

3. GUIDANCE FOR SPECIFIC INCIDENTS

3.1 ACCIDENTS AND INJURIES

Ensure pupils, children and young people are not at risk from hazards. If an accident or near miss occurs then ensure that the correct procedures are followed.

If an accident occurs offsite then:

- Administer first aid until ambulance arrives, if applicable or person feels better.
- Alert the school, which should then inform the parents/carers.
- It is very important that an incident log is kept

3.2 ATTACK ON A STUDENT/ MEMBER OF STAFF

Refer to [Section 2.12 Violence at Work](#) of the Corporate, Health, Safety & Welfare Guidance Manual (yellow binder) and [Section 3.13 Violence in the Education Sector](#) of the School's Health and Safety Manual (pink binder) for further information.

In order to minimise the potential for violence, the school will undertake risk assessments to identify hazards and risks, and to identify mitigation and control measures which can be implemented. For example physical aspects and design of the environment, school security, working practices, training etc.

Following any incident, the school will provide emotional and practical support for those involved as a follow up to any immediate medical treatment.

After any incident, information will be recorded (with the use of the accident and violent incident forms) in sufficient detail to devise appropriate preventative strategies and to share with others. Staff and students will be encouraged to report all incidents so that a true and accurate picture can be developed.

3.3 BOMB THREAT/SUSPECT PACKAGES

Detailed and specific information on fire, bomb threats and evacuation procedures can be found in [Section 2.3 Emergency-procedures](#) and [Section 2.4 Fire Safety](#) of the Corporate Health, Safety and Welfare Manual of Guidance and [Section 3.1 Emergency Procedures](#) of the Schools Health and Safety Manual.

See also Evacuation Plan ([section 4.06](#))

3.4 BROADMOOR ALERT

Please refer to the Broadmoor Alert Plan ([see section 4.01](#)).

3.5 CARBON MONOXIDE LEAKAGE

In this context carbon monoxide is a product of the incomplete combustion of gas, for example in a central heating boiler or gas fired convector heater. This can be caused by inadequate ventilation or mechanical faults resulting in the leakage of carbon monoxide into the surrounding area.

Carbon Monoxide is colourless and odourless. It combines more readily with the haemoglobin in human red blood cells than oxygen, and inhalation can make people feel sleepy, fall unconscious, and where there is prolonged exposure, to die from oxygen starvation. Inhalation of carbon monoxide can also turn the skin pink.

In the case of suspected carbon monoxide leakage:

- Call Site Controller/Equivalent Person/Headteacher
- Open all doors and windows
- Switch off and isolate the appliance that is suspected of causing the leak.
- Report the appliance to the LA Customer Services who will arrange an urgent call out of a Gas Safe registered contractor.
- Report the matter to the LA Construction and Maintenance team.

If you are unable to identify the source of the leak, do a risk assessment and consider evacuating all or part of the building. Contact the LA Construction and Maintenance team immediately.

3.6 CHEMICAL / TOXIC / HAZARDOUS SPILL

Call Site Controller/Equivalent Person.

If it is safe to do so identify the substance spilled and take necessary action to minimise contamination if trained to do so.

Contact CLEAPSS (Consortium for Local Authorities Provision of Science Service) (see Section 6) for guidance on the storage, disposal and cleaning up of small scale spills.

If the spill is severe, evacuate the building using fire drill procedures, move all persons to a safe location, and call the emergency services. The Fire & Rescue Service are the lead agency in dealing with chemical/toxic/hazardous spillage incidents.

If severe spill is immediately outside the building, follow lock-down procedures, keeping all pupils inside and all doors and windows locked. Switch off fans or air conditioning and avoid using electrical equipment in case sparks are produced. Do not smoke.

Further guidance on Dangerous Goods Incidents can be found in [Section 3.1 Emergency Procedures](#) of the Schools Health and Safety Manual.

3.7 DEATH

In the event of the death of a pupil or a member of staff please refer to the Bereavement Plan ([see section 4.05](#)).

3.8 EARTHQUAKE

A major earthquake is not likely to happen in the UK, but small tremors are experienced. Here are some important points to consider:

If one or two people are in the room, the safest place to be is under the door frame.

With a class of children, ask them to take cover under their desks and cover their faces with their arms to protect against falling objects.

Once initial shocks have ceased check the building for damage.

If the building appears to be damaged carry out a risk assessment and consider evacuating part or all of the building and contact the LA Construction and Maintenance team immediately.

3.9 FIGHTS BETWEEN PUPILS

Further and detailed information can be found within Guidelines for the Use of Physical Restraint in Schools (relating to Section 550A of the Education Act 1996).



