EMERGENCY RESPONSE PLAN

08/01/2026

Policy history:

Plan date	Summary of changes	Contact	Version date	Review date
Jan 2024	Changes to staffing updated	AGA	Jan 2024	Feb 2025
Jan 2025	Change to content	LPE	Jan 2025	Feb 2026
Jan 2026	Changes to staffing updated	AGA	Jan 2026	As and when major staffing changes take place

Contents

1: Plan control – Owner

The Headteacher and the Designated Safeguarding Lead are the owners of this plan and responsible for ensuring that it is maintained and updated in accordance with college policy for reviewing the emergency response plan.

2: Plan control – Key staff

Name	Role
Amy Grashoff	Headteacher
Zahra Bhiwandiwalla	Deputy Headteacher
Jamie Salter	Assistant Headteacher
Mike Dicks	Assistant Headteacher
Harriett Buchanan	Assistant Headteacher
Kate Rose	Designated Safeguarding Lead
Reception Team	Reception
Peter Rowe	Premises and Facilities manager
Jamie Chapman	IT Manager
Natasha Rowe	Finance Officer
Simon Shadbolt	Chair of Local Governing Body
Jon Newman	Trust CFO
Katy Quinn	Trust CEO

3: Plan control – plan storage

All parties on the key staff list are required to store a copy of this plan safely and confidentially at their regular place of work.

4: Plan control – review

This plan will be updated as required and formally reviewed annually with updates made to the plan when significant events or changes occur with the college and Trust.

5: College information

School details	
Name of school / college	Newton Abbot College
Name of Trust	Ivy Education Trust
Type of school / college	Secondary School with Sixth Form
School / College address	Old Exeter Road, Newton Abbot, Devon TQ12 2NF
Reference Codes	DfE URN: 137124 LA Number: 8785404 VAT Ref: 133488506 Company No: 07717015
School / college operating hours	8.00am – 4.30pm (lessons 8.35am – 3.05pm)
Approximate number of staff	180
Approximate number of students	1150
Age range of students	11-19

6: Strategic decisions - Staff

An Emergency Support Team (EST) will be established at the onset of an incident to assist. The Headteacher will be supported in managing the response by:

Emergency Management Team		
Name	Position	Responsibilities
Amy Grashoff & Kate Rose	Headteacher & Designated Safeguarding Lead	Overall responsibility for the day-to-day management of the school Ensuring that the school has sufficient capacity to respond to crisis. Determining the college's overall response and recovery strategy.
Zahra Bhiwandiwalla Harriett Buchanan Jamie Salter Mike Dicks Kate Rose Sara Chapman Natasha Martin Sam Groves Jenna Loosemore	Senior Leadership Team	Supports the Headteacher in the day-to-day management of the school, including in times of crisis.
Katy Quinn	CEO Trust	Liaises with the Headteacher in response to a crisis Coordinates with the Headteacher to provide strategic direction in planning for and responding to a crisis. Supports the school's crisis response and subsequent recovery.
Simon Shadbolt	Chair of Local Governing Body	Liaises with the Headteacher in response to a crisis Coordinates with the Headteacher to provide strategic direction in planning for and responding to a crisis. Supports the college's crisis response and subsequent recovery. Ensures that the emergency response plan remains fit-for-purpose. Reporting to parents on the resilience of the college emergency response plan.
Jon Newman	Ivy Education Trust CFO	Supports the Headteacher, CEO, Trust and LGB in ensuring business functions remain in place in accordance with this plan

7: Strategic decisions - Tactical Decisions

The EST will create a tactical group to help coordinate the crisis response.

Tactical Team		
Name	**Position**	**Responsibilities**
Amy Grashoff	Headteacher	Oversees the Emergency Management Team
Zahra Bhiwandiwalla Jamie Salter Mike Dicks Sara Chapman Sam Groves Harriett Buchanan Jenna Loosemore	Senior Leadership Team	Managing communications with parents and carers Supporting the Headteacher
Kate Rose	Designated Safeguarding Lead	Managing the welfare of students and safeguarding
Natasha Martin and/or Charlotte Tonge	Sixth Form Leadership Team	Managing Sixth Form students and communicating with providers of vocational subjects and students who may be studying off site
Various	Teaching staff	Management and control of students
Peter Rowe	Premises and Facilities manager	Liaison with external contractors, supporting room allocation and site safety and movement of equipment etc
Kate Ochiltree	HR & Marketing Officer	Supporting staff in the event of a crisis
Jamie Chapman	IT Manager	Managing IT System and the maintenance and provision of services
Natasha Rowe	Finance Officer	Managing college finances

If the Headteacher is offsite during an incident, the Deputy Headteacher will take over their role.

