Ashford Oaks Primary School

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Headteacher Phil Chantler

School Emergency Management and Business Continuity Plan

September 2022

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Signed: **Chair of Governors**		

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Name	Role	Issue Date
Phil Chantler	Headteacher	14/09/2022
Sarah-Jane Sullivan	School Business Leader	14/09/2022
Kate Dawson	Deputy Headteacher	14/09/2022
Terry Nettleship	Site Manager/Health & Safety Officer	14/09/2022
Pam Millington/Maria Martin	Health & Safety Governors	14/09/2022

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SECTION 1 – INTRODUCTION

1.1 Aims and Objectives

To provide a flexible response to an emergency or disruptive incident so that Ashford Oaks Primary School can:

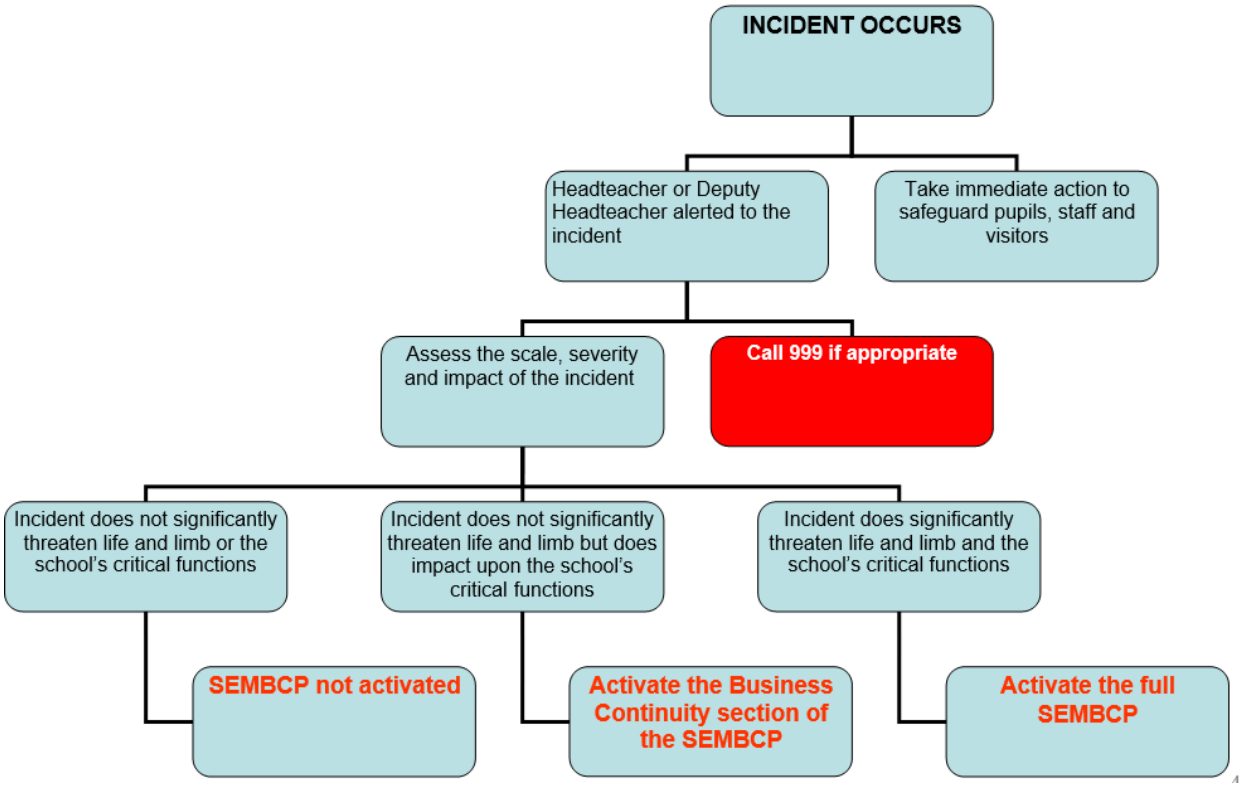
- minimise the impact of an emergency or major incident,
- ensure that the emergency incident is communicated quickly and clearly to supporting agencies and partners, enabling support arrangements to be rapidly activated,
- maintain high standards of welfare and duty of care arrangements for pupils, staff and carers,
- ensure that decision making and actions during the emergency situation are properly recorded,
- to minimise educational and administrative disruption within a school,
- to facilitate the return to normal working arrangements at the earliest time.