In summary, this states that there are a variety of situations in which reasonable force may be appropriate to control or restrain a pupil, including where action is necessary in self-defence or because there is immediate or imminent risk of injury to an adult or child. However, there are circumstances when staff may not intervene, for example when dealing with an older pupil or physically larger pupil; in these circumstances other pupils will be removed, and assistance sought from colleagues and the police

3.10 FIRE

Detailed and specific information on fire, bomb threats and evacuation procedures can be found in [Section 2.3 Emergency-procedures](#) and [Section 2.4 Fire Safety](#) of the Corporate Health, Safety and Welfare Manual of Guidance and [Section 3.1 Emergency Procedures](#) of the Schools Health and Safety Manual.

See also Evacuation Plan ([section 4.06](#))

3.11 FLOODING

Call Site Controller/Equivalent Person.

If the flooding comes from leaking or burst pipes or tanks, switch off the stop-tap, isolate the tanks and switch off any heating and hot water plant e.g. boilers and hot water cylinders that are fed from it.

In the event of a mains water pipe burst call the water company or Interserve if used.

If water threatens electrics, switch off the power at the incoming mains.

Monitor the situation.

If necessary, evacuate the area

If flooding worsens, evacuate the whole buildings. During heavy rain, find a suitable building to house the staff and pupils.

In situation of major flooding, the LA will provide guidance and assistance, contact the Head of Education Capital and Property.

3.12 GAS LEAK

If you smell gas, or suspect there is a gas escape, you will immediately do the following:

- Open all doors and windows.
- Call Site Controller/Equivalent Person
- Shut off the gas supply at the meter control valve (if you know where it is).

If gas continues to escape, Evacuate the school and call National Grid Gas Emergencies (Formally Transco Gas) – **0800 111 999** (This is a 24 hour emergency line) and immediately inform the LA Construction and Maintenance team.

3.13 HEATING FAILURE

Guidance on heating in schools is provided by the [Approved Code of Practice \(ACoP\)](#) to the Workplace (Health, Safety and Welfare) Regulations 1992.

During working hours, the temperature in all workplaces inside school buildings should provide reasonable comfort without the need for special clothing. If reasonable comfort cannot be achieved then all reasonable steps should be taken to achieve a temperature which is as close as possible to comfortable.

The temperature should normally be at least 16 degrees Celsius. If work involves rigorous physical effort, the temperature should be at least 13 degrees Celsius. However, these temperatures may not necessarily provide reasonable comfort, depending on other factors such as air movement, relative humidity and clothing.

A sufficient number of thermometers should be provided to enable persons at work to determine the temperature in any workplace inside a school building. Temperature readings should be taken close to workstations, at working height and away from windows.

Thermometers should be available to enable temperatures to be measured throughout the school, but need not be provided in each room.



In the event of a failure of the heating system the Headteacher who will contact the Site Controller/Equivalent Person who will ascertain the cause of the failure and try to get the system working.

If this is unsuccessful then the school's reactive maintenance contractor will be called out. For schools that buy into the LA's reactive maintenance service the number is the Customer Services Call Centre 01344 352000 or Forestcare if outside office hours (01344 786500)

Where schools buy into the LA's reactive maintenance service The Principal Building Surveyor should also be notified. The Principal Building Surveyor may decide to nominate a professional heating engineer to help resolve the problem. Where schools do not buy into the LA reactive maintenance they may wish to seek the advice of an independent professional heating engineer *(insert details)*. *(Delete as appropriate)*

Where the above temperatures cannot be maintained in the occupied parts of the school, then the Headteacher will consider whether any of the following actions may be appropriate:

- Take the affected areas out of use.
- Provide temporary heaters (N.B. this should be subject of a risk assessment by the Headteacher as there may be hazards such as high surface temperatures, naked flames or fumes from bottled gas depending on the types of heaters to be used)
- Close the school as a last resort

3.14 HEATWAVE

A heatwave is a prolonged period of excessively hot weather, which may be accompanied by high humidity. The trigger temperatures for the south east of England are 31°C during the day or 16°C at night.

The Department of Health issues a [Heatwave Plan](#) heatwave plan for the UK. The core elements of this plan are:

- A Heat-Health Watch system operating from 1 June to 15 September, based on Met Office forecasts, which will trigger levels of response from the Department of Health, local authorities and other bodies.

- Advice and information issued by the Department of Health directly to the public and to health and social care professionals before a heatwave is forecast and when one is imminent.

The current heat wave alert level can be found at the [Met Office](#).

Public Health England have issued guidance for teachers and professionals [Looking after children and those in early years settings during heatwaves](#).

