

**In Case of Emergency (ICE) Policy
Including lone working procedures and guidance from NCC policy**



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Alderman Peel High School

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Registration

Registers are taken every lesson. Any missing child/children absent without reason (on the school MIS) must be reported to reception immediately. Any child seen outside of the school site or leaving the school site must be challenged and this reported to reception immediately.

Emergency medical treatment required

Unfortunately on occasion's children, staff or visitors to school need emergency medical assistance.

First Aid qualifications

In order to support this need for occasional emergency first aid support and reduce risk, a number of staff hold first aid qualifications. The number of staff holding first aid qualifications is held by the Headteacher to ensure guidelines are followed and risks are reduced. The number of staff and the types of qualifications are specific to the areas they work, the remoteness of the areas they work in, the risks involved in their role, the age of the children they look after and the educational activities they lead or participate in. (Eg extracurricular activities).

Calling an ambulance

If an ambulance is required this should be called, whenever possible, from the main school reception as they have immediate access to emergency contact details and personal medical information. To allow this to happen a student or member of staff must be sent to reception, or call reception informing them an ambulance is required with the following information. Please note the most qualified first aid trained person must remain with the patient. Information required by phone for the ambulance service. Please note an ambulance is dispatched as soon as the call is received. While answering these questions is very important any short delay does not slow down the response time.

- Nature of the emergency
- Location of the injured / ill person
- Is the person conscious, breathing
- Other symptoms as deemed necessary from the questions answered above.

Unwanted and / or unwelcome visitors

All staff must wear their staff badges.

While the likelihood of a visitor entering the school site with the intention of causing serious physical harm is low it is important the appropriate that risks are minimised. At APHS CCTV covers entrance points to the school and is visible throughout the school day. At APHS the front door is electronically secured and access can be made more difficult by staff not allowing access.

All staff are notified of any parents / carers who do not have access to their children when appropriate (i.e. there is a greater risk of them coming to school). At WP&N visibility is clear allowing the doors to be locked and access to the school or classrooms can only be possible with an electronic "fob". In the case of emergency the bell will be sounded continuously for 60 seconds to alert everyone to stay in their rooms.

Unknown visitors

All visitors to school must be escorted or wear a visitors or NCC badge identifying themselves. All visitors to the school are given a leaflet regarding safeguarding procedures. If a visitor is not accompanied, known to that member of staff and / or does not have a visible badge staff should feel able to ask such people if they can help as they are not wearing an identity badge. E.g. "Excuse me,

can I help you as I cannot see your identity badge". In such a situation where the member of staff is not completely satisfied identification can be gained from reception immediately. There is a member of LT on duty every lesson and during social times who can be called if required.

Student with an offensive weapon

Unfortunately on occasions a child can deliberately or accidentally bring a "weapon" into school. In a rural community like this, this can be a knife which has been used for fishing or other activities over the weekend or the previous evening. It can also be a deliberate act to show off, threaten or harm another person. If a member of staff suspects this is the case they must immediately call another senior or other member of staff (without raising further anxieties) for support. The child and his / her bag can then be removed for an investigation to take place. No member of staff is expected to ask for a potential weapon to be handed to them and this is not advised. Depending on the situation a child can be asked to place the item in a safe place. If necessary to ensure safety other children and staff leave the room.

Self-harm

If evidence of a student self-harming becomes apparent or a child actually self-harms they must be removed immediately using the on call system. It is the responsibility of every member of staff to remain vigilant to this. Removal must be done by contacting reception who will contact the appropriate member of staff.

Emergency evacuation (registers, staff, students)

At APHS children just be registered every lesson and any unexplained absences reported to reception immediately. During an emergency evacuation reception staff must carry the registers for that day including which children, staff and visitors are present AND not present due to absence or educational visits.

To ensure this is accurate all visitors must sign in and out at reception.

ALL staff that work part days must also sign in and out when working part days.

Reporting

All accidents or near misses must be recorded on the online Oshens form within 24 hours. Sooner if a serious occurrence has happened. This must be done by the member of staff who initially raised the alarm with information from others who helped. The system alerts the Headteacher to ensure an investigation, and any other action, if necessary, takes place.

Evacuation Plan

Alarm operation

Anyone discovering an outbreak of fire must, without hesitation, sound the alarm by operating the nearest fire alarm call point.

Calling the fire service

All outbreaks of fire or any suspected fire, however small, should be reported immediately to the fire service by the quickest means available. **This is the responsibility of the site team but the task could well be designated as the responsibility of the school front office admin as a telephone will be readily available at that location.**

Evacuation

On hearing the fire alarm, children must be instructed to leave the building in single file and in a calm, orderly manner.