1.2 Scope of the Plan

This plan is designed to allow schools to cope in a wide range of emergencies, including those occurring:

- within the school during the school day,
- to the school outside of school hours,
- on school trips and journeys,
- to pupils on the way to or from school,
- from events immediately outside the school gates,
- from events that adversely affect an area wider that the school itself.

SECTION 2 – ACTIVATION TRIGGERS AND INITIAL ACTION



SECTION 3 – CONTACT DETAILS

3.1 School Emergency Management Team			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
Headteacher *Phil Chantler*	**07494474683**	**phil.chantler@ashfordoaks.kent.sch.uk**	c/o school
Acting Deputy Headteacher *Kate Dawson*	**07903802164**	**katie.dawson@ashfordoaks.kent.sch.uk**	c/o school
Site Manager *Terry Nettleship*	**07545429401**	**terry.nettleship@ashfordoaks.kent.sch.uk**	c/o school
School Business Leader *Sarah-Jane Sullivan*	**07852707887**	**sarah.sullivan@ashfordoaks.kent.sch.uk**	c/o school
Chair of Governors *Rob Cooke*	**c/o school**	rob.cooke@ashfordoaks.kent.sch.uk	c/o school

3.2 Local Authority			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
Interim Area Education Officer *Lee Round*	07824 306242 03000 412309	lee.round@kent.gov.uk	Kent County Council Kroner House, Eurogate Business Park, Ashford TN24 8XU 03000 412309 | Mobile 07824306242
Duty Emergency Planning Officers (various on rota)	03000 414999	emergency.planning@kent.gov.uk	County Emergency Centre, 4th Floor, Invicta House, Maidstone.
Contact Centre	03000 410199 03000 412309		Kroner House, Eurogate Business Park, Ashford TN24 8XU

