

Widford Lodge

PREPARATORY SCHOOL



16c Incidents and Major Incidents Plan

This policy applies to all staff, volunteers and pupils in the school, including in the EYFS

Reviewed and Approved by the Proprietor November 2024
Next Review November 2025

Introduction

Schools, under normal circumstances, provide a safe and secure environment for all children to learn, develop and grow. Unfortunately, crises or tragedies can occur and can result in significant distress for all individuals involved as well as the school as a whole. A school can be affected in a number of ways, for instance, if a pupil or member of staff dies the whole school may feel the loss; or, when pupils who have suffered shock or injury return to school they may need to be treated with particular sensitivity. There are a number of possibilities requiring any number of responses and this policy outlines some of the procedures the school will take if such an incident presents itself.

What are Incidents and Major Incidents?

It is difficult to quantify and define incidents and major incidents; some may cause minor disruption but still require action and reviews of procedures, while others may be more prolonged and require adherence to plans and timescales.

Here are some examples:

In-School

- The death of a pupil or member of staff through natural causes, such as illness;
- A traffic accident involving a pupil or staff member;
- An intruder or a deliberate act of violence, such as an attack with a knife;
- A school fire, gas leak or flood;
- Allegations or actual incidents of abuse against pupils by staff and staff against pupils;
- An arson attack on the school
- Pupil running away from school
- Illness affecting multiple members of staff.

Out-of-School

- National/global pandemics impacting on the provision of education and the wellbeing of the school community
- Deaths or injuries on school trips or residential trips;
- Tragedies involving children from many schools at public events such as football matches;
- Civil disturbances;
- Abductions or disappearances;
- Incidents involving the murder of school children that attract the attention of national and international media over prolonged periods;
- A civil disturbance or terrorism;
- A disaster in the community;
- A transport accident involving school members;
- Severe weather affecting the region;
- Allegations or actual incidents of abuse or criminal actions by staff.

The emotional effects of disasters on children are not always immediately obvious to parents or school staff. Indeed, at times children find it difficult to confide their distress to adults as they know that it will

upset them. In some children the distress can last for months, even years, and may additionally affect their academic attainment.

Some young people may not feel comfortable enough or be able to share their feelings and thoughts in public or with staff either because they are unable to do so or because they fear their confidence may be abused. Similarly, because many adults are not able to talk about death, bereavement and tragedy, they may unwittingly stop children talking about similar emotional experiences.

At Widford Lodge we take all children's needs seriously, including emotional and psychological and are committed to ensuring all children receive the help they require to explore such matters as death and significant harm or injury in an environment of trust, care and safety. We also recognise the impact such incidents can have on the well-being of staff and parents/carers and will do our utmost to support any recovery needed and to work with any agencies. When school is open, the Designated Safeguarding Lead or Deputy (the Headteacher) will be available to be contacted either onsite or from home.

Preventative and precautionary measures

Whilst no amount of planning can totally prevent accidents and problems occurring, it is hoped that some can be prevented and the effects of others minimised by taking sensible precautionary measures.

At Widford Lodge we expect that:

- Staff and pupils will be familiar with the school's routines for fire and evacuation of the school building on hearing the fire alarm and for the school's routines for remaining inside classrooms on hearing the coded message on the school's intercom system;
- Staff will be familiar with the routines and procedures for dealing with emergencies (as detailed in this policy);
- Staff and pupils will be familiar with the school's security procedures, in particular that all visitors not wearing a Visitor's lanyard should be questioned and escorted to the school office;
- Staff organising school trips and visits follow the guidelines and write a risk assessment to be approved by the Educational Visits Co-ordinator;
- Staff organising activities such as open days, taster days and live performances with an audience are aware of the necessary procedures to follow;
- Staff organising activities at the field, including Sports Day, will follow the risk assessment for activities at the field/Sports Day;
- Staff will make it known to the office when they are leaving the school site;
- Staff are aware of children with medical needs or health problems;
- Staff are aware that they should assess associated risks to children before carrying out a curriculum or other activity;
- Staff are aware that they are responsible for assessing risks to themselves before undertaking an activity;
- Staff and club leaders are familiar with the school's emergency procedures to be followed during before and after school clubs;
- The school will maintain a Critical Incident Box for use when an incident occurs on site that limits access to important information. This box will be located on the shelves in the shed located in the staff car park. See Appendix 6

