## Appendix 10: Printable versions of forms and templates

This section contains the following documents, without headers and footers, for printing.

1 Incident notification sheet

2 Immediate actions on notification of an incident

3 Incident role cards

a) School Incident Lead

b) Deputy School incident lead (safety and welfare)

c) Communications & Media Lead

d) Facilities Lead/ Site Manager

e) Designated Governor, Emergencies

f) Business Continuity Lead

g) Admin Lead and Log Keeping

h) All other teaching and non-teaching staff

4 Communications messaging

5 Bomb threat checklist

6 Bomb threat observations

7 Incident Log sheet

| BRIGHTWALTON CE PRIMARY INCIDENT NOTIFICATION SHEET | |
|---|---|
| Date of incident: | Time of incident: |
| Name of informant: | |
| Contact details of informant: | |
| **Incident location:**<br>Classroom/ building name/number<br>Site (if applicable) | |
| **Incident details**:<br>What has happened? When?<br>Who is involved? How many people are affected?<br>Are the school premises affected? How?<br>What is the extent of any damage? | |
| **Details of any casualties**:<br>How many? Type of injury?<br>Where are they? Children? Adults?<br>Is anyone able to administer/ administering first aid? | |
| **Have called, as appropriate:**<br>**Emergency services?**<br>**Utility company(ies)?**<br>**WBC Education Critical Incidents Team?**<br>What advice has been given? | |
| Name & phone number of contact at the scene | |
| What actions have you taken?<br><br>What help is required? | |
| **Immediately inform the Headteacher or Deputy/ nominee** | |

| INITIAL ACTIONS ON NOTIFICATION OF AN INCIDENT | |
|---|---|
| **Action** | **Completed by (initial)** |
| Using the information in the Incident Notification Sheet, establish a basic overview of the incident | |
| Take immediate action to safeguard pupils and staff, where necessary | |
| Assess the situation and call for support, as required:<br>• Contact the Emergency Services: Dial 999<br>• Call your utility provider (water, electricity, gas) | |
| During office hours contact WBC Schools Critical Incident Team:<br>**schoolscriticalincidents@westberks.gov.uk**<br>Inform them of the situation and request help, if required | |
| Outside office hours contact WBC Emergency Out of Hours Service:<br>**01635 551111**<br>Inform them of the situation and request help, of required | |
| Attend to any casualties and administer first aid, if appropriate | |
| Fetch any equipment that may prove useful, e.g. first aid kit, grab bag | |
| Log all communications and actions | |
| Notify school staff | |
| Consider assembling a School Emergency Response Team to assist with the response, if required | |
| Implement the School Critical Incident Plan, if required | |
| Refer to the list of Contact Numbers in Appendix 1 for additional support, if required | |
| Where possible avoid closing the school and try to maintain normal routines | |
| Contact parents and families of those affected | |

| 1: School Incident Lead | |
|---|---|
| **Action** | **Completed by (initial)** |
| Ensure that accurate information is available for those arriving at the scene | |
| Liaise with the Emergency Services, as required | |
| Liaise with Utilities company(ies), as required | |
| Liaise with the WBC School Critical Incident Team | |
| Liaise with any other agencies that may become involved, as required | |
| Act as the main contact to co-ordinate the response | |
| Inform the Chair of Governors | |
| Inform all Staff, and parents/ carers of injured pupils | |
| Decide how to inform other parents/ carers | |
| Ensure all staff maintain a log of actions and decisions | |
| Allocate tasks to members of the SERT as appropriate | |
| Ensure actions in all other role cards are undertaken, as required | |
| Provide regular briefings for staff | |
| Continue to liaise with the WBC School Critical Incident Team and Emergency Services, as and when required | |
| Try to maintain normal routines as far as possible | |
| In the event of serious injuries of a fatality, the Health & Safety Executive should be informed by the quickest means possible in line with accident reporting procedures | |
| Continue to allocate tasks to the SERT as appropriate | |
| Activate any relevant procedures:<br>• Evacuation & Procedure<br>• Lockdown Procedure | |