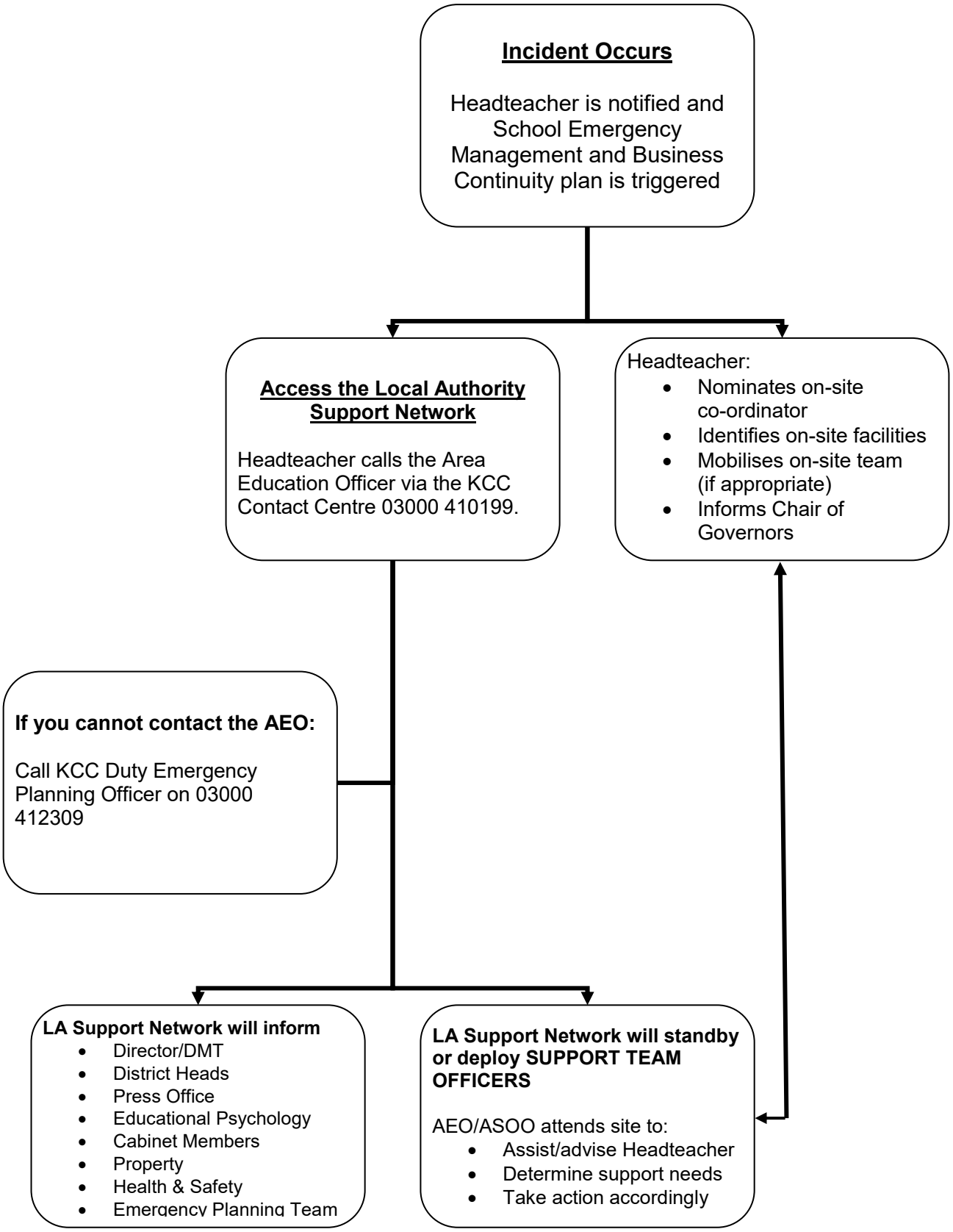
3.3 Stakeholders and Extended Services			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
Kings Chapel	**07495506552**	**admin@kingschapelashford.uk**	**c/o school**
Matt Fiddes		mailto:kent@mattfiddes.com]	**c/o school**
Volunteers/Visitors	**These change regularly**	**Access details via KLZ diary if our server is available remotely by HT or SBL**	
Amey (via KCC)	**01622 671433**	**Fire alarm and any other property need**	

3.4 Other School Staff			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
Nourish Catering *Clair Morley*	**0208 778 1111** **073774 14262**	clair.morley@nourishcc.co.uk	Group Operations Manager Nourish Contract Catering LTD Unit 27 Metro Business Centre Kangley Bridge Road Sydenham London SE26 5BW T: 0208 778 1111 F: 0208 778 0637 M: 07377414262
Ashford Cleaning *Steve Lloyd*	**077111 89607**	**info@ashfordcleaning.co.uk**	Unit 2 Heron Business Park Henwood Industrial Est Ashford
Synergy *Dan*	**01227 271126**		Unit O 10 Stone Way Lakesview Ind BP CT3 4GP

3.5 Other Organisations			
Name & Title	**24hr Telephone Contact**	**Email**	**Address**
Cool Milk a/c # S1001436	**01522 705 750** **0800 142 2972**		Cool Milk House Kingsley Park Kingsley Road Lincoln LN6 3TA
MWW fresh Fruit KE457	**01622831730** **01622833147**	**SFVSmarden@mww.co.uk**	Marden

SECTION 4 – LOCAL AUTHORITY SUPPORT NETWORK

In the event of a school related emergency the proposed arrangement with the Local Authority is:



SECTION 5 – ROLES AND RESPONSIBILITIES

The following checklist is provided to assist the School Emergency Management Team to carry out their roles and responsibilities once the SEMBCP has been activated. These checklists are a general guide; further actions may be required that are specific to the incident as it occurs.