8: Key contacts

Contact	Telephone No.	Email address or web address
School contacts		
Katy Quinn, CEO	07727 868366	katy.quinn@ivyeducationtrust.co.uk
Amy Grashoff, Headteacher	07811 175409	agrashoff@nacollege.devon.sch.uk
Zahra Bhiwandiwalla	07796 401529	zbhiwandiwalla@nacollege.devon.sch.uk
Harriett Buchanan	07788 833568	hbuchanan@nacollege.devon.sch.uk
Jamie Salter	07932 235449	jsalter@nacollege.devon.sch.uk
Kate Rose	07592 911775	krose@nacollege.devon.sch.uk
Mike Dicks	07397 222995	mdicks@nacollege.devon.sch.uk
Simon Shadbolt	07771521914	sshadbolt@newtonabbotcollege.onmicrosoft.com
Key local authority contacts		
DCC; Customer service centre	0345 155 1015 or 0845 155 1015	customer@devon.gov.uk
Other local authority contacts		
DCC; Health and Safety	01392 382027	healthandsafety@devon.gov.uk
DCC; Road & Transport		https://new.devon.gov.uk/roadsandtransport/safe-travel/winter-travel/
BBC Radio Devon	0845 301 1034	Radio.devon@bbc.co.uk
Mid-Devon Advertiser	01626 336600	editorial@middevonadvertiser.co.uk
Other useful contacts		
Emergency Services	999	
Newton Abbot Community Hospital	01626 324500	www.torbayandsouthdevon.nhs.uk/visiting-us/newton-abbot-community-hospital/
Newton Abbot Town Council	01626 201 120	info@newtonabbot-tc.gov.uk
Environment Agency	03708 506 506	www.gov.uk/government/organisations/environment-agency
Met Office	0370 900 5050	www.metoffice.gov.uk/

Health & Safety Executive	0845 300 9923 or 0151 922 9235 (Out of Hours)	www.hse.gov.uk/contact/faqs/riddor.htm

9: Emergency plan guidance – Statement of intent

This document sets out the framework for our college's business continuity management and emergency response arrangements.

A business impact assessment has been undertaken to identify our critical activities and the measures we have put in place to mitigate the effects of disruptions.

The plan should be read in conjunction with:

- The Ivy Education Trust Health & Safety Policy
- The Newton Abbot College Fire & Emergency Evacuation Plan

10: Emergency plan guidance – Introduction

This plan can be activated:

- On activation of the fire alarm
- On receipt of a telephone call by the emergency point of contact
- On being informed of a bomb threat
- On being informed of an external threat
- On being informed of an intruder within the college
- On being informed of a sudden illness in the college
- On being alerted of severe weather

This document is designed to aid the Headteacher and governors in responding to a developing or emergency. Although it is impracticable to prepare for all and any possible emergency, some forethought and planning will provide a framework to limit damage to people, buildings or the reputation of the college.

The Headteacher has overall responsibility for the college's response to an emergency; however, they will be supported by an Emergency Support Team (EST). The EST will consist of:

- Senior Leadership Team
- Heads of Learning Team
- Premises Team
- Finance Officer

They who will take on key roles in an emergency such as: communications, media management and the welfare of students.

It is good practice for the Headteacher and any other nominated persons to keep a copy at home or have this document in a shared working space.

11: Emergency plan guidance – Types of incidents

Level 0 – Local incidents

- Disruptive to the normal routine of the college but not an immediate threat to life or wellbeing.
- Can be dealt with locally and may, at most, require a limited closure of the college.

Examples:
severe weather, flooding, power cuts, fallen trees, notifiable infectious outbreak, disruption to telephone or internet services and local industrial action

Level 1 – Local emergencies

- Disruptive to the normal routines of the college and involves a real threat or   actual injury or death.
- External agencies will need to be involved such as the police or fire brigade.

Examples:
Laboratory explosion, deliberate act of violence such as the use of a knife or gun; student or teacher being taken hostage; gas leak; transport related accidents involving a large number of students; death or serious injuries on college journeys; civil disturbances and epidemics.

Level 2 – Major community emergency
Events that affect the whole community

Examples:
Aircraft crash, terrorist action; road/rail accident or spillage; factory explosion; an epidemic leading to national alerts.

