



Crisis Management Plan

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Schools should read Schools' Crisis Management Plan Guidance 2022 and then complete this model template to create a school specific plan. This plan should be filled in before a crisis and then used during a crisis.

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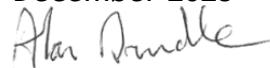
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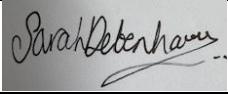
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Training record

Name and role	Date plan read and understood	Initials
James Procter Executive Headteacher	December 2025 	JP
Helen Denton Head of School	December 2025 	HD
Alan Brundle Chair of Governors	December 2025 	AB
Sarah Debenham	December 2025	SD



Senior Teacher		
Amy Marshall Senior Teacher	December 2025 	AM
Amy Ferguson Office Administrator/H & S Administrator	December 2025 	AF

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1. Introduction

- 1.1. This template plan should be completed and be specific to the school setting. Leaders should read the ESCC Schools Crisis Management Guidance December 2022 when completing this plan.
- 1.2. For Security Lockdown Incidents schools should refer to their Lockdown Plan and Procedures.
- 1.3. This template is not rigid. It is designed to assist the production of robust Crisis Management.
- 1.4. Section 3 provides a quick access flow chart for managing a crisis. [Appendix A](#) of this Crisis Management Plan provides a checklist that schools should complete before a crisis (allocating tasks to specific people) and **use at the start of a crisis** to ensure key actions are undertaken.



2. School information

Name of school	Nutley CE VC Primary School
Type of school	Primary
School address	High Street, Nutley
School postcode	TN22 3NW
School operating hours (including extended services)	7:30-4:15(6pm from January 2026)
Approximate number of staff	15
Number of pupils on roll	62
Age range of pupils	4-11
Telephone number	01825 712575
Office email address	office@nutleyce.e-sussex.sch.uk
Headteacher email address	head@pioneerfederation.co.uk
Number of school buildings and names	1 Main building
Number of floors	2
Chemicals on site and location	Cleaning chemicals located in the caretaker's cupboard and paint in caretaker's shed
Gas supply location	N/A
Electricity supply location	Next to blue door in corridor
Stop cock location	In corner of corridor by main front door
First aiders list location	HT office, school office, staff room,
ICT or communications location	Main server - staff room Internet server - In corridor outside of Badger two high up

3. Quick reference crisis management flow chart

(This page is intended to be printed)

Incident Reported		
Establish the facts Inform Headteacher Notify / request Emergency Services if appropriate		
Immediate Action	Short Term Action (First 24 hours)	Next Few Days and Beyond
Ensure safety of all personnel	Set up the Crisis Management Centre	Make any necessary recovery arrangements: repairs, replacements etc
Call the emergency services	Use Fax line for outgoing calls (delete if not applicable)	Continue regular updates for staff, students, governors, parents
Convene the Crisis Management Team, verify facts & use Crisis Management Checklist (Appendix A)	Use radios for internal communication	Start putting together a full report of the incident and actions taken by the school
Start an Incident Log	Contact specialist contractors (if required)	Make plans to mark the event: special assembly, memorial, plaque, etc
Notify ESCC Children's Services 01273 481316 or 0300 123314 (out of hours) 01737 499075 Ask for help if needed	Check psychological support is sufficient	Evaluate the Crisis Management Plan & amend as necessary
Contact other staff and governors for support as required, particularly if out of hours	Crisis Management Team meets at regular intervals	Formally thank those involved in supporting the Crisis
Make arrangements to close/open the setting or cancel activities	Issue regular updates for staff, children, young people, governors, parents via agreed routes. <i>(Text/parentmail/website Staff meetings Assemblies Letters home ESCC website)</i>	
Provide recorded message on answerphone for parents, etc Issue pre drafted comms / holding statement	Start planning the return to normality	

Incident reported

- Establish the facts, inform the headteacher (if not on site via telephone), notify and request emergency services if appropriate

Immediate action

- Ensure safety of all personnel
- Call the emergency services
- Convene the Crisis Management Team, verify facts and use the Crisis Management Checklist ([Appendix A](#))
- Start an incident log
- Notify ESCC Children's Services 01273 481316 or 0300 123314 (out of hours) 01737 499075 - Ask for help if needed
- Contact other staff and governors for support as required, particularly if out of hours
- Make arrangements to close or open the setting or cancel activities
- Provide recorded message on answerphone for parents, etc
- Issue pre drafted comms, holding statement, or both

Short term action (first 24 hours)

