

# HOLY FAMILY CATHOLIC SCHOOL



## Business Continuity Plan

<b>Date agreed</b>	<b>October 2024</b>
<b>Next review date</b>	<b>October 2025 (or in line with Catholic Education Services (CES) / LBWF Changes)</b>

### **THE MISSION STATEMENT OF THE SCHOOL**

***Holy Family Catholic School is a Catholic community embracing the clear Christian values of respect, service and justice.***

***We are a family of many cultures sharing one faith.***

***We exist to educate young people towards excellence in all dimensions of their lives, recognising the uniqueness of each and the equality of all.***

## Aim and objectives

The aim of this emergency response plan is to mitigate the effects of any major emergency situation on the school, staff and pupils etc.

The supporting objectives are to:

- Prevent/minimise the loss of life and injury to pupils and staff;
- Alert and work with relevant parties as necessary to provide guidance and reassurance e.g. Emergency Services, Parent/Carers, School Governors, Children Services Business Support Section etc;
- Manage the situation until the relevant support arrives;
- Minimise disruption to the normal daily routine of staff and pupils;
- Ensure appropriate working with the media; and
- Support staff, pupils, parents/carers in the aftermath of the incident.

This document has been prepared in conjunction with the London Borough of Waltham Forest Major Emergency Response Plan (MERP),

Copies of this plan are held on the school site at the following location

- Business Director's Office (Walthamstow site)
- Deputy Heads office (both sites)
- Front Office (both sites)
- HFCS Staff Pages

Staff are informed of the contents of this Emergency Response Plan and relevant updates via the Business Director and the Headteacher.

The school Emergency Response Team consists of the following personnel:

Headteacher	Mrs Carolyn Laws
Deputy Headteacher(s)	Mr Paul Murphy Mr Jason Gharu
Business Director	Mrs Ayesha Sabri
Premises Manager	Mr Jordan Curtis
First Aider(s)	Joy Lazarus Maureen Thorogood Caroline Pike Paula Sutton
Work Experience Co-ordinator	Jose Fidgenon-Edoh
Special Needs Co-ordinator	Monika Scullion

Individual roles and responsibilities are outlined as below:

ROLE	RESPONSIBILITY	PERSON(S) RESPONSIBLE
Incident Manager	<ul style="list-style-type: none"> <li>• Consider the need to alert other colleagues and external agencies</li> <li>• Establish an Emergency Response Team and allocate roles</li> <li>• Collate all relevant information relating to the emergency</li> <li>• Co-ordinate the emergency response strategy, liaising with relevant agencies, eg the emergency services, Children Services Business Support Section, school governors as appropriate</li> <li>• Evacuate buildings/ close school as necessary</li> <li>• Monitor the emergency response</li> <li>• Provide regular staff/ team briefings</li> <li>• Authorise any additional expenditure</li> </ul>	Headteacher Deputy Headteacher Business Director Senior Staff Members
Deputy Incident Manager	<ul style="list-style-type: none"> <li>• Assists Incident Manager</li> <li>• Co-ordinates and manages staff in the Emergency Response Team</li> <li>• Monitors staff welfare and organises staff roster</li> </ul>	Deputy Headteacher or Senior Member of staff
Parent/Carer Liaison Officer(s)	<ul style="list-style-type: none"> <li>• Advises parents/ carers and provides information</li> <li>• Provides point of contact</li> <li>• Arranges on site co-ordination of visiting parents/ carers</li> <li>• Maintains regular contact with parents/ carers where appropriate</li> </ul>	Senior members of staff School Governors
Administrators	<ul style="list-style-type: none"> <li>• Staff the telephone lines</li> <li>• Help to collate information</li> <li>• Relay incoming and outgoing messages by phone, fax, email, etc. in a prompt manner</li> <li>• Provide admin. support to the Incident Manager and Deputy Incident Manager</li> </ul>	School office staff Learning Support Assistants

	<ul style="list-style-type: none"> <li>• Maintain a log of key events and decisions, including expenses incurred</li> </ul>	
Communications Officer/Media Spokesperson	<ul style="list-style-type: none"> <li>• Acts as point of contact for media enquiries</li> <li>• Works with Corporate Communications Team to prepare media statements/ interviews</li> <li>• Assist with internal communications</li> </ul>	Senior member of staff or School Governor
Teachers	<ul style="list-style-type: none"> <li>• Maintain supervision</li> <li>• Ensure the safety and security of pupils</li> <li>• Provide information and offer reassurance</li> <li>• Take roll call where necessary</li> <li>• Monitor pupils physical and psychological welfare</li> </ul>	Assisted by Learning Support Assistants
Premises Manager	<ul style="list-style-type: none"> <li>• Ensure site security at all times</li> <li>• Provide information about site facilities/ layout as necessary</li> <li>• Assist with access/ egress to the school</li> </ul>	Caretakers
Liaison Officer	<ul style="list-style-type: none"> <li>• Communicate with colleagues at the school on a regular basis and receive updates/ progress reports</li> <li>• Relay information to and from the Property Repairs and Maintenance Team Tel: 020 8496 8962/8053.</li> <li>• Also, the Health and Safety Team: 020 8496 3408/6932/3413.</li> <li>• Children's Support Services – Business Section on Tel: 020 8496 3593.</li> </ul>	Senior member of staff

