



Crisis Management Policy

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Document Quality Control

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Policy

1.0 Aims and Objectives

1. To prevent/minimise the loss of life/injury to all students, staff and visitors.
2. To swiftly inform emergency services and relevant organisations.
3. To take control of the incident until the emergency services arrive.
4. To swiftly carry out measures to ensure actions by others following the original incident do not further damage the college, students, staff or visitors.
5. To fully support students and staff following an incident, so that they are able to return to fully participating in education as soon as possible.

2.0 Roles and Responsibilities

- 2.1 The Senior Management Team will be responsible for the management of such incidents.
- 2.2 The Principal will identify key members of staff, who will form an Emergency Management Team and the Principal will communicate the names, roles and responsibilities of this team to the whole college staff. The Principal will, at his/her discretion, amend this team as appropriate to any situation.
- 2.3 In the event of a death of a student or staff member, it is the responsibility of the police to inform the families.
- 2.4 The following individuals will form the Emergency Management Team (EMT)

Position	Role
Principal	In overall control and immediate management of the incident. This will involve liaising with college personnel, emergency services, council officers, etc.
Deputy Head Academic	Responsible for the immediate management of all students and staff, assisted by other managers.
Deputy Head Pastoral	Under the direction of the Principal, is solely responsible for liaising with the media and organising communications with parents and other stakeholders.
Bursar & Head of Operations	Acting as deputy, will cover any of the above in the event of an absence.

Nurse/Wellbeing Officer	Responsible for sourcing any required bereavement or other counselling.
Head of Boarding/Senior Houseparents	Responsible for immediate liaison with boarding students

3.0 Types of Emergency

3.1 In college:

- Accidents or deliberate acts of violence
- Fire or explosion
- Forced entry to premises
- Bomb or suspected bomb being discovered
- A serious medical/infectious condition, e.g. meningitis or influenza
- Serious gas or water leak
- A student or member of staff being taken hostage
- Death or serious injury of a student or members of staff

3.2 Off Site:

- Transport-related incident to students or staff which result in hospitalisation
- Severe weather: snow, storms etc.
- The death of a student or member of staff either by accident or natural causes
- Terrorist act which results in injury or death

Lists 3.1 and 3.2 are for guidance and are not exhaustive.

3.3 In order to minimise the effect of any emergency, the college will endeavour to ensure that emergencies are dealt with smoothly and efficiently, with the minimum of stress to students, staff and bystanders.

3.4 The establishment of an Emergency Management Team will be one of the first steps to be taken.

3.5 We will consult with all relevant services to ensure our policy is robust

3.6 We will carefully consider all possible scenarios and prepare comprehensive plans to resolve these issues

4.0 Implementation

- 4.1 The policy will be discussed with key staff who are nominated within the policy to ensure they are fully aware of their roles and responsibilities.
- 4.2 A staff meeting or part of a staff development session will be allocated to share this with staff. Training will be considered for appropriate staff, in relation to some of the main types of incident below.
- 4.3 A central location will be identified to keep a hard copy of the policy and who should have access to the details of the policy and emergency contact details. This is currently, at the college Reception desk.
- 4.4 Associate staff will be nominated to access personal files, to ensure information is always up-to-date.
- 4.5 Current lists of contact phone numbers will be available in hard and electronic versions – both staff and student details (in the Critical Incident File kept off-site with the Principal and on the college Reception desk.
- 4.6 The Principal/Head and nominated staff (Head of Pastoral) to keep a copy of the current policy and all contact details at home, as emergencies sometimes happen when the college is not occupied.

5.0 Communication

- 5.1 Clear lines of communication to all stakeholders and external agencies, including the media, are essential.
- 5.2 It is the role of the SMT to ensure that staff and resources are allocated which allow information to be distributed without hindrance to all parties.

5.3 Landline Telephony

- 5.3.1 It is likely that pressure will be placed on the college switchboard lines, which could hamper the ability of the college to receive and send information. In the event of the college telephone system being inoperable, the Principal is to commandeer other lines as necessary.