4.1 Headteacher

Action	Completed by	Time
Activate the School Emergency Management Team.		
Commence a log of all action and decisions (see Appendix 1).		
Ensure safety/welfare of pupils and all adults in the care of the school.		
Identify any vulnerable pupils or adults needing specific support.		
Activate the Local Authority Support Network.		
Decide whether to keep pupils in classrooms and safe areas or consider evacuation (see Appendix 3).		
Consider activating school closure arrangements.		
Ensure that the SEMT are effectively carrying out their designated roles and responsibilities.		
Ensure that the school emergency grab bag has been collected.		
Liaise with the emergency services.		
Keep staff informed of the situation.		
Ensure Chair of Governors is kept informed of the situation and the response arrangements.		
Prepare information and advice to parents.		
Call meetings of the SEMT as required and ensure that the SEMT and LA receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.2 Deputy Headteacher

Action	Completed by	Time
In the absence of the Headteacher adopt their roles and responsibilities.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Obtain as much information as possible from the Headteacher about the situation.		
Commence a log of all action and decisions.		
Lead arrangements to ensure 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 Headteacher.		
Seek advice from the Headteacher on whether to keep pupils in classrooms and safe areas or consider evacuation.		
If directed by the Headteacher – make arrangements for the evacuation of the school to designated evacuation points or back up location.		
If directed by the Headteacher – make arrangements to activate closure arrangements.		
Keep staff informed.		
Assist the Headteacher in providing consistent advice/information to parents.		
Attend meetings of the SEMT as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.3 Business Leader

Action	Completed by	Time
Obtain as much information as possible from the Headteacher and/or Deputy Headteacher about the situation.		
Commence a log of all actions and decisions.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Support the Headteacher and/or Deputy Headteacher in contacting all members of the SEMT and request they carry out their roles and responsibilities as described in the SEMBCP.		
Advise the Headteacher and/or Deputy Headteacher if any member of the SEMT is unavailable and cannot carry out their roles and responsibilities.		
Ensure copies of the SEMBCP are available for the SEMT.		
Ensure that pupil records and registers are available.		
Ensure that pupil medical records are available.		
Highlight to SEMT any pupils that may need specific support.		
Ensure that parental/carer records and contact numbers are available.		
Ensure that staff records and contact details are available.		
Ensure that the visitor and pupil signing in/out book is available.		
Lead the office staff in assisting the SEMT with information needs and the emergency response.		
Assist the Headteacher and/or Deputy Headteacher in providing consistent advice/information to parents.		
Where possible cancel any planned visitors to the school.		
Advise service providers of the interruption to the normal arrangement for provision of goods/services to the school (catering/transport etc).		
Attend meetings of the SEMT as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.4 Site Manager

Action	Completed by	Time
Obtain as much information as possible from the Headteacher or Business Manager about the situation.		
Commence a log of all actions and decisions.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Ensure that emergency services are able to access the incident quickly and without obstruction.		
Ensure all building and gate keys are available.		
If required • Immobilise the gas supply, electricity or water supply (see Appendix 2).		
If required assist with evacuation.		
Where possible assist with ensuring the security of the school site.		
Attend meetings of the SEMT as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

4.5 Chair of Governors

Action	Completed by	Time
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SEMT.		
Obtain as much information as possible from the Headteacher and/or Deputy Headteacher about the situation.		
Commence log of all actions and decisions.		
Assist the Headteacher and/or Deputy Headteacher in providing consistent advice/information to parents.		
Attend meetings of the SEMT as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

SECTION 6 – BUSINESS CONTINUITY

6.1 Purpose of the Business Continuity Phase

The purpose of the business continuity phase of your response is to ensure that critical functions are resumed as quickly as possible and/or continue to be delivered during any disruption. This may involve activating one or more of your business continuity strategies to enable alternative ways of working. During an incident it is unlikely that you will have all of your resources available to you, it is therefore likely that some 'non critical' functions may need to be suspended at this time.

