New Horizons
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through Learning

Business Continuity & School Emergency Plan

Date Ratified: January 2026
Review Date: January 2028
Policy responsibility - EHT
Policy Location: Statutory
Signed by: Andy McLean

Position: Chair of Governors

POLICY STATEMENT

We recognise the importance of establishing clear guidelines and strategies to react to any school related emergency or critical incident. It is equally important that the plan has enough flexibility to allow the school to respond to any type of incident that may affect or interrupt the normal operation of the school.

Planning, control and clear communications are all essential elements that allow the immediate situation to be managed effectively and then to minimise the long-term impact of an event. A detailed plan is needed to ensure that all involved have clearly stated roles and responsibilities. This will ensure that actions, such as contact with parents, the media and any emergency agencies are catered for correctly.

Representatives from the teaching staff and the governors will have a copy of the plan in the event of an out of hours incident.

The network of support will be clearly outlined using the recommended framework from the Local Authority.

Introduction

AIMS

To:
Create an awareness of the need for planned arrangements to be made.
Provide re-assurance of the practical help that is available from the Local Authority and other agencies at short notice.
Give guidance on the range of sources of information and support available.

In accordance with Health and Safety statutory requirements it is the responsibility of each school to:

- Have a plan in place for responding to a major emergency in the school
- Keep it up-to-date annually or more frequently as new information comes into school.
- Ensure that the relevant people are aware of its existence, contents and implications for themselves.
- To keep a copy of the plan and emergency contact information in a safe place, off site.
- Control the plan/documents

Types of Emergency

A major emergency in a school can arise out of many different events, e.g.

- A serious accident involving children and school personnel on or off the premises;
- A violent intrusion onto school premises by malicious persons, either in person or by means of arson or a bomb;
- A school building becoming unsafe as a result of fire or structural damage;
- The release of hazardous substances (chemicals etc) near or on the school site;
- Severe weather such as floods, high winds, extreme storms etc.;
- Epidemic (e.g. meningitis, legionnaires disease);
- The death or major injury of a child, staff member or governor (through accident, suicide or murder).

Other events may also be deemed to be emergencies in schools because of the impact they have on teachers, pupils or other staff, sometimes for a protracted period of time. Such events could be:

- An incident in the community which is seen or experienced by pupils or staff;
- An incident affecting relatives of pupils and which is known about within the school;
- An incident affecting a nearby or comparable school.

Activation of a School's Emergency Response

Notification of the incident could be from a member of school staff, pupil, parent, or the emergency services.

EMERGENCY RESPONSE ON NOTIFICATION AND ESCALATION CHAIN

ACTIVATION

School's first notice of an emergency may be received in a variety of ways.

a) Staff/pupils.
b) Emergency Services.
c) South Gloucestershire Children, Adults & Health (SGCAH)
d) Parents/guardian.
e) Council's Main Switch Board

TIERED RESPONSE

It is highly impractical to plan for every possible emergency scenario. A tiered response has been designed to ensure that the school can cope with the changing nature of emergency management and ensure that the Department for SGCAH is involved at an appropriate level.

The school is responsible for the difficult decision of assessing the level of response required. If for any reason the school is unable to establish the full extent of the situation, then advice must be sought from the Department for SGCAH.

There are three levels that make the tiered response.

Level one - Limited response
Decisive factors include:

a) Little deviation from normal activities.
b) No evacuation or sheltering required.
c) No additional support required.
d) Extremely low probability of escalation.

Level two - Co-ordinated response
Decisive factors should include:

a) Liaison with emergency services including the health authority or receiving hospitals.
b) Multi-departmental involvement – e.g., Property SGCAH
c) Situation will generate a number of enquiries from parents/guardians, pupils, media and the public.

