

**WESTBOURNE ACADEMY**  
**CRITICAL INCIDENT / EMERGENCY ACTION PLAN**

The Westbourne Academy Emergency Action Plan is intended to assist agents, students, group leaders, parents and staff to understand our procedure during an emergency situation which results in WA being closed due to extenuating circumstances, such as disasters, either natural or man-made including serious injury to a student or member of staff, significant damage to school property, criminal or terrorist activity, accidents, fire, severe weather, public health incidents or the effects of a disaster in the local community. Please note that this procedure is intended as a guideline only, as every situation is different and may require a different response. In addition, this document includes the course of action when dealing with onsite and offsite emergencies. (Emergency Response and Crisis Management Plan)

**Responsibilities of Key staff**

**Principal**

- To coordinate emergency response and liaise closely with other key staff members.
- To inform and update the MD at NCC as the situation develops.
- To ensure at all times that they maintain a record of home telephone numbers, mobile phone numbers and email addresses of all administrative staff and management to contact in the event of an emergency. This information should be kept confidential. An updated list should be sent to the Managing Director.

**Director of Studies**

- To contact all academic staff and instruct them accordingly, considering such issues as when to return to work, whether the school buildings are safe to use and accessible.
- To liaise with the Head of Administration to establish the well-being of existing students.
- To maintain a list of all teachers' contact details and to provide an updated copy to the Principal.

**Academic Administrator**

- To assist or deputise for the Director of Studies as required.

**Head of Administration / Office Assistant**

- To contact all current students and update them on the nature of the emergency and how it affects the school including whether we are running classes and whether the building is safe to use and accessible.
- To contact agents, and wherever possible the students' families and/or prospective students who may be affected by the emergency and keep them informed about our response and the well-being of their students.
- To contact agents or emergency contacts of students who remain unaccounted for.
- To update website with a special notice on the homepage providing information or contact details in event of an emergency.

**Head of Accommodation**

- To contact and update homestay providers and students in private accommodation about the emergency and the way we are dealing with it.
- To liaise with other departments to establish the well-being of existing students.
- To advise on whether and when it is safe for students to return to the school for classes.

**Information for Staff**

All efforts will be made to keep staff updated on the status of the emergency and staff should check emails regularly for the latest information on closure of the school and when it is expected to reopen. At all times, staff should exercise discretion and not travel if they feel it is unsafe to do so.

### Contacting Existing Students, Their Agents, and Their Emergency Contacts

Our students are typically far from home and WA has a duty of care to keep their families fully informed about their welfare. Therefore, it is essential that accurate information about the emergency, and those affected, is passed on to agents and/or emergency contacts at the very earliest opportunity. Those contacted will need to know the nature of the emergency, how the students are affected, when to expect the school to reopen, and how to contact the school.

Emergency contact for students, agents and other concerned parties

School Emergency Email	<a href="mailto:info@westbourneacademy.com">info@westbourneacademy.com</a>
Emergency Telephone	(+44) 7974348453

### Communication Guidelines

Clear communication is very important during an emergency. There are several methods of communication to be used: Recorded messages to phones or other devices, Email notifications, Social Media notifications, Text messages, News and other media releases and Phone calls.

Notifications should be given in plain language.

Notifications to the neighbouring area: In the event that a school emergency can impact the wider community, WA will partner with local public agencies to alert the surrounding areas. The Crisis Management lead (M.Halls) will deal with the outside community and the media and any information given will be assessed carefully beforehand and if possible checked with the MD. (R.Surtees).

In all life-threatening emergencies, WA employees or students should dial the emergency service numbers to notify local authorities.

Listed below are some of the local authorities that can be contacted in an emergency situation:

*UK Emergency phone number 999  
Europe Emergency phone number 112*

### Additional Measures

First aid measures are put into practice any time it is required by the situation. In situations where the notification system includes evacuation or lockdown procedures, the staff are responsible for assisting students in responding accordingly to the procedures.

### Dealing with onsite and offsite emergencies.

Major incidents can occur within the vicinity of the school or when students are on a school activity / excursion.

If an emergency occurs in the school, The Critical Incident Support Team will set up a, Emergency Control Room in the Meeting Room next to reception. The CIST will consist of Mark Halls (Crises Management Lead ) / Emma Jayne Lochhead / Vanessa Elphick / Louise Ingham & Richard Surtees. Students and staff will be advised to remain in the building until any immediate external threat seems to have subsided.

Any Staff member taking a group of WA students on an offsite visit / activity, **MUST** have read, and carry with them, the Activity Emergency Action Plan which is a supplement to each Risk Assessment. There will be contact between the person in charge of the activity and the CIST at WA to manage any emergency as safely and effectively as possible.

In the event of any other form of emergency in a classroom or some other area in the school staff will inform the Head or next most senior member of staff immediately so that appropriate action can be taken.

### Emergency Evacuation Procedures on site

Individual members of staff will ensure the safe evacuation of all students for whom they are responsible and report to the CIST in Skerryvore gardens which is the designated place of safety.

When the fire alarm sounds, students will be marshalled in an orderly fashion following the nearest available escape route and, if possible, all windows and doors should be closed as they exit the building. Students and staff will assemble Skerryvore Gardens. On arrival, names will be checked against the attendance register and then staff will inform a member of the CIST that all of their students have been

accounted for. If someone is missing the building will not be re-entered under any circumstances. The information will be given to the most senior member of the CIST so that a search can be instigated. Nobody will re-enter any building until given express permission to do so by the senior officer of the emergency services.

### **Unwelcome Intruders**

All visitors to the school will be required to wear an identification badge. Any non-member of staff found in school without a badge will be challenged and accompanied to reception.

If an intruder refuses to co-operate, staff will inform the most senior member of staff immediately. The police will be called as a matter of routine if an intruder refuses to co-operate with school staff. On no account will any member of staff attempt to use force to attack or evict an unwelcome intruder.

In the event of a lockdown a member of the CIST will use 3 loud blasts of a whistle to indicate there is a threat and that teachers must lock the classroom door and keep their students safe and away from any windows or doors and only unlock the door when the CIST have indicated it is safe to do so. The front door will be locked and the fire exits securely shut.

In the event of a terrorist attack when there is a direct risk to lives then staff and students should follow the 'RUN, HIDE, TELL' procedure. RUN away from the danger to a place of safety, particularly places with reinforced walls. If you can't move to safety, HIDE. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally, and only when it is safe to do so, TELL the police by calling 999. Remain in hiding until all danger has passed. Once it is safe to do so students and staff need to switch on mobile phones again so that contact can be made.

### **Record keeping**

Any incidents will be carefully logged in the Issues Raised spreadsheet located in the Heads Folder. Depending on the type of the emergency WA may need to report to RIDDOR. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 and the British Council.

### **Review the Plan**

The Critical Incident Support Team consisting of Mark Halls (Crises Management Lead) / Emma Jayne Lochhead / Vanessa Elphick / Louise Ingham will review the Emergency action plan annually or after a recorded incident.