



Burlington School

— Excellence in English —



Emergency Protocol

Policies, Procedures and Legal Frameworks

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TRINITY
COLLEGE LONDON
Registered Examination Centre 46190



Summary

Aim	<p>The aim of the emergency protocol is to prioritise the safety and well-being of our students, staff, and visitors during unforeseen incidents. This protocol is designed to establish clear and effective procedures for responding to emergencies, ensuring a coordinated and efficient response. The key objectives include:</p> <ul style="list-style-type: none"> • Protecting Lives: Safeguarding the lives of students, staff, and visitors during emergencies. • Minimising Injuries and Damage: Implementing measures to minimise injuries and property damage. • Ensuring Orderly Evacuation: Establishing organised evacuation procedures for a calm exit. • Effective Communication: Developing a robust communication system for timely information dissemination. • Training and Preparedness: Conducting regular drills and training sessions for a prepared response. • Collaboration with Emergency Services: Collaborating with local emergency services for a swift and coordinated response. • Special Needs Consideration: Addressing the needs of individuals with disabilities for inclusive preparedness. • Continuous Improvement: Regularly reviewing and updating the protocol for enhanced preparedness.
Applies to	<ul style="list-style-type: none"> • School Management • Academic Management • Student Support staff • Marketing and Sales staff • Accommodation staff • Teaching staff • Activity Leaders • Homestay providers • Residence managers & staff • External tour operators • Taxi firms • Partner institutions • Safeguarding team
Approved by	Managing Director
Responsibility for update	Operations Manager
Date of approval	April 2023
Proposed date of review	April 2024

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Introduction

At Burlington School we focus on keeping everyone safe and secure. Our Emergency Protocol reflects our dedication to responding effectively to unexpected situations and ensuring the well-being of our students and staff.

The primary purpose of this protocol is to establish clear guidelines and procedures that empower each member of our community to respond effectively during emergencies. Whether it's a fire evacuation, medical emergency, or any unforeseen circumstance, the protocol is designed to protect lives, minimise injuries, and ensure a coordinated and efficient response.

Emergency Procedures

The Burlington School Emergency Protocol is designed to provide guidance to students, parents, staff, and agents on our procedures in the event of an emergency.

Emergency Definition:

1. An occurrence or accident resulting in the death or serious injury of Burlington School students, staff, or agents, including situations where third parties are seriously harmed by Burlington School students or staff.
2. A significant incident affecting our students, staff, or industry, such as a natural disaster, act of terrorism etc.

It's important to note that this policy is not intended to cover every possible scenario and is not meant to be prescriptive. Different emergencies, such as a major fire on the premises or a serious accident during a social programme activity, require varying types and scales of responses.

Nevertheless, research indicates that schools anticipating major critical incidents and planning for effective responses are more likely to handle such events with increased effectiveness and confidence.

This policy seeks to:

- identify key individuals who will assume crucial roles.
- ensure the availability of checklists and procedures.
- verify the accuracy of contact lists.
- establish a tested framework for communication.

I. Responsibilities

The Managing Director is responsible for ensuring the school has in place suitable and accessible emergency procedures. The Managing Director has oversight of the day-to-day implementation of the Emergency Procedures.

The Managing Director is responsible for ensuring:

- the school has up-to-date information on the current threat levels for international terrorism;ⁱ
- all students are aware of the school's 24-hour emergency number;
- all students, staff, representatives and sub-contractors, and visitors are aware of the school's landline telephone number;
- an up-to-date record of home telephone numbers, mobile phone numbers and email addresses of all administrative staff and management is maintained in order to contact staff in the event of an emergency. This information should be kept confidential to the Managing Director, Operations Manager and Director of Studies.
- there is accessible information regarding the government advice STAY SAFE: Terrorist Firearms and Weapons Attacksⁱⁱ

In the event of an emergency:

Managing Director:

- Coordinate an emergency response and maintain close communication with other essential staff members.
- Provide guidance on the safety and appropriate timing for the resumption of classes at the school.
- Contact all students who are on an activity/excursion with the following message:

There has been [nature of incident] in [location of incident]. Please stay with a member of staff from Burlington School and follow their instructions. Our staff will do everything they can to keep you safe, so please try not to worry. Please contact a family member as soon as possible to let them know you are safe.