- Set the Crisis Management Centre
- Use Fax line for outgoing calls (delete if not applicable)
- Use radios for internal communication
- Contact specialist contractors (if required)
- Check psychological support is sufficient
- Crisis Management Team meets at regular intervals
- Issue regular updates for staff, children, young people, governors, parents via agreed routes. (Text, parentmail and website, Staff meetings, Assemblies, Letters home, ESCC website)
- Start planning the return to normality



Next few days and beyond

- Make any necessary recovery arrangements: repairs, replacements etc.
- Continue regular updates for staff, students, governors and parents
- Start putting together a full report of the incident and actions taken by the school
- Make plans to mark the event: special assembly, memorial, plaque, etc
- Evaluate the Crisis Management Plan and amend as necessary
- Formally thank those involved in supporting the crisis

4. Emergency contact numbers for ESCC and other agencies

- 4.1. **During office hours contact the Personal Assistant to the Director of Children's Services on 01273 481316.**
- 4.2. **Out of hours, contact the Out of Hours Service on 0300 123 3314.**
- 4.3. If not possible to contact ESCC on the above numbers, contact the ESCC Emergency Planning Duty Officer on 01737 499075.
- 4.4. These numbers should only be used in the event of a major emergency. Examples include a serious accident or incident on school premises, or during an off-site activity, or major damage to a school building.
- 4.5. In the case of minor incidents affecting buildings (e.g., a burst pipe flooding a room) the first contact should be with the appropriate contractor, via ESCC for schools that have opted into the contracts established by ESCC Property. In case of doubt, contact the Property Help Desk on 01273 482000.

4.6. ESCC Contact numbers

ESCC Children's Services Department	01273 481316(Out of Hours: 0300 123 3314)
ESCC Emergency Planning Team Duty Officer (if CSD cannot be contacted) Ask for East Sussex Resilience & Emergencies Partnership	01737 499075
ESCC Property Help Desk (ESCC Business Services Dept.)	01273 482000
ESCC Health and Safety Team	01273 336306
ESCC Schools ICT	01273 482519
Southeast Coast Ambulance General Enquiries	0300 123 0999
East Sussex Fire and Rescue Service Enquiries	01444 411828
EDF Power Care	0800 783 8866
Transco	0800 111 999
Southern Water Tech Dept (Emergency response)	0845 278 0845

Environment Agency Flood Line

0845 988 1188

5. School specific contacts

Company	Service	Contact numbers	Notes
CSS	Intruder alarm	01892 668895	
East Sussex Fire and Electrical	Fire alarm	07889 205281	
Chartwells	School meals	01435 862848	
Chequers	Ground maintenance	01689 855069	
Andrew Huggett	ICT maintenance	07905 733812	
Southern alarm systems	Emergency lighting contractor	01323 899634	
Active Education Sussex, Anastasiia Tymchenko (wraparound)	Wraparound care provider	Active Sussex - 07761 510618 Anastasiia -	
Term Time Teachers	Supply agency	01892 676076	
ESCC	Insurer (if not ESCC)	n/a	

6. Alerting the Crisis Management Team

- 6.1. In the event of a crisis, the school Crisis Management Team (CMT) should be alerted by the Headteacher (or nominated senior leader).
- 6.2. Crisis Management Team members should consider wearing lanyards to identify themselves as part of the CMT. There are in the Grab Bag (delete as appropriate).
- 6.3. Crisis Management Team details:

Executive Headteacher and Designated Safeguarding Lead (DDSL)

Name	Home number	Mobile number	Work number
James Procter		07907919755	CP -01825 872307 EH - 01825 840247 PM - 01323 844247 SMV - 01892 770221 Nutley - 01825 712575 GST - 01892 864305

Head of School and DSL

Name	Home number	Mobile number	Work number
Helen Denton	n/a	07723336098	Nutley - 01825 712575

Senior teacher and DDSL

Name	Home number	Mobile number	Work number
Sarah Debenham	n/a		Nutley - 01825 712575

Senior teacher and DDSL

Name	Home number	Mobile number	Work number
Amy Marshall	n/a		Nutley - 01825 712575



Safeguarding

Name	Home number	Mobile number	Work number
As above			

Health and Safety

Name	Home number	Mobile number	Work number
Amy Ferguson	n/a		Nutley - 01825 712575

Business Manager

Name	Home number	Mobile number	Work number
Janette Wicks & Fran Wylie	n/a	JW - 07970818911	JW - 01825 840247
	FW - 01323 848592	FW - 07971 165837	FW - 01323 844247