## Major Emergency e.g. Fire or Bomb Treat:

The staff member witnessing or first discovering the emergency situation will be responsible for initiating the immediate response to the threat. This may involve:

- In case of a Fire, activate the Fire Evacuation Procedure, see LCoP guidance document no:34.
- Summon help/ call for the emergency services (dial 999)
- Taking charge of the scene until further support arrives
- Securing immediate welfare of pupils and staff eg through shelter or evacuation
- Alerting Headteacher, Deputy Head or most senior member of staff in their absence
- Logging relevant information eg location and time of emergency, details of persons involved, summary of events, etc.

EMERGENCY PLANNING RESPONSE NUMBERS	
Emergency Services	999
Waltham Forest Direct 24/7 And ask to be put through to the Borough Emergency Control Centre. Premises Helpdesk for R&M Property and Programmes. Children Services Business support Section Health and Safety Team	020 8496 3000  020 8523 4221 020 8496 8962/8053 Email:BuildingsRepairs&MaintainanceGroup@walthamforest.gov.uk 020 8496 3593/2 020 8496 3408/3413/6931/3259.                      Mobile: 07772 141210

Once the initial alert has been made, consideration must be given to who else should be informed eg school governors, parents/carers etc. It is imperative that contact details are maintained (including out of hours) and be readily accessible.

A cascade system of alerting relevant persons should be considered as this allows information to be distributed quickly by several people.

**Emergency Telephone/Mobile Phone/Fax/email /address list or location where information is held:**

TITLE	DETAILS
<ul style="list-style-type: none"> <li>• List of school staff</li> <li>• List of governors</li> <li>• List of parents</li> <li>• Fire</li> <li>• Police</li> <li>• Ambulance</li> <li>• Bank</li> <li>• Building Consultancy</li> <li>• Catering facilities</li> <li>• Church hall/faith groups</li> <li>• Coach hire</li> </ul>	<p>School offices on both sites            School offices on both sites            School offices on both sites            999            999            999            Lloyds Bank, Grant Wallis, 07468 750 814            PCH, Mark Hatley 07818 036 667            Christine Cornall - 020 8496 8264</p>
<ul style="list-style-type: none"> <li>• Counselling services</li> <li>• Waltham Forest Direct 24/7</li> <li>• Children Services Business Support Section</li> </ul>	<p>LBWF</p>
<ul style="list-style-type: none"> <li>• Electricity supplier</li> <li>• Transco</li> <li>• Generators</li> <li>• Glaziers</li> <li>• Health &amp; Safety Executive</li> <li>• Insurance &amp; Risk Manager</li> <li>• Head of Press &amp; Publicity</li> <li>• Other local schools</li> <li>• Portable classroom supplier</li> <li>• Portable telephones</li> <li>• Portable heaters</li> <li>• Plant hire firms</li> <li>• Post Office</li> <li>• Property agents</li> <li>• Pumps</li> <li>• Roofing contractors</li> <li>• Salvage specialists</li> </ul>	<p>SMILES (via Jordan)</p> <p>EBE Network via LBWF</p>
<ul style="list-style-type: none"> <li>• Security services</li> <li>• Security guards</li> <li>• Water authority</li> <li>• Other relevant parties</li> <li>• Computing services suppliers</li> </ul>	<p>Churches Fire 0370 608 4350            Mark Ward 07956 278438</p>

## Grab Pack Information:

School Grab Pack contents (to be issued to relevant staff)

Grab Packs held on school site in General Office at Walthamstow House and Wiseman site

Contents of Grab Pack to include:

High Visibility vests/ ID badges  
School Emergency Plan  
Pen/Paper/Clipboard/blank log sheets  
Local map  
A4 school plan  
List of essential contact numbers  
Torch  
Whistle  
Small radio receiving AM/FM

A large-scale map showing nearest:

- Police, fire, ambulance stations
- Accident and Emergency Hospital
- Alternative parking facilities

Can be located at: Wiseman site / Walthamstow House.....

