policy, and other triggered policies and procedures and / or relevant risk assessments will be reviewed.
- 11.4 In any event, this policy will be reviewed at least annually and records of relevant risk assessments and accidents will be regularly monitored by the Principal or another senior member of the CIMT, and updated as necessary.

12 **Linked policies**

12.1 The Academy has policies covering a range of foreseeable major incidents or crises which should be read in conjunction with this policy including policies covering:

- Safeguarding
- Educational Visits
- Fire Policy and Procedures (Emergency Evacuation Procedure Appendix 5)
- Health and Safety
- Premises and Security.
- Whistle Blowing Policy

Section 2: Information Sheets

INFORMATION SHEET 1

SUMMARY OF ACTION TO BE TAKEN IN THE EVENT OF A SERIOUS FIRE, ACCIDENT OR SERIOUS INJURY - INITIAL ACTION (ALL STAFF)

- identify the nature and seriousness of the Critical Incident
- follow emergency procedure at the scene and take immediate steps to safeguard anyone affected
- contact the emergency services (if appropriate) using the agreed academy procedure
- contact the CIM or a member of the CIMT.

- Follow up action (CIMT)

- gather and brief appropriate members of the CIMT
- confirm allocation of responsibilities
- set up incident management room and
- locate key documentation.

- Establish an immediate response strategy

- does the Academy need to be closed?
- should restrictions or quarantines be imposed on staff and student movements?
- liaise with emergency services.

- Information dissemination

- brief staff
- contact the families of those affected
- decide on best method of communication - telephone / email / text / announcement etc., and to whom

- Inform students

- decide where and when to gather students and staff for an announcement if required
- decide who should deliver information
- identify key members of staff to answer queries / provide support.

- Contact the remaining parents / carers

- decide on the timing and content of information release
- consider best way to deal with media interest
- prepare suitable press statement
- brief staff on what to do if they are contacted directly.

- Other matters

- consider reporting requirements
- debrief staff and students

- arrange for support and follow up for staff and students
- review all triggered policies and procedures.

INFORMATION SHEET 2: ACTION TO BE TAKEN IN THE EVENT OF A PANDEMIC, NOTIFIABLE DISEASE OR SERIOUS ILLNESS –

- Initial action (all staff)

- identify the nature of the illness / outbreak by contacting the local Health Agency for advice
- contact the emergency services (if appropriate)
- contact the CIM or a member of the CIMT.

- Follow up action (CIMT)

- gather and brief appropriate members of the CIMT
- confirm allocation of responsibilities
- set up incident management room and
- locate key documentation.

- Establish an immediate response strategy

- take advice on whether the academy needs to be closed and for how long.
- arrange on site visits from health professionals and delivery of medication.
- take advice on infection control.
- inoculate and mobilise medical centre facilities and staff.

- Information dissemination

- brief staff
- prepare suitable briefings for parents, students
- prepare suitable press statement
- utilise School website/social media to provide updates.

- Other matters

- consider reporting requirements
- notify insurers of a notifiable disease
- liaise with Health Protection Agency (**HPA**) / Primary Care Trust (**PCT**) regarding reopening
- prepare response to peripatetic staff pay queries
- prepare for students returning to School.

INFORMATION SHEET 3

Emergency Grab Bags

An emergency 'grab bag' has been created to hold key information that will support the academy in the event of an emergency/business continuity disruption. This pack is kept in a location that can be accessed at all times i.e. on Reception. The contents include:

GRAB BAG 1	Lead: SLT
Business Continuity/and Critical Incident Student Contact list PEEP for any students Form Registers	Critical Incident Plan
	Key contact details, including: student telephone numbers, SLT mobile numbers, Governors, Parents/Carers, Local Authority
Organisational Information Staff Information	Academy branding material and stationery
	Academy timetable
	Other key documents including rooming details
	Staff list contact details
	Staff emergency contact details
	Office telephone list (for phone divert)
GRAB BAG 2	Lead: Becky Worton
First Aid Equipment	First Aid Kit and students' medical information (Nurse) student medicine list/spare inhalers
GRAB BAG 3	Lead: Rachel Currie
Financial Information	Bank details of the accounts that the Academy hold
	Insurance – copy of the certificate and policy for the main insurance cover for The Edge
	Payroll – list of contacts of anyone who deals with The Edge Academy
GRAB BAG 4	Lead: Matt Calbreath