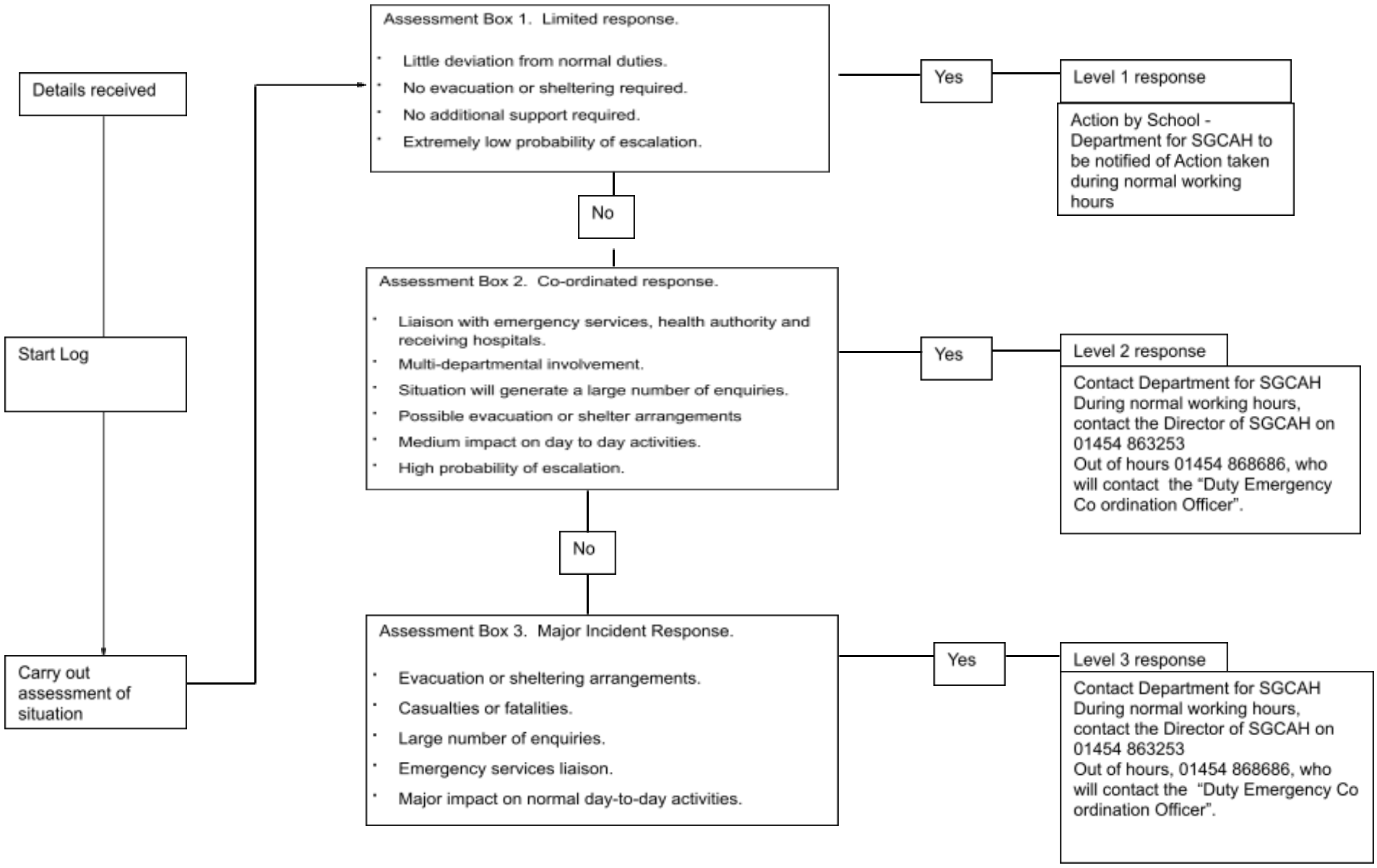
d) Possible evacuation or sheltering
e) Medium impact on day to day activities.
f) High probability of escalation.

Level Three - Major Incident Response
Decisive factors include:

a) Evacuation or sheltering arrangements.
b) Casualties or fatalities.
c) Large number of enquires from the public and media.
d) Emergency services liaison.
e) Major impact on normal day to day activities.

The tiered response approach is flexible enough to upgrade or downgrade the response at the situation evolves and demand changes.

EMERGENCY ACTION – ASSESSMENT PROMPT



LEVEL 1 RESPONSE BY SCHOOL

- Initiate a log of actions/decisions taken
- Establish Needs
- Contact Department for SGCAH during normal hours on 01454 863253

LEVEL 2 RESPONSE BY SCHOOL & DEPT for SGCAH

- Contact Department for SGCAH
  - Action by School
-
  - working hours 01454 863253
  - out of hours 01454 868686
- Initiate a log of actions/decisions taken
- Inform relevant (or all) School Governors
- Establish a shift rota, relief officers and rest periods

Action by Department for SGCAH in conjunction with the school

- Inform SGC Corporate Communications Team.
- Director/Deputy Director of SGCAH to be contacted
- Communications established with SGCAH Department Liaison Officers
- Does the Department for SGCAH Emergency Management Team need to be activated?
- Inform the Emergency Planning Team
- Is the Emergency Operations Centre needed to handle the enquiries?