Caretaker

Name	Home number	Mobile number	Work number
Paul Ellis	n/a		Nutley - 01825 712575

Chair of Governors

Name	Home number	Mobile number	Work number
Alan Brundle	01323 442892	07795 271421	07799 340738

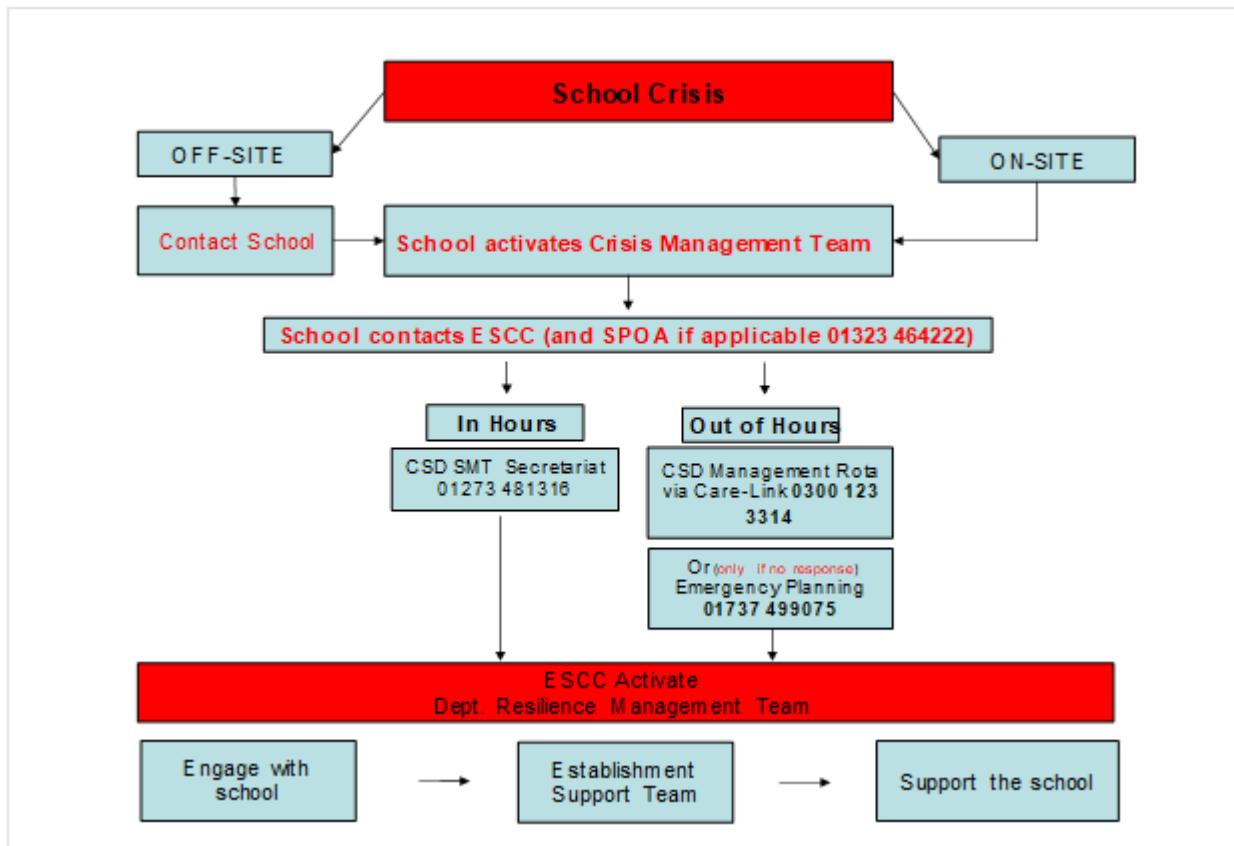
6.4. First Aiders, Paediatric First Aiders and Mental Health First Aiders

Name	Qualification	Expiry date
Leanne Page	Paediatric First Aid	12/9/2028
Lisa Matthews	Paediatric First Aid	22/04/2028
Jane Shearer	Paediatric First Aid	13/03/2028
Kayleigh Watts	Paediatric First Aid	28/11/2027
Hannah Benjamin	Emergency First Aid at work	01/09/2027
Amy Marshall	Emergency First Aid at work	01/09/2027
Sarah Debenham	Emergency First Aid at work	01/09/2027
	Emergency First Aid at work	01/09/2027
	Emergency First Aid at work	01/09/2027

- 6.5. Depending on the information received, the headteacher will initiate contact with ESCC Children's Services Department as per the flow chart in section seven.
- 6.6. Roles have been allocated to members of the Crisis Management Team and this is listed in [Appendix H](#).