- Contact the emergency contacts of the above students to inform them of the situation
- Email all students with the Serious Incident Email Message (see [Appendix 13](#))

Operations Manager:

- Contact all facilities and social staff and instruct them, accordingly, considering such issues as when to return to work, whether the school building is safe to use and accessible.
- Collaborate with the live-in staff to assess the well-being of current students.
- Contact all members of activities staff with the following message:

There has been [nature of incident] in [location of incident]. Please make sure that any students you have with you are safe - let me know immediately if there are any students or staff missing or injured. If the emergency services are in the area, they will advise you of what to do; if not I shall pass on more information as I receive it. Please try to keep the students calm, and thank you for your help.

Director of Studies:

- Contact all academic staff and instruct them, accordingly, considering such issues as when to return to work, whether the school building is safe to use and accessible.
- Collaborate with the operations team to assess the well-being of our current students.

Accommodation Manager:

- Contact live-in staff and instruct them, accordingly, considering such issues as whether the school building is safe to use.
- Contact all accommodation providers and inform them about the current situation and the way we are dealing with it.

Student Support Officer:

- Provide the Managing Director with emergency contact details for any students whose whereabouts are unknown.
- Reach out to agents, and whenever feasible, communicate with the families or prospective students impacted by the emergency, keeping them informed about our response and the status of their students.
- Establish contact with agents or emergency contacts for students who are still unaccounted for.

Activity Staff

In the unlikely event that you find yourself involved in a serious incident or terrorist attack during an excursion, the following procedures should be followed:

- Ensure that all students are accounted for. Try to contact any missing students.
- Coordinate with the other activity staff if you have split into different groups.
- Telephone the Operations Manager or in his/her absence the Managing Director, to appraise them of the situation.
- Follow the advice of the emergency services. This advice will be given to you by the Operations Manager or in his/her absence by the Managing Director.
- If it is safe to do so, tell the students to contact their parents/guardians to assure them of their safety.
- If in doubt, or if you are in any danger, follow the police advice of **Run, Hide, Tell:**



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The Operations Manager will keep in touch with you to ensure you have the latest information.

For all staff, it is important that we avoid worrying students unnecessarily. Try not to appear worried and try to carry on as normal where it is safe to do so. However, if students ask outright if they are safe, we cannot make promises that we have no control over. In such situations, tell the student that the school has rigorous policies in place to keep them safe, and that we as staff will do everything we can to protect them.

II. Incidents

In the unlikely event of a serious incident taking place in London or the UK, the school will contact all students. Students in the school or the school residence will be spoken to in person. Students not in the school will be contacted by telephone and/or email. Students under 18 should be prioritised for communication.

The following advice should be given:

- Students in the school should remain in the school pending further advice or instructions.
- Students in their accommodation should remain in their accommodation pending further advice or instructions.
- Students away from the school or accommodation should follow the advice of the emergency services, which the school will pass on to them.
- Students should contact their family at once to reassure them of their safety.

Students are also informed that mobile networks may be temporarily disabled, in which case contact with the school should be maintained by landline or email.

See [Appendix 13](#) for a copy of the email sent to students in the event of a serious incident.

In addition, a statement is sent out by the school to parents, agents and other interested parties outlining our policies and procedures.

See [Appendix 14](#) for a sample statement sent out in response to a serious incident.

An email is also sent out to all staff (in addition to any verbal communication) outlining what the school has done, and what it will continue to do.

See [Appendix 15](#) for a sample email to staff.

During activities, a text message/WhatsApp message is sent out to all students and staff on the activity to tell them what they should do.

See [Appendix 16](#) for a sample of these texts.

Burlington School is aware of its responsibilities under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)ⁱⁱⁱ, and maintains separate Accident and Incident Books. Any reportable incidents^{iv} are reported to the HSE.

III. Preparation Guidelines

Given that our students are typically distant from their homes, Burlington School holds a duty of care to keep their families fully informed about their welfare. It is imperative to swiftly communicate accurate details about any emergency and its impact on agents and/or emergency contacts. Those contacted should be informed of the nature of the emergency, how students are affected, anticipated school reopening dates, and the procedure for contacting the school.

1. **Emergency Contact Update:** Senior Management (Managing Director, Operations Manager, Director of Studies) must ensure that all students and staff contact numbers are up to date.
2. **Staff Induction and Training:** Ensure all staff are trained on the Emergency Protocol during their induction. Emphasise the use of contact lists and compassionate communication with students and parents.
3. **Communication:** Utilise the Burlington School WhatsApp groups for seamless communication among staff members.
4. **Pre-Departure Guidance:** Encourage students during pre-departure meetings and inductions to stay connected with parents and Burlington School staff, especially during activities like weekend trips.
5. **Organisational Communication:** Refer to the staff organogram (see [Appendix 1](#)) for swift information of important messages within the team.