12: Emergency plan guidance – actions to be taken by the Emergency Management Team in the event of a serious incident

Stage 1 - Initial actions

- Maintain a personal log of information, actions taken and timings of events
- Endeavour to maintain normal routines and timetables
- Consider whether outside agencies need to be informed
- Contact the Devon Health & Safety service
- Inform insurers if possibility of liability or negligence

Stage 1 - Initial actions outside term time or college hours

- Arrange for the Premises Team to open certain parts of the college and to be available
- Think about clothes as you may be drawn into a TV interview
- Do not release any names of people involved in an incident before identities have been formally agreed and parents informed
- Inform the chair of governors
- Call in the EMT members and nominate one to oversee the team
- Contact the Devon Health & Safety service

Stage 2 - during the emergency

- Set up arrangements to manage visitors and record their names
- Regularly brief all staff and monitor how they are coping

- Set up communication arrangements
- Ensure that there is an independent telephone line available for outgoing calls only
- Inform students with accurate, information
- Discourage staff and students from speaking to the media
- Maintain contact with parents
- Seek police advice if the incident is away from the college

Stage 3 - after the emergency

- Seek support, where appropriate, from local clergy on special assemblies/funerals or memorial services
- Prepare report on the event
- Ensure that staff or students in hospital are contacted by the college
- Consider the arrangements needed for staff or students on return to the college

Stage 4 – longer term issues

- Monitor students informally
- Clarify procedures for students who may need individual help
- Be aware that staff may need help
- Provide information to staff and students

13: Emergency plan guidance – Actions to be taken by the Emergency Management Team

Stage 1 – Initial actions

- Obtain full facts from Headteacher
- Maintain a personal log of information received, actions taken and the timings
- Assist in assessing the emotional needs of staff and students
- Inform staff and students and provide support
- Assist class teachers who will undertake classroom briefings

Stage 2 & 3 – During the emergency

- Assist the Headteacher as instructed

14: Emergency plan guidance – Things to consider

Telephone calls:

- The college's phone system is likely to be inundated; ensure that there is a line dedicated to in-coming calls
- Brief the person/people answering the phone so that they are clear on what to say
- Ensure that there are enough people to answer calls
- Have one (properly briefed) person to deal with the media
- Never release personal information about students or staff without ensuring that identities have been formally agreed and parents informed
- Log incoming calls, remembering some calls can be malicious

Staff:

- Keep staff well informed & be available to staff
- Some staff may be badly affected by the incident and not able to assist in supporting

students
- The EMT team will be under particular strain

Media:

- Decide on what information should be released to the media
- Do not allow the media onto the college premises or give them access to the students
- Ensure students, staff, governors, and parents are given accurate, up-to-date information at regular intervals and discourage them from speculating or spreading rumours
- If being interviewed, have someone else with you to monitor the interview and try to decide beforehand what to say but be prepared to think on your feet
- Remember that anything you say in an interview could be quoted including something that was not part of the interview
- Be prepared to say 'no comment'
- Don't be over elaborate with answers
- Refuse permission for photographs or schoolwork, students or staff
- Check where the interview/camera team go when the interview is over

15: Suspicious packages – Introduction

Postal bombs or biological / chemical packages might display any of the following signs:

- Excessive wrapping
- Grease marks or oily stains on the envelope / wrapping
- An unusual odour including (but not restricted to) ammonia, almonds or marzipan
- Discolouration, crystals or powder-like residue on the envelope / wrapping
- Visible wiring / tin foil
- Heavy weight for the size of the package
- Uneven weight distribution
- Too many stamps for the weight of the package
- Delivery by hand from an unknown source

16: Suspicious packages – Initial response

	Initial response - upon receiving a suspicious package	Tick / sign / time
1	Remain calm.	
2	Put the letter / package down gently and walk away from it: Do not touch the package further Do not move it to another location Do not put the package into anything (including water) Do not put anything on top of it.	
3	Note its exact location.	
4	Evacuate the building, keeping people away from the room as far as possible. Ensure that any assembly points are located away from the danger of flying glass.	
5	Do not use mobile phones, two-way radios or sound the alarm using the break glass call points. Reception to use the main panel to set the alarm off so staff and students know to evacuate.	
6	Notify the Police (999) and the Headteacher	

17: Suspicious packages – Exposure

If anyone is exposed to a potentially hazardous substance carry out the actions below.

Ref'	Initial response - if exposed to a potentially hazardous substance	Tick / sign / time
1	Keep all persons exposed to the material separate from others, and available for medical examination. Ask them to remain calm and avoid touching their eyes, nose or any other part of their body.	
2	Ensure that ventilation / air circulation systems in the building have been turned off and that all doors (including internal fire doors) and windows have been closed.	
3	Anyone experiencing symptoms of chemical exposure (e.g. streaming eyes, coughs and irritated skin) should seek medical attention urgently.	

18: Bomb threats – Introduction

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, often the work of malicious jokers, although terrorists do make hoax calls with the intent of causing alarm and disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the police.

Calls may be of two kinds:

- Hoax threats designed to disrupt, test reactions, or divert attention
- Threats warning of a genuine device – These may be attempts to avoid casualties or enable the terrorist to blame others if there are casualties. However genuine threats can provide inaccurate information about where and when a device might explode.