| 2: Deputy School Incident Lead (Safety & Welfare) | |
|---|---|
| **Action** | **Completed by (initial)** |
| Ensure the immediate safety of pupils and staff - this may include evacuation or keeping pupils and staff inside the building (sheltering) | |
| Lead arrangements in ensuring safety/ welfare of pupils and all adults in the care of the school | |
| Lead and direct all school staff to support decisions taken by the School Incident Lead | |
| Seek advice from the School Incident Lead on whether to keep pupils in class rooms and safe areas or consider evacuation | |
| If directed by the School Incident Lead:<br>• Make arrangements for the evacuation of the School to dedicated Evacuation points | |
| If directed by the School Incident Lead:<br>• Make arrangements for the evacuation of the School to dedicated back up location | |
| If directed by the School Incident Lead:<br>• Make arrangements to activate school closure arrangements | |
| Identify any pupils and adults who are badly affected by the incident and in need of extra support | |
| Carry out emergency roll call of all pupils and adults in the care of the school | |
| Keep pupils and staff informed of the situation | |
| Establish the location of all pupils, staff, and visitors using timetables, registers and the visitor's book, and make a list of those unaccounted for | |
| Assist the School Incident Lead in providing consistent advice | |
| Attend meetings of the SERT, as required, and ensure that you receive regular situation updates | |
| Establish a staff rota and ensure that staff take regular rest periods | |
| Make arrangements for reuniting pupils with their parents/carers | |
| Take account of religious and cultural factors and consider contact with leaders of local faith communities, where appropriate to the nature of the incident | |

| 3: Communications & Media Lead | |
|---|---|
| **Action** | **Completed by (initial)** |
| Consider emergency communications needs | |
| Dedicate lines for incoming and outgoing calls and arrange extra support for reception<br>• Line for incoming calls only: 01488 638337<br>• Line for outgoing calls only: Headteacher & classroom extensions, mobile phones can also be used for outgoing calls if necessary | |
| Arrange for the staffing of telephone | |
| Inform pupils in groups as small as practicable, considering the best way to impart worrying of tragic news (advice is available from the Educational Psychology service) | |
| Receive visitors to the school, ensuring they sign in and out and are issued with identification badges | |
| Ensure that staff are fully briefed on facts and are aware of what information can be released | |
| Liaise with the WBC Education Critical Incident Team for support with:<br>• Dealing with media<br>• Drafting press statements (to be agreed by the School Incident Lead)<br>An ongoing strategy to deal with media/ the press | |
| Ensure that any media access to the site, staff and pupils is controlled.<br>In a major emergency, the police will deal with the press and prevent access to the school. | |
| Be aware of the potential problems caused by the spread of misinformation through pupil and/or staff use of mobile phones/ social media | |
| Note details of any media requests – name, organisation and contact details and pass the Council Communications Team | |
| Notify the Headteacher or media requests: What requests are coming in? How many? Type of questions. | |
| If parents are gathered near the site keep them informed | |
| Try to keep parents calm and keep them from interfering with the work of the emergency services and other such staff | |

| 4: Facilities Lead/ Site Manager | |
|---|---|
| **Action** | **Completed by (initial)** |
| Ensure access to site for the Emergency Services, removing any obstructions, if required/ possible | |
| Ensure all building and gate keys are available | |
| Open/ close parts of the school as required | |
| If required/ instructed, turn off the<br>• Gas supply<br>• Electricity Supply<br>• Water supply | |
| If water/gas/electricity has been turned off, ensure pupils and staff have access to bottled water/ are warm enough and are as comfortable as possible, should they have to remain in one location for some time | |
| Ensure the security of the school site/premises, where possible | |
| Establish a safe and secure base for the SERT | |
| Check that all available communications and office equipment are working (phones, photocopiers), in:<br>• School Office<br>• SERT Base<br>• SERT Back-up base | |
| Arrange a place to receive parents/carers and children involved | |
| If necessary/ instructed, assist with evacuation of the building/ School in accordance with School evacuation procedures. Ensure the school is secure, without putting yourself in danger, if evacuated. | |
| Be available to liaise with the Emergency Services and the School Incident Lead | |
| Ensure that the School Incident Lead is advised of all media requests | |
| Attend meetings of the SERT as required and ensure that you receive regular situation updates (Situation Reports or SitReps) | |
| Ensure that parents/ carers do not take pupils away, unless directed to do so | |
| Consider re-location to other premises | |
| If required, assist with evacuation | |

| 5: Designated Governor, Emergencies | |
|---|---|
| **Action** | **Completed by (initial)** |
| Assist the School Incident Lead in providing consistent advice/ information to parents, liaising with the Communications Lead to ensure consistent messaging | |
| Attend meetings of the SERT as required and ensure that you receive regulation situation updates | |

| 6: Business Continuity Lead | |
|---|---|
| **Action** | **Completed by (initial)** |
| Assess the nature of the incident, in terms of impact on Business Continuity, e.g.:<br>• Loss of utility supply<br>• Loss of supplier<br>• Loss of premises<br>• Loss of personnel<br>• Loss of telecommunications. | |
| Establish what effect the emergency will have on the operation of the school. Try to ascertain how long the disruption will last | |
| Consider how the incident will affect any extended services that use the school premises. Liaise with these services as necessary | |
| Attempt to recover important documentation, records and equipment if safe to do so (consult the emergency services for advice if necessary) | |
| If appropriate, contact organisations which can assist in document restoration | |
| Initiate business continuity procedures as and when necessary | |