Additionally, in the event of a critical incident the priorities of those adults in charge of the school or trip will be to:

- Save life
- Minimise personal injury
- Safeguard the interests of all children and staff
- Minimise loss and to return to normal working as quickly as possible

We will follow any guidance given by the Local Authority as well as advice offered by the Police and Fire and Rescue Service as appropriate.

Templates and Guidance for Staff for Immediate and Short Term Action

Appendix 1 is the form to be used by the Office staff, the Headteacher or anyone else who has an incident reported to them. It offers prompts on who to notify and immediate action to take.

Appendix 1a is the form to be used by Office staff, the Headteacher or anyone else who has a bomb threat reported to them

Appendix 2 is the form to be taken on a trip or to the field by every member of staff. It outlines the action to be taken and the order in which this should be done, to help staff who may be in shock. This is inside the lanyards worn by all school staff.

Appendix 3 is the timeframe for action. Responsibility for taking action after an incident will normally lie with the Headteacher unless she is involved in the incident, in which case responsibility will have been pre-assigned, normally to the Deputy Head. The timeframe sets out what needs to be done, by when and by whom.

Once the immediate action has been taken, the school will focus on how to keep staff, parents, the media, pupils and the local community informed as necessary and on continuing school routines as far as possible.

Appendix 4 outlines the members of the Incident Committee and their roles, and a suggested agenda for the first meeting following an incident.

Appendix 5 is the suggested format for the logs to be used by members of the Incident Committee to record the actions taken.

Appendix 6 lists what is in the Incident Box as well as a list of useful contacts.

We have a whole-staff WhatsApp group that is only used by the Headteacher, for important whole school notices.

Staff are aware that only the nominated media contact may provide any information. This extends to social media comments and communications by email, which must be via a central source using agreed narrative.

Medium Term Action

Careful and sensitive planning is required to ensure pupils, staff and the whole school community recover as quickly as possible and that stability is recreated.

At Widford Lodge School we will:

1. Make sensitive arrangements for the return to school which may include:
 - The possibility of part time or flexible attendance
 - Preparing re-entry into the class
 - Ensuring the curriculum is well thought through
 - A catch up package is planned
 - Organising visits by the class teacher and friends to give confidence and a clear message of a support network at school
 - Set up 'sanctuary' arrangements for any pupil if they feel upset or become overwhelmed by recent events
2. Arrange alternative teaching if necessary (the child may have difficulties concentrating or writing and this will need to be considered by staff).
3. Arrange support for affected staff. Staff may need to have their own needs met and the Headteacher will contact any appropriate outside agencies or consultants.
4. Liaise with parents which will include the sending of bulletins. These may include what help has been put in place, a list of people who can offer further support and who to contact if parents have any further concerns about their child.
5. Decide about attendance at funerals. This will usually be the Headteacher, the Proprietor and other members of staff if available.
6. A special assembly or memorial service will be planned to allow the whole school community to acknowledge the events and to ensure there is a moving on from these.
7. Ensure staff and parents/carers are aware of how they will be kept up to date with their child's progress in school. The Headteacher will contact any parent/carer personally and establish a plan of communication.

Longer Term Action

At Widford Lodge School we recognise that the effect of any crisis can last for many years. The following will be considered:

1. Introduce strategies to continue monitoring the most vulnerable pupils and staff. All new members of staff will be informed of the events that took place and additionally, have access to any monitoring notes made. New staff will additionally know how to obtain further help if this is necessary.
2. Consult and decide on whether and how to mark the anniversary of the event.
3. Plan how to deal with any legal processes, enquiries and even news stories that may bring back distressing memories and can cause temporary upset within the school.