Site and Buildings	High visibility jackets
	Floor plans
	Whistle / megaphones
	Hazard barrier tape
	Barrier Keys

NOTE 1: The receptionist/attendance team are responsible for bringing the **Grab Bag 1** out in an emergency evacuation.

NOTE 2: Site staff and Finance staff, and First Aider, will bring their own 'grab bags'

NOTE 3: Grab bags to be updated half termly

NOTE 4: Entrust have the ICT licence agreement and key codes, and do all the backup files.

INFORMATION SHEET 4 TELEPHONE PROTOCOLS

1. A moderate tone of voice must be maintained by users at all times.
2. When a call is made there should be a pause to enable that person to respond
3. The use of students' names should be avoided wherever possible.
4. **In the case of a Critical Incident a designated member of SLT in accordance with the Critical Incident/Business Continuity Plan, will address all staff members and inform them there is a C1 situation – after which only mobile phone/email traffic connected with the incident will take place.**
5. All staff members should have their mobile phones with them and switched on, other than when teaching or in a meeting, in order to respond should they be required.

INFORMATION SHEET 5: EMERGENCY EVACUATION PROCEDURE-

THE EDGE ACADEMY: EMERGENCY EVACUATION PROCEDURE.

A fire drill will be held each half term to ensure that staff and students, some of whom will have joined the school 'in term', are familiar with the evacuation procedure. It is the responsibility of all staff to ensure that students are familiar with the evacuation procedure, and that students who are under their charge when an alarm sounds, are escorted safely from the building.

- **If you smell burning, sound the alarm from the nearest point; clear the building first; investigate second.**
- **It is the first duty of staff to escort students safely from the building. All that follows must be set in the context of this prime duty. Furthermore, in seeking to comply with the evacuation, no member of staff should take any action which puts their own safety at risk.**

(1). When the alarm sounds, which is the school alarm sounding continuously, staff will **escort students from the building by the shortest route** not blocked by fire.

(2.) The nearest stairwell will be indicated by corridor signage, and those using the west stairs will exit into the rear courtyard, and those using the east stairs (lift end) will exit to the front of the building.

(3.) As they leave the corridor, identified Fire Marshalls (see appendix with this policy) will ensure that any their assigned areas, including toilets are clear, and that disabled marshalling points are checked.

(4.) Staff not with students should evacuate the building as soon as possible.

(5.) Students should leave the building in a quiet and orderly fashion.

(6.) Classroom doors should be left closed, corridor doors will release automatically and swing shut upon activation of the fire alarm.

(7.) The lift 'bottoms' in the basement on the activation of the fire alarm, and therefore should not be used.

(8.) On the activation of the alarm the Site Manager will seek to establish the cause of the alarm and advise on the calling of the fire service.

(9.) In the event of fire the Receptionist or another member of the office staff will ensure that a general alarm is sounded (although this may have been done by someone closer to the control panel when the alarm began to sound), and await an instruction to call the fire service on 999.

(10.) Only staff trained to do so should attempt to put out a fire using a fire extinguisher, and never do so should that compromise their own or others safety – **the priority in the event of a fire must always be to evacuate the building first.**

(11.) The Receptionist will take out the staff and student signing out records, visitor register, and student register.

(12.) All occupants of the building assemble at the pre-arranged location on the **rear car park of the building**. This will have been practised during assembly/form period. Tutors check their group and inform the Receptionist. The Receptionist will then inform the Principal (or in his absence the Vice Principal) of any absentees.

(13.) Fire marshals operating in the building at the time of the alarm, should check in with the Site Manager when their area has been evacuated safely and is clear.

