

EMERGENCY MANAGEMENT PLAN



ST JAMES
SCHOOLS

St James Senior Boys' School

Church Lane, Ashford, Surrey TW15 3DZ

November 2017

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1. INTRODUCTION

a. Objectives

The purpose of this Emergency Management Plan (EMP) is to prepare Governors and Senior Management to deal with incidents that may become major emergencies for the School and provide the framework for a flexible response so that St James Schools can respond to a disruptive incident (emergency management).

b. Priorities

- To minimise or eliminate any danger or risks to individuals
- To ensure that the School acts in a lawful manner
- To facilitate effective recovery
- To take reasonable steps to minimise adverse publicity and maintain our reputation.

c. Administration

The Bursar is this Plan's owner and is responsible for ensuring that it is reviewed annually, each Summer Term. The plan should be rehearsed / exercised every academic year, after appropriate training has been provided for any new staff involved.

The plan is stored electronically on the Bursary Server and backed up daily.

d. Plan Distribution

This Emergency Management Plan is distributed as follows:
(Bound hard copy and electronic soft copy)

Mr J Sinclair	Chairman of Governors
Mr D Brazier	Headmaster
Mr W Wyatt	Bursar
Mr C Neave	Deputy Head
Mr R Bustin	Deputy Head (Academic)
Mr B Karavla	Estates Manager
Mr P Bird	Catering Manager
Mr R Fletcher	Head of Lower School
Headmaster's Secretary's Office	Action copies - 5 copies
Hugo J Boswell Ltd.	Insurance copy

e. Location of the Emergency Management Office

- On-site:** Headmaster's Office
- Off-site:** To be determined by the Gold Team
Options include: Thomas Knyvett College / Saint Hilda's Church

f. Responsibility for Plan Activation

The Gold Team (Headmaster and Bursar) will make the decision to activate the Emergency Management Plan.

If the Headmaster or the Bursar is absent then the responsibility will fall to the nominated Deputy below.

Deputy Head Mr C Neave

Where the nominated Deputy takes on the responsibilities of the Gold Team member, in that person's absence, the nominated Deputy will also be required to fulfil his Silver Team responsibilities.

If both the member of the Gold Team and their nominated Deputy are due to be away from site at the same time, it is the responsibility of the relevant member of the Gold Team to make alternative arrangements for their duties to be delegated to an appropriate member of staff, to ensure that the member of staff is aware of their responsibilities and to ensure the other members of the Gold Team are aware of the arrangements.

There may be occasions where it is appropriate / necessary for Emergency Management Team members to fulfil their responsibilities remotely. In such cases, an appropriate person should be appointed by the relevant Gold Team member to provide a link.

Continues on next page

g. Incidents Covered

This Plan will be activated in response to an incident causing significant disruption to the School, particularly the delivery of key/critical activities.

See **Specific Incident Checklist** (in alphabetical order) for guidelines on responding to the following situations:

Adverse Media Attention
Aircraft Crash
Air Pollution / Industrial Emergency near School
Bereavement
Bomb Threat / Suspect Packages
Carbon Monoxide Leakage
Chemical / Toxic / Hazardous Material Spill
Closure
Containment or Shelter
Death / Serious Injury – see sections <ul style="list-style-type: none">- Adverse Media Attention- Bereavement
Esso Pipeline Damage
Examination Disruption
Evacuation (and Migration – Secondary Evacuation)
Fire
First Aid
Gas Leak
Heating Failure
Hostage Situation
Lockdown Procedure
Migration – Secondary Evacuation
Missing Child / Abduction / Runaway
Offensive Weapons
Outbreak of Disease or Illness
Severe Weather <ul style="list-style-type: none">- Snow and Cold Weather- Flooding- Heatwave- Lightning Strikes
Suspect Packages
Terrorism
Threatening or Suspicious Person inside/outside School
Trespassers / Intruders
Unsafe Structures
Utility Failure
Violence to Staff or Pupils

2. EMERGENCY MANAGEMENT TEAM STRUCTURE

The EMT is organised in three distinct levels:

GOLD TEAM (*Strategic planning & decisions*)

See Page 7 for Roles and Responsibilities

Mr David Brazier		3016	Headmaster's Office
Mr William Wyatt		1077	

Support

Mrs Nina Patel	Minute Taker	3047	Headmaster's Office
Dr David Hipshon	News Monitor	3032	Headmaster's Secretary's Office

SILVER TEAM (*Managing the incident*)

See Page 8 for Roles and Responsibilities

Mr Charles Neave	Deputy Head	3022	Board Room
Mr Richard Bustin	Deputy Head (Academic)	3045	
Mr Richard Fletcher	Head of Lower School	3029	
Mr Branimir Karavla	Estates/Security	3034	
Mr Paul Bird	Catering Coordinator	3014	

BRONZE TEAM (*Executing*)

See Page 9 for Roles and Responsibilities

Mr James Johnson - Coordinator	Admin/Parental Communication	3033	Headmaster's Secretary's Office
Mrs Lorraine Soares		3056	
Mrs Cec Leggett		3036	
Mr Jake McAuley	Communications Technical Support	3025	IT Technician's Office
Mrs Lisa Canderton	Reception Support	3025	Reception
Mr Timothy Prendergast	Building Management	3048	Estates Office
Mrs Alison Jefferies	Medical Support	3040	Medical Room
Mr Paul Bahia	Free Staff Coordinator	3010	Headmaster's Secretary's Office / Staff Room
As allocated	Communication Runners		Staff Room

ALL STAFF who are free at the time the Emergency Management Plan is activated should immediately report to the Staff Room (Ground Floor).

