



Stour Valley Educational Trust

Business Continuity Plan

for

Clare Community Primary School

IN AN EMERGENCY

1	IF APPROPRIATE, CALL THE EMERGENCY SERVICES ON 999
2	CONTACT THE HEADTEACHER REBECCA LOADER ON Direct line: 01787 277423 or Home: 01787 279177 or Mobile: 07393 306271
3	ALTERNATIVELY CONTACT THE DEPUTY HEADTEACHER LORNA STRANGER ON Home: 01440 421077 Mobile: 07975 795880
4	WHERE APPROPRIATE CONTACT THE SITE MANAGER SHARON ROBERDS ON Mobile: 07450 607583
5	INFORM THE CHAIR OF GOVERNORS GEORGINA LOVEJOY ON Mobile : 07989442651
6	INFORM THE CHAIR OF TRUSTEES KEITH HAISMAN ON Home: 01787 279182 or 07990 612157
7	CONTACT THE SCHOOL INSURERS RISK PROTECTION ARRANGEMENT (RPA) ON Phone: 0330 058 5566 Email: rpa@topmarkcms.com Report New Claim: www.rpaclaimforms.co.uk
8	CONTACT THE COUNTY COUNCIL'S EMERGENCY INCIDENT NUMBER ON 01473 263942 (8.30am to 5pm) OR 01473 433440 (out of hours, bank holidays, weekends)
9	CONTACT THE COUNTY COUNCIL'S PRESS OFFICE ON 01473 264389/264291/264387 (During office hours) Out of hours dial 01473 433444 and request the on call Communications Officer is contacted.

Checklist to ensure the school is ready to manage critical incidents

Responsibilities	In Place
The Headteacher carries the primary responsibility for implementing the procedures detailed in the Plan. In the absence of the Headteacher, the Deputy named in the School Incident Management Plan will cover.	YES
The school has a formally trained Educational Visits Co-ordinator.	YES
Health & Safety	
Our whole-school policies follow national health and safety standards, in addition to those available from subject-specific teaching bodies.	YES
The school follows the national standards on the testing and maintenance of equipment, fixtures and fittings, with annual testing in place and regular health and safety inspections undertaken and any potential dangers reported and dealt with.	YES
Training	
Appropriate training on the prevention, management and response to incidents has been identified, undertaken and reviewed.	YES
Administrative support	
A list of all students and staff, with next of kin contact details is held centrally at the school, both on computer and in hard copy, with back-up discs and additional hard copies held at an alternative site, with appropriate security for personal data.	YES
Attendance registers are completed promptly at the beginning of each morning and afternoon session and names of students who arrive late or leave early are recorded.	YES

Maintenance of the School Incident Management Plan	In Place
The governing body and senior managers review and update the plan on a regular basis (at least annually).	YES
The plan and contact information are accessible both during and after school hours, on and off the school site.	YES
All school staff are aware of the plan and how it is initiated. New staff joining the school are informed of the arrangements during induction.	YES
A School Incident Critical Incident Management Team has been identified and roles and responsibilities allocated. Their emergency contact numbers are listed in the School Incident Management Plan.	YES
Arrangements for an independent outgoing telephone line are in place.	YES
Staff with First Aid Qualifications have been identified and are listed in the School Incident Management Plan.	YES
Emergency procedures cover all areas of the school site.	YES
An inventory of equipment is held on the Parago system and a second copy retained at an alternative site. It is regularly updated.	YES
An effective signing-in and –out procedure applies to all visitors and volunteers.	YES

A. Responsibilities

1. The Headteacher, Rebecca Loader, carries the primary responsibility for implementing the procedures detailed in the Plan. In the absence of the Headteacher, the following Deputy will cover:
Lorna Stranger – Deputy Headteacher
2. The school's Educational Visits Co-ordinator is: Rebecca Loader
3. The following member(s) of the Senior Leadership Team and the governing body have responsibility for maintaining this Plan:
Rebecca Loader – Headteacher
Lorna Stranger – Deputy Headteacher
Georgina Lovejoy – Chair of Governors
Keith Haisman – Chair of Trustees

B. Administrative support

4. A list of all students, staff and next of kin contact details is held on the School SIMS system on the School ICT Network.
5. A back-up copy of the above is held off site by the Network Manager.
6. An inventory of equipment is held at the following on the School Parago Asset Management database.