(14.) **EXTERNAL EXAMINATIONS**

If an emergency evacuation is required, this will be carried out in accordance with JCQ Policy. Students will be evacuated and kept together. Attendance registers will be taken. Exam papers will be left on desks and belongings left in the exam venue, which must be locked. Invigilators will be expected to monitor the candidates under instruction from Exam Office staff.

Neither staff nor students must re-enter the building until their return has been approved by the Principal or Vice Principal if acting in his absence.

If you smell burning, sound the alarm from the nearest point; clear the building first; investigate second.

PROCESS FOR ROLL CALL ONCE AT FIRE ASSEMBLY POINT.

Pupil head count and register process:

- Once at the fire assembly point the receptionist/attendance team will distribute form group class lists to all form group tutors.
- It is then the responsibility of the form group teachers to round up the pupils in their form groups and mark the paper registers provided. Form groups must be supervised at all times by their form tutor whilst outside the building.

- The paper registers will show pupils that are absent so staff will know who should be present for the fire evacuation head count/register.
- If any pupils that are present on the paper register are not identified during the head count as the fire assembly point please make the Receptionist/Attendance Officer aware of this immediately.
- These paper registers must then be handed back to the Receptionist/Attendance Officer once marked.
- The Receptionist/Attendance Officer then hands these registers to the Principal.

Staff & Visitors headcount and register process:

- All staff and visitors must scan in and out via the touch screen each day as this creates a log of who is in the building at any one time.
- In the event of a fire evacuation a list is printed by the reception team of all visitors and staff that are in the building
- All staff and visitors must make themselves visible to the reception team at the fire assembly point so that headcount can be carried out and the register can be marked.
- The staff and visitor register must then be handed to the Principal

APPENDIX- STAFF WITH SPECIFIC ROLES IN EVACUATION AS AT SEPTEMBER 2023

Role	Staff responsible	Reserve member of staff responsible
Decision Maker at Fire Alarm Panel in Reception	Adam Smith	Charlotte Poynton
Lead site member of staff. Includes liaison with Custodian- (monitoring company).	Matt Calbreath	Calum Hill
Checking Floor 4/3	Helen McClane	Rachael McGurin
Checking Floor 2/1	Jessica Stone	Karen O'Donovan
Checking Ground Floor/ Basement	Liz Richards	Rachel Currie
Attendance (students)	Jas Greene	Becky Worton
Attendance (Visitors/Staff)	Becky Worton	Jean Davis
Opening Back Gate	Calum Hill	Claire Fairburn
Overview of Supervision of Students	Charlotte Poynton	Claire Fairburn
Supervision at Gates to prevent students returning to site.	Mark Brown	Joey Harvey

INFORMATION SHEET 6: INITIAL NOTE OF THE INCIDENT

When time permits, complete the following:

INITIAL NOTE OF THE INCIDENT

Date

Time commenced

What happened:

Where:

Who was involved:

Casualties (if any) / pupils or staff in need of support:

Action Taken (*including BCC officers contacted*):

Print name of member of staff reporting incident

Signed.....

Position.....

INFORMATION SHEET 7: THE ROLE OF EMERGENCY SERVICES

In any critical incident, the involvement of the emergency or 'blue-light' services is crucial and their role is of paramount importance. Police, fire, ambulance and coastguard have priority over all other outside agencies.

In the event of a **major emergency**, which is extremely rare, affecting a proportion of the city (e.g. an air crash), the **Birmingham Resilience Team (BRT)** which is made up of officers from the City Council, the Police, Fire Services and the NHS will co-ordinate responses in conjunction with the emergency services.

Police:

The police will normally co-ordinate all the activities of those responding at and around the scene of a land-based emergency. The saving and protection of life is the priority, but as far as possible the scene must be preserved to provide evidence for subsequent enquiries and possibly criminal proceedings. Once lifesaving is complete, the area will be preserved as a scene of crime until it is established as otherwise (unless the emergency results from severe weather or other natural phenomena and no element of human culpability is involved). Where practicable the police, in consultation with other emergency services and specialists, establish and maintain cordons at appropriate distances. Cordons are established to facilitate the work of the other emergency services and support organisations in the saving of life, the protection of the public and the care of survivors.