Curriculum planning for serious injury, death and bereavement

The Curriculum

Death should be seen as a normal part of our life cycle and, as such will, from time to time, be discussed sensitively through the curriculum. Most children will have experienced death in some way, whether this is the demise of a loved family member or family pet. As a consequence we hope that when the subject of death and how to deal with death occurs in association with a critical incident we are better placed to deal with it.

The discussion and coverage of these issues in the curriculum will mean that pupils will already have had some familiarity with them. Whatever the age of the children, the issues can be embedded in the curriculum, so that our young people are used to talking about such subjects. In this way they will not be shrouded in mystery and taboo and may feel more open to talk about their feelings and any fears, worries or anxieties they may have. At Widford Lodge School we choose to discuss death and bereavement through our Religious Education, Science and Personal Social, Health, and Economic curriculum (PSHEE).

Helping teachers deal with sensitive issues

As a school we recognise that some teachers may find it uncomfortable to explore ideas and feelings they are not completely at ease with themselves. Additional development support will be sought from outside agencies that will help provide guidance when developing strategies for dealing with difficult questions and personal feelings. We will not hesitate to seek advice from professionals to enable the school to provide the best possible help and support.

We continue to strive to deliver a curriculum that best prepares all of our young children for situations they will face during their lives. We value feedback from children and parents/carers. The Headteacher is always available to talk with parents/carers should there be any issues connected with serious injury, death or bereavement which families feel the school needs to be aware of. By working together, it is hoped that every child will quickly overcome any reaction to critical incidents that they have been involved with, have witnessed or been part of as part of the school community.

Data Security

All data is automatically backed up overnight to an online secure encrypted location. Encryption is FIPS 140-2n compliant. Office 365 (email & SharePoint) is backed up daily via Acronis Cloud to Cloud backup.

Significant damage to the school premises

In the first instance, the Incident Committee will lead any response to a fire, gas leak, flood or any other significant damage to the school premises. Given the proximity in location of the Proprietor to the school site, she is available for immediate action. The Incident Committee will follow the procedures outlined in this policy and will carry out a full risk assessment of damage, in conjunction with appropriate experts. If any of the school buildings are not safe to use as a place of learning alternative accommodation will be sought. Parents will be informed that the school has been closed at the earliest opportunity so that appropriate child care can be secured. Information regarding the closure of the school will be sent to parents via email using the hosted SIMS facility, through contacting the local radio station, contacting the parents through an alert on the website Home Page and through phone calls. The safety of the children and staff are our first priority.

In the event of a fire, advice will be sought from the Fire Service regarding the action to be taken and the extent of the damage, including a judgement on whether damage is significant enough to mean that one or more parts of the school buildings are not safe to use. Given that the nature of the school site means that there are several different buildings each housing a small number of classrooms, it is unlikely that the whole school site will become unusable. We have 15 classrooms and a maximum of 11 classes, meaning

that there is always spare capacity in the event of an incident such as a fire. We also have a close relationship with the local village hall and have made arrangements to be able to use it in an emergency. We are in contact with local Portakabin representatives who can help with temporary buildings quickly should these be necessary.

We have an incident box, the contents of which are detailed in Appendix 6. This is located in the shed in the staff car park and is accessible by the Incident Committee in an emergency. In the event of damage to the school premises or another incident restricting immediate access to the main school building, this box will be accessed by the first member of the Incident Committee onsite and used as necessary to lead the response and to inform emergency services of any relevant information.

Multiple Staff absence

There may be an occasion when there is multiple staff absence due to a severe virus, through other illnesses or through the impact of off-site accidents in which several members of the staff have been hurt. If there is insufficient staff to open the school parents will be informed as soon as possible. Every effort will be made to provide as normal a routine and timetable of teaching as is reasonably possible.