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IV: Social Activities

School Social Programme:

The school runs a regular social programme, with visits to different areas of London and the UK. Before approval is granted for any activity, a risk assessment must be submitted to the Operations Manager, who is entitled to make any changes necessary, or to stop the activity entirely if it is felt appropriate to do so.

The activity leader must ensure:

- all students on the activity have their phone number, the school emergency number, and the school landline number.
- all students under 18 have the necessary parental consent.
- specific measures are in place for students with SEND.

Upon leaving the school, the activity leader must inform the Operations Manager that they will be away from the school, with an estimated time of return.

In cases where the school uses sub-contractors, such as tour guides or coach drivers, the Health and Safety Officer must ensure that the sub-contractor either

- has rigorous policies in place for Health and Safety, Safeguarding and Welfare, and the Prevent Duty
or
- agrees to abide by the conditions set out in the Burlington School policies on Health and Safety, Safeguarding and Welfare, and the Prevent Duty.

The following documents are required for all social activities:

See [Appendix 6](#) for a copy of the Social Programme Risk Assessment Guidelines

See [Appendix 7](#) for a sample Social Programme Risk Assessment

See [Appendix 8](#) for a copy of the Social Programme Register

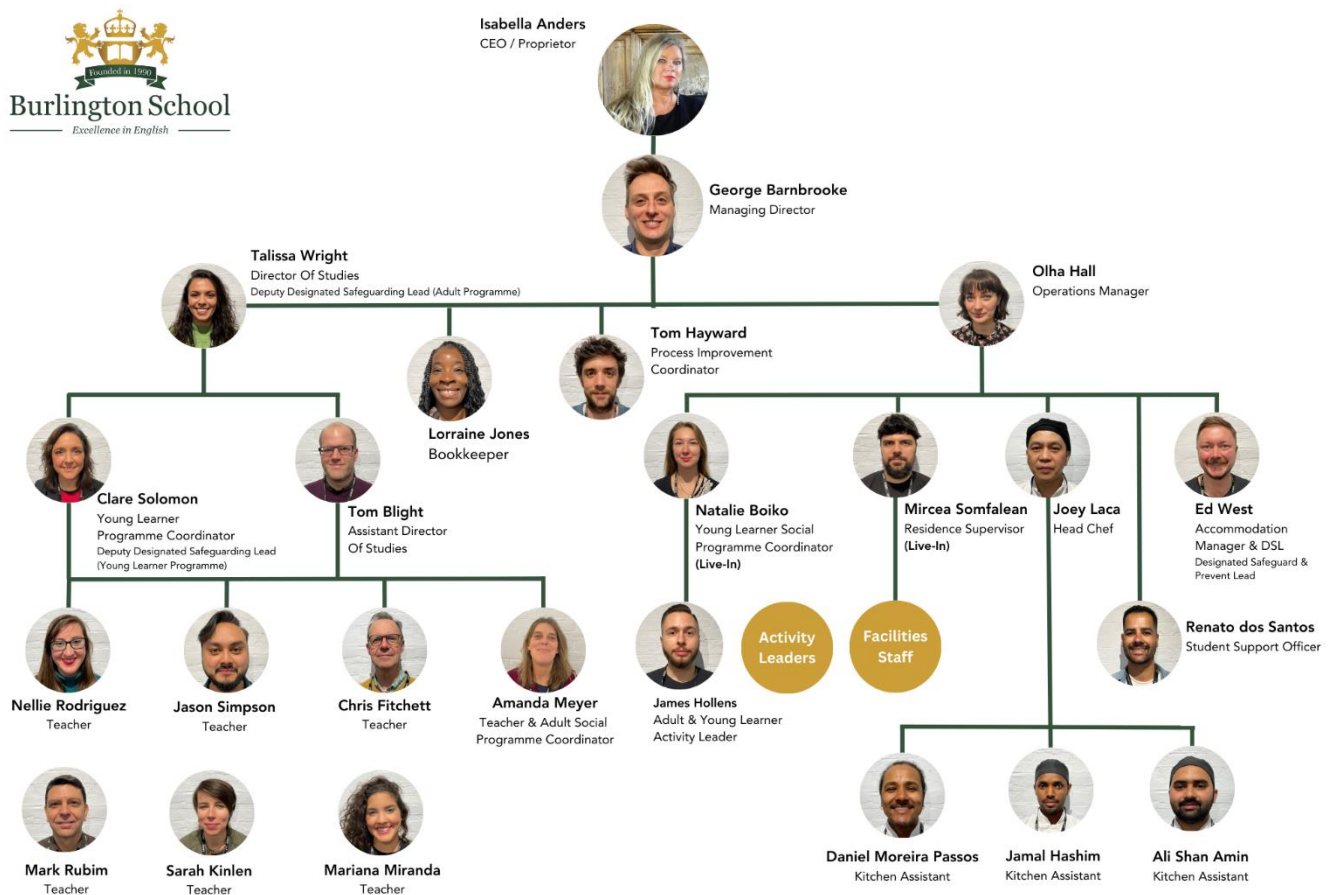
See [Appendix 9](#) for a copy of the Social Programme Checklist