C. School Incident Management Team

The following are members of the School Incident Management Team and their responsibilities and emergency contact numbers are as shown:

Name	Responsibilities
Rebecca Loader 07393 306271	Headteacher
Lorna Stranger 07975 795880	Deputy Headteacher
Sharon Roberds 07450 607583	Site Manager
Kjesten Cullimore 07932 396650	MAT Business Manager
Henry Nicoll 07864 586419	Network Manager
Keith Haisman 07990 612157	Chair of Trustees
Georgina Lovejoy 07989 442651	Chair of Governors

D. Staff with first aid qualifications

The following staff are qualified to administer first aid:

Name	Job Title
Jane Chamberlain	School Administrator
Cath Kirk	Teaching Assistant
Michelle Robson	Teaching Assistant
Jenny Sibley	Teaching Assistant
Trudi Taylor	Teaching Assistant
Chloe Walker	Teaching assistant
Melissa McIvor	Teacher
Tracey Ives	Teaching Assistant

E. Actions to take in the event of a critical incident

Actions 1-6 are immediate but the order will be determined by the circumstances at the time. Use the incident log below to record actions taken, with a separate log of specific detailed actions, for example those which involve listing names and other details.

	Action	Taken by	Time	Date
1.	Ensure safety of all children and adults			
a)	Contact emergency services as required.			
b)	If off site, establish arrangements for uniting children, adults and staff with their families.			
c)	Determine whether adults and staff involved in the incident are safe to drive or take public transport or whether they need collecting or transportation.			
2.	Implement the School Incident Management Plan			
a)	Person(s) with lead responsibility to be released from all duties.			
b)	Collect School Incident Management Plan and contact numbers.			
c)	Keep a separate log of all additional actions, times and dates.			
d)	Ensure independent telephone line (mobile or line in nearby building) available.			
e)	Inform associated schools that could be directly affected by the incident.			

	Action	Taken by	Time	Date
3.	Contact key people			
	Headteacher: Rebecca Loader 07393 306271			
	Site Manager: Sharon Roberds 07450 607583			
	Deputy Head: Lorna Stranger 07975 795880			
	Chair of Trustees: Keith Haisman 07990 612157			
	Georgina Lovejoy 07989 442651			
	MAT Business Manager: Kjesten Cullimore 07932 396650			
4.	Mobilise the school's Incident Management Team			
a)	Use Stour Valley Community School as a base to brief the team.			
b)	Clarify tasks, make plans, assign roles.			
c)	Set up timetable of meetings to review management of incident.			
5.	Contact families of students, adults and staff involved in the incident			
a)	Designate key members of staff to make contact.			
b)	Ensure that persons making contact are fully briefed, with written guidance if necessary.			
c)	Use the record of contacts to avoid confusion and distress through duplication of contacts and to ensure that no-one is missed out.			

	Action	Taken by	Time	Date
d)	Establish and offer useful telephone numbers, either for support or for more information, such as emergency disaster number of hospital.			
e)	Where appropriate, share the contact numbers of other families involved in the incident where they have given permission for this.			
f)	Where appropriate, give advice to parents and families on responding to contacts from the media.			
g)	Where appropriate, give information about arrangements for uniting or putting in contact children, adults and staff with their parents/families.			
h)	Where a parent or family cannot be contacted, consider asking the Police or another professional to visit the home.			
6.	Brief staff, governors, students, parents and other members of the school community			
a)	Contact and brief Chair of Governors; request that he inform all other governors and trustees.			
b)	Hold briefing meetings for all teaching and support staff; consider setting up a schedule to keep staff informed and updated during the day.			
c)	Headteacher/Chair of Trustees/Chair of Governors to issue a prepared statement for all parents.			
d)	Inform students in the most appropriate way.			
e)	Identify students, adults and staff who are absent. Make appropriate arrangements for them to be briefed.			

Actions 7 – 10 refer to managing the school’s response to the incident.				
	Action	Taken by	Time	Date
7.	Plan management of the incident (with key members of the incident team and outside agencies as appropriate)			
a)	Meet with the school’s Incident Management Team.			
b)	Review plans, clarify tasks, assign roles and make further plans accordingly.			
c)	Ensure that school and other agencies’ actions are properly co-ordinated.			
d)	Establish timetable of meetings to review the management of the incident.			
e)	Clarify criteria for withdrawal of outside agencies at appropriate stage.			
f)	Access further advice from the Emergency Services if required.			
8.	Set up arrangements to deal with enquiries			
a)	At the earliest opportunity, nominate a school spokesperson who will be previously briefed and given a written statement from the Headteacher/Chair of Trustees/Chair of Governors limited to necessary information to be released.			
b)	Ensure that all media contacts are either directed to, or dealt with, by our nominated person(s).			
c)	Consider providing those answering the phone with a written statement as to what it is appropriate for them to say.			
d)	Caution staff about talking to the media.			
e)	Organise additional staff to deal with phone enquiries and people coming to the school as necessary.			
f)	Designate separate areas for parents, media, staff and agencies managing the incident and others; avoid too many people in any one space.			
g)	Ensure that an entry is made in the incident log of all important contacts.			