National/Global Pandemic and significant public health incidents

The impact of the Covid 19 pandemic on schools and their communities cannot be underestimated. As a school, we had to respond at very short notice to regularly changing guidance and requirements from the Government and the Department for Education. The Headteacher has several paper and electronic files and also a file of templates of letters/action to be taken in the event of one or more confirmed cases. We would respond to the developing situation as required.

We are aware of the need to consider seeking specialist advice from our UKHSA health protection team for significant public health incidents.

Code Blue – “Lockdown” Procedure

Incidents arising during break time

When on playground duty, all staff will have a whistle with them.

In the event of any unusual incident, staff will give three short blasts on their whistle to attract the attention of other staff and children.

On hearing three short blasts, the other staff on duty will establish quickly what has happened and notify office staff if a Code Blue situation needs to be instigated. The Office staff will then announce a Code Blue which means that Pre Prep teachers will go to their form rooms via the playground and Prep teachers will go straight to their next lesson.

The staff on duty will ask Pre Prep children to go to their form rooms, ensuring there are sufficient adults. Prep children will be asked to go to their next lesson.

Any member of staff aware of a danger or serious incident can instigate a Code Blue by notifying the office and giving a brief outline. One member of the office staff will find a senior teacher while another makes the Code Blue announcement over the phone intercom system. The announcement will be made as follows:

“Please stop and listen, Please stop and listen - Code Blue (location) – stay in your rooms please”

If the incident arises away from the office, the relevant member of staff will telephone the office to ask them to instigate the Code Blue. If no one answers the phone in the office, the relevant member of staff must themselves give the Code Blue announcement over the phone intercom system.

The office staff will call back the member of staff reporting the incident and are then responsible for logging the incident on the forms pinned to their notice board, which prompts the action to be taken.

If appropriate, the office staff will ring the emergency services.

On hearing the Code Blue message, the Site Manager will lock the external gates and external doors of the main school building, liaising with the office staff. The chef or assistant chef will exit via the side door of the hall and blow a whistle three times to alert anyone on the lawn, in the EYFS garden or in Forest School. The Site Manager or most senior member of staff will go to the woods/tennis court/Astro to check whether any children are outside and will alert them by blowing three times on their whistle. Any children outside will be taken to the nearest available room by their supervising member of staff.

The most senior member of staff who is not due to be teaching assumes responsibility for the incident, liaising with the office staff and the site manager.

The office staff will ring the Pre School and Reception class to advise them of Code Blue and establish that all their pupils are present inside the Pre School and Reception classrooms.

Each teacher responsible for a class will immediately count how many are inside the classroom and check whether any children are elsewhere, eg in the toilet, in a music lesson. Once a Code Blue has been called, teachers will ask any children seen outside a classroom, for example returning from the toilet or a music lesson, to join them inside, regardless of the class the child should be with. Children in rooms will be safely directed underneath desks and to remain silent until the Code Blue has been announced as over. Children in the Hall will be directed onto the stage with curtains closed.

The office staff will ring each class starting from Reception and working up to Form 6 to establish that all children are with their teacher and which adults are in each room, noting any children who have been taken into a classroom because they were en route somewhere when the Code Blue was called. They will also ring peripatetic rooms to check who is in each room. Any children missing will be reported to the senior member of staff who will either look for them or assign this duty to another free member of staff. All staff will also be accounted for by the phone call to each room.

TEACHERS SHOULD NOT CALL THE OFFICE, THE LINE SHOULD BE KEPT FREE. ALL PHONES SHOULD ALWAYS BE KEPT ON THEIR LOUDEST VOLUME AND ANSWERED QUICKLY.

Teachers in outside classrooms will lock their classroom doors from the inside and pull down blinds where they have them.

Kitchen staff and any visitors to the site will be advised to stay inside the building they are in.

Staff and pupils in the Jolly Room should go to the Music Room, Room 5 or may choose to stay in the Jolly Room.

