



WETHERBY
PREPARATORY SCHOOL



the **Gold Standard** in education

Wetherby Preparatory School
Bryanston Square
London W1H 2EA

020 7535 3520

Crisis and Emergency Procedures

Policy reviewed by:	Nick Baker
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Policy actioned from:	September 2021 – August 2022
Next review date:	June 2022
Reviewer's signature:	
Headmaster's signature:	

Circulation: This policy is addressed to all members of staff and volunteers and is available to parents on request. It applies wherever staff or volunteers are working with the boys.

Please note: 'School' refers to Wetherby Preparatory School and 'parents' refers to parents, guardians and carers.

PRE-ACTION		ACTION
1.	<p>Appoint necessary team:</p> <p>Crisis Team NRB/ACF/SLB/RJL</p> <p>Press Officers NRB/AL</p> <p>Counsellors NGG/PC</p> <p>Security Officers HEO</p> <p>Telephone Team JFE/DRO/LPC/YNF</p> <p>Other Duties All members of teaching staff</p>	
2.	<p>Define a crisis</p> <p>Generally “any incident involving the death of or serious injury to a boy or member of staff; a serious and life-threatening epidemic; the unaccounted absence/kidnapping of a boy; violence or disaster at school or in the community; any event which might provoke strong media interest in the School”.</p>	
3.	<p><i>All plans to deal with crises must be flexible. Do not make too many assumptions. The unexpected always happens.</i></p>	
4.	<p>Ensure several staff, including senior residents and all those listed above, have an Address Book update plus list of UK contacts for overseas children, with telephone numbers. Staff without these should approach the office/boarding house.</p>	Office
5.	<p>NRB to review emergency counselling facilities and procedures and own training, then brief/train appropriate staff.</p>	NRB
6.	<p>Prepare sheet of useful numbers including emergency services. (Attached to this document).</p>	
7.	<p>Check proposed procedures with local police, asking for suggestions and advice.</p>	
8.	<p>Brief all staff as to procedures and own role. Give regular reminders.</p>	
9.	<p>Policy document to be updated regularly by Head and/or Health and Safety Committee.</p>	NRB
10.	<p>Be prepared for emergency in holidays, especially whilst boys are away on ski trips and the like. NRB to ensure cover is always in place in his absence and that he is contactable. NRB or cover to handle emergency, with whatever other staffing resources are available, applying the principles, if not the detail, of the following procedures.</p>	NRB

IMMEDIATE ACTION ON EMERGENCY	ACTION
<p>Management</p> <ol style="list-style-type: none"> 1. Beware of playing things down. Recognise an emergency situation as soon as it happens and act quickly. Do not hesitate to phone 999. Any incident involving the Pre-Prep should be reported to NRB as soon as possible. 2. An SLT Meeting must occur as soon as possible. 3. In the event of an accident causing injury to staff with boys off premises, a senior member of staff should be sent to co-ordinate arrangements at the scene. 4. This group reviews the membership of the crisis team (according to availability, children involved in accident, etc.). From this point the crisis team takes over management of the crisis. They are relieved of all other duties, as are Press Officers and Counsellors: ACF deputises for NRB SLB deputies for ACF <p>Telephones</p> <ol style="list-style-type: none"> 1. If accident outside school: party leader must contact JEF/DRO/LPC/YNF and NRB must be told at once (07827948194). See Appendix A for detailed advice on procedures in event of emergency on a school trip. 2. The school telephone/switchboard is to be manned constantly by the telephone team during the crisis on the School telephone number (020 7535 3520). <ul style="list-style-type: none"> • notes are to be made of all calls • emotional support for telephone team is to be provided by external agency • refreshments to be provided by kitchens manned by teaching staff. 3. If the School telephone system is out of action, all available mobile phones must be used. 	<p>NRB</p> <p>NRB</p> <p>SLT</p> <p>JEF/DRO/ LPC/YNF</p>