7. ‘Who to alert’ flow chart



8. Crisis Management Centre

- 8.1. The Crisis Management Team will manage the incident from the Crisis Management Centre. The Crisis Management Centre is located:

Head of School office

- 8.2. The following resources will need to be delivered to the Crisis Management Centre:

Paper copy of policy, emergency evacuation pack, pupil contact details

- 8.3. The following person(s) will deliver the resources mentioned above:

Amy Ferguson

- 8.4. If necessary, paper registers are located:

in the emergency evacuation pack

- 8.5. On site visitor information is available from:

school office

- 8.6. The following person is responsible for collating registers, confirming who is on site and identifying any missing persons:

Helen Denton, Amy Ferguson, Sarah Debenham, Amy Marshall

- 8.7. In the Crisis Management Centre, there is a Grab Bag with resources. This will contain:

Crisis management policy, first aid kit, spare inhalers and epi - pen (from the medical cupboard)

- 8.8. The person responsible for ensuring the Grab Bag and resources are available is:

Helen Denton, Sarah Debenham, Amy Marshall

9. Site Security during Crisis

- 9.1. These procedures assume the structure of the building has not been affected. In circumstances where the building is compromised, the procedures can be used consider issues to be address at wherever the Crisis Management Centre has been set up.
- 9.2. Secure the site perimeter to avoid unwanted access to media, members of the public. A record of who attends the site should be kept, see [Appendix C](#).

The staff members allocated to do this are:

Helen Denton, Sarah Debenham, Amy Marshall, Amy Ferguson, Paul Ellis

- 9.3. If necessary, deploy a staff member to the main external entrance(s) to escort valid visitors onto site and ensure others do not enter.

The staff members allocated to do this are:

Helen Denton, Amy Ferguson

- 9.4. Ask the police to assist with the above if necessary.
- 9.5. [Appendix A](#) is the Crisis Management Checklist. This should be used to ensure all areas are addressed.
- 9.6. Use appendices F and G to assist in situations where there may be damage to parts of the school building.

10. Building Security during Crisis

10.1. Security of the building is essential. Follow actions below:

- Ensure all exterior doors are secure. (Obviously, emergency exits must remain available.)
- Ensure all access to, and exit from, the building is restricted to the main entrance.
- If necessary to use an additional door as an exit, ensure it is attended by a member of staff.
- Set up a reception and security check to record people entering and leaving the building and ensure identification is recorded for all visitors. See [Appendix C](#).
- Use signage in the Grab Bag in the Crisis Management Centre to mark dedicated areas.
- Allocate staff to entrances, Main office, Media Room, Parent / Guardian Area(s) as per plans in section 9,10 and 12.

10.2. Certain visitors should be directed to set areas of the school. This is so media and children do not cross over, for example. The school dedicated areas are as follows:

10.3. The dedicated media room is:

Badgers 2

10.4. The dedicated parent and guardian area(s) is:

School Hall

10.5. The dedicated parent and guardian toilets are:

Main visitor toilet (disabled toilet in main entrance)

10.6. The dedicated media personnel toilets are:

Main visitor toilet (disabled toilet in main entrance)

10.7. The dedicated staff toilets are:

Main building, opposite staff room

10.8. The signage for areas mentioned above is included in the Grab Bag in the Crisis Management Centre.

10.9. [Appendix A](#) is the Crisis Management Checklist. This should be used to ensure all areas are addressed.

10.10. Use appendices F and G to assist in situations where there may be damage to parts of the school building.

11. Communications and Record Keeping

11.1. All communication to parents will be agreed by (following consultation with ESCC Children's Services Department for serious incidents): name of person responsible is:

James Procter

11.2. Effective communications are essential throughout the emergency. The school has agreed the following communication plan:

We will inform ESCC Children's Services Department if the incident is serious. This will provide support to the school regarding communications and handling the media.

We will add the holding statement and further updates to our website and via Arbor Parent Portal

**Use mobile phone(s) as an outgoing line for dealing with the emergency.
(Landline option above is preferred.)**

11.3. The incoming phone number for essential callers is:

07723336098 (Helen Denton)

11.4. Our allocated staff to man the office and phones:

Amy Ferguson

11.5. Pre-drafted communications are saved in **Arbor Parent Portal** and can be accessed by: **Amy Ferguson and Helen Denton**

11.6. We will ask the following groups to communicate our messages via their channels: **ESCC, PFCS**

11.7. Record incoming messages on the following template by staff nominated in section 11.4.

Crisis Management Centre Message Record

(This page, along with [Appendix B](#) is intended to be printed)

Date: Time:

Call received by: Phone/Verbal/Other*. Call type: Incident/Personal/Other*

Name of person calling:

.....