ABSENT STAFF / EMERGENCIES OUTSIDE OF WORKING HOURS:

The Gold Team will determine how the relevant roles and responsibilities will be staffed.
(also SEE ANNEX B – OUT OF HOURS CONTACT LIST)

3. EMERGENCY MANAGEMENT TEAM ROLES AND RESPONSIBILITIES

GOLD TEAM (*Strategic planning & decisions*)

- Overall command of the incident
- Receive and consider information
- Decide to implement EMP (in part or full)
- Formulate the strategy to deal with the incident
- Consider the business implications of all decisions
- Keep the Chairman of the Governors informed
- Ensure all external enquiries are handled consistently by nominated personnel
- Check all press releases, prior to their release

Additional Roles to be carried out by Gold Team members

Spokesperson – Headmaster/Governor

See Media Response Pack

- Prepare initial holding statement and later press releases (in conjunction with emergency services)
- Provide primary contact with the media
- Provide advice to staff and pupils on dealing with the media
- Arrange press conferences

Continuity coordinator - Bursar

- Liaise with insurers, banks and legal advisors (and request their attendance if required)
- Liaise with local authorities and relevant regulatory authorities
- Develop continuity arrangements and strategies (alternative relocation site, use of temporary staff etc.)
- Account for costs

Gold Team Support

News Monitor – Mr Oliver Saunders

- Monitor news of the incident: TV, radio, online, social media
- Keep Gold Team informed of all developments reported

Minute taker – Mrs Nina Patel

- Maintain a record of information received, decisions made and actions taken by the EMT – see **Annex D**
- Clarify decisions made
- Assist with information management

3. EMERGENCY MANAGEMENT TEAM ROLES AND RESPONSIBILITIES

SILVER TEAM (*Managing the incident*)

- Implement the decisions of the Gold Team
- Utilise staff and building resources to achieve strategic aims of Gold Team
- Turn the strategic aims into actions to be completed by Bronze Team

Additional Roles to be carried out by Silver Team members

Staff and Parent liaison – Deputy Head

- Locate personnel records for affected staff and pupils
- Liaise and brief Reception Support and Parental Communication teams
- Provide liaison between form teachers and EMT
- Brief staff on the incident and decisions taken by EMT
- Brief staff on the parental communication strategy

Welfare coordinator – Deputy Head (Academic)

- Maintain an overview of movements of staff and pupils not in school
- Maintain an overview of staff and pupils remaining in school
- Co-ordinate welfare provision within the school and to external locations (hospital etc.)
- Liaise with medical staff, ambulance services, hospitals etc.
- Arrange counselling for staff and pupils (if agreed by Gold Team)

Recovery coordinator – Assistant Bursar

- Lead and report on the school's recovery process
- Preserve evidence and prepare for later enquiries
- Take a legal record of proceedings (take photographs, written inventory of damage, written records of decisions made)
- Organise replacement equipment and secure storage of salvage

Estates/Security – Estates Manager

- Ensure school buildings and estate are secure
- Ensure safety of staff and pupils on site
- Maintain a fully functioning building, as best as possible
- Liaise with emergency services
- Liaise with contractors
- Ensure all visitors to school are met and escorted

Catering co-ordinator – Catering Manager

- Ensuring adequate catering provision throughout
- Sourcing additional supplies as required

3. EMERGENCY MANAGEMENT TEAM ROLES AND RESPONSIBILITIES

BRONZE TEAM (*Executing*)

- Implement the actions as directed by Silver Team

Additional Roles to be carried out by Bronze Team members

Admin/Parent Communication – Dr David Hipshon, Mrs Lorraine Soares, Mrs Lauren McCready and Mrs Cec Legett

- Ensure telephone, website and text messages to parents are in place, as directed

Communications Technical Support – Mr Jake McAuley

- Provide technical support as required

Reception Support – Mrs Lisa Canderton

- Dealing with visitors, including parents and pupils
- Hosting arrivals on site and escorting as required

Building Management – Mr Timothy Prendergast

- Maintain a safe building at all times
- Maintain a fully functioning building, as best as possible

Medical Support – Mrs Alison Jefferies

- Provide medical support and advice as required

Free Staff Coordinator – Mr Paul Bahia

- Select four Communication Runners from available staff and send to outside Board Room to respond to any requests from Gold and Silver Teams
- Coordinate response to requests from Gold and Silver Team members, and allocate most suitable members of staff as required
- Keep a record of where/which duties staff have been allocated to

Communication Runners – All Free Staff

- As directed

4. EMERGENCY PLAN PROCEDURES

- a. Members of staff should report news of any incident to the Headmaster or the Bursar as soon as possible.