IMMEDIATE ACTION ON EMERGENCY	ACTION
<p>Communication: Relatives</p>	
<p>1. All affected parents/next-of-kin are to be informed as soon as possible, using telephone tree of certain trusted parents if appropriate. In cases of boys having died, information must be given personally rather than by telephone (check with police as to help available – they have trained personnel to be in constant touch with families who often need information more than just sympathy).</p>	NRB
<p>2. A checklist must be kept as to who has been informed and who still needs to be.</p>	YNF
<p>3. Parents affected must not be left alone in distress:</p> <ul style="list-style-type: none"> • discuss which relative/friend can help and be with them; • provide useful numbers, e.g. Emergency Disaster number, Police, hospital; • where possible, give contact numbers of other families involved in crisis; • explain clearly how further information can be obtained and from whom (whether school or emergency service). 	NRB
<p>4. As soon as possible after the tragedy/accident contact all parents, reassuring them as to the status of their own son and explaining how to help their son if upset.</p>	NRB
<p>5. If a boy has run away, parents should be told and the Police informed at once.</p>	NRB
<p>Communication: Staff</p>	
<p>1. After briefing from NRB, SLB to convene full staff meeting in Common Room as soon as possible to brief them regarding facts and procedures. Untrue rumours must not be allowed to circulate.</p>	NRB/SLB
<p>2. SLB (in liaison with NRB) is then to convene a meeting of all ancillary staff in Common Room to provide the same information.</p>	SLB/NRB
<p>3. Further information for staff is given by the Press Officer via a specially-cleared section of notice-board in the Staff Room. SLB to clear board.</p>	SLB
<p>4. The primary role of staff is to follow as far as possible the normal routine of the school and not to ‘muddy’ the management of the crisis. They are to avoid the use of telephones as far as possible – lines must be kept clear for the crisis team, parents, etc.</p>	ALL STAFF

IMMEDIATE ACTION ON EMERGENCY**ACTION****Communication: Pupils**

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| 1. | NRB/SLB or another senior member of staff to convene an assembly of all children in the hall as soon as possible to brief them regarding facts and procedures. They should be encouraged not to spread untrue rumours or speak to any strangers about events. | NRB/SLB |
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Communication: Governors

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| 1. | NRB or personal assistant is to phone Head Office (020 7487 6000) and explain facts. The Board will then be briefed. | NRB |
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Communication: Press

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| 1. | Be in touch at once with the Police who have a Press and Media Department who would assist. They would attend Press briefings usually. | NRB |
| 2. | NO-ONE other than the Press Officers and Headmaster is to speak to the Press. | ALL
STAFF |
| 3. | An initial press statement should be prepared as soon as possible after the event. | NRB |
| 4. | The Press Officers are to be briefed regularly by NRB, and they must monitor press and media broadcasts. | NRB |
| 5. | NRB/ACF take over briefing room away from main area of the school. | NRB/ACF |
| 6. | The telephone team must be briefed as to Press arrangements and procedures, passing all media calls to the Press Officers. | |
| 7. | Do not allow reporters/photographers to wander round the school. Treat with courtesy. If they refuse to leave the Police cannot evict them unless there is a threat of a breach of the peace. Appeal to their better nature by explaining our concern for the welfare of little children. | ALL
STAFF |
| 8. | Protect the privacy of boys, staff and families. If Press interest centres on individual children or staff, take them away from school (and tell the Press you have done so). | NRB |

THE MEDIA**(For Headmaster and Press Officers ONLY)**

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| DON'T underestimate speed of reaction or interest | DO be considerate and courteous |
| DON'T say "no comment" | DO be aware of how story might develop |
| DON'T be rushed. Stay calm and play for time | DO be aware of Press deadlines |
| DON'T underestimate impact on school's reputation | DO issue prepared statements and try not to answer questions |
| DON'T speculate or give unofficial information | DO consider the implications of all you say, it will become public knowledge |
| DON'T promise to ring back unless you absolutely have to | |
| DON'T withhold any publicly available information | |
| DON'T discuss or admit any legal liability | |
| DON'T divulge names of any casualties | |

"Least said, soonest mended"