Phone number of

caller:.....

Message:

.....
.....
.....
.....
.....
.....
.....

Person taking call:

Passed to at (time):

Action required:

.....
.....

By whom:

Date Completed: Time:

By (Print name):

Action taken/Notes:

.....
.....



11.8. Attendance record

Site, Building or Crisis Management Centre Attendance Record

(This page, along with [Appendix C](#) is intended to be printed)

11.9. Incident log

Incident log sheet

(This page, along with [Appendix D](#) is intended to be printed)

Date	Time	Information / Decisions / Actions	Initials
		<p><i>Include actions taken, considered or rejected with brief reasons.</i> <i>Also log any refusal of other organisations or Contractors to carry out actions with an explanation as to why.</i></p> <p><i>Log the passing of requests for decisions or assistance and the replies.</i></p> <p><i>Log any relevant expenditure.</i></p>	

It is essential to ensure that all teams and settings maintain full written records of the passage of information, events, decisions, related expenditure, etc, as they occur, which should be consolidated and retained once the incident has been concluded.

12. Parents and guardians visiting the premises

- 12.1. Allocate a dedicated member of staff to any parent and guardian area so that there is always someone available to ask questions.

The member of staff is:

James Procter

12.2. Our parent and guardian area is:

School hall

- 12.3. Provide refreshments. Depending on length of time at school, Pcards may need to be used to buy hot food. The Pcard holder is:

Janette Wicks & Fran Wyllie

- 12.4. Consider who may require individual counselling and identify a suitable room for this purpose. The location is:

The Nest in main building.

- 12.5. [Appendix A](#) is the Crisis Management Checklist. This should be used to ensure all areas are addressed.

13. Handling the Media

- 13.1. An initial press briefing should be given as soon as possible. A Prenominated spokesman should use the predefined Press Statement templates.

Our spokesman is: *James Procter*

- 13.2. Authority for the spokesman to issue a statement will be given by ESCC Communications Manager, the Police, or both and the following person from our school: *James Procter*
- 13.3. Use the following interim press statement for an incident on site:

Interim Press Statement (incident on site)

At approximately 00:00 hours a child or children (delete as appropriate) [and number staff or volunteers] of *name of school, town, East Sussex*, was or were (delete as appropriate) involved in an incident at *time* which resulted in him, her or them (delete as appropriate) being taken to hospital.

The Police or Health and Safety Executive (delete as appropriate) are or will (delete as appropriate) be investigating the incident.

The school's Crisis Management Plan has been activated and all further press statements will be made through the Crisis Management Team at the school.

- 13.4. Use the following interim press statement below for an incident offsite:

Interim press statement - offsite activity

While on a visit to *location*, a child or children (delete as appropriate) and number staff or volunteers (delete as appropriate) of *name of school, town, East Sussex*, was or were (delete as appropriate) involved in an incident at *time* which resulted in him, her or them (delete as appropriate) being taken to hospital.

The Police or Health and Safety Executive (delete as appropriate) are or will (delete as appropriate) be investigating the incident.

The school's Crisis Management Plan has been activated and all further press statements will be made through the Crisis Management Team at the school.

- 13.5. Clear the Media room used for press briefings of all items relating to children, young people or staff, which the press could use in their reporting.
- 13.6. If the Media room is in the same part of the school as the parent and guardian area, ensure security measures are taken so that the privacy of the parent and guardian area is maintained.

14. Bereavement or incident affecting the local community

- 14.1. A significant event affecting the school community which requires a crisis management response should be reported to ESCC Children's Services using the numbers in section four.
- 14.2. Examples include school trip incident, accident witnessed by students, suspected suicide or a death of a member of the school community.
- 14.3. For issues of safeguarding also call SPOA on 01323 464222.
- 14.4. Clear and supporting communication in this event will be vital in these cases. See sections 11 and 13 of this plan.
- 14.5. Access the following link to assist leaders with these types of incidents
[Practical resources - Czone \(eastsussex.gov.uk\)](https://eastsussex.gov.uk/czone-practical-resources) This provides a guidance on bereavement and loss and access to the unexpected death toolkit.
- 14.6. Our nominated pastoral support in school is:

Helen Denton and or Sian Leahy

15. Recovery period

- 15.1. Consider the recovery process (by the Crisis Management Team) immediately after the initial stages of the incident.
- 15.2. In the case of damage to buildings, a decision as to whether it is safe to remain, or necessary to relocate, will need to be made.