Fire:

The primary role of the fire service in a major emergency is the rescue of people trapped by fire, wreckage or debris. They will prevent further escalation of an incident by controlling or extinguishing fires, by rescuing people and by undertaking other protective measures. They will deal with released chemicals or other contaminants in order to render the incident site safe or recommend exclusion zones. They will also assist the ambulance service with casualty handling and the police with recovery of bodies. The fire service is likely to take the lead on health and safety issues for personnel of all agencies working within the inner cordon. However, in the event of any situation which is, or which is suspected to be, the result of terrorism, police will assume overall control and take initial responsibility for safety management, but the main responsibility for rescuing people and saving lives remains with the fire service.

Ambulance:

Ambulance services have responsibility for co-ordinating the on-site National Health Service response and determining the hospital(s) to which injured persons should be taken, which may depend on the types of injuries received. The officer of the ambulance service with overall responsibility for the work of the ambulance service at the scene of a major incident is the Ambulance Incident Officer (AIO). The ambulance service, in conjunction with the Medical Incident Officer and medical teams, endeavours to sustain life through effective emergency treatment at the scene, to determine the priority for release of trapped casualties and decontamination in conjunction with the fire service, and to transport the injured in order of priority to receiving hospitals. The ambulance service may seek support from Voluntary Aid Societies (British Red Cross, St John

Ambulance and St Andrew's Ambulance) in managing and transporting casualties.

Health Services:

Clearly, medical and para-medical personnel are present at major emergencies involving death, injury or trauma and provide follow up treatment and care. The clinical psychology service also can provide counselling for people suffering trauma in the aftermath of critical incidents in the community.

Status	Drafted in accordance with: Education (Independent Schools Standards) (England) Regulations 2010 (SI 2010/1997)
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INFORMATION SHEET 8: BUSINESS IMPACT CLASSIFICATION

Business Impact Classification 1 = Minor – 5 = Severe		
Classification	Examples	Severity Description
1	Short-term ICT Failure, Theft, Vandalism (exclusive of fire)	Minor disruption to organisational activities; Academy activities maintained with little to no interruption; minimal amount of resources required for full recovery
2	Small (contained) Fire, Bus Accident	Medium disruption to organisational activities, with a partial cessation of academy activities for a period of hours
3	Wide-spread ICT Failure, Lightning (exclusive of fire), Long-term Power Failure, Major Theft, Serious Wind Damage	Major disruption to organisational activities, with a full cessation of Academy activities for a period of days
4	Death, Epidemics, Major Fire, Flooding/Water Damage, Gas Explosion, Pollution, Subsidence or Building Collapse, Major Bus Incident	Significant disruption to organisational activities, with loss of buildings and/or lives, for a period of weeks
5	Bomb Attack, Earthquake	Total loss of all buildings, and/or lives with disruption to organisational

		activities for a period of months; extensive amount of resources required for full recovery
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INFORMATION SHEET 9: Guidance for Dealing with Bomb Threats

1. Introduction

The vast majority of bomb threats are hoaxes designed to cause alarm and disruption. As well as the rare instances of valid bomb threats, terrorists may also make hoax bomb threat calls to intimidate the public, businesses and communities, to draw attention to their cause and to mislead police. While many bomb threats involve a person-to-person phone call, an increasing number are sent electronically using email or social media applications. No matter how ridiculous or implausible the threat may seem, all such communications are a crime and should be reported to the police by dialing 999. It is important that potential recipients - either victims or third-parties used to pass the message - have plans that include how the information is recorded, acted upon and passed to police.