	Action	Taken by	Time	Date
9.	Make arrangements to support children and adults			
a)	Identify those children, adults and staff who are most likely to be in need of support.			
b)	Arrange for school staff/ Trustees to obtain consent from parents/carers if possible where outside agencies are involved.			
c)	Ensure that students, adults, staff and parent/carers are aware of the support arrangements that the school is making and how these are accessed.			
d)	Consider setting aside and staffing an appropriate area for children who are becoming too distressed to continue with their lessons.			
e)	Consider setting aside and staffing an area for people coming into school who are distressed.			
f)	In addition to the individuals directly affected, refer to an established list of children and adults who are most likely to suffer distress as a consequence of an incident.			
g)	Maintain normal school routines wherever possible.			
h)	Consider holding staff meeting with support agencies to discuss appropriate management strategies for distressed children.			
i)	Plan how to manage distress that may be caused by on-going police/legal proceedings and media attention.			
j)	Give children permission individually and collectively to discuss what has happened and their reactions.			
k)	Consider putting on a special assembly to give students information about the grieving process and to enable them to talk through their experiences.			
l)	Plan appropriate support for staff to enable them to cope with children's questions and discussion.			
m)	Ensure that all staff, including those co-ordinating the school's response, do not neglect their own need for support.			

n)	Schedule staff co-ordinating the school's response to be 'off duty'.			
o)	Ensure staff are alert to physical and/or emotional change or any other signals of distress among staff as well as children.			
p)	Refer staff, adults and, with parental consent, students to outside agencies for support.			
10. Make arrangements for personal effects, registers and area(s) of the school affected.				
a)	In discussion with parents/families, decide on what to do with the personal effects of the individuals who are critically ill, or who have died.			
b)	Consider discussing with relevant class members what would be appropriate for work (including work as part of any displays) such as desks, books, or lockers belonging to individuals who have died or are critically ill.			
c)	Make arrangements to adjust class registers, rotas and any other student listings accordingly.			
d)	Make appropriate arrangements for the part of the school where the incident occurred.			
Actions 11 - 13 refer to the return to normality				
11. Make arrangements for expressions of sympathy and/or acknowledgement of what has happened.				
a)	Make arrangements to express support/sympathy to families, children and adults who have been hurt or bereaved.			
b)	Make arrangements to support the plans that the family may have for a memorial.			
c)	Make plans for attendance at funerals. Find out if school representatives are welcome. Ensure that they feel able to cope with these tasks.			
d)	Make arrangements for someone from school to visit the injured in hospital or the bereaved at home.			
e)	Consider sending cards and messages from children and staff to children, adults and staff affected.			
f)	Consider organising a special assembly/service to acknowledge collectively what has happened.			

g)	Consider setting up a special area in the school where writing, art work or other mementos can be dedicated to individuals affected.			
	Action	Taken by	Time	Date
12. Plan for the return to school of those involved in the incident				
a)	Home visit by the appropriate member of staff to discuss arrangements for return (such as visits or part-time attendance).			
b)	Planned support for emotional needs (such as how to cope with the comments and questions of other students or permission to remove themselves from lessons to go to an agreed place if they are becoming distressed).			
c)	Support for possible physical needs (such as mobility difficulties, or disfigurements).			
d)	Rota of home visits from school friends.			
e)	Where appropriate, organise work to be sent home prior to return.			
f)	Brief staff and children on how best to support individuals returning to school.			
13. Plan memorials and commemorations				
a)	Consider an appropriate memorial, taking into account the wishes of those who were involved or bereaved.			
b)	Appeals and donations are a complex area and advice should be sought from the British Red Cross.			
c)	Discuss how to mark anniversaries; for example, commemorative service/assembly, concert, display.			