The nominated person to do this is: *James Procter & Helen Denton*

- 15.3. Appendices F and G detail the actions for consideration focussed on property for the first 24 hours, and from 24 hours to 2 weeks, respectively. Use these to establish areas that need addressing.

15.4. Consider if support from Educational Psychologists is required and liaise with ESCC Children's Services (see contact detailed in section 4.)

15.5. Our nominated Mental Health First Aider is: **Heidi West**



Appendix A - Crisis Management Checklist

(This appendix is intended to be printed)

Activity	Considerations- <i>delete as necessary</i>	Nominated Person	✓
Crisis Management Centre - HT office			
Appoint member of staff to run the Crisis Management Centre	<i>Appoint governor to assist. Provide lanyards to Crisis Management Team</i>	Helen Denton	
Fix signage to Crisis Management Centre, Parent / Guardian Area, Visitors Area Media Area and toilets (Media may be kept outside site.)	<i>Signs in grab bag</i>	Amy Ferguson	
Site Security			
Ensure all gates are closed and, where possible, position member of staff/governor at each one. Set up logging in procedure	<i>Consider asking the Police for help. See Appendix C</i>	Paul Ellis	
Secure all entrances	<i>Maintain fire exits</i>	Paul Ellis	
Building Security			
Place signs directing persons to the main entrance	<i>Signs in grab bag</i>	Amy Ferguson	
Set up logging-in procedure at main entrance to record people entering and leaving the building. ID should be taken. See Appendix C	<i>Nominate member of staff/governor to attend & set up logging-in procedure</i>	Amy Ferguson	
Consider whether additional entrance required		Helen Denton	
Communications			
Install answer phone onto main phone line and record initial message		Andrew Huggett	
Secure telephone in staff room so that it cannot be used		Andrew Huggett	
Disconnect fax and install telephone for outgoing calls	<i>Ensure those who need to know are informed to use fax line number</i>	N/A	
Assess numbers of mobile phones available, and ensure they are fully charged	<i>Provide telephone list for office and all members of staff and governors</i>	Helen Denton	
Ensure all caller IDs are off		Helen Denton	
Test all communications		Andrew Huggett	
Provide Crisis Centre Message Record template to all persons likely to take phone or verbal messages	<i>See example message form Appendix B</i>	Amy Ferguson	

Parent / Guardian Area			
Set up the nominated Parent / Guardian Area Deploy nominated staff to these areas	<i>Ensure senior staff deployed and ensure parents / guardians are not left on their own</i>	James Procter	
Lay out area with tables and chairs in informal groups	<i>Ensure the regular provision of updated information</i>	James Procter	
Ensure provision of light refreshments as required		James Procter	
Consider closing window blinds to avoid unnecessary intrusion		James Procter	
Media Interviews			
Set up the nominated Media Room	<i>Needs to be separate from students, families, staff</i>	Helen Denton	
Use room in main building only as last resort			
Ensure Media Room is clear of all children or young people's information/photos	<i>This is important</i>	Helen Denton	
Determine the route the media will be taking from the gate to the media room	<i>If the Police are in attendance discuss with them and representative from County Council Communications Team</i>	Helen Denton	
Ensure spokesman uses / has access to Interim Press Statement Templates (Appendix F)		Helen Denton	
Welfare			
Ensure provision of food and drink as necessary		Helen Denton	
Prepare rota system for all helpers		Helen Denton	
Counselling Rooms			
Set up rooms for individual counselling if necessary		Helen Denton	
Provide signs for doors	"Vacant" and "No Entry - Counselling in session"	Amy Ferguson	

Appendix B - Crisis Management Centre Message Board

(This appendix is intended to be printed)

Date: Time:

Call received by: Phone/Verbal/Other*. Call type: Incident/Personal/Other*

Name of person calling:

.....

Phone number of

caller:.....

Message:

.....
.....
.....
.....
.....
.....
.....

Person taking call:

Passed to at (time):

Action required:

.....
.....

By whom:

Date Completed: Time:

By (Print name):

Action taken/Notes:

.....
.....

Appendix C - Site, Building or Crisis Management Centre Attendance Record

(This appendix is intended to be printed)

Appendix D - Incident Log Sheet

(This appendix is intended to be printed)

Date	Time	Information / Decisions / Actions	Initials
		<p><i>Include actions taken, considered or rejected with brief reasons.</i></p> <p><i>Also log any refusal of other organisations or Contractors to carry out actions with an explanation as to why.</i></p> <p><i>Log the passing of requests for decisions or assistance and the replies.</i></p> <p><i>Log any relevant expenditure.</i></p>	

Appendix E - Interim Press Statements

Interim press statement - incident on site

At approximately 00:00 hours a child or children (delete as appropriate) [and number staff or volunteers] of name of school, town, East Sussex, was or were (delete as appropriate) involved in an incident at time which resulted in him, her or them (delete as appropriate) being taken to hospital.