Consider contacting :

- ☐ Corporate H&S Manager
- ☐ Insurance section
- ☐ Relevant contractors, catering etc
- ☐ Home to school transport
- ☐ Property services
- ☐ Relevant trade unions

- Situation received with a view to escalate to Level 3 Response
- Establish a shift rota, relief officers, rest periods, refreshments, building access and any required day to day operations

LEVEL 3 RESPONSE BY DEPARTMENT for SGCAH / SCHOOL

Action by School

- Contact Department for SGCAH:
  - ☐ working hours 01454 863253
  - ☐ out of hours 01454 868686
- Inform Chair of School Governors
- Initiate a log of actions/decisions taken

Action by Department for SGCAH in conjunction with the school

- Initiate a log of actions/decisions taken
- Establish Department for CYP Emergency Management Team
- Inform SGC Communications Team
- Activate Media Centre
- Inform Emergency Planning Team and decide whether to activate Emergency Operations Centre

Emergency Planning provide

- Advice and assistance
- Activation of Councils Emergency Plan and response
- Emergency Services Liaison

Consider contacting:

- ☐ Corporate Safety Adviser
- ☐ Insurance section
- ☐ Relevant contractors, caterers etc
- ☐ Home to school transport
- ☐ Property Services
- ☐ Relevant trade unions

Actions for school and Department for SGCAH to consider

- Communication to staff
- Communication to pupils
- Communication to parents/guardians
- Consider short term issues
- Consider medium term issues
- Consider long term issues
- Establish a shift rota, relief officers, rest periods, refreshments, building access and any required day to day operations

Initial Contact – information gathering	
School	Date of call
Time of call	Name of Caller
Callers Contact Details	Location of Incident
Name and contact number of party leader and other supervising adults if different to above	
Location of the incident	Nature of the incident – date and time of incident
How many are involved Staff / Support - Pupils - Parents –	No of non injured Where have they been taken, contact details
No of injured Where have they been taken, contact details	No of fatalities Where have they been taken, contact details
Has anyone else been informed e.g. emergency services? parents? Press office? What were they told and when	Are there any other factors to consider e.g. preservation of evidence / crime scene

What further action or support is necessary?

Roles and responsibilities

The following identifies key roles and responsibilities for those that could potentially be involved in dealing with a major emergency. The list also identifies additional support from departments aside from the Department for SGCAH. These departments will be activated where appropriate within the tiered response.

School

- The Headteacher or nominated representative will need to identify risks and notify the Department for SGCAH as appropriate (See Tiered Response).
- The Headteacher or nominated representative will be very much dependent on the level of response activated. Throughout the emergency the Headteacher or nominated representative will maintain close links with the Department for SGCAH.
- The Headteacher or nominated representative will be responsible for keeping the School Governors up-to-date with the emergency.
- It is the responsibility of the school to alert and give guidance to any after school activity or private booking that may be affected by the incident.
- Your priorities are:
    1. the safety of the pupils
    2. the safety of the staff and other adults

    and when the above are secured:

    3. minimising damage to buildings (if applicable)
    4. getting back to normal as soon as possible.

Offsite and Outdoor Activities Advice

Ensure that leaders of all trips out of school follow the guidance procedures. Guidance and advice on all matters relating to offsite and hazardous activities undertaken by schools is available from Delegated Services info@delegatedservices.org

Following on from an emergency as a result of an offsite or hazardous activity, the Health & Safety Officer will provide appropriate backup assistance including subsequent accident investigation, if required by the Department for SGCAH.