6.2 Critical Function Analysis and Recovery Resources

Function Details					Resource Requirements				
	Critical Function	**MTPD**	**RTO**	**Minimum Service Level**	**Staff**	**Data/ Systems**	**Premises**	**Equipment**	**3rd Party Dependencies**
1	Deliver a timetable of education	7 days	1 day	1 member of qualified staff 30 pupils with key resources	1 member of staff qualified to teaching standard per 30 pupils	N/A	Heated room with access to water and toilet facilities	Tables / chairs / learning resources	N/A
2	Maintain Attendance Records	7 Days	1 day	Maintain paper records	1 trained member of staff	N/A	Heated area with access to facilities	Paper record sheets Admin resources Table/chair	Telephone
3	Maintain financial services	7 days	1 day	Maintain paper records	1 member of staff	SIMS/FMS if available	Heated area with access to facilities	Telephone Admin resources Working area	

6.2.1 Strategies for Continuity of Services

	Arrangements to manage a loss or shortage of Staff or skills	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Use of temporary staff e.g. Supply Teachers, Office Staff etc.	Jean Read Education 01233 610227 supply teachers NAG 01795 416600 admin supply
b.	Multi-skilling and cross-training to ensure staff are capable of undertaking different roles and responsibilities, this may involve identifying deputies, job shadowing, succession planning and handover periods for planned (already known) staff absence e.g. maternity leave.	
c.	Using different ways of working to allow for reduced workforce, this may include: • Larger class sizes. • Use of Teaching Assistants, Student Teachers, Learning Mentors etc. • Virtual Learning Environment opportunities. • Pre-prepared educational materials that allow for independent learning. • Team activities and sports to accommodate larger numbers of pupils at once.	Consider occupancy of the old Ashford South building around existing tenants with the agreement of KCC.
d.	Using mutual support agreements with other Schools: emergency secondments.	Beaver Green, John Wallis Academy, St. Simons, Great Chart, Repton Manor.
e.	Ensuring Staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc.	Cantium/EIS 01622 672779 to activate Disaster recovery policy to obtain access to school data on back-up server and replacement ICT equipment. Nat West Bank publicsectorandcharitiesservicingteam@natwest.com or 03458351215
f.	As a last resort, providing a child-minding (rather than educational) service using the above volunteers and	

	remaining staff (to less impact on local and wider economy).	
	Arrangements to manage loss of technology / communication / data / power	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Back–ups of key school data e.g. CD or Memory Stick back–ups, photocopies stored on and off site, mirrored servers etc.	Cantium EIS 01622 672779 to activate Disaster recovery policy from back-up server and replacement ICT equipment. ASL-Group (formerly Geerings) for a photocopier 07557 001904
b.	Reverting to paper-based systems e.g. paper registers, whiteboards etc.	Purchase necessary paper equipment from Kent Office Supplies 01233503025 or KCS 08452708811 dpn 100366
c.	Flexible lesson plans.	Lesson plans are on KLZ if we have access to ICT on line
d.	Emergency generator e.g. Uninterruptible Power Supply (UPS).	M & J hire HSS hire
e.	Contact the utility company responsible or appropriate repair contractor.	KCC Laser 01622 605460 Gas emergency line 0800 111 999 Electricity emergency line 0800 40 40 90
f.	Emergency lighting.	M & J hire, or HSS hire
	Arrangements to manage denial of access to your premises or loss of utilities	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Using mutual support agreements with other Schools.	
b.	Pre-agreed arrangements with other premises in the community i.e. Libraries, Leisure Centres, Colleges, University premises.	St Simons Church Hall, Ashford.
c.	Virtual Learning Environment opportunities.	
d.	Localising the incident e.g. isolating the problem and utilising different sites or areas within the school premises portfolio.	
e.	Off-site activities e.g. swimming, physical activities, school trips.	

f.	Stagger lessons across break times and lunch to maximise use of available space, and extend the school day to expand the time available in classrooms.	
	Arrangements to mitigate the loss of key suppliers, third parties or partners	**Further Information** (e.g. Key contacts, details of arrangements, checklists)
a.	Pre-identified alternative suppliers.	
b.	Ensuring all external providers have business continuity plans in place as part of contract terms.	Ashford Cleaners Nourish Catering
c.	Insurance cover.	Schools Advisory Service (staff absence insurance) Premises & Money via KCC Disaster Recovery EIS
d.	Using mutual support agreements with other schools.	