Appendix 1 – Priority Contacts:

<p><u>Doctor’s Surgeries:</u></p> <p>Clare - Clare Guildhall Surgery (01787 277523)</p> <p>Clare – Stonehall Surgery (01787 278999)</p> <p>Glemsford – Glemsford Surgery (01787 280484)</p> <p>Long Melford – Long Melford Practice (01787 378226)</p>
<p><u>Local Radio Stations:</u></p> <p>BBC Radio Suffolk - 01473 250000 (main switchboard)</p> <p>or</p> <p>01473 340707 (newsdesk)</p>
<p><u>Environmental Health Agency:</u></p> <p>0370 850 6506 (Ipswich)</p> <p><u>St Edmundsbury Borough Council:</u></p> <p>01284 763233</p>
<p><u>Site Manager:</u></p> <p>Sharon Roberds</p> <p>07450 607583</p>

Appendix 2 – Key Contacts:

RPA Insurance, via:

Topmark Claims Management Limited

160 Bath Street
Glasgow
G2 4TB

Tel: 03300 585 566 (Phone for emergencies and urgent incidents (excluding overseas travel))

Tel: 020 3475 5031 (Phone for overseas travel emergencies and incidents)

RPA Risk Management Advice, via:

Willis Towers Watson

Willis GB
Friars Street
Ipswich
Suffolk
IP1 1TA

Tel: 0117 9769 361

Appendix 3 – Clare Community Primary School, Student Transport Services:

Suffolk County
Council

Transport Dept

01473 265212

Direct number for
Andrew Gee (in charge
of school transport)

Company	Telephone Number	Bus Route	Villages
Stephensons of Essex	01702 541511	SC703	Glemsford, Cavendish
De Vere	01787 460118	SC695	Boxted, Glemsford, Cavendish
24 x 7 (taxi)	01279 816126	SC698	Rede, Hawkedon, Somerton, Boxted
Felix (taxi)	01787 310574	SC701	Boxted, Hartest, Stanstead, Glemsford, Cavendish
H C Chambers	01787 375360	SC702	Sudbury, Glemsford, Cavendish
Beestons	01473 823243	S236, SVCS B	Sudbury, Acton, Gt Waldingfield, Gt Cornard, Long Melford, Glemsford, Cavendish
Big Green Bus Company	07758 129116	HL018	Haverhill, Clare

Appendix 4 – Clare Community Primary School support services:

Ambulance	Headquarters, Cambridgeshire	999, or 0845 6013733
Boiler	Henry Martin & Sons. Gas Heating engineers.	01255 428730 / 07889 448349
Doctor's Surgeries	Clare Guildhall	01787 277523
	Stonehall	01787 278999
	Glemsford	01787 280484
	Long Melford	01787 378226
Drainage Authority	Anglian Water authority emergencies	0800 771881
Electrician	Tinley Anderson (Ken)	07968 042001
Electricity	Electrical Emergencies	0800 3163105
Environmental Health Agency	St Edmundsbury Borough Council	01284 763233
Fire Brigade	Headquarters, Ipswich.	999, or 01473 260588
Fire alarms	ADT	01603 274300
Gas Supply	Gas Emergencies	0800 111999
Generators/Plant Hire	Turners Plant Hire	01787 375265
Glaziers	Homesafe Window Services	01787 463712 24hr 07809295572
Health & Safety Executive	Advice Line (office hrs)	0845 3450055
Insurers	Topmark (RPA Claims)	03300 585 566
	Willis Towers (RPA Risk Advice)	0117 9769 361
Intruder Alarm	ADT	01603 274300

Local Authority	Suffolk County Council Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX	0345 6066067
Local Newspapers	Suffolk Free Press	01787 886911
	East Anglian Daily Times	01728 726535
	Haverhill Echo	01440 706009
	Bury Free Press	01284 757857
Local Radio Stations	BBC Radio Suffolk	01473 250000 (main switchboard) or 01473 340707 (newsdesk)
Plumber	Henry Martin & Sons.	01255 428730 / 07889 448349
Police	Suffolk Headquarters	999, or 01473 613500
Roofing	Cutts & Cousins	07909 902245
Site Manager	Sharon Roberds	07450 607583
Telephone Supplier	APR Telecoms	01953 713333
Television Stations	Anglia Television Ltd	01603 615151
Temporary Accommodation	Portakabin Complete Package	01904 68160
Temporary Buildings	Portakabin	As above

Appendix 5 – Clare Community Primary School Site Plan:

- See attachment -