Department for SGCAH Emergency Management Team

Depending on the incident and the skills required, a member of the SGCAH Emergency Team will travel to the school or other suitable location to liaise with the Headteacher. If the scale of the incident requires it s/he or they will:

- Contact the Principal Educational Psychologist for advice regarding support and to negotiate support needed
- Arrange resources such as extra telephones, copies of appropriate literature
- With the school, consider cover for the coming day(s)
- Arrange additional administrative support for the coming day(s), especially to assist with telephone enquiries

- Contact as needed:
    - Property Services
    - Schools Health & Safety Officer
    - Insurance Officer
    - Communications Team
    - Relevant Trade Unions
    - Emergency Planning
    - Catering/Cleaning
    - Planning, Policy & Monitoring Unit
    - Home to School Transport
- Make arrangements for school closure, partial closure, change of times, changes to transport and school meals
- Liaise with the emergency services involved
- Offer to make contact with another Headteacher or Deputy Head who has experience of a critical incident

Education Psychology Service

- Contact school to gain information on the incident and what is needed, and agree tasks to support the school
- Form a team to carry out the agreed tasks
- Team will meet regularly with the individuals co-ordinating the school response to review the Education Psychology input

Education Advisory Service (Debbie Gibbs team)

- To support Headteacher and staff in School
- To act as Education Liaison where appropriate

Schools Health and Safety Service (Delegated Services)

- Liaise with SGCAH and other appropriate personnel to identify and where possible take action on any risks presented by the crisis
- Comply with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

Property Services

- Helpline facility on 01454 865566
- Deal with building needs (e.g. repairs) generated by the incident
- Liaise with caretakers / cleaning services / school cleaners
- Identify temporary alternative accommodation and furniture

Emergency Planning

In the event of a major emergency:

- Activate South Gloucestershire Council's Emergency Plan
- Liaise with the emergency services, utilities, other agencies and voluntary agencies
- Co-ordinate rest/reception centres where needed to assist with those evacuated or survivors of the incident
- Activate a Media Centre
- Facilitate a Temporary Mortuary
- Co ordinate emergency feeding, transport and temporary accommodation.

Social Services & Housing/Health Services

- Organise psychological welfare support where the scope of the disaster is such that specialised skills are needed e.g. extends beyond School?
- Take the lead in setting up rest/reception centres
- Provision of advice on health matters if appropriate

Communications Team

- Co-ordinate press releases and other media messages
- Liaise with emergency services press officers
- Take the lead in setting up a media centre

Transport Services

- 07.00hrs – 17.30 hours telephone 01454 863924/5/6
  fax/out of hours 01454 863927
- Provides home to school transport.
- Liaise with schools if there is a need to cancel transport or bring forward transport timings in the event of bad weather during the day.
- Provide escorted transport for Special Schools.

Catering & Cleaning Service

- To provide a catering service in support of rest centres
- To arrange for cleaning of the site (if required)

NHLC ADDRESSES & CONTACT NUMBERS:

Mulberry Drive Campus
Mulberry Drive
Kingswood
South Glos'
BS15 4EA
Tel: 01454 532235

Key holders:
Laurie Osborne
19 Westerleigh Road
Downend
Bristol
BS16 6UY
Telephone: 07814 423437

Security Company:
Security 2000
302 Dean Road,
Avonmouth,
Bristol
BS11 8AT
Control room 0800 3689012
Richard Gabriel - 07494976045

David Selby
65 Orchard Road
Kingswood
Bristol
BS15 9TS
Telephone: 07743 852203

Jennie Mcloughlin
24 Elton Road,
Kingswood,
Bristol
BS15 1NG
Telephone: 07930855446

Tania Craig
Gable Cottage
Brockhollands
Bream
Lydney
Gloucestershire
GL15 4PW
Telephone: 07711923924

Security Company:
Security 2000
302 Dean Road,
Avonmouth,
Bristol
BS11 8AT
Control room 0800 3689012
Richard Gabriel - 07494976045
Access control and Fire Alarm Systems:
MAT Fire and security
Unit 1
Hayvatt Business Park
Hayvatt Road
Wrington
North Somerset
BS405PY
Telephone:0193486396

Courtney Road Campus
Courtney Road
Kingswood
South Glos'
BS15 9RD
Tel: 01454 532235

Keyholders:
Laurie Osborne
19 Westerleigh Road
Downend
Bristol
BS16 6UY
Telephone: 07814 423437

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302 Dean Road,
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BS11 8AT
Control room 0800 3689012
Richard Gabriel - 07494976045

David Selby
65 Orchard Road
Kingswood
Bristol
BS15 9TS
Telephone: 07743 852203

Geoff Smith
19 Ashford Way
Kingswood
Bristol
South Gloucestershire
BS15 9YP
Telephone: 0117961 6115 / 07899 806890

Tania Craig
Gable Cottage
Brockhollands
Bream
Lydney
Gloucestershire
GL15 4PW
Telephone: 07711923924

Security Company:

Security 2000
302 Dean Road,
Avonmouth,
Bristol
BS11 8AT
Control room 0800 3689012
Richard Gabriel - 07494976045

Access control and Fire Alarm Systems:
MAT Fire and security
Unit 1
Hayvatt Business Park
Hayvatt Road
Wrington
North Somerset
BS405PY
Telephone:01934863960

Emergency Contact Sheet
AppendixA
Schools should ensure that they identify their own key contacts, enter them on such a list and know how to contact them in and out of hours.