19: Bomb threats – aims

- Stay calm and listen.
- Obtain as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and whom they represent. If possible, keep the caller talking.
- Ensure that any recording facility is switched on.
- When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can get their number.
- Immediately report the incident to the Headteacher and/or SLT
- If you have not been able to record the call, make notes for the police. Do not leave your post – unless ordered to evacuate – until the police arrive

20: Bomb threats – Procedure

BOMB THREAT	
Actions	Completed
Headteacher and/or SLT to be notified	
Bomb Threat Action List to be completed by receiving person (see Bomb Threat Recording Template)	
Headteacher and/or SLT to contact the premises team	
Headteacher and/or SLT to contact the police via 999 and follow advice. SPoC to be appointed	
RED: Initiate Fire Alarm The immediate evacuation of a building AMBER: A potential emergency has been reported. Staff check your immediate areas for danger and await further instruction. GREEN: Return to normality Situation resolved	

21: Bomb threats – Bomb Threat Recording Template

<p align="center">ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT</p>

- Remain calm and talk to the caller
- Note the caller's number if displayed on your phone
- If the threat has been sent via email or social media, see appropriate section below
- If you can, record the call
- Write down the exact wording of the threat

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

Where exactly is the bomb right now?

When is it going to explode?

What does it look like?

What does the bomb contain?

How will it be detonated?

Did you place the bomb? If not you, who did?

What is your name?

What is your address?

What is your telephone number?

Do you represent a group or are you acting alone?

Why have you placed the bomb?

Record time call completed:

ABOUT THE CALLER:	Male	Female	Nationality	Age
	☐	☐		

THREAT LANGUAGE:	Well-spoken	Irrational	Taped	Foul	Incoherent
	☐	☐	☐	☐	☐

CALLER'S VOICE:	Calm	Crying	Clearing Throat	Angry	Nasal

☐	☐	☐	☐	☐

Slurred	**Excited**	**Stutter**	**Disguised**	**Slow**	**Lisp**	**Accent***
☐	☐	☐	☐	☐	☐	☐

Rapid	**Deep**	**Familiar****	**Laughter**	**Hoarse**	**Other (Please specify)**
☐	☐	☐	☐	☐	

* What Accent?

** If the voice sounded familiar, who did it sound like?

Street Noises	**House Noises**	**Animal Noises**	**Crockery**	**Motor**
☐	☐	☐	☐	☐

Clear	**Voice**	**Static**	**PA System**	**Booth**	**Music**
☐	☐	☐	☐	☐	☐

Factory Machinery	**Office Machinery**	**Other (Please Specify)**
☐	☐	

REMARKS:

ADDITIONAL NOTES:

22: Lockdown – Rationale

Lockdown procedures may be activated in response to any number of situations, these may be:

- A reported incident, disturbance in the local community
- An intruder on the site(s)
- Concerns over allowing staff and students to cross from one site to the other
- A warning being received regarding a local risk of air pollution (smoke plume, gas cloud etc)
- A major fire in the vicinity of the college
- The close proximity of a dangerous animal

23: Lockdown – Management and control

Management and Control:	
TURN TO RADIO CHANNEL 1	
Nominated person	**Responsibility**
Headteacher and/or Designated Safeguarding Lead	If there is time, to email @lockdown and inform the group of a developing or current incident To initiate lockdown Coordinate contact with the emergency services Act as Single Point of Contact (SPoC)
Headteacher's PA and/or HR	To contact PE on 2331 and @pe to inform them that a lockdown has been initiated To call Newton Abbot Leisure Centre on 01626 215660 to ensure a message reaches all our PE groups
Premises Manager	If safe to do so: be on standby to open gates should emergency services need access
Senior Leadership Team	If safe to do so: be on standby to assist with the incident
Reception Staff	Sounding and silencing the lockdown alarm Securing Reception
Attendance Team	Communication with staff via Impero Send out an all-staff email with the same messages
Heads of Learning Team and/or IT Team	Stream CCTV

24: Lockdown – Procedure

Procedure	Responsible Person
Notification of lockdown 1. The Headteacher and/or Designated Safeguarding will email the @lockdown group to inform key members of staff of an impending or current incident. 2. Upon notification of the need to lockdown, the Headteacher and/or Designated Safeguarding Lead will inform reception staff to sound the lockdown alarm. 3. On hearing the lockdown alarm, all staff with access to a radio will change to Channel 1. Radio traffic to cease until directions are given by Single Point of Contact SPoC. 4. The most appropriate member of staff to be assigned Single Point of Contact (SPOC). In normal circumstances this will be the Headteacher or Designated Safeguarding Lead. Should they not be available SPoC will be passed to a member of the Senior Leadership Team. 5. SPoC to coordinate contact with the emergency services with details of the lockdown and threat. 6. SPoC to: Radio the Attendance Team: First email to be sent out informing staff of lockdown Second email to be sent out, if alarm is silenced Third email to be sent out when lockdown is over Confirm number of students on site Confirm number of staff on site Radio the Head of Learning Team/IT Team: Confirm CCTV is being streamed Radio Headteachers PA and/or HR; Confirm PE and NALC have been informed	1. Headteacher, Designated Safeguarding Lead 2. Headteacher, Designated Safeguarding Lead 3. All staff 4. Headteacher, Designated Safeguarding Lead, Senior Leadership Team 5.SPoC 6. SpoC
Upon notification of lockdown – During a lesson	