The person in charge of each class must indicate the exit route to be used and everyone must be directed to **the playground at the rear of the school.**

Specific arrangements must be made for pupils with physical or mental disabilities to ensure that they are assisted during evacuation.

No running is to be permitted. Running can lead to panic.

Anyone who is not in class when the fire alarm sounds must go immediately to the assembly point.

No one must be allowed to re-enter the building until told to do so by the fire service in attendance, or, in the case of a fire evacuation drill the senior person in charge.

Assembly

All staff and pupils must assemble in the playground at the rear of the school. Children must line up in their tutor groups. (class at WP&N)

Roll call

Tutors are responsible for the conduct of a roll call. They should use the following instructions:

- Immediately after classes have assembled at the assembly point, a roll call must be made to check that no-one is still inside.
- Any visitors or contractors on the premises at that time must be included.
- The roll call and staff count at the assembly point must be checked with the attendance registers and visitors book to verify that everyone is out of the building.
- Attendance registers and visitors books should be held at a central point and must be brought to the assembly point when the alarm sounds.
- Each teacher must report to the nominated person in charge of the evacuation to verify that everyone in their charge is accounted for or to inform him/her of the number of people missing.

Meeting the fire service

The person in charge of the roll call must identify him/herself to the fire service on their arrival. This will allow the fire officer to decide the necessary actions to be carried out by the fire service.

Typical information the fire service will want to know:

- Is everyone accounted for?
- If anyone is missing: how many? What is their usual location? Where were they last seen?
- Where is the fire? What is on fire? (It may not be apparent)
- Are there any hazardous substances involved in the fire or stored in the building (e.g. chemicals, solvents, liquefied petroleum gas or acetylene cylinders)?

Instruction, training and recording

During the first week of term or as soon as possible thereafter, all new entrants (pupils, staff and support staff) should be shown the primary escape routes of the school. They should also be informed of the school fire evacuation routine.

All members of staff should receive instruction and training appropriate to their responsibilities in the event of any emergency.

All members of staff should each receive a personal copy of written instructions. They should receive two periods of verbal instructions in each 12 month period. Such instruction should include details of how to call the fire service. In the case of new staff, instruction should be given as soon as possible after appointment.

A record of the training and instructions given and fire drills held should be entered in the log book and include the following:

- Date of the instruction or fire drill
- Duration
- Name of person giving the instruction
- Names of people receiving instruction
- Nature of instruction or fire drill

Fire drills, which may be combined with the instruction given above, should be carried out at least once per term. The fire drill should simulate that one escape route is not available. Each fire drill should be started by a pre-determined signal and the whole premises checked as if any evacuation was in progress.

One specific person should be made responsible for organising staff training and for co-ordinating the actions of the staff in the event of fire. Effective arrangements should be made for a nominated deputy to be available to carry out the above duties.

APHS Evacuation Procedure

Key Person	Responsibility
Alastair Ogle (Matt Hardman)	Receive registers and notification of any missing persons. Liaise with emergency services
Matt Hardman (Kirsty Hardman)	Hand out registers to Tutors. Receive completed registers and deliver to AOG
Bal Tawana (Kirsty Hardman)	Hand out registers to Tutors. Receive completed registers and deliver to AOG.

WP&N Evacuation Procedure

Key Person	Responsibility
Julia Norman (Alastair Ogle)	Receive registers and notification of any missing persons. Liaise with emergency services

NCC Lone Working Procedures

This information supports the NCC Lone Working Policy. All lone workers who may foreseeably encounter violence and confrontation at work must understand the risk assessment process outlined

in the Lone Working policy and be able to safely undertake the lone working activities they are involved in. This includes ensuring they have the necessary information, instruction and training to do so.

This information details of some of the available lone working control measures. Their application will depend upon the nature of the work and outcome of assessments made before and during lone working activities.

Advance Assessment Information

Telephone assessment

A telephone call before making a visit in person may assist in some circumstances to:

- Establish who will be present
- Confirm the meeting time and duration
- Establish what expectations of whoever you are meeting has
- Clarify issues which you will not be able to assist with in advance
- Eliminate the need to make a personal visit where appropriate.

Site visit

If you need to have a look at the general layout of an area and familiarise yourself then consider going to the site the day before your meeting and have a look around. This doesn't mean you need to make yourself too conspicuous and you don't have to get out of your car if you don't need to.