SECTION 7 – RECOVERY AND RESUMPTION

7.1 Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume 'business as usual' working practises for the school as quickly as possible. Where the impact of the incident is prolonged, 'normal' operations may need to be delivered under new circumstances e.g. from a different location.

7.2 Recovery and Resumption Actions

	ACTION	**FUTHER INFO/DETAILS**	**ACTIONED?** ***(tick/cross as appropriate)***
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	☐
2.	Respond to any ongoing and long term support needs of staff and pupils.	Depending on the nature of the incident, the School Emergency Management Team may need to consider the use of Counselling Services.	☐
3.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all staff are aware that the SEMBCP is no longer in effect. Arbor message to all staff, parents and governors and on website and local radio stations. Advise LA.	☐
4.	Carry out a 'debrief' of the incident with staff (and possibly with pupils). Complete a report to document opportunities for improvement and any lessons learnt.	The incident de-brief report should be reviewed by all members of the School Emergency Management Team to ensure key actions resulting from the incident are implemented within designated timescales. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the school.	☐
5.	Review this SEMBCP in light of lessons learnt from incident and the response to it.	Implement recommendations for improvement and update this Plan. Ensure any revised versions of the Plan are read by all members of the SEMT.	☐

APPENDIX 1. SAMPLE LOG SHEET

Date	Time	Action	Initials

APPENDIX 2 - SITE INFORMATION

Utility Supplies	Location	Notes/instructions
Gas	Next to bin store near front entrance to school.	Main stopcock
Water	Just inside right-hand side of gate.	Main stopcock
Electricity	Main intake of 3 phase opposite headteacher's office.	
Heating	Rear of main kitchen main boiler. Also nursery boiler and community room	

Internal Hazards	Location	Notes/instructions
Asbestos	Main area in hall totally encapsulated	All details in Docubox
Chemical Store (s)	Rear door of main kitchen	Yellow box

Pre-designated areas	Location	Notes/instructions
SEMT briefing area	Meeting room OR ASD	This will depend on location of fire damage or incident
Media briefing area	Community room OR hall	

APPENDIX 3 - EVACUATION

Signals	
Signal for fire evacuation	Fire alarm bells
Signal for bomb evacuation	Fire alarm bells
Signal for all-clear	HT to direct return to school

Assembly points - fire evacuation	
Fire evacuation assembly point A	Playground
Fire evacuation assembly point B	Field

Assembly points - bomb evacuation	
Bomb evacuation assembly point A	Playground
Bomb evacuation assembly point B	Field

If the school has been evacuated and pupils are not able to return to school (or go home) it may be possible to relocate temporarily to another building (e.g. buddy school).

Pre-identified buddy school / place of safety / rest centre	
Name of premise	St Simons Church hall
Type of premise	Church Hall
Contact name and details of key holder(s)	See appendix 4
Address	See appendix 4
Directions / map	See appendix 4
Est. travel time (walking, with pupils)	10 minutes
Est. travel time (by coach, with pupils)	n/a
Capacity (inc. sleeping)	Will only be used as a distribution point for pupils to be collected by their parents
Facilities / resources	Toilets and kitchen
Notes	

School Closure	**www.kentclosures.co.uk**
Email	With headteacher as these are not to be disclosed as this document is available to general public
Password	

APPENDIX 4 – Evacuation to St Simons Procedures

ASHFORD OAKS CP SCHOOL EMERGENCY EVACUATION PLAN 2022

In the event that the whole school needs to be evacuated off site, the following procedures need to be adhered to.

The emergency off site premises is the St Simons Stock Catholic Church hall located in Brookfield road.