All outside activity to cease immediately and staff and students to go inside at the nearest safe building. **PE lessons:** Staff & students on Exeter Road are to make their way to the DCA Staff & students on Dyrons are to make their way to D1 Staff & students in Newton Abbot Leisure Centre are to make there way to the changing rooms **Peripatetic Staff:** To remain in their individual rooms with the student **Toilets:** Anybody in toilets or corridors should go immediately to the nearest classroom or office to be with a staff member. **Classrooms:** Staff member to explain we are in a "lockdown situation" and that the following actions needs to be completed, if able to do so: Close and lock all windows and doors, keep out of sight and close blinds/curtains if fitted. Turn off lights. Block access points to rooms, eg put tables in front of doors. Instruct all students to not touch their mobile phones Staff and students are to remain in their internal area, keeping away from the windows and low to the floor, under tables if possible. Everyone to remain silent, unless giving instructions. Staff member to retain access to laptop/PC (if safe to do so) as update messages will be communicated through this method. If a specific threat exists to a specific area this will be communicated through email or site walk and where safe to do so, staff and students will be removed from the affected area to a place of safety. Remain inside the room until you receive an ALL CLEAR email or unless told to evacuate by the emergency services.	This section applies to all staff & students
Upon notification of lockdown – During break time All outside activity to cease immediately. If safe to do so all Staff and Students to head to their next classroom. If staff or student is not on the correct site they are to head to: Exeter Road site, the DCA Dyrons site, D1 If safe to do so all non-teaching and support staff to support the DCA or D1 Staff member to explain we are in a "lockdown situation" and that the following actions need to be completed, if able to do so: Close and lock all windows and doors, keep out of sight and close blinds/curtains if fitted. Turn off lights. Block access points to rooms, e.g. put tables in front of doors. Instruct all students to not touch their mobile phones	This section applies to all staff & students

Staff and students are to remain in their internal area, keeping away from the windows and low to the floor, under tables if possible. Everyone to remain silent, unless giving instructions. Staff member to retain access to laptop/PC (if safe to do so) as update messages will be communicated through this method. If a specific threat exists to a specific area this will be communicated through email or site walk and where safe to do so staff and students will be removed from the affected area to a place of safety. Remain inside the room until you receive an ALL CLEAR email or unless told to evacuate by the emergency services.	
Signal for all-clear 1. Decision for "All Clear" to be made 2. Email sent to all staff – subject: ALL CLEAR – LOCKDOWN OVER 3. Senior Leadership Team, Heads of Learning & Heads of Department walk the site to check "All Clear" release is occurring as it should. Alarm to be deactivated when the All Clear is given	1. SPoC, Emergency Services 2. SPoC 3. Senior Leadership Team, Heads of Learning, Heads of Departments
Parental Communication In the event of an actual lockdown, any incident will be communicated to parents as soon as is practicable. This will be through the email system. We understand that in a real lockdown event parents and carers will be highly anxious, however we ask: That you do not contact the College during the incident. Calling the College could tie up telephone lines that are needed for contacting emergency providers That you do not come to the College. This could interfere with emergency provider's access to the College and may put yourselves and others in danger That you wait for the College to contact you about when it is safe for you to come to get your children, and where this will be from	

25: Severe weather - Preparing for severe weather

In the event of a severe weather warning or similar, the Headteacher will decide on whether to close the college. This decision will be based on whether there is a significant risk of severe injury, ill-health, or inability to comply with relevant legislation. Every effort will be made to keep the college open for examination candidates even if the rest of the college is closed.

Newton Abbot College will liaise with transport contractors before making any decision to close. This will enable us to understand how many students to expect if the college remains open. If the college were to close, transport contractors will be informed as soon as possible.

If the decision was made to close the college, we would communicate this to parents, transport services, staff and Devon County Council.

College would us messages via local media, staff telephone cascade, parent email, and social media to inform parents, students, and staff of the college closure.