| 7: Admin Lead & Log keeping (Loggist) | |
|---|---|
| **Action** | **Completed by (initial)** |
| Request the attendance of the emergency services as directed by the School Incident Lead | |
| Attend SERT briefings. Keep a log of important information, actions taken and decisions made | |
| Ensure that each member of staff keeps an incident log. | |
| Provide ongoing administrative/ secretarial support to the SERT | |
| Keep accurate records of anyone admitted to hospital or treated by the emergency services | |
| If directed by the School Incident Lead contact all members of the School Emergency Response Team (SERT) and request that they carry out their role and responsibilities | |
| Advise the School Incident Lead if any member of the SERT is unavailable/ cannot carry out their roles and responsibility. Contact the pre-identified substitute or redistribute responsibilities. | |
| Ensure pupil records and registers are available | |
| Ensure that pupil medical records are available | |
| Ensure that staff records and contact numbers are available | |
| Ensure that the visitor/ pupil signing in/out book is available | |
| Ensure that parent/ carer records and contact numbers are available | |
| Highlight to the SERT any pupils that may need specific support | |
| Where possible, cancel any planned visits to the school | |
| Advise service providers of the interruption of normal arrangements for provision of goods and services to the School: Catering, Transport providers, providers of goods and services | |

| 8: All other teaching and non-teaching staff | |
|---|---|
| **Action** | **Completed by (initial)** |
| Respond to instructions given by members of the SERT | |
| Be ready to respond to any potential hazard in and about the site | |
| Maintain a calm atmosphere | |
| Give only information agreed (by the SERT/ Communications Officer). Do not speculate. Do not post about the incident on social media. | |
| Do not speak directly to media. Refer all enquiries to the Headteacher or any the person designated as being responsible for contact with the media. | |
| [Add in any school-specific actions or Delete row] | |
| [Add in any school-specific actions or Delete row] | |
| [Add in any school-specific actions or Delete row] | |

| **Questions on receipt of a Bomb Threat warning** | |
|---|---|
| Time of call: | Telephone number you were contacted on: |
| Exact wording of the threat: | |
| • **Stay calm. Being cautious, and without provoking the caller, try to ask the following questions. Do not interrupt the caller.** | |
| Where is the bomb right now? | What will cause it to explode? |
| When is it going to explode? | What does it look like? |
| What does the bomb contain? | Do you represent a group or are you acting alone? |
| How will it be detonated? | Why have you placed the bomb? |
| Did you place the bomb, if not, who did? | What is your name? |
| What is your telephone number? | What is your address? |
| • **Try dialling 1471. You may get information on where the phone call was made from** | |
| Did dialling 1471 work? | Time call completed: |

- Contact the Police (999) and Responsible Person/ deputy immediately.

| | |
|---|---|
| Name & telephone number of person informed: | |
| Time informed: | |

- Complete this form once the caller has hung up and the Police and Headteacher have been informed

| **Observations** | | |
|---|---|---|
| Did the caller have an accent? | Approximately how old was the caller? | |
| Did the caller use a code word? | Did the caller sound familiar? | |
| What sort of voice did the caller have? | | |
| Normal | Well spoken | Impediment |
| Loud | Poorly spoken | Stutter |
| Quiet | Deep | Lisp |
| Whispered | High pitched | Slurred |
| Clear | Hoarse | Taped Other |
| Disguised | Nasal | |
| At what pace did the caller speak? | | |
| Normal | Quick | Slow |
| What manner did the caller have? | | |
| Normal | Upset | Irritated |
| Calm | Angry | Muddled |
| Excited | Rational | Other |
| Laughing | Irrational | |
| Were there any distinguishable background noises? | | |
| Notes: | | |

- Follow any instructions given by the Police.
- These pages should be saved and printed and a copy handed to the police or the incident coordinating manager, as appropriate.

RESTRICTED ON COMPLETION

# Incident Log Sheet

| | |
|---|---|
| **School** | |
| **Incident** | |
| **Location of incident** | |
| **Date of incident** | |

| Time | Event/ Action Taken | Initials |
|---|---|---|
| | | |
| | | |
| | | |
| | | |

RESTRICTED ON COMPLETION

| Time | Event/ Action Taken | Initials |
|---|---|---|
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This School Critical Incident Plan template has been produced by West Berkshire Council Schools Critical Incidents Team for use by maintained schools in West Berkshire. Copies of this template are available via: schoolscriticalincidents@westberks.gov.uk