

Manchester City Council Schools Major & Significant Incident Management Framework

1. Background, purpose and scope

- 1.1 The Council is committed to supporting schools maintain continuity of teaching and learning during a major, significant and/or serious widespread disruption. School management teams are responsible for having a robust Business Continuity Plan in place and managing any incident that threatens continuity, the Council is responsible for co-ordinating appropriate resources to support this. This framework provides the structure for provision of this support.
- 1.2 This framework has been developed to help schools deal with the most serious and significant incidents where there is support required from the Council. This relates to incidents that cannot be dealt with as part of normal day to day disruptions and where the incident is so significant or catastrophic that there is a threat of, or actual closure of the school. This framework should form an essential part of School Continuity Plans. The framework should not be used to respond to 'business as usual' incidents that schools could reasonably be expected to deal with independently.
- 1.3 The framework ensures that there is a simple and efficient communication process between schools and the Council so that we can provide effective support particularly within the initial stages of a serious incident. This is achieved through the identification of one key point of contact – officers who will support the school/s affected to respond to an incident through the provision of advice and guidance and co-ordination or activation of key services.
- 1.4 The services provided by the Council to support you manage an incident will combine advice and guidance and resources with the aim of ensuring that pupils/students can continue to receive their education with minimal disruption. The service schools can expect from the Council in an incident through this framework is a single point of access for a swift response, a quick assessment of need, an ongoing co-ordination of external support and an onsite presence at the site depending on the terms of the incident.
- 1.5 There a broad range of services that could be involved in responding to the incident, for example Education services including the Quality Assurance Team , Emergency Transport, and Council Designated Officer support as well as expertise to help support your response from core council services, for example, Health and Safety, Risk and Resilience, Corporate Property, HR, Insurance and the Press Office.
- 1.6 If you have separate arrangements in place for management support provided through an independent provider. Please be aware that contact with this provider does not replace contacts made with the Council and notification we still be required to the Council for support to be provided.

2. Overall approach

- 2.1 To ensure that all key risks have been considered and appropriate response actions developed, the framework identifies the key risks to school disruption where the Council has a role in providing support to manage the incident. For each risk/type of incident there is one key contact identified who should be the first point of contact for schools and will provide support to manage the incident. Obviously in some instances, for example a terrorism threat, the first point of contact should be the police.
- 2.2 The types of major and significant incident covered by this framework are detailed in the table below:

Type of Incident/Risk	Description
Significant premises incident that could lead to school closure	This relates to a premises incident of such seriousness that there could be denial of access and closure – such as a significant fire or flood in the premises.
Serious Accident/Injury	This does not relate to injuries that can be managed by the school, this refers to life threatening injuries to pupil/s and/or staff that could cause significant disruption to the school.
Significant Disease outbreak	Outbreak of disease so significant in terms of risk to health or numbers affected that there is a risk of school closure.
Terrorism/Terror Threat	Bomb threat or actual terrorist attack.
Serious Criminal Activity	A serious break in or assault resulting in the school being investigated as a major crime scene which could prevent the school continuing its activities.

Type of Incident/Risk	Description
Death of a pupil/member of staff	Unexpected death causing such a level of disruption and distress to students/staff that it threatens the continuity of the school or causes school closure.
School trip Incident	This relates to those incidents that could result in a complete inability of the school to continue its normal activities – such as an ash cloud causing major disruption to travel and ability of a large number of pupils and teachers to return to school.
Reputational Incident	Incident causing significant disruption and reputational damage to the school such as malicious use of social media to criticise or denigrate the school or staff and where involvement of the Council and strong press management is required.
Extreme weather	Extreme weather which cause such significant disruption that there is a threat of school closure such as heavy snowfall or floods.
Significant Information Security Breach	A major information security breach that could cause significant disruption to the school such as 'hacking' of the school's ICT system leading to compromise of pupils sensitive information.