26: School closure – Reporting

School Closures should be reported via the School Closure Website and y completing the on-line form:

Things to consider if college remains open during bad weather	Things to consider if college were to close due to bad weather
Identifying areas which need to be gritted; stocks of salt or grit	If closed for more than one day; Remote learning – colleges should ensure that a reasonable level of education is provided if students are unable to attend due to the premises being closed
Estimating how many staff members need to be on site to run the college safely	Keeping accurate student contact details to ensure the welfare an safeguarding of students
How to inform students, staff and parents on closures and re-openings	Student access to a computer and internet at home
College transport	Can the college's IT facilities be accessed by students from home

Difficulty of staff getting home or into work	Personal addresses, e-mails and telephone details of staff should not be made available to students or their parents

Online: https://www.devon.gov.uk/schools/

On-line form: https://www.devon.gov.uk/schools/closure

27: Severe weather - Staffing

Role	Responsibility
SLT/HOLs/HODs (who live locally)	To coordinate the closure and to ensure all students have left site
Finance officer	To ensure any finances needed to ensure students gets home safely are available
Premises Team (who live locally)	To ensure the site is locked down and secure

28: School closure – Initial response; short term

Ref'	Generic actions - initial response	Tick / sign / time
1	Assess the need for closure. Consider whether any mitigation measures are possible, such as: Partially opening the school to some pupils Asking a buddy school for assistance Purchasing infection control supplies (in the event of a public health incident).	
2	If necessary, assemble an EST.	
3	Seek support from other organisations (e.g. the local authority) as appropriate.	
4	Ensure that everyone who needs to be aware of the closure is notified. It may be appropriate to inform: Pupils Parents / carers Staff Governors Local radio stations The Local Authority and/or School Closures Website.	
5	If the closure takes place during the school day, arrange transport for pupils as necessary.	
6	If the closure takes place outside school hours, at least one member of staff should be present at the school entrance at the beginning of the school day, to ensure that any pupils who do arrive are informed of the closure, and to check pupils are able to return home safely.	
7	Make alternative arrangements for exams if necessary.	

29: Severe weather - Severe weather plan

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                                       ▼
                          ┌──────────────────────────┐
                          │       ASSESSMENT:          │
                          │ - Local assessment and     │
                          │   impact to community      │
                          │ - Degree of potential      │
                          │   damage or disruption     │
                          │ - Likely period of         │
                          │   disruption               │
                          │ - Consequence for site     │
                          │   and/or travel            │
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              ▼                                                 ▼
  ┌──────────────────────────┐              ┌──────────────────────────┐
  │  UNABLE TO MANAGE RISK    │              │  RISK MANAGED BY          │
  │  SAFELY                   │              │  LOCALISED ACTIONS        │
  └──────────────────────────┘              └──────────────────────────┘
              │                                          │
              ▼                                          ▼
  ┌──────────────────────────┐              ┌──────────────────────────┐
  │  HEADTEACHER DECIDES TO   │              │  SITUATION MONITORED      │
  │  CLOSE THE COLLEGE        │              │  CLOSELY.                 │
  └──────────────────────────┘              │  SCHOOL REMAINS OPEN      │
              │                              └──────────────────────────┘
              └───────────┐
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              ┌──────────────────────────┐
              │  INFORM STAFF, STUDENTS   │
              │  & PARENTS                │
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              ┌───────────┘          └────────────┐
              ▼                                    ▼
  ┌──────────────────────────┐          ┌──────────────────────────┐
  │  CONTACT EMERGENCY        │          │  REPORT COLLEGE CLOSURE   │
  │  SERVICES IF REQUIRED     │          │  TO THE LOCAL AUTHORITY   │
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  │  LIAISE WITH SCHOOL       │          │  INFORM LOCAL RADIO       │
  │  TRANSPORT PROVIDERS      │          │  STATION:                 │
  └──────────────────────────┘          │  RADIO DEVON:             │
              │                          │  PHONE: 08081001034       │
              ▼                          │  EMAIL:                   │
  ┌──────────────────────────┐          │  radio.devon@bbc.co.uk    │
  │  MONITOR & RE-ACCESS      │          └──────────────────────────┘
  │  THE SITUATION            │◄──────┐              │
  └──────────────────────────┘       │              ▼
                                      │  ┌──────────────────────────┐
                                      │  │  IMPLEMENT CONTIUED       │
                                      └──│  LEARNING PROGRAMME IF    │
                                         │  DISRUPTION IS LIKELY TO  │
                                         │  BE PROLONGED             │
                                         └──────────────────────────┘
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30: Cyber-attack response – Introduction

The purpose of the Cyber response plan is to ensure that critical activities are resumed as quickly as possible, and the college is back to operational standards.

31: Cyber-attack response - current mitigations

● Microsoft Licences: All servers and PCs licencing kept fully up to date, enabling patch management (security updates) to be applied as/when required.

● Barracuda cloud backup: Offline backups, protecting data in a location separate from the network. Data is backed up onto Barracuda cloud platform, keeping the staff data restorable should anything impact on the onsite server.

● Barracuda email filtering: All college emails are forced through the Barracuda cloud filtering system which blocks and/or flags any threats via dangerous links and files and automatically blocks known domains on Barracuda's blacklist through their AI system.