1.1 The bomb threat message

Bomb threats containing accurate and precise information, and received well in advance of an actual attack, are rare occurrences. Precise motives for hoaxing are difficult to determine but may include revenge, extortion, a desire to impress, or a combination of these and other less understandable motives. The vast majority of cases are hoaxes and the intent is social engineering, to cause disruption, fear and/or inconvenience the victim.

1.2 Communication of the threat

A bomb threat can be communicated in a number of different ways. The threat is likely to be made in person over the telephone; however, it may also be a recorded message, communicated in written form, delivered face-to-face or, increasingly, sent by email or social media (e.g. Twitter or Instagram, etc.). A threat may be communicated via a third-party, i.e. a person or organisation unrelated to the intended victim and identified only to pass the message.

1.3 Immediate steps if you receive a bomb threat communication

Any member of staff with a direct telephone line, mobile phone, computer or tablet etc., could conceivably receive a bomb threat. Such staff should, therefore, understand the actions required of them as the potential first response to a threat message.

If you receive a telephone threat you should:

- stay calm and listen carefully

- have immediate access to a checklist on key information that should be recorded (see bomb threat checklist - attached)
- if practical, keep the caller talking and alert a colleague to dial 999
- if displayed on your phone, note the number of the caller, otherwise, dial 1471 to obtain the number once the call has ended
- if the threat is a recorded message write down as much detail as possible
- If the threat is received via text message do not reply to, forward or delete the message. Note the number of the sender and follow police advice
- Contact Principal Adam Smith. He will need to make an assessment of the threat

If the threat is delivered face-to-face:

- try to remember as many distinguishing characteristics of the threat-maker as possible

If discovered in a written note, letter or as graffiti:

- treat as police evidence and stop other people touching the item

If the threat is received via email or social media application:

- do not reply to, forward or delete the message
- note the sender's email address or username/user ID for social media applications
- preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after)

REMEMBER Dial 999 and follow police advice. Seek advice from the venue security/operations manager as soon as possible.

2. Assessing the credibility of bomb threats

Evaluating the credibility of a threat is a critical task, particularly if the attack being threatened is imminent. This is a tactic used to place additional pressure on decision makers. Police will assess the threat at the earliest opportunity. When specific intelligence is known to police, advice will be issued accordingly; however, in the absence of detailed information, it will be necessary to consider a number of factors:

- is the threat part of a series? If so, what has happened elsewhere or previously?
- can the location of the claimed bomb(s) be known with precision? If so, is a bomb visible at the location identified?
- considering the hoaxer's desire to influence behaviour, is there any reason to believe their words?
- if the threat is imprecise, could an external evacuation inadvertently move people closer to the hazard?
- is a suspicious device visible?

3. Actions to consider

Responsibility for the initial decision making remains with the Principal. Do not delay your decision making process waiting for the arrival of police. Police will assess the credibility of the threat at the earliest opportunity. All bomb threats should be reported to the police and their

subsequent advice followed accordingly. Venue options to manage the risk exist in other academy policies and include:-

3.1 External evacuation

Leaving the venue will be appropriate when directed by police and/or it is reasonable to assume the threat is credible, and when evacuation will move people towards a safer location.

The police will establish cordons depending upon the size of an identified suspect device. Always follow police directions and avoid assembly close to a police cordon.

3.2 Internal or inwards evacuation ('invacuation')

There are occasions when it is safer to remain inside. Staying in your venue and moving people away from external windows/walls is relevant when it is known that a bomb is not within or immediately adjacent to your building.

3.3 Decision not to evacuate or inwardly evacuate

This will be reasonable and proportionate if, after an evaluation by the Principal Adam Smith, the threat is deemed implausible (e.g. a deliberate hoax). In such circumstances police may provide additional advice and guidance relating to other risk management options. It may be considered desirable to ask staff familiar with certain areas of the academy to check their immediate surroundings to identify anything out of place, see search considerations below.