IMMEDIATE ACTION ON EMERGENCY	ACTION
<p>Security</p> <p>RJL and HEO are to secure the main school campus from unwanted press and public attention – but see above on treatment of journalists. (The law says that <i>reasonable</i> force may be used to evict trespassers, but any use of force could be seriously counter-productive). (See DfES booklet “Dealing with Troublemakers”) Consider posting notices at entrances. Parts of the School may need to be sealed off.</p>	RJL/HEO
<p>Counselling</p> <ol style="list-style-type: none"> 1. NRB (assisted by SLB) to manage counselling of boys, staff, parents, etc. 2. The Counselling Team, appointed by NRB, is to convene as soon as possible. NRB to brief team as to procedures. 3. The Press Officers are to keep the Counselling Team fully briefed. 4. NRB must determine when (and whether) to call in outside counselling assistance. Parents to be given the option of using B&NES Social Services Counselling Service. The Police will also provide trained counsellors for families. 5. NRB has useful information on dealing with bereavement. 	NRB NRB NRB NRB
<p>Post-crisis</p> <ol style="list-style-type: none"> 1. Boys involved in tragedy should be reunited with parents as soon as possible. 2. Ensure Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), H&S and other requirements are met. 3. Arrange debriefing (of staff and boys) a week or so after the event. This may be best conducted by an experienced outsider. 4. Handling of messages of condolences, flowers/cards. Hospital visits. Funerals. 5. Setting up Memorial Fund with Trustees. 6. Continuation of School life. “<i>Wise Before the Event</i>” contains much good advice on long-term monitoring of children. 	NRB NRB

Child Abuse: Contact Social Services who work together with the Police in a Child Protection Unit. (They would advise us on how to proceed).

IN CASE OF DISASTER

No hard and fast rules will cover every circumstance to which a school may fall victim. But this checklist should help Heads avoid the compounding of disaster by ill-informed reporting or the inflation of a minor incident into a serious embarrassment to the school.

1. **KNOW ALL THE FACTS:** The last thing you want is to be told things you didn't know by a reporter.
2. **CLEAR LINES OF COMMUNICATION:** Only the Head, or a senior member of staff nominated by the Head, should speak to reporters. Let staff know what is happening and advise them not to speak to reporters. If appropriate, give *boys* similar instructions. Keep Chairman of Governors informed.
3. **PREPARE A STATEMENT:** Brief, factual, correct. Include positive information which is relevant to the incident (precautions, rules, sanctions, etc.). Don't sound complacent; emphasise early appropriate action being taken.
4. **CONTACT OUT OF THE BLUE:** Find out how much the reporter knows, what response he wants, and when his deadline is. Then play for time. Promise to ring back and use the time to prepare your response. Always ring when you say you will, preferably within the hour.
5. **STICK TO STATEMENT:** Correct any facts which are wrong but otherwise make it clear that all you want to say is in the statement. Don't get trapped into conversations over which you have no control.
6. **IF A REPORTER/PHOTOGRAPHER VISITS:** Treat with courtesy but do not permit to wander round school asking questions of staff or boys. You have little control over journalists outside the school gates (but see Item 2, above).
7. **NEVER "NO COMMENT":** Reporters will assume, rightly or wrongly, that you are hiding something.
8. **LAW-BREAKING:** If illegal activity has taken place, the police should be informed. If criminal charges have been laid or are imminent, the press is strictly limited in what it can report until the case comes to trial.
9. **AFTER THE EVENT:** Don't try to correct every minor inaccuracy. Least said, soonest mended, is usually a good rule. If there has been a serious misrepresentation, seek an apology or correction from the editor.
10. **PARENTS:** Let them know by letter what has happened, if possible before any damaging publicity has appeared. Afterwards, if supportive responses are needed, parents' letters are much more effective than ones from the school.

**Wetherby Preparatory School
Emergency Procedures – 2021/2022**

Danger in School Building:

Lock down is signified by persistent alarm siren.

Lock and barricade doors. Boys and staff to move away from windows. Await further instruction via email, internal phone system and mobile phone.

Danger at Wetherby Sports Ground:

If safe, get all boys onto the bus and direct the bus to leave for the School building. If not safe, lock down in pavilion or changing rooms. Await further instruction via email and mobile phone.

Danger in Central London:

Stay in school building/WSG/off site club locations. Do not attempt to return to the School building until instructed. Await further instruction via email and mobile phone.

Danger on School Trips:

Boys to run, scatter and hide independently of a member of staff. When safe, boys are to find an adult and explain who they are and to contact WPS. All boys have been given contact cards with essential details.

Key numbers at a glance:

Staff must **always** take a mobile phone with them when off site for any reason.

WPS: 020 7535 3520 (JFE/DRO)
 020 7535 3521 (NRB)
 020 7535 3522 (YNF)
 020 7535 3524 (SLB)
 020 7535 3526 (LPC)

APG Head Office: 020 7487 6000

NRB: 07827 948194
ACF: 07912 106505
SLB: 07526 683027
RJL: 07973 612655
HEO (Premises): 07827 968786
LRD (Games): 07384 215746
DLB (Swimming): 07776 292521