A phone call should be made to the Hall manager Mr Eric Moore on 07709683720 (01233 622399) who has the keys.

The staff and children should evacuate to the main playground where a full head count will be made. Once all children, staff and any visitors on site are accounted for and it is safe to do so, the whole school should evacuate the site via the rear entrance.

It is a very short walk (400yrds) across the field to the rear entrance of the St Simons church hall. This is the safest route for all concerned as there are no roads to negotiate and a footpath.

In the event that the rear entrance is blocked, or it is unsafe to use, the route taken should be out of the front gates and up Oak Tree road and along Noakes Meadow.

Once at the hall another full headcount should be taken.

Where possible the site manager Mr Nettleship should remain on site to liaise with the emergency services.

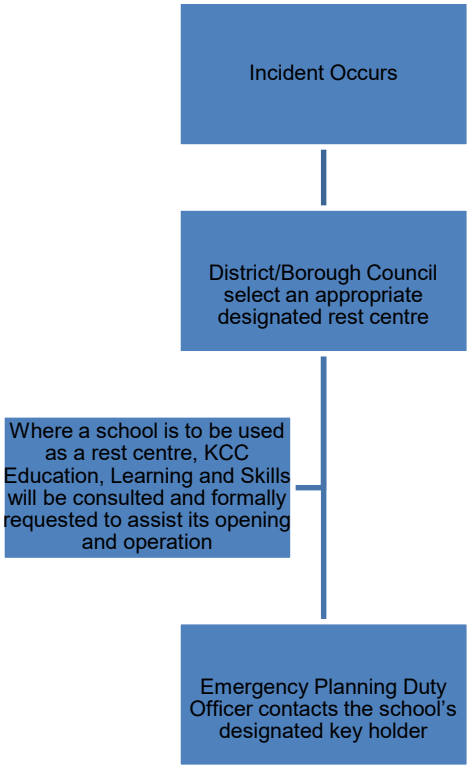
T.NETTLESHIP
Site Manager

APPENDIX 5 – Welfare Centre

Ashford Oaks Community Primary School offers facilities as a welfare centre for the local community.

(Duty Emergency Planning Officers 03000 414999)

Activation arrangements



Key Holders – Contact Details

Name & Title	24hr Telephone Contact	Email	Address
Phil Chantler Headteacher	07494474683	Phil.chantler@ashfordoaks.kent.sch.uk	**c/o AO**
Terry Nettleship Site Manager	07545429401	terry.nettleship@ashfordoaks.kent.sch.uk	**c/o AO**
Sarah-Jane Sullivan School Business Leader	07852707887	Sarah.sullivan@ashfordoaks.kent.sch.uk	**c/o AO**

Useful Websites

Kent Trust Web	www.kenttrustweb.org.uk?schoolemergencies
Kent County Council Emergency Planning Team	www.kent.gov.uk/community_and_living/community_safety/preparing_for_emergencies.aspx
Cabinet Office – UK Resilience	www.cabinetoffice.gov.uk/ukresilience
The Department for Education – Emergency Planning	www.education.gov.uk/schools/adminandfinance/emergencyplanning
The Department for Education – Schools Financial Value Standard	http://www.education.gov.uk/schools/adminandfinance/financialmanagement/schools%20financial%20value%20standard/a00192114/schools-financial-value-standard-sfvs
Kent Resilience Forum	www.kentprepared.org.uk
Health Protection Agency	www.hpa.org.uk
Directgov	www.direct.gov.uk
Directgov: Fire Safety – Get Out, Stay Out	www.direct.gov.uk/en/HomeAndCommunity/InYourHome/FireSafety/DG_10030963
Cabinet Office Emergency Planning College	www.epcollege.com
Developing Community Resilience Through Schools	www.schoolemergencies.info
The Business Continuity Institute	www.thebci.org

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Emergency Planning
Kent County Council
County Emergency Centre
Invicta House
Maidstone
Kent ME14 1XX

Tel: 01622 221200
Email: emergency.planning@kent.gov.uk