5.4 Mobile phones

- 5.4.1 In the event that the college may have to be evacuated, mobile phones will be needed. It is advisable that all members of the Emergency Management Team (EMT) have mobile phones.
- 5.4.2 The numbers of the mobile phones and those of the private direct line should be entered into the memories of these phones, to ensure ease of contact.

5.5 Briefings

- 5.5.1 The EMT should consider providing scripts on a regular basis for staff who are manning the switchboard.

- 5.5.2 Emails will be used to keep staff up-to-date.
- 5.5.3 All members of the EMT will have a list of each other's contact telephone numbers in order to meet the needs of the college's Crisis Management Policy.
- 5.5.4 All information should be factual: time and location of incident; numbers of students and staff involved (no names); summary of action taken. Staff should not be drawn into speculation, just stick to the facts. Provide the time of next update.
- 5.5.5 All media coverage should be monitored for accuracy and any inaccuracies corrected.
- 5.5.6 Media should be placed in a room separated from students, staff and parents to manage media access to these groups.

5.6 Students' Mobile Phones

- 5.6.1 Students should be strongly discouraged from using personal mobile phones to ring parents or others.

6.0 Emergency Cascade System

- 6.1 If the college cannot be opened for any reason, an emergency cascade system should be used. Starting with the Principal at the top of the cascade, she/he communicates with the SMT, who in turn will communicate to all relevant parties a clear message about the status of the college and any actions to be taken.
- 6.2 All members of the SMT must maintain an up to date staff contact list offsite, in a secure location.

7.0 Policy Review

- 7.1 Responsibility for reviewing this policy rests with the Principal, who will consult with the SMT to review this on their behalf.
- 7.2 This policy will be reviewed annually.

8.0 Guidance for Staff

- 8.1 Staff should be familiar with the Crisis Management Policy and in the event of an emergency:
 - Check their emails for information and updates.
 - Refer to information which will be posted on the reception screen
 - Attend any arranged briefing sessions.

Appendix 1 - Immediate to Long Term Tasks in the Event of an Emergency

A. ACTION: IMMEDIATELY

- Obtain as much factual information about the state of the emergency
- Alert the Principal
- The Principal will activate the emergency management team.

B. ACTION: WITHIN THE FIRST FEW HOURS

- Carry out a quick appreciation of the immediate responses required
- Select and set up control arrangements to manage the incident and ensure students and staff in the college are safe

C. ACTION: WITHIN HOURS

- Call a staff meeting to give information
- Inform students in a sensitive way – in small groups if possible
- Arrange a debriefing meeting for all staff involved in the incident
- Arrange a debriefing meeting for all students involved in the incident

D. ACTION: WITHIN THE NEXT FEW DAYS; IT COULD BE LONGER

- Facilitate support for high-risk students and staff
- Attend / organise funerals, services, memorials

E. ACTION: AS SOON AS POSSIBLE FOR AS LONG AS NECESSARY

- Decide and agree on a range of responses and support measures
- These have the potential to run for several weeks or months
- Refer affected students and staff to appropriate counselling.

Appendix 2 - Arson

Prevention Strategy

- 1.0 The college completes a Fire Risk Assessment, which will include the possibility of Arson. This assessment forms part of the Staff induction and on-going training.
- 2.0 Fire Safety will be included in the curriculum as part of the Personal Development/Enrichment course.
- 3.0 The college Good Behaviour and Sanctions Policy will support staff to carefully manage student access during lessons, at breaks and before/after college.
- 4.0 A comprehensive site security review will be completed on an annual basis, or at a shorter time, if the situation dictates, due to changes in the building. This survey will control:
- 5.0 Unauthorised entry into the college buildings will be minimised by ensuring all doors, windows and skylights are secure, lighting, an effective intruder alarm system is fitted and prosecution- CCTV cameras and digital recording facilities are fitted where necessary.
- 6.0 Any new building work approved by the Bursar.
- 7.0 Procedures are applied to ensure that access to any combustible material is strictly limited.
- 8.0 Procedures to 'close-down' areas of the college are applied after college, each day as appropriate.
- 9.0 In line with Government advice, any instances of suspected arson will be reported to all parents, to inform and equally stress the dangers of Arson.
- 10.0 The college's Emergency Evacuation Procedure is applied and reviewed annually, with the assistance of the Fire & Rescue Service.