It advises that the school will take following precautions to ensure that those at risk especially outdoors are protected from the effects of the sun:

- children should not take part in vigorous physical activity on very hot days, such as when temperatures are in excess of 30°C
- encourage children playing outdoors to stay in the shade as much as possible
- provide children with plenty of water (such as water from a cold tap) and encourage them to drink more than usual when conditions are hot



Schools should advise parents that children should wear loose, light-coloured clothing to help keep cool and sunhats with wide brims to avoid sunburn and apply sunscreen (at least factor 15 with UVA protection) to protect skin if children are playing or taking lessons outdoors for more than 20 minutes.

3.15 HOSTAGE SITUATION

Do not try to intervene or be a hero

Co-operate and follow the instructions of the hostage taker

Alert emergency services and LA

Try to remain calm and spread calmness. The children are likely to copy your behaviour

Isolate the hostage area by evacuating other pupils or through lock-down procedure

If possible, account for everyone in the school, including all pupils, children, young people and staff, visitors, contractors etc in order to identify who might be being held hostage

On arrival of emergency services, provide them with the information and with copies of the school locality plans.

3.16 INDUSTRIAL EMERGENCY NEAR SCHOOL

For example a chemical fire or chemical spill creating hazardous fumes or smoke

Be aware of the direction of the wind and how this may affect the school

Contact the emergency services and LA immediately and follow their instructions

This may include pupils, children, young people and staff remaining in the school and closing all doors and windows to minimise inhalation of fumes

Call Site Controller / Equivalent Person.

Be prepared to Shelter or implement the Evacuation Plan ([see section 4.06](#)), Migration Plan ([see section 4.12](#)) and Closure Plan ([see section 4.03](#)).

3.17 KNOWN HAZARDS

(Make reference here to any known hazards that exist in the locality e.g. nearby factories, hazards on the school site e.g. electricity sub stations, or in the school buildings e.g. flammable materials stores. do risk assessments and include details here of mitigation/management measures that you have in place to deal with an emergency incident involving these.).

3.18 LIGHTNING STRIKES

If pupils, children, young people and staff are outdoors, avoid water, hilltops and trees. Stay away from any metal objects and avoid contact with others.

If you think anyone is at risk of being struck, inform them to drop to their knees and bend forward. DO NOT LAY FLAT.



If in a building, instruct them to move away from windows and do not touch metal structures or phones and computers

3.19 MISSING CHILD / ABDUCTION / RUNAWAY

Where a child is thought to have been abducted immediately call the Police.

Where a child is missing the Headteacher will alert relevant staff in the school and initiate a search of the grounds and buildings.

Consideration will be given to the individual circumstances and the child's records e.g. whether the child has never gone missing before or whether the child has a record of leaving school without permission.

Contact will be made with the child's family to see whether child is with them.

If they are still presumed missing, alert the Police and LA.

Where the child's behaviour record indicates a history of running away then contact the LA Educational Psychology service and LA Children's Social Care team.

Where staff are available and where it is reasonable to do so, the areas adjacent to the school or where the child is known to frequent will be searched.

3.20 OFFENSIVE WEAPONS / SHOOTINGS

An offensive weapon is defined as 'any article made or adapted for causing injury to the person, or intended by the person having it with them for such use by them.' This includes knives and guns, but could also include hand tools or even pencil sharpener blades where these are being used or threatened to be used in an offensive manner.

There are a number of special exceptions which permit the carrying of knives:

- For religious reasons (e.g. Sikh's kirpan)
- As part of a national costume (e.g. Scottish highland dress)

As a general rule, the Police will be called to deal with any incident believed to involve a weapon. An assessment will be made of the seriousness of the incident to help the Police make their own judgement on the nature and immediacy of the response.

There may be exceptional circumstances where staff may decide that immediate action is required before the Police arrive, where possible de-escalation processes will be used, wherever possible the child or person suspected of possessing a weapon will not be confronted in front of others. Preferably two or more members of staff will be present and attempts to obtain the weapon will not be made.

Where there is reasonable belief that a child or young person may be carrying an offensive weapon, it might be appropriate for members of staff to ask a child or young person to hand the weapon over willingly or search a child or young person who agreed to co-operate. Such action comes within a member of staff's authority to discipline a child or young person. However staff are under no obligation to search a child or young person themselves. The Police are empowered to undertake a search where a child or young person declines to co-operate.

Where the person suspected of carrying an offensive weapon is not a registered pupil at the school or where an incident involving a pupil takes place outside school premises, any search will be undertaken by the Police.