● Microsoft portal 365 sentinel: Alerts the IT staff of any breaches of security for example if a user account attempts to be accessed from another country.

● Google console: Sends alerts via email to IT staff for any breaches.

● Smoothwall (Filter and Firewall): Firewall solution provides a hardware physical barrier between the college and outside world. Filter solution provides a safe environment for internet searches and aids in blocking external software attacks. Smoothwall cloud version also protects staff & students working remotely on college IT equipment.

● BitLocker as a first line defence from data theft: All staff must in put a password into BitLocker before they can access their device. BitLocker also encrypts the drives when an attempt is made to access data through an external machine.

● UBlock; is an extension on all PC's which blocks adverts and malicious codes in the web page

● Finance and Management Information System cloud based and remotely accessible.

● ICT Acceptable Use Policy in place.

● The names of all leavers are passed on to ICT support where their access to the school network is disabled.

● Cloud based access to the school MIS is disabled on the day the staff member leaves the school/their contract end date.

● All staff must only use their own admin account to access school devices/communication systems.

● Windows defender on all college machines, runs periodically throughout the day looking for malicious files

32: Cyber response - Actions in the event of an emergency

The IT manager to inform, without delay the Headteacher and/or Designated Safeguarding Lead.
The Headteacher and/or Designated Safeguarding Lead to gather the Emergency Support Team (EST), a tactical group to respond to the immediate threat and a Single Point of Contact (SpoC) to be identified.

Roles and responsibilities of IT:
These actions to be ran in parallel with one another:

- Shut down the Firewall
- Shut down all servers to bring down the entire network
- IT to bring up individual servers, check for malicious attacks then shut them back down
- If a malicious attack is found the server is isolated, this process is repeated until all servers have been checked
- All staff devices are scanned using the following protocol
- All student devices are scanned using the following protocol
- IT to go onto cloud security systems (Microsoft portal, Barracuda, Google console, Smoothwall etc) to check for any security reports
- IT to contact Microsoft security team for assistance

Roles and responsibilities of the EST:

- Consider impact on college and discuss closure protocol
- Communicate the cyber-attack to all staff, using the following messages:

"IT security breach. Cease all IT use for students and staff. Students to shut down all computers. Staff to hold their class until they are notified to release them, even if over a transition/break time. Follow these steps immediately:

- EST to collate all scan results and communicate to a Single Point of Contact (SpoC) verbally or via radio
- Infected devices to be taken to IT
- Once the threat has been identified IT to isolate and resolve

Roles and responsibilities of SLT:

- SLT to coordinate curriculum, registers, staff, and student communication

33: Cyber response - actions in the event of an emergency – recovery

- IT to run tests throughout the recovery procedure:
- IT to complete a detailed log of the incident
- IT to bring the network back up
- IT to bring the firewall back up
- Allow staff to boot up staff device
- IT to bring up student devices
- SLT/EST to communicate to staff, students & parents

34: Cyber response - actions in the event of an emergency – reporting

- IT to brief the Headteacher and/or Designated Safeguarding Lead
- Headteacher and/or Designated Safeguarding Lead to brief SLT, governors and then wider staff team
- Headteacher to brief the CEO and DPO
- Review emergency response and update where necessary

- Review logs and implement any additional procedures

If appropriate:

- To Inform the National Cyber Security Centre (NCSC): https://report.ncsc.gov.uk

- To inform the local police via Action Fraud website
  https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime or telephone 0300 123 2040
- the DfE sector cyber team at Sector.Incidentreporting@education.gov.uk

- To inform the trusts Data Protection Officer by telephone on 01626 870317

- DPO will advise whether ICO should be contacted (0303 123 1112)

35: Incident Management – Check list; during an emergency

	Action	Details	Responsibility	Actioned?
1.	Initial assessment	Survey the incident scene and disseminate information.	Headteacher	☐
2.	Call the emergency services (as appropriate)	Provide as much information about the incident as possible.	Headteacher	☐
3.	Evacuate the school building if necessary. Ascertain whether students should remain within the school grounds at a relative place of safety indoors. If it is safe, consider the recovery of vital assets to sustain critical school activities. Inform relevant stakeholders of site evacuation.	Use standard fire evacuation procedures. Consider staff members and students with special needs and/or disabilities. If remaining within the school grounds, ensure that the assembly point is safe Take advice from emergency services as appropriate.	Headteacher Premises Team SLT	☐
4.	Ensure that all students, staff members and school visitors report to the identified assembly point.	Exeter Rd Astro Turf Dyrons Site field	Premises Team Headteacher	☐
5.	Check that all students, staff members and visitors have been evacuated. Consider the safety of all students, staff members and visitors as a priority.	Follow Emergency Evacuation Procedure	Premises Team Headteacher	☐
6.	Ensure that the emergency service vehicles have access to the incident site.	Ensure any required actions are safe by undertaking a risk assessment.	Premises Team Headteacher	☐