The Police or Health and Safety Executive (delete as appropriate) are or will (delete as appropriate) be investigating the incident.

The school's Crisis Management Plan has been activated and all further press statements will be made through the Crisis Management Team at the school.

Interim press statement - offsite activity

While on a visit to location, a child or children (delete as appropriate) and number staff or volunteers (delete as appropriate) of name of school, town, East Sussex, was or were (delete as appropriate) involved in an incident at time which resulted in him, her or them (delete as appropriate) being taken to hospital.

The Police or Health and Safety Executive (delete as appropriate) are or will (delete as appropriate) be investigating the incident.

The school's Crisis Management Plan has been activated and all further press statements will be made through the Crisis Management Team at the school.

Appendix F - On-site Emergency Involving Damage to Premises

(This appendix is intended to be printed)

Checklist for immediate actions

	WHO BY?	COMPLETED
EVACUATION		
Evacuation of premises (use of Fire Alarm may not be appropriate depending on type of incident)		
Conduct roll call / registers		
Is everyone safe?		
Call Emergency Services		
Liaise with Emergency Services incident officer at scene		
Obtain a copy of parent / guardian and staff contact lists		
DETAILS OF CASUALTIES		
Obtain information on: Names		
Obtain information on: Injuries		
Obtain information on: Current location of casualties		
Obtain information on: Current location of relevant others		
Who is accompanying injured person(s) to hospital?		
Provide separate areas for: 1) Parent / Guardians 2) Students 3) Staff 4) Media		
Provide immediate transport as appropriate		
CONTROL OF INCIDENT		
Alert Crisis Management Team		
Decide if school can be used as Crisis Management Centre and set-up.		
Inform ESCC Children's Services		
Allocate Tasks		



INCIDENT WHILE ESTABLISHMENT IS OPEN		
Decide whether to keep students in school		
Decide whether to send all or some students home		
Arrange transport		
Notify parents		
Ensure staff, governors and parents receive the facts as soon as possible		
INCIDENT WHILE ESTABLISHMENT IS CLOSED		
Decide how to contact parents - avoid phone chains		
Consider announcement via existing channels		
Ensure staff, governors and parents receive the facts as soon as possible		

Appendix G - On-site Emergency Involving Damage to Premises

(This appendix is intended to be printed)

Checklist for longer term and ongoing actions

STAFF	
Hold a staff briefing session as soon as possible and at regular intervals	✓
Confirm arrangements with ESCC regarding release of information to press	
Nominate staff to meet children and young people returning to the setting	
Provide written information on the incident and how it will affect the setting	
Alter duty rotas if required	
Review course timetabling	
Issue new fire/evacuation notices and procedures if route has been affected	
Hold a fire/evacuation drill as soon as possible so that staff, children and young people know the new exit routes and assembly points	
Alter/adapt programmes as necessary	
Consider any imminent examination issues	
PREMISES	
Contact and liaise with ESCC or Schools Diocesan Officer, or Director of Catholic Education, as appropriate	
Obtain plans of the building. Mark on areas affected	
Check for obstacles to children and young people's movements	
Check/re-allocate toilet facilities if necessary	
Identify new routes	
Review/identify new entrances/exits	
Review fire safety arrangements and escape requirements with Fire Service	
Establish areas with restricted access to contractors and vehicles	
Re-allocate space, eg parking, children and young people's areas, etc	
Review site security	



Review Health and Safety arrangements	
CHILDREN AND YOUNG PEOPLE	
Hold assembly - pass on information to children and young people	
Issue new timetables	
Issue maps showing restricted areas, etc	
Issue an information sheet to children, young people and parents	
PARENTS	
Hold parent/staff/volunteer meetings	
CONTRACTORS	
Hold regular meetings with contractors	
Establish Health and Safety requirements	
Establish access requirements for contractor's vehicles	
Establish areas that are off-limits to staff, children and young people	
Adapt doors to fire exit/exit doors as necessary	
Inspect/repair the fire alarm/fire detection/security systems	
Install any temporary facilities that are required	
Agree working practices and times when noise must be kept to a minimum with contractors	
Provide the contractors with a copy of the examination timetable if appropriate	
Instigate a procedure for identifying the resources to be replaced	
Agree procedures with the loss adjusters (if involved)	
Set up an ordering and payment procedure	
FORTHCOMING EVENTS	
Consider whether these can be moved or rescheduled	
OUT OF HOURS USERS	
Contact the organiser and reschedule or cancel, as appropriate.	
REVIEW	
Review all the above issues on a continuous basis.	