Recording personal information relating to staff risk

Where violence and aggression risk factors are recorded on service user records this information must be used to develop the risk assessment. All employees must ensure that they update the system once they become aware of any risk factors which may impact on the safety of lone workers.

Your school will provide/arrange training and/or information about data protection requirements. Further training is also available by e-learning at HR Learning and Development.

Maintaining contact whilst lone working

In house buddy system

Use of buddy systems rely on all members of staff knowing the actions to be taken in the event an emergency, e.g. lone worker raising an agreed alert or not contacting a buddy at the agreed time. Where used, consideration should be given to periods of annual leave or other absence as well as ensuring that the buddy is available for the working hours required.

- 1) A buddy system is used to maintain telephone contact at pre-determined intervals between a nominated buddy and lone worker in order to confirm safety. The lone worker must provide the buddy with an itinerary. A template for the buddy system is provided for this purpose (Appendix 1).
- 2) A buddy can also be used to monitor lone workers in person, for example, when meeting with a Service User at the work base. The buddy can check through a door vision panel into the room where meetings are carried out /or come into the room and ask a set question at a predetermined time; if assistance is needed it can be established through the response made without raising an alert to the other person(s) in the room e.g. ask a colleague to come into the room to ask you if you can take a telephone call, this gives them the opportunity to say no to indicate there aren't any problems or yes in order to leave the meeting room or to summon assistance.

Diary/Daily Log for lone workers

It is important to leave an itinerary which can be accessed by other parties if needed in an emergency. The risk assessment will identify where teams must have specific arrangements in place to ensure that information about lone workers movements can be located, for example:

- Name, address and telephone contact of where you will be going
- Time of the appointment, when you expect the visit to be completed and the time you will contact your nominated colleague to let them know that your visit has been safely completed.
- The make, model, colour and registration of the car you will be driving and the route you will be taking or what transport you will be using.
- In addition, if you are visiting a rural area and do not have a tracking system then you can leave the grid reference number with your details.
- Any particular risk factors identified and the purpose of the appointment.

Mobile Telephone Use

With most mobile telephones you can still make a 999 call when the phone is locked or where there is no signal. It is important to check this with your phone provider. Telephones can help to summon assistance and/or to be traced but they must always be supplementary to other lone working control measures and are not a protective device.

Pre-programme the one touch dial function with the numbers you are most likely to use in an emergency and keep your phone in your pocket or an easily accessible place when lone working.

Leave your telephone switched on during meetings (put it onto silent or vibrate)

Many areas of the County do not have a good mobile signal, this must be considered as part of the risk assessment, for example, where appropriate the lone worker can extend the “call-in” time to include the travel they need to get back to a signal area. It is important that all factors are considered when deciding how to deal with the lack of signal. There is technology available which doesn’t rely on the mobile phone signal strength in order to make contact; however, the cost of this equipment needs to be balanced with the risk to the lone worker.

In case of emergency (ICE)

ICE stands for 'In Case of Emergency': emergency services will look for your ICE details on your mobile phone. Whilst this doesn't prevent an incident, it does mean that you have made some provision for contact to be made if it were needed, for example, Road Traffic Collision.

Use your mobile's phone book to store the name and number of someone who should be contacted if you have an emergency – but add the letters ICE in front of their name. Make sure you choose a number that's easy to get in touch with – a home number could be useless in an emergency if the person works full time. You can recommend day and evening numbers and call them ICE1, ICE 2 etc.

Make sure the person whose name and number you are giving has agreed to be your 'ICE partner'. You should also make sure your ICE partner has a list of people to contact on your behalf. In addition, they'll need to know about any medical conditions that could affect your emergency treatment, including allergies or medication.

If your phone doesn't show the caller's name this may be because your ICE contact number is now duplicated as an entry in your phone. If this happens delete the original entry on your phone in order to get the ICE number to display in the caller ID.

Using your own car

- Become a member of a national breakdown service.
- Travel with doors locked, particularly in urban areas. If windows are open, handbags and valuables should be kept out of sight.
- At night, the car should be parked in a well-lit and busy place. Car parks where the car and the user will not be easily visible should be avoided.
- If you are driving and think you are being followed keep driving until you reach a busy area, the police station or a garage, etc.
- Avoid carrying unknown passengers.
- Avoid leaving any personal information loose in your car, for example, personal post or insurance documents. It is recommended that you lock them away or keep them in your boot.
- Staff are not allowed to transport pupils without consent of parents, the Executive Headteacher / Associate Headteacher
- Transport will only be allowed in extreme circumstances when insurance is in place (i.e. Business Use)

Name Badges

Risk assessment may identify that "no surname" or "no name" ID Badge is safest. Other details can be used instead, for example a code number for the employee.