Staff in the staff room should go into the library and lock themselves in.

The member of staff in room 3 should lock the side door to the playground from the inside.

Kitchen Staff should go into the Hall and notify anyone in the Hall, then lock all external doors.

The Headteacher or most senior member of staff should check the tennis courts, and outdoors and then lock the exterior door of the main building and side door by the kitchen and then go into the Office.

Staff in Room 6 will need to check if anyone is in the Medical Room before locking the door of Room 6.

The incident procedure will be followed, using the template appendices.

Once the danger has passed, the most senior member of staff will decide that the Code Blue is over and will make an announcement over the phone intercom.

“Code Blue clear – return to normal timetable thank you”

There may be a further message to ask for children and staff to gather in the hall for a debrief if felt necessary.

Appendix 1 - Notification of any incident (critical or otherwise)

This form to be filled in by office staff/Head/anyone receiving notification of an incident

This form to be taken by all staff on a trip

Information about an incident may come from a number of sources. Whoever receives the alert should ask for, and record, as much information as possible.

Be aware that those involved may be suffering from shock or may panic; offer reassurance and support. Find out as clear a picture as you can.

Discuss with the informant what action needs to be taken and by whom.

Contact details of informant	
Date and time of incident	
Exact location of incident	
Details of incident	
People affected (including names, injuries, where they are, where they are being taken to)	
What arrangements are in place for people not directly involved in the incident?	
When were the emergency services contacted and by whom	
If yes, what advice have they given	
Are all pupils/staff/visitors accounted for	
Who has been informed	Date and time notified
Head Teacher School staff Proprietor Pupils Parents Police Fire Service Ambulance service Local authority Insurance company Health and Safety Executive	
Does anyone else need to be informed?	
Any other action required	

Specific Action points for Office

	Office A		Office B	
Name of person informing of Code Blue				
Page all to inform school of code blue – “Stop and listen, stop and listen, Code Blue (state location) – stay in your rooms please”				
Record the time of incident				
Exact location of incident and details including people directly affected a) Initial details b) additional details provided when office call informant back				
Inform Head Teacher ext 19				
If the Co-ordinator decides the emergency services need to be informed - record their advice				
Bring visitor’s book into office				
Lock office door and/or close shutters				
Call Pre School and Reception to ensure they know of code blue ext 23 and 01				
Call Kitchen Staff ext 30				
Call all rooms to ensure all pupils & staff are accounted for. <ul style="list-style-type: none"> Which class do you have? Do you have all the children and staff you expect to have? Record any classes missing pupils Record the room in which each form is located	ROOM Science lab Room 9 Room 10 Room 11 Room 12 Art Room Hall Laura’s Lodge	Extension 08 09 10 11 12 14 16 15	ROOM Pre-School Room 1 Room 2 Room 3 Room 4 Room 5 Room 6 Room 7	Extension 23 01 02 03 04 05 06 07
Call these additional rooms: <ul style="list-style-type: none"> Do you have any class/pupils with you? Which members of staff are with you? 	ROOM Henry’s House IT Room Staff Room	Extension 18 24 25	ROOM Library Medical room Green room	Extension 26 27 29
Call rooms where Peri teachers may have students.			Shed Jolly Room	13 28
List: all the classes for the year				

	Office A	Office B
- are they all accounted for?		
If any pupils or staff were not accounted for – inform Code Blue Co-ordinator		
Announce Code Blue has ended - call the following rooms to ensure they know the code blue is over <ul style="list-style-type: none"> - where peri teachers may have been, - Art room and - Pre-School 		

Appendix 1a – Bomb call checklist

Bomb Call Check list – Information needed to assess “Credibility of allegation”