3.4 Checking your venue for suspicious items - Search Considerations

Regular searches of your establishment, proportionate to the risks faced, will enhance a good security culture and reduce the risk of a suspicious item being placed or remaining unnoticed for long periods. Additionally, if you receive a bomb threat and depending upon how credible it is, you may decide to conduct a 'search' for suspicious items. To that end:

- under no circumstances should any suspicious item be touched or moved in any way. Immediately start evacuation and dial 999
- ensure all visitors know who to report a suspicious item to and have the confidence to report suspicious behaviour.

Remember: it is vital that regular drills are carried out to ensure all are familiar with bomb threat procedures, routes and rendezvous points. Disabled staff should have personal evacuation plans and be individually briefed on their evacuation procedures. Similarly all visitors should be briefed on evacuation procedures and quickly identified and assisted in the event of a threat.

Familiarising through testing and exercising will increase the likelihood of an effective response to an evacuation and aid the decision making process when not to evacuate/invacuate.

4. Media and Communication

Decision making in terms of Media and Communication rests with Principal Adam Smith. Avoid revealing details about specific incidents to the media or through social media without prior consultation with police. Do not provide details of the threat, the decision making process relating to evacuation (internal or external) or why a decision not to evacuate was taken.

Releasing details of the circumstances may:

- be an objective of the hoaxer and provide them with a perceived credibility
- cause unnecessary alarm to others
- be used by those planning to target other venues
- elicit copycat incidents
- adversely affect the subsequent police investigation

INFORMATION SHEET 10- PARTIAL/ FULL LOCKDOWN PROCEDURES

In addition to the other types of critical incident listed in this policy, The Edge Academy has two types of lockdown; 'partial' and 'full'.

1. Partial Lockdown

Alert to staff: 'Partial lockdown'

In a partial lockdown staff and pupils should remain in the school building and all doors leading outside should be locked. No one should be allowed to enter or leave the building; however teaching and work can continue as usual. This may be as a result of a reported incident / civil disturbance in the local community with the potential to pose a risk to staff and pupils in the school. It may also be as a result of a warning being received regarding the risk of air pollution, etc.

2. Immediate action

- All outside activity to cease immediately, pupils and staff return to building.
- All staff and pupils remain in building and external doors and windows locked.
- Free movement may be permitted within the building dependent upon circumstances.
- In the event of an air pollution or chemical, biological or radiological contaminants issue, air vents, fans, heating and air conditioning systems should be closed or turned off.
- Use anything to hand to seal up all the cracks around doors and any vents into the room – you aim to minimise possible ingress of pollutants.
- Staff should await further instructions.

All situations are different. Once all staff and pupils are safely inside, senior staff will conduct an ongoing and dynamic risk assessment based on advice from the Emergency Services.

A 'partial lockdown' may also be a precautionary measure, but puts the school in a state of readiness (whilst retaining a degree of normality) should the situation escalate.

Emergency Services will advise as to the best course of action in respect of the prevailing threat.

3. Full Lockdown

Alert to staff: 'Full lockdown'

This signifies an immediate threat to the school and may be an escalation of a partial lockdown. The aim of a full lockdown is for the school and its rooms to appear empty.

4. Immediate action

- All pupils/staff stay in their classroom or move to the nearest classroom.
- Office staff should remain in their office.
- External doors locked. Classroom doors locked (where a member of staff with key is present).
- Windows locked, blinds drawn, internal door windows covered (so an intruder cannot see in).
- Pupils/staff sit quietly out of sight and where possible in a location that would protect them from gunfire (bullets go through glass, brick, wood and metal. Consider locations behind substantial brickwork or heavy reinforced walls).
- Lights, smartboards and computer monitors turned off.
- Mobile phones turned off (or at the least turned onto silent so they cannot give away your position).
- A register to be taken of all pupils/staff in each classroom/office.
- Communicate register of staff/pupils to a pre-agreed central office.
- Staff should await further instructions.

Staff and pupils remain in lock down until it has been lifted by a senior member of staff/emergency services. At any point during the lockdown, the fire alarm may sound which is a cue to evacuate the building.

During the lockdown, staff will keep agreed lines of communication open but not make unnecessary calls to the central office as this could delay more important communication.