Identification badges should always be removed before leaving your place of work /conference venue / wherever it is that you have been given a name badge to wear.

General Personal Safety Considerations

- Where possible notify the person you are meeting if you cannot keep the appointment or are going to be late.
- Take a torch with you, it may be needed if your car breaks down, you are working in a rural environment with inadequate lighting, or you can't see to use your car keys. Keep spare batteries.
- Find out directions in advance of your visit, print off a map if you don't use Sat Nav.

- Check that your phone battery is charged. Carry a phone charger in your car. Take phone cards (for use if you are out of a signal area)
- Carry the minimum amount of personal belongings (and valuables) and always be prepared to leave belongings behind if you need to.
- If you feel uneasy about conducting a lone working visit, discuss this with your manager to establish if additional control measures are needed.
- Do not enter someone's home if you don't feel comfortable or safe.
- Do not enter a house if the person you have arranged to see is not there. Be aware of, and maintain, personal safety at all times during visits.

Ongoing Assessment

If the plans you have made change then consider the outcomes of this prior to going ahead. E.g. calling your buddy to let them know your itinerary has changed, confirm a change in work with your manager. Maintain your levels of awareness, the situation can change rapidly and action needs to be taken as soon as possible if it does. Do not enter a situation if you feel uneasy or you instinctively feel that something is wrong.

Be alert for signs of DANGER

- Raised voice, rapid speech and babbling indicate rising tension.
- Changes in tone and pitch as the conversation progresses may suggest anger, frustration or impending violent behaviour.
- Keep your distance. Each of us has a personal space, which we defend when we feel it is being invaded.
- Be alert for body language that may indicate developing anger – e.g. flushed face, fidgeting, pointing, folded arms, etc.
- Be aware that a situation can change, years of field experience and comfortable working relationships can alter in a short space of time due to changing factors that put your personal safety at risk. Always maintain a level of awareness to avoid complacency.

Avoid risk

- Avoid confrontation: defuse a potentially violent situation; do not meet aggression with aggression
- Advise or phone a colleague with any change of plans that you make at the last minute.
- Know where you are going and how you are going to get there.
- Assess all situations, including when traveling.

Keep control in a difficult situation

- Be aware of your surroundings and potential hazards
- Trust your instincts and do not underestimate the situation – things can get out of control very quickly.
- Recognise that fear is natural, but can be channeled into positive action.
- Learn relaxation and tension control techniques: obvious stress or fear may increase the other person's aggression. Breathe slowly to control your own tension
- Stay calm; speak gently, slowly and clearly. Do not argue or try to outsmart the person verbally. Provide reassurance and empathise. If you are not able to help at that time, then compromise by giving a timescale to make contact with the person with a possible solution.
- Avoid body language which may be misinterpreted, such as looking down at aggressor; hands on hips/folded arms; raised arm; any physical contact and keep your distance.
- Listen to the persons concerns and talk through the problem; suggest taking a break for fresh air

- Compromise: offer the aggressor a way out of the situation.
- Sometimes it is not possible to contain and defuse the threat of violence, ensure that part of your preplanned options includes how you will remove yourself from a situation.
- Be aware that something that you do or say could change the dynamics of the situation, for example, issuing an enforcement notice.

Take action when in danger

- Your primary aim is to get away
- Remember : avoiding violence is a sign of strength, not weakness
- Ring 999 if you are in danger you see someone else in danger.
- In other circumstances you should use your buddy system.

Violent Incidents

Violence at Work is defined as “assault, threat or abusive behaviour during the course of work duties”.

If you experience violence at work your primary action must be to get to a place of safety. After the incident, you must ensure that your manager is advised of the incident and that an NCC incident report form is completed. This form will initiate a formal investigation into the incident and ensure that where possible, action is taken to prevent recurrence (some actions available to be taken in respect of violent behaviour experienced is detailed in the Expect Respect Guidelines which can be obtained through the Health, Safety and Well Being Team).

Debriefing may need to be arranged to allow you to talk through the experience as soon as possible after the event. This can be organised through the Norfolk Support Line.

Please report all incidents, even if you consider it to be minor or part of someone else’s behaviour it may still be an act of violence that needs to be flagged up to protect other people and other departments. This is because the next time there is interaction with a Council employee, their behaviour may escalate, which may not be anticipated by the latter NCC employee. It is therefore important that there is information is available so that an informed assessment of the risks can be made.