RECORD THE EXACT WORDING OF THE THREAT	
ASK THESE QUESTIONS	
Where is the bomb right now?	
When is it going to explode?	
What does it look like?	
What kind of bomb is it?	
What will cause it to explode?	
Did you place the bomb?	
Why?	
What is your name?	
What is your address?	
What is your telephone number?	
IF CALLER DISPLAY RECORD NUMBER SHOWN	
INFORM SITE MANAGEMENT STAFF	
Name and telephone number of people informed	
CONTACT THE POLICE BY USING THE EMERGENCY TELEPHONE NUMBER	
Time informed	

THIS PART SHOULD BE COMPLETED ONCE THE CALLER HAS HUNG UP AND POLICE/SITE STAFF HAVE BEEN INFORMED

Time and date of call

Length of call

Your extension number

ABOUT THE CALLER

Male

Female

Nationality?

Age?

Well-Spoken

Irrational

Taped

Foul

Incoherent

Message Read by Caller?

CALLER'S VOICE

Calm

Crying

Clearing Throat

Nasal

Slurred

Excited

Stutter

Disguised

Slow

Lisp

Accent

Rapid

Deep

Familiar

Laughter

Hoarse

Angry

If the voice sounded familiar, whose did it sound like

What accent

BACKGROUND NOISES

Street noises

House noises

Animal noises

Crockery

Motor

Clear

Voice

Static

PA system

Booth

Music

Factory Machinery

Office Machinery

Other (specify)

OTHER REMARKS/COMMENTS

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Appendix 2 - Educational Visit Leader – Initial Response to an Incident

This form is to be taken by all staff on a trip

<u>Action</u>	<u>Signature and Time</u>
Assess the situation and establish a basic overview of the incident.	
Take immediate action to safeguard pupils and staff.	
Attend to any casualties and administer first aid, if appropriate.	
If appropriate, call 999 or get someone else to call and provide them with an overview of the situation.	
Ascertain the whereabouts of all pupils and staff. Ensure the emergency services are aware of anyone who is unaccounted for.	
Contact the Headteacher (or nominated emergency contact) to ask for support.	
Headteacher or nominated emergency contact to make contact with parents as appropriate.	
Establish a basic overview of the incident. Ensure that factual, accurate information is available for those arriving on scene.	
Establish arrangements to meet the immediate welfare needs of pupils and staff.	
Identify pupils with SEND and anyone who may be particularly vulnerable. Inform the emergency services of any pupils or staff with known medical conditions or requirements.	
Ensure that a member of staff accompanies any pupils to hospital but remember the safety of everyone else, even if unharmed. Do not leave anybody on their own and try to maintain an adequate adult: pupil ratio.	
Ensure other staff are briefed and given tasks on a regular basis. Ask staff to maintain a log of actions taken and decisions made. Remind staff to discourage filming by bystanders	
Remember to retain any important items/documents eg: <ul style="list-style-type: none"> • Contact details • Consent forms (including medical and next of kin details) 	

<u>Action</u>	<u>Signature and Time</u>
<ul style="list-style-type: none"> • Maps/tickets/insurance policies/proof of identity 	
Avoid making comments to the media until a member of the Senior Management Team is there and parents have been informed.	
Manage the information given by pupils via phones	
Do not discuss legal liability with others	
Try to obtain the names and contact details of any witnesses to the incident and if possible obtain a written account from them.	

Educational Visit Leader – Ongoing Response to an Incident

This form is to be taken by all staff on a trip

<u>Action</u>	<u>Signature and Time</u>
Continue to assess any risks to pupils and staff. Take action to prevent further harm if necessary.	
Act as the main contact for co-ordination of the response and work closely with the headteacher/nominated emergency contact. Continue to liaise with the emergency services and other organisations.	
Continue to brief staff and allocate tasks on a regular basis.	
Monitor and reassure pupils. Make arrangements for the longer term welfare needs of pupils and staff.	
Check that everyone who should have been notified has been.	
Ask pupils and staff to avoid speculation when talking to the media and try to prevent the spread of misinformation.	