Contact	Name	Phone Number (day)	Phone Number (evening)
Director of CAH	Hilary Smith	01454 863253	
Bristol Control – South Glos emergency line	Out of hours emergency call line		01454 868009
Intoheat 290 – 292 Whitehall Road, Bristol BS5 7BG Maintenance@intoheat.co.uk		01179354634	01179354634
C&C electrical solutions 11 Robbins Close, Bradley Stoke, Bristol BS32 8AS info@candcelectricalsolutions.co.uk		01173 309006	01173 309006
Property Services Manager (CYP Traded Services)		01454865124 (W) 01179 325816 (H) 07771 911882	
Risk Management & Insurance Manager	Ailsa Collins	01454 864730	
Delegated Services		01275 795 827	
Head of HR for Schools		01454 863212	
Integrated Transport Services	Joe Yeates	01454 863926/5/4	
Laurie Osborne	Premises Manager	01454 532255	0117 956 8107 07858140084
David Selby	Caretaker	07743 852203	07743 852203
Tania Craig	Executive Head	01454 532255	O1594 564730 07711923924
Katie Stewart	School Business Manager	01454 532255	07816 456091

Joseph Lee	Safeguarding/Child Protection Officer	01454 532235	07720 293054
Andrew Mclean	Chair of Governors	07812 186256	07812 186256
Jennie Mcloughlin	PA to Headteacher	01454 532255	07930855446

Communication with parents/carers

The Head or Deputy will be responsible for initiating communication procedures. Details of this plan will also be kept on each campus and saved to the shared IT network, where it is available to all staff.

Communications with the media

The SGC Communications Team will take a lead for dealing with the Media in the event of any incident and will liaise with SGCAH to ensure the correct information is passed to the Media.

Staff should not deal directly with the Media and any requests should be passed to the SGC Communications team. Staff will need to be aware that any comments made to the Press could jeopardise any subsequent enquiry following on from the event. Staff should also be aware that the Media will use any method to get a story.

Evacuation

In the event that is it is necessary to evacuate the NHLC premises, the following locations will be used:
Mulberry Drive – Courtney Road Campus. Kingswood, BS15 4EA
Courtney Road – Mulberry Drive Campus, Mulberry Drive, Kingswood, BS15 9RD

Finance

In the event of an emergency, where usual systems are not available, the Executive Head, School Business Manager (SBM) and Site Manager will be authorised to use NHLC purchase cards as required up to a maximum of £500 per transaction to a maximum of £1000 per day as directed by the Executive Head. In the absence of the Executive Head, Authorisation will fall to the Deputy Head, then the SBM in that order.

In the absence of all of the above, identified staff may use available petty cash as a last resort.

Returning to normal

Consider symptoms of stress and what actions you will take if you believe levels of stress are adversely affecting staff or pupils.

Seek advice from Education Psychology Service

Debrief

It may be appropriate that all staff are involved in an immediate 'debrief' or review of the incident, it may also be appropriate to have a further debrief a few weeks on. Information should be recorded. It may be appropriate to involve others e.g. Older students, parents or community if applicable.

Log Sheet

It is essential that all actions and decisions taken by staff at the school are recorded on a log sheet, with the date and time. This may become evidence at a later date, if an enquiry takes place.

Important:
All log sheets (copies will need to be made in advance) should be page numbered and dedicated serial numbers included to ensure every action/decision can be clearly identified at a future date.

A sample Log Sheet is attached at Appendix B.

Appendix B
Sample Log Sheet - Page ……..

School Name : ……

Log keepers name 1) 2) 3)

Serial No	Date and Time	Message	Action	Signed

<u>Notes for Logkeepers</u> a) Serial no. must be four figures b) Note when each logkeeper changes c) Each entry must be signed d) When complete: copy to Education Emergency Team, Emergency Planning and Communications Officer		