A small-scale site plan of the school showing:

- Fire call points
- Fire assembly locations
- Fire hydrants
- Chemical stores
- Electricity, gas and water services cut off points



## Useful information:

ICT server is located L31a , U30a

ICT systems are backed up daily via medium and physical tape and taken to the alternate site for safe keeping, Restoration of Windows environment would be 5 days , MACS environment 5-10 days

Relevant back-ups of all computer records are kept off site via: - As above

The assets register record is kept off site via: As above

The school manages Educational Visits via: SLT reviewing each application for a visit and ensuring adequate staffing and any hazards eliminated. Otherwise the visits are not allowed.

The school manages Work Experience Placements via: Jose Fidegnon-Edoh who advises SLT prior to placements occurring. Participants are visited during the placements

Lettings arrangements are organised and managed via: Lauren Farrugia

The school arrangements for dealing with the threat of flooding are as follows:  
Jordan Curtis (Premises Manager) / LBWF to manage issues.  
Sites are reviewed by experienced surveyors who advise of risks

## Off Site Evacuation Plan

Although it may be unprecedented for a whole school site evacuation, Senior Managers and staff should recognise the possibility and have drawn up the following contingency arrangements to implement this scenario:

- Transport details

We have good transport links with a close proximity to TfL buses. Staff and pupils could be dispersed quickly from both sites and away from danger

- Alternative location(s) details

Reciprocal arrangements with Walthamstow School for Girls / OLSG

We have two sites so a short term measure would be to located to another site. If one part of the school site could not be used portakabins could be brought in and sited on the playgrounds or car parks

- Pupil supervision/registration arrangements

Staff are conversant with emergency evacuation procedures and there are Fire Drills contacted at **least termly**.

- SEN/Medical needs arrangements and support

Well documented

- Staff liaison with Children Services Business Support Section

Regular meetings held with LBWF

- School Grab Pack locations/contents

School offices, Business Director's office

- Communications/liaison arrangements with BT/Network supplier

Managed by ICT Manager Michael Crowe

- Contact with Waltham Forest Insurance Sections to arrange mobile classrooms, etc.  
Andrea Nitschke 020 8496 4289

School arrangements to supervise pupils beyond normal school hours due to an emergency situation are as follows:

Pupils on school premises are accounted for and supervised by teachers who are responsible for their individual classes. It is the teachers responsibility to ensure pupils leave the premises after classes are ended.

In addition, premises staff are aware of staff and pupils remaining on the premises after normal hours and ensure both their safety and that they leave before the premises are shut for the day.

School arrangements to respond to emergency situations outside working hours are as follows:

Pupils can be contacted after hours via group call which can be activated by Office Staff. This facility allows messages to be sent to multiple users using latest technology.

Parent mail similarly is a facility that can be used to contact students remotely and send multiple messages. This is accessed by Office Staff.

# **BOMBS**

## **DEFUSING THE THREAT**

- ❖ Encourage your staff to be alert at all times for suspicious objects and people-both inside and outside your building.
- ❖ Always ensure that details of the premises key holders are kept up-to-date and are available to the Council's Emergency Service.
- ❖ Try and reduce the number of places in which a bomb could be concealed. Lock all cupboards and unused rooms. Do not let rubbish accumulate and do not let shrubbery become overgrown.

### **1. If you find a suspicious package :-**

- ❖ you should evacuate the premises to a predetermined assembly area at least 150 meters from the building and out of its line of sight.
- ❖ inform the police by dialling 999.
- ❖ doors and windows should, whenever possible, be left open.
- ❖ lights should be left on to assist any subsequent search.
- ❖ the person finding the suspicious object should be available immediately for interview by the police.

### **2. The Telephone Threat**

- ❖ obtain as much information from the caller as possible. A checklist of the action to be taken by anyone receiving a threatening call is attached. It should be completed by whoever received the bomb threat. It may assist police to trace the caller as well as locate the bomb.
- ❖ you will need to make an assessment of the call and decide to :-
  - i) evacuate the building immediately or
  - ii) search first before considering evacuation.
- ❖ notify the Police and Local Authority immediately. They will advise you on searching, evacuation and re-occupation.

### **3. Re-occupation**

- ❖ when you have evacuated without a search and no explosion occurs, you will in due course have to consider re-occupation.
- ❖ do not allow staff or the public to return before the building has been thoroughly searched (if a time of explosion was given over the phone, you must allow at least 30 minutes to elapse before undertaking a search.