Members of staff may on occasion take possession of a knife or other weapon brought into the school. In possession of such an item and depending on the circumstances, the school will make arrangements to secure it and either surrender it to the Police immediately or arrange for it to be removed by the parent/carer if deemed appropriate to do so.



Some other points to note following any such incident would include completion of appropriate documentation, such as the violent incident report form etc, debriefing process, staff/pupil counselling and support processes.

Where a criminal act has taken place call the Police and alert the LA.

3.21 OFFSITE ACTIVITIES

Please refer to the CYPL [Offsite and Adventurous Activities Manual](#).

3.22 SCHOOL SECURITY

For advice on the physical and the management of security of school buildings please refer to the [School Property Handbook](#), see section 8. Premises Health & Safety and Security.

3.23 SEVERE WEATHER

Severe weather can include deep or persistent snowfall heavy rain, storms etc

Upon receipt of a severe weather warning from the LA, or on their own initiative the Headteacher will consider the following possible actions:

- Circulate the warning or situation to key staff
- Decide to close the school in advance where this seems sensible
- Monitor the weather conditions as they deteriorate
- Alert the Site Controller / Equivalent Person to review heating settings and to make arrangements for frost protection and the gritting of roads and footpaths on site



The Headteacher, in consultation with the Chair of Governors and others as appropriate, will decide to close the school when the weather conditions make it dangerous or impossible for people to travel to school, at which point they will initiate the school closure procedures. Please refer to the School Closure Plan ([see section 4.03](#)).

3.24 SEXUAL ASSAULT / ABUSE

Call first aider to the scene.

Call the Police and the LA.

Provide support in a private area with 2 familiar staff members present taking into account their gender (do not leave the pupil with a lone adult).

Secure scene/evidence/ record information.

Do not wash the victim's body or clothes (as you may be destroying important evidence needed by the police).

3.25 SICKNESS / INFECTIOUS DISEASE

Please refer to the Notifiable Diseases Plan ([see section 4.09](#))

Please refer to the Sickness and Diarrhoea ([see section 4.10](#))

3.26 TERRORISM

Terrorist Threat

The Home office holds primary responsibility for counter-terrorism in the UK, and the Security Service (M.I.5) holds detailed information on the current threats to national security. M.I.5 provides relevant advice as these threats change and any specific advice will be passed on to schools via the LA who work closely with Thames Valley Police. Details of the current threat levels from terrorism in the UK can be found on the M.I.5 website at: <https://www.mi5.gov.uk/terrorism>

In respect of school visits to foreign countries details of the threats from terrorism are set out on the Foreign & Commonwealth website at: <https://www.gov.uk/foreign-travel-advice> and the school will take account of these in planning school visits to other countries.

Site Security

It is not possible to plan for every eventuality but the following measures will be used to enhance general security and reduce the incidence of crime on the site:

- Security on site will be regularly reviewed and risk assessments will be employed to identify vulnerabilities.
- Security will be included in the briefs for any new building works.
- Security and security awareness will be represented at a senior level on the school management team.
- Good basic housekeeping will be maintained with public areas kept clear, tidy and well-lit.

- Access points through the boundary and into the school buildings will be kept to a minimum and kept locked at certain times.
- Staff, contractors and visitors will be issued with passes.
- Parking will be controlled and kept away from the buildings.
- Appropriate physical security measures will be employed e.g. fences & gates, locks, alarms, CCTV surveillance and lighting.
- When recruiting staff or hiring contractors, identities will be checked and references sought.
- Access to confidential information and IT systems will be restricted and controlled.
- The School Emergency Plan will be regularly reviewed and tested.



Prevent Programme

Terrorist attacks have occurred in the UK in the past and government intelligence indicates that a terrorist attack in our country is 'highly likely' in the future. Experience tells us that the threat comes not just from foreign nationals but also from terrorists born and bred in Britain. The government's counter-terrorism strategy contains a plan to prevent radicalisation and stop would-be terrorists from committing mass murder, known as Prevent.

Schools and other organisations have a statutory duty under the Counter-Terrorism and Security Act 2015 in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

In order for schools to fulfil the Prevent duty, it is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified. Protecting children from the risk of radicalisation should be seen as part of schools' wider safeguarding duties, and is similar in nature to protecting children from other harms (e.g. drugs, gangs, neglect, sexual exploitation), whether these come from within their family or are the product of outside influences.