3. Contact Arrangements

- 3.1 The first point of contact will be responsible for the provision of Council support to you to help you manage the incident and will co-ordinate appropriate Council resources. All contact details are available at page three of this document.
- 3.2 In the context of this framework, a safeguarding incident relates to an extremely significant incident which could cause serious disruption to the whole school. Incident and concerns in this area should be dealt with through normal processes.
- 3.3 To ensure there is a contingency plan in place in the event of the absence of this key contact, through for example, illness or annual leave, key members of the Education Senior Leadership Team are available to provide a response.
- 3.4 If a disruption occurs that we have not identified as a key area requiring a council response, or you require general school continuity advice and guidance, please contact the Council's Risk and Resilience Team. This team will contact other key council officers to support a response, as required.
- 3.5 Depending on the type of incident and the severity of the potential impact there are also out of office details provided to ensure that there is Education support available to provide a rapid response in significant incidents. This is an additional arrangement to the Council's 24/7 emergency line which is already in place for any member of the community who needs support from the Council to deal with a civil emergency (to be used to report an incident that puts people in immediate danger such as a collapsing building, explosion or severe flood).
- 3.6 In relation to a significant disease outbreak, the first point of contact is not the Council, but Public Health England. Public Health England will notify the Council in line with the Greater Manchester Outbreak Plan.
- 3.7 With regards to extreme weather, as this may impact a large number of schools, apart from in the most extreme circumstances, contact the council via the inbox pass@manchester.gov.uk. If the weather has caused a significant impact on your premises, for example severe roof damage, please contact the named lead provided for premises incidents.

4. Arrangements for planned disruptions

- 4.1 There are a number of foreseeable disruptions that are dealt with through other existing processes which are therefore out of scope of this framework. These include planned school closures and strikes. Please refer to strike guidance or contact Danielle Garside on 0161 234 3839/07798947630 for advice in this area. For planned school closures please notify the Planning and Accommodation Service through the inbox: pass@manchester.gov.uk
- 4.2 For further information on this framework, please contact Amanda Corcoran, Head of Education Strategy, Access and Inclusion (a.corcoran@manchester.gov.uk) or Diana Turnbull, Risk and Resilience Lead (d.turnbull@manchester.gov.uk)
- 4.3 Please contact the Council's Risk and Resilience Team on 0161 234 1455 for general business continuity advice and guidance

Manchester City Council Schools Major and Significant Incident Contacts

First point of contact after, where necessary, emergency services have been contacted

The Council has a 'civil emergency number', 0161 223 7222. This can be used to report an emergency incident that puts people in immediate danger, such as a collapsing building or bridge, an explosion or severe flood. This helpline is available 24 hours a day, 7 days a week, 365 days a year but should only be used in extreme emergency situations. The Council's emergency control centre may be activated as a response to this notification. **Please note emergency services will also activate the Council's emergency response arrangements if they determine this is necessary.** It is also recognised that there are other situations or types of major or significant incident where it would be helpful to have a single point of contact within the Council, these are listed below.

Significant premises incident

John Gill, Risk and Resilience Manager 07944 290831/ 0161 234 5272 (in office hours)

Serious accident/injury

Simon Gardiner, Health and Safety Manager 07810 557473/ 0161 234 1897 (in office hours)

Reputational incident

Jane Lemon, Press Officer 07798 947519/0161 234 3179 (in office hours). Press Office number 0161 234 1010 (for access to an out of hours pager number)

Extreme weather

PASS inbox: pass@manchester.gov.uk. John Francoli, 0161 234 1599/ 07908 993631 (in office hours)

Information security breach

Michael Seal, Information Governance Manager 07534 712354/0161 234 3653 (in office hours)

If there is significant disease outbreak, contact Greater Manchester Health Protection Team (Public Health England) - 0344 225 0562, Option 3 (in office hours), or out of hours, phone 0161 922 6000 (Tameside Hospital Switchboard, ask for Health Protection on call).

In the event that the above contacts are unavailable, or for other types of significant incident, including terrorist attack, serious criminal activity, death of a pupil or staff member or school trip incident, contact the Education Senior Leadership Team, John Edwards (0161 234 4314/ 07747138747) Amanda Corcoran (07717527747), or Karen Jarmany (07507269983)