7.	Establish a contact point for all supporting personnel.	Consider the availability of staff members and who may be best placed to communicate information.	SLT	☐
8.	Ensure a log of key decisions and actions is started and maintained throughout the incident.		Premises Team SLT Headteacher	☐
9.	Where appropriate, record names and details of any staff members or visitors who may have been injured or affected by the incident.	This information should be held securely as it may be required by emergency services or other agencies either during or following the incident.	KRO Patroller with responsibility for First Aid	☐
10.	Assess the impact of the incident. Identify and agree next steps.	Continue to record key decisions and actions in the incident log.	Headteacher SLT	☐
11.	Log details of all items lost by students, staff members and visitors as a result of the incident, if appropriate,		Head of Learning Team Business Support Staff	☐
12.	Consider the involvement of other teams, services or organisations that may be required to support the management of the incident.		Headteacher SLT	☐
13.	Assess the key priorities for the remainder of the working day and take relevant action.	Consider actions to ensure the health, safety and well-being of the school community at all times. Consider your business continuity strategies to ensure that the impact of the disruption is minimised. Consider the school's legal duty to provide free school meals and how this will be facilitated.	Headteacher	☐
14.	Ensure staff members are kept informed about what is required of them.		Headteacher SLT	☐
15.	Ensure parents and students are kept informed as appropriate to the circumstances of the incident.	Consider communication strategies and additional support for students with special needs. Agree arrangements for parents collecting students at an appropriate time. Consider the notification of students not currently in school.	SLT Head of Learning Team	☐

16.	Ensure Governors are kept informed as appropriate to the circumstances of the incident.	Headteacher's PA to keep the Chair of Governors informed of all actions and regular updates	Headteacher's PA	☐
17.	Consider the wider notification process and the key messages to communicate.	Local radios may be useful in broadcasting key messages.	Headteacher	☐
18.	Communicate the interim arrangements for delivery of critical school activities.	Ensure all stakeholders are kept informed of any contingency arrangements. Through Department Heads, Subject Team Leaders and All Staff Emails.	Headteacher SLT	☐
19.	Log all expenditure incurred as a result of the incident	Record all incident-related costs incurred in the attached financial expenditure log.	NRO/JN	☐
20.	Seek specific advice/inform your insurance company.	Vehicle insurance held for college vehicles All other insurance is via the EFA Risk Protection Arrangement	Jon Newman	☐
21.	Ensure recording process is in place for staff members and students leaving the site.	Ensure the safety of staff members and students before they leave site and identify suitable support and risk control measures.	PRO	☐

36: Incident Management – Check list; Continuity

The purpose of the continuity phase is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption. Non-critical activities may need to be suspended.

No.	Action	Details	Responsibility	Actioned?
1.	Identify any other stakeholders required to be involved in the business continuity response.	Depending on the incident, you may need additional/specific input to facilitate the recovery of critical activities. This may require the involvement of external partners.	Headteacher	☐
2.	Evaluate the impact of the incident	Take time to understand the impact of the incident on the normal operations of the school.	Headteacher	☐
3.	Log all decisions and actions, including what you decide not to do and include your decision making rationale.		Headteacher SLT	☐
4.	Log all financial expenditure incurred.		Finance Officer	☐
5.	Allocate specific roles as necessary.	Roles allocated will depend on the nature of the incident and the availability of staff members.	Headteacher	☐
6.	Secure resources to enable critical activities to continue or be recovered.		Headteacher Finance Officer	☐
7.	Deliver appropriate communication actions as required.	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders	Headteacher SLT	☐

37: Incident Management – Check list; Recovery

The purpose of the recovery phase is to get operations back to normal as soon as possible.

	Action	Details	Responsibility	Actioned?
1.	Agree and plan the actions required to enable recovery of normal school operations.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	Headteacher SLT Finance Officer	☐
2.	Respond to any ongoing and long-term support needs of staff members and students.	Depending on the nature of the incident, the emergency management team may need to consider the use of counselling services.	Headteacher SLT	☐
3.	Once recovery actions are complete, communicate the return to normal school operations.	Ensure all staff members are aware that the business continuity plan is no longer in effect. Either through an All Staff email, face to face communication, staff meeting etc	Headteacher	☐
4.	Debrief staff members (possibly with students) about the incident.		Headteacher SLT	☐
5.	Complete a report to document opportunities for improvement and any lessons identified.	The incident report should be reviewed by all members of the Emergency management team.

Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the school. | Headteacher SLT | |
| 6. | Review this continuity plan in light of lessons learnt from the incident and the response to it. | Implement recommendations for improvement and update this plan.

Ensure any revised versions of the plan are read by all members of the business continuity team. | Headteacher | ☐ |