Regardless of the source, the following information should be gathered where possible.

- Nature of the incident
 - Exact location and time of the incident
 - Number of casualties and details of injuries etc.
 - Names of those involved, staff / pupils etc.
 - Emergency services involved
 - Actions taken so far
 - Location, contact number and name of the person making the call
 - Details of media involvement / response
 - Name of person taking the initial call, and time the initial information was received
- b. Once the initial alert has been received, the Headmaster or Bursar will decide whether or not to convene a Gold Team meeting. Admin Staff should be utilised to telephone or pass on the message in person to the other Gold Team member.
 - c. The Gold Team will make the decision to activate the Emergency Management Plan.
 - d. School staff alerted. Admin Staff should be utilised to alert staff.
 - e. Silver and Bronze Team personnel to go to their required locations.
 - f. Free Staff to report to the Staff Room (Ground Floor).
 - g. All other staff continue with duties as normal but be alert to further instructions and requirements.
 - h. Communication – details of Analogue Lines for Emergency Use (if required) are at **Annex C**.

ANNEX A - KEY CONTACTS LIST

CONTACT		TELEPHONE NUMBER
Emergency Contact		
Police		999
Police – local	Staines Police Station	0148 357 1212
Fire & Rescue		999
Hospital – nearest A&E	Chertsey KT16 0PZ	111
Gas Emergency		0800 111 999
Electrical Emergency		0800 028 0247
Water Emergency		0345 357 2407
Fire Alarm	Honeywell	0870 240 1252
Intruder Alarm	ADT	0161 413 2601
Gas Safe Engineer	JCH London	0207 622 0937
Plumber	Ray Page	0799 052 5237
Electrician	DTX Solutions	0208 288 3591
Locksmith	Locksmith Sam	0208 099 7991
Glazing	Middlesex Glass (Dean)	0796 118 2901
Drains	Dyno	0800 860 6143
Lift Engineer	Titan Elevators	0208 308 5000
Manpower Supplies	Reed	020 8748 9733
Contracts/Suppliers		
Caterers	Sodexo	020 7404 0110
Cleaners	MAR Services	01344 462345
IT Support	Commercial	020 7644 2600
Temporary Accommodation	Portakabin	020 8561 9300
Insurance Broker	Hugo J Boswell Ltd	01284 330 422
Legal Advisors	Veale Wasbrough	020 7405 1234
Utilities		
Electricity	SSE	0800 980 8831
	UK Power Networks	0800 783 8838
Gas	Gazprom	0845 230 0011
Water	Affinity Water	0345 357 2407
Telephone	Maintel	0344 871 1122
Other contacts		
PHE Surrey and Sussex Health Protection Team (South East)		0344 225 3861
Environmental Health Agency	Incident Hotline	0800 80 70 60
Meningitis Freephone		0800 801 0388
Foreign and Commonwealth Office		020 7008 1500
CLEAPSS		01895 251496
Thomas Knyvett College		01784 243824
South West Trains		0345 600 0650
Emergency Planning Manager	Trips – Tony Andrews	020 79641 3637 Tandrews@westminster.gov.uk
Surrey County Council	Main desk	03456 009 009
Spelthorne Borough Council	Main desk	01784 451 499
Samaritans Helpline		116 123

ANNEX B

OUT OF HOURS CALL OUT LIST

GOLD TEAM

Mr David Brazier	Headmaster	07984 739 553
Mr William Wyatt	Bursar	07771 785 522

Support

Mrs Nina Patel	Minute Taker	07957 405 442
Dr David Hipshon	News Monitor	07966 477 063

SILVER TEAM

Mr Charles Neave	Deputy Head	07595 047 074
Mr Richard Bustin	Deputy Head (Academic)	07535 590 404.
Mr Richard Fletcher	Head of Lower School	07825 031 230
Mr Branimir Karavla	Estates/Security	07850 085 823
Mr Paul Bird	Catering Coordinator	07427 683 081

BRONZE TEAM

Mr James Johnson - Coordinator		07482 243 216
Mrs Lorraine Soares	Admin/Parental Communication	07821 288 527
Mrs Cec Leggett		07703 646 850
Mr Jake McAuley	Communications Technical Support	07557 433 845
Mrs Lisa Canderton	Reception Support	07841 019 532
Mr Timothy Prendergast	Building Management	07939 442 361
Mrs Alison Jefferies	Medical Support	07738 257 363
Mr Paul Bahia	Free Staff Coordinator	07854 517 119
As allocated	Communication Runners	n/a

ANNEX C

ANALOGUE LINES FOR EMERGENCY USE

To follow