Details of the Government's Prevent Strategy can be found at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf

DfE Guidance on the particulars of the Prevent duty for schools can be found at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/439598/prevent-duty-departmental-advice-v6.pdf

<https://www.gov.uk/government/publications/preventing-extremism-in-schools-and-childrens-services/preventing-extremism-in-the-education-and-childrens-services-sectors>

Run, Hide, Tell

The National Police Chief's Council has issued guidance on the steps to take to keep safe in the event of a firearms or weapons attack, which is called Run, Hide, Tell. There is a four minute film, Stay Safe: Firearms and Weapons Attack which sets out each of these three key steps for keeping safe. The film is accompanied by an online information leaflet. Details of this can be found at:

http://www.npcc.police.uk/StaySafeAssets/NPCC_CT_A5%202pp.pdf

Media Exposure

The school also has a role in responding to terrorist events whether or not the school has been directly affected. Pupils may react to media coverage of events at home or abroad in different ways, including being frightened by news and images of conflict and destruction.

School Culture and Ethos

The school will also seek to prevent tensions arising between pupils, from different ethnic backgrounds or religions, by challenging crude stereotyping and facilitating discussions based on accurate information in a safe environment in which pupils can explore their understanding and come to terms with their fears.

3.27 THREATENING/ SUSPICIOUS PERSONS

Dependent upon the circumstances, staff may feel able to approach and dissipate any threatening situation. However, there are also likely to be circumstances whereby it is immediately obvious that a person will not be approached or challenged and the principles of Lockdown may apply.

Call the Police.

Notify them of the identity of the individual, where this is known, or give them a description and if possible their car registration number.

3.28 TRESSPASS / INTRUDERS

Schools are not public places and members of the public have no legal right of access. Any person who enters without permission is therefore a trespasser, and may be asked to leave.

Trespass is not a criminal offence, but a matter that may be pursued through the civil courts.

However, any person who is present on school premises, including playgrounds and playing fields, without lawful authority, and causes nuisance or disturbance is guilty of a criminal offence, and may be liable on conviction to a fine under Section 547 of the Education Act 1996. They can be removed from the premises by the police, and the school will call the police in such cases.

The school's security strategy is that nobody (including governors, staff and pupils) has an unrestricted right of access to the school premises, except those who have a statutory right to enter for certain purposes (e.g. the LA, OFSTED and Health & Safety Executive inspectors).

Security procedures are in place to reduce the incidence of trespassing, including:

- Visitors, contractors and suppliers must book in and out of reception, wear visitor's badges, and park in designated spaces. They will be accompanied by a member of staff at all times while on site unless permission is given for them to be unaccompanied.
- Access around the site is restricted by the provision of fences and gates.
- This access is controlled by locking and unlocking the gates and external doors at certain times (*insert details*).
- The school is protected by an intruder alarm (*insert details of the alarm system, coverage and arrangements for remote monitoring*)
- (*insert details of any other security features e.g. CCTV, lighting or card readers*)



The school policy is that persons not wearing visitor's badges will be challenged, and asked why they are on site. If they have no good reason to be on site they will be asked to leave.

SCHOOL VISITOR
Name _____
Date _____

Where trespassing becomes a recurring problem, the following additional measures will be considered:

The Headteacher (in consultation with the LA and governing body) can issue notices to be posted at the entrances to the school site. Such notices will, of course, be welcoming, but will clarify the terms on which people may enter.

Those who have a broad permission to enter (i.e.: staff, pupils, contractors, out-of-hours users) will be informed, by letter, of the limitations both in terms of time and place as to their permission to enter the premises.

Such arrangements may not, of course, deter a determined intruder, but they leave no doubt that the school's premises are private and thus provide a clear basis for treating as a trespasser any person who enters the premise without permission.

Legal action may ultimately be considered in consultation with the LA.

Where a Headteacher is seeking to exclude a parent from school premises, the parent will be afforded the opportunity to provide a written reason why they will not be excluded before a decision is made by the Headteacher.

3.29 UNSAFE STRUCTURES

Evacuate the building if necessary.

Call Site Controller / Equivalent Person

Move away from the building if very serious.

Contact the LA who will call out the LA Construction and Maintenance team.

Consider activating the Migration Plan ([see section 4.12](#)) and Closure Plan ([see section 4.03](#)).

3.30 UTILITY FAILURE

This could be a failure of the power, water or gas supplies.

In the event of a power failure staff will stay in the classroom with the children until further instructions are given.

Staff who are not teaching will immediately report to the main office.

The Site Controller / Equivalent Person will contact the utility company and establish a timescale for reinstating the supply.

Depending on the timescale for reinstating the supply the Headteacher will decide whether or not to close the school for the rest of the day or for a longer period.

Where the failure is due to damaged mains e.g. a burst water main, if possible shut off the supply and contact the LA Construction and Maintenance team immediately.