**ACTION CHECKLIST FOR ANYONE RECEIVING A TELEPHONE BOMB THREAT**

*If possible immediately alert someone else (so that the Premises Manager / Headteacher can be informed) But **DO NOT PUT DOWN THE HANDSET OR CUT OFF THE CONVERSATION.***

Obtain as much information as you can.

Try to keep the caller talking (apologise for bad line, ask him to speak up.)

Complete this form as you go along, asking questions in sequence as necessary.

MESSAGE (exact words)

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Where is it ? \_\_\_\_\_

What time will it go off? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it?  
(type of explosive) \_\_\_\_\_

Why are you doing this? \_\_\_\_\_

Who are you ? Name : \_\_\_\_\_

Address : \_\_\_\_\_

Time of call : \_\_\_\_\_

**WHEN THE CALL HAS FINISHED GIVE THIS FORM TO THE PREMISES MANAGER / HEADTEACHER, WHO WILL DECIDE WHAT TO DO. THE MORE INFORMATION YOU GET, THE EASIER IT WILL BE TO DECIDE WHETHER THE WARNING WAS GENUINE OR NOT.**

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# SCHOOL EMERGENCY RESPONSE PLAN

COMPLETE THE FOLLOWING AS SOON AS

## PRACTICABLE DETAILS OF CALLER

Man ----- Woman----- Child -----  
--- Old/Young ----- Not known -----  
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## SPEECH

Intoxicated----- Rational ----- Rambling -----  
-- Speech Impediment ----- Laughing -----  
--- Serious----- Accent -----  
-- Was the message read or spontaneous ? -----  
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## DISTRACTIONS

Call box pay  
Any noise on the line ? ----- tone or coins -----  
--- Operator ----- Interruptions -----  
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Anyone in background ? -----  
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## OTHER NOTES

Traffic ----- Talk ----- Typing ----- Machinery -----  
Aircraft ----- Music ----- Children ----- Other -----  
Person receiving call -----  
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Number of telephone on which call was received.

# SCHOOL EMERGENCY RESPONSE PLAN

## After the emergency – counselling

The school recognises that the effective management of our emergency response includes the provision of support, where necessary, after the event. The recovery timeline will focus on the individual needs for continuing support.

As the initial response is completed, school senior managers will complete a debrief to allow a review of actions taken. Pupils, parents/carers and staff will be given the opportunity to talk through their experiences with colleagues and counsellors.

Details of Counselling Services, etc:

<b>SERVICE</b>	<b>CONTACT DETAILS</b>
Property Services	Tel: 020 8496 8962/8053
Director of Children & Young People's Services	Tel: 020 8496 3501/3500
Children and Young people's Business Support Service	Tel: 020 8496 3593/4
Health and Safety Unit	Tel: 020 8496 3408/6931/3413
Insurance and Risk Manager	Tel: 020 8496 4289/4698
Press and Publicity	Tel:020 8496 4202/4859
Educational Psychologists	Tel:TBC (LBWF)
LBWF Occupational Health	Tel:0160487088
LBWF Counselling Service	Tel: 0800 243 458



# SCHOOL EMERGENCY RESPONSE PLAN

## Log of Actions Taken

Time (use 24 hour clock)	Action Point	Person making log entry	Action required	Further comments

# SCHOOL EMERGENCY RESPONSE PLAN

## Aide-Memoire

ISSUE	YES	NO	COMMENTS/ACTION
Does the school have an Emergency Response Team (ERT)?	Y		
Has the ERT established roles and responsibilities?	Y		
Has the School Emergency Response Plan been implemented after discussions with staff?	Y		
Are procedures established to ensure contact details are maintained and updated for: <ul style="list-style-type: none"> <li>• Parents/carers</li> <li>• Staff</li> <li>• Pupils</li> </ul>	Y		
Do your ICT systems back-up daily activities?	Y		
Are back-ups of all computer records kept off site?	Y		
Is a copy of the assets register kept off site?	Y		
Is a fireproof safe used for relevant records?	Y		
Do you have site plans showing gas/water/electricity cut-off locations?	Y		
Are details of staff/pupils on Educational visits and work experience known to relevant staff?	Y		
Have risk assessments been undertaken and control measures implemented to reduce the risk (H&S Manual)?	Y		
Have precautions been taken to maintain security and to reduce the threat of arson?	Y		
Are arrangements in place to introduce counselling to pupils, staff, parents and carers as necessary?	Y		

NB: the Health and Safety Unit at Walthamstow Town Hall, Forest Road, London E 17 4JF should be notified of any major emergency situation affecting the health and safety of the staff and pupils at the school via Tel: 020 8496 3408/6931/3413, mobile: 07772 141210 or email :joan.manning@walthamforest.gov.uk