- Where staff have access to an internal e-mail system, they should access their account and await further instruction. In practical terms, staff will need to be familiar with accessing their account through a variety of means eg laptop, smartphone or tablet.

Due to the fast moving nature of incidents that require lockdown it is important that all staff are able to act quickly and effectively. Staff have clear roles and responsibilities and it is of vital importance that the school's lockdown procedures are familiar to members of the senior management team, school administrators, teaching staff and non-teaching staff. Depending on their age, pupils should also be aware of the plan. (Regular practices will

increase their familiarity).

Staff's understanding will be regularly checked with regular training refreshers. A lockdown drill will be undertaken at least once a year and thoroughly debriefed to monitor the effectiveness of arrangements.

Communication between parents and the school

Arrangements for communicating with parents in the event of a lockdown, should be routinely shared either via newsletter or the school website.

In the event of an actual lockdown, any incident or development will be communicated to parents as soon as is practicable. It is obvious that parents will be concerned but regular communication of accurate information will help to alleviate undue anxiety.

Parents will be given enough information about what will happen so that they:

- Are reassured that the school understands their concern for their child's welfare, and that it is doing everything possible to ensure his/her safety.
- Do not need to contact the school. Calling the school could tie up telephone lines that are required for contacting emergency support providers.
- Do not come to the school. They could interfere with emergency support provider's access to the school and may even put themselves and others in danger.
- Wait for the school to contact them about when it is safe to collect their children, and where this will be from.
- Are aware of what will happen if the lockdown continues beyond school hours.

The 'communication with parents' section of the school lockdown plan needs to reassure parents that the school understands their concern for their children's welfare and that everything that can possibly be done to ensure children's safety will be done. However, it may also be prudent to reinforce the message that **'the school is in a full lockdown situation. During this period the switchboard and entrances will be un-manned, external doors locked and nobody is allowed in or out...'**

Should parents present at the school during a lockdown under no circumstances should members of staff leave the building to communicate directly with them.

Emergency Services

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. Emergency Services will support the decision of the Principal with regarding the timing of communication to parents.

In the event of a prolonged lockdown or more severe scenario, emergency services, local authorities and voluntary sector organisations will work together to co-ordinate practical and emotional support to those affected by any emergency, also referred to as humanitarian assistance. A reception centre for friends and family could be set-up outside of the cordoned area.

The Edge Lockdown Checklist

Task/ Issue	Member of staff responsible
Reception staff follow agreed procedures for and contact lockdown manager	Becky Worton
Member of staff nominated as lockdown manager	Adam Smith (Charlotte Poynton to deputise if Adam Smith not present)
Staff are alerted to the activation of the plan by a "Partial/ Full Lockdown" signal by email/mobile phone Staff on 'on-call' inform staff - partial or full lockdown	Senior/ on-call duty staff
Pupils/staff who are outside of the school buildings should be brought inside as quickly as possible	See above
All external doors and, as necessary, windows are locked (depending on the circumstances, internal classroom doors may also need to be locked).	Site team
Once in lockdown mode, staff should notify the office immediately of any pupils not accounted for and any additional pupils/staff in their classroom via e-mail.	All staff
Staff should encourage the pupils to keep calm	All staff
If necessary, parents should be notified as soon as it is practicable to do so via the school's established communications system.	Adam Smith (Charlotte Poynton to deputise if Adam Smith not present)
Pupils must not be released to parents during a lockdown.	See above
Ensure visitors/volunteers/peripatetic staff are included in your school lockdown plan.	Rachel Currie
Pupils must not be released to parents during a lockdown.	See above
If it is necessary to evacuate the building, the fire alarm will sound.	Adam Smith (Charlotte Poynton to deputise if Adam

	Smith not present)
Members of staff not in a classroom should go to the nearest lockable room	All staff
Establish agreed methods of communication from staff to the lockdown manager should a dangerous intruder be located on the school premises.	Adam Smith to clarify in staff training.