Appendix 3 - Checklist to Record Action Taken for an Incident

<i>Task</i>	<i>Timescale</i>	<i>Who</i>	<i>Date/time</i>
Establish basic overview of incident	Within 1 hour	Headteacher	
Hold a meeting with site manager/office staff/Incident Committee	Within 2 hours	Headteacher	
Allocate tasks including: Keeping logs Media liaison Parent liaison Support for staff involved in incident Liaising with insurer	Within 2 hours	Headteacher	
Contact families	Within hours	As assigned	
Update website and answer phone message; have dedicated phone lines for people with responsibility for liaison	Within hours	As assigned	
Call a staff meeting	Same day if practicable	Headteacher	
Inform pupils	As soon as practicable		
Ensure that regular briefings are given			
Inform local schools, make arrangements for business continuity			

Recovery and Post Incident Support

<i>Task</i>	<i>Who/When</i>	<i>Date</i>
Arrange a debrief meeting for staff		
Arrange a debrief meeting for parents		
Arrange a debrief meeting for pupils		
Ensure post incident support is available to all who may require it		
Initiate a review of decisions made and the school's incident response plan		
Where a major incident occurred involving a pupil on a school trip, all consents given by parents to be printed from SIMS and kept for 25 years.		

Appendix 4

Members of an Incident Committee

MC – Co-ordinator

LG – Business/Legal/Welfare

MT – Site/Services/Business Recovery

SP - Welfare

EC – Media Liaison and Co-ordinator

CM – Communications and Logs

MC – Legal/Insurance

Suggested Agenda for First Meeting

Date

Time

Members Present and their Role

Overview – What do we know?

What action has been taken already?

Communication to Parents?

Communication to Media?

Communication to Staff?

Any impending school activities that may be affected?

Immediate action and responsibilities:

Appendix 5

Suggested wording for sample briefing statement, to be amended according to the type of incident:

You may/will be aware of the recent incident that has affected Widford Lodge. We are currently working to ensure that disruption is kept to the minimum possible and we will keep you informed. For the immediate future we have made the following arrangements, which come into effect from

You will no doubt hear information from various sources. Any information not provided by the school must be treated with considerable caution. We will provide updated information as frequently as possible via email and the website.

Thank you for your support and understanding at what is a difficult time for everyone involved.

Suggested format for Logs of action

On lined paper:

Dates and times in margin

Initials of person at the top

Written in chronological order

Notes to be clear, accurate, factual, concise

Appendix 6

Incident Box – Contents

- Copy of the Incident Policy
- Copies of the templates to write on
- Pads of paper
- Pens
- Site plans annotated with:
 1. Location of utility services cut-off valves
 2. Hazardous material stores
 3. Entrance and exits plus parking areas
 4. Fire equipment points
 5. Fire assembly points plus alternatives
 6. Underground pipes and drainage
 7. External telephone points
- Instructions on updating the website

Useful Contacts

Wifi code for Louise Gear's property – Name: HOME, Code: AZ100likeJ

Insurance Company – Aon – Policy Number HU P16 9283052: Stephen Dodgson 07920845058,
Crisis line contact number 0800 8402783 out of hours,
or Zurich 01489 868888

Police Terrorist Line 0800 789231

Essex Safeguarding Children Board 0333 013 8936

Widford Village hall 01245 268068

Contractor's contact numbers – see separate list

Service providers:

Electricity Supplier – Scottish Power 0345 058 0002 Account no 1611 0691 122

Gas Supplier – British Gas Lite 0800 111999 Emergency line, Account ref BGL220506

Water & sewage Supplier – Wave (Anglian water) 0333 2079283 Ref no 6015247001

Phone – BT (For 01245 352581) 0800 800156

0800 800154 for faults A/c ref VP80394770

Broadband – BT 0800 800154 a/c ref GP00974412

Health Assured 0800 8922493

<https://www.healthassured.org/contact/>

Portakabin (temporary buildings) 01376 514511