Appendix H - Task Allocation Template

(This appendix is intended to be printed)

	Overall management of the incident	Setting up the Crisis Management Centre	Administrative Support including Telephone operations	Staff & child or young person welfare	Provision of information to staff & parents	Dealing with bereaved parents/ families	Managing the media	Catering	Other issues transport/ evacuation
Who should take the lead?									
Notes on actions that could be taken.									
Where would you locate your activities?									
What resources you require, and where would you obtain them?									

Appendix I - Specific plans and Information

Use this section to add specific plans for events such as:

- Bomb Threats
- Aggressive Intruders or Lockdown
- Severe Weather
- Public Health Incident
- Remote Learning
- COVID Plans

Also use this section to add school specific documents that will be useful when using the Crisis Management Plan. For example:

- Maps - see fire safety policy (in grab pack)
- Location of staff and student contact lists (for staff see emergency cascade list in HT grab pack and pupils in office grab pack)
- Location of utilities into the site - see fire safety policy
- Details of communications, ICT cabinet
- Details of and operating instructions for security gates and other relevant equipment - /A
- Flow charts for specific events such as cold weather or heatwave - see separate risk assessment
- Any other documentation

Bomb Threats

If the school receives a bomb threat, follow the Bomb Threat Action Card below, and use the Bomb Threat Checklist (on the next page). Printed versions of the action card and checklist should be on display in all offices where a call or email could come in.

School Bomb Threat Action Card 2022

- Record Details, referring to Bomb Threat Checklist
- Alert on-duty Senior Leadership Team / Headteacher
- Call 999. Fully brief police and implement advice given
- Nominate Police Liaison and have plan of school available
- Evacuate to predetermined location (this may be offsite)
- Reconcile Registers - account for everyone
- Call ESCC Children's Service Emergency Line (01273) 481316. ESCC will assist with media, etc.
- Consider update to parents via Parent-mail / text. Update website
- Consider parent collection of pupils
- De-brief - review and revise plans

Actions to be taken on receipt of a bomb threat checklist

These pages are intended to be printed

1. Remain calm and talk to the caller
2. Note the caller's number if displayed on your phone
3. If the threat had been sent via email or social media, see appropriate section below
4. If you are able to, record the call
5. Write down the exact wording of the threat:



ASK THESE QUESTIONS AND RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

1. Where exactly is the bomb right now?

--

7. What is your name?

--

2. When is it going to explode?

--

8. What is your address?

--

3. What does it look like?

--

9. What is your telephone number?

--

4. What does the bomb contain?

--

10. Do you represent a group or are you acting alone?

--

5. How will it be detonated?

--

11. Why have you placed the bomb?

--

6. Did you place the bomb? If not you, who did? 12. Record time completed:

INFORM BUILDING SECURITY OR COORDINATING MANAGER Name and telephone number of person informed:	DIAL 999 AND INFORM POLICE Time informed:

This part should be completed once the caller has hung up and police / building security / coordinating manager have all been informed.

Date and time of call:

Duration of call:

The telephone number that
received the call:

--	--	--

About the caller:

Male

Female

Age

Nationality

--



Threat language:

Well spoken
 Foul

Irrational
 Incoherent

Taped

Caller's voice:

Calm
 Crying
 Clearing throat
 Angry
 Nasal

Slurred
 Excited
 Stutter
 Disguised
 Slow

Lisp
 Rapid
 Deep
 Laughter
 Hoarse

Familiar (if so, who did it sound like?)

Accent (If so what accent?)

Other (please specify)

Other sounds:

Street noises
 House noises
 Animal noises
 Crockery

Motor
 Clear
 Voice
 Static

PA system
 Booth
 Music
 Factory machinery

Office machinery
Other (please specify)

Remarks

Additional notes

Signature:

Print name:

Date:

Actions to be taken on receipt of a bomb threat sent via email or social media

1. Do not reply to, forward or delete the message
2. If sent via email, note the address
3. If sent via social media, what application has been used and what is the username or ID?
4. Dial 999 and follow police guidance
5. 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)

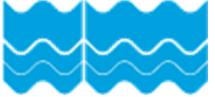
Save and print - hand copy to the police and security or coordinating manager

Retention period is seven years.

Appendix J: Room Signs

Media Room

Parent/Guardian Room



Vacant

No Entry