Contact details of all students should be uploaded to the school's system. Activity Leaders can request this information from the Operations Manager in the case of an emergency.

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Appendix 1: Organisational Structure

The organisation of The School is as follows:



Appendix 2: Rights and Responsibilities of Staff

Under the Health and Safety at Work etc Act 1974^v, employers have legal responsibilities to ensure a safe and healthy workplace, and employees have rights and responsibilities for their own and others' wellbeing.

Your rights as an employee include, but are not limited to:

- having any risks to your health and safety properly controlled as far as possible;
- being provided with any personal protective and safety equipment free of charge;
- stopping work and leaving your work area, without being disciplined if you have reasonable concerns about your safety;
- telling your employer about any health and safety concerns you have;
- not being disciplined if you contact the Health and Safety Executive^{vi} or the local authority^{vii} if the school does not listen to your concerns;
- having rest breaks during the working day;
- having annual paid holiday.

Your responsibilities as an employee include, but are not limited to:

- taking reasonable care of your own health and safety;
- avoiding wearing jewellery or loose clothing if operating machinery;
- wearing a headscarf if you have long hair, and making sure it's tucked out of the way as it could get caught in machinery;
- taking reasonable care not to put other people such as colleagues and members of the public at risk by what you do or do not do in the course of your work;

- co-operating with the school to ensure sure you received proper training and you understand and follow the school's Health and Safety policies;
- not interfering with or misusing anything that has been provided for your health, safety or welfare;
- reporting any injuries, strains or illnesses you suffer as a result of doing your job;
- telling the school if something happens that might affect your ability to work, such as becoming pregnant or suffering an injury.

As the school has a legal responsibility for your health and safety, we may need to suspend you while we find a solution to the issue or problem, but you will be paid if this happens.

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Appendix 3: Safeguarding Staff



Safeguarding, Welfare & Prevent Team

If you are worried about anything or unhappy, please speak to a member of the Safeguarding, Welfare & Prevent Team



Ed West
Accommodation Manager & DSL
Designated Safeguard & Prevent Lead
accommodation@burlingtonschool.co.uk
+44 (0)7539 156567
See me about
your accommodation & welfare
Message me
on WhatsApp



Designated Safeguard & Prevent Lead

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else
- you have some questions about British culture and values



Talissa Wright
Director Of Studies
Deputy Designated Safeguarding Lead (Adult Programme)
dos@burlingtonschool.co.uk
See me about
the school, your course & welfare

Deputy Designated Safeguarding Lead (Adult Programme)

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else



Clare Solomon
Young Learner Programme
Coordinator
Deputy Designated Safeguarding Lead (Young Learner Programme)
younglearners@burlingtonschool.co.uk
See me about
Young Learner Programme & Welfare

Deputy Designated Safeguarding Lead (Young Learner Programme)

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else

24-hour emergency number

If you need help at any time, please call the school's 24-hour emergency phone:

- From UK Phones: 07539156567
- From non-UK Phones: +44(0)7539156567

Appendix 4: Health and Safety Risk Assessment



Lord Annaly House
146A Bedford Hill
London
SW12 9HW
United Kingdom

Health and Safety Risk Assessment

Carried out by _____

Date _____

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done	Risk of Harm	Severity of Harm	Risk Factor
Exterior									
Ground Floor									

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info@burlingtonschool.co.uk
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Appendix 5: Lesson Plan and Risk Assessment

Lesson Plan & Risk Assessment: Class Outings and Visits

Please complete this form every time you take a class on an outing during lesson time at least **24 hours** in advance. The Director of Studies and/or Deputy Principal (as well as the Group Leader if appropriate) **must** approve and sign the risk assessment and plan at least **24 hours** in advance of the excursion.

You may only take each class on a maximum of **3** outings in a rolling 12-week period.

Date 06/11/2019 Time 09:00 - 11:30 Class Intermediate A
 Teacher Sally Other Staff N/A
 N° Students 12 N° Students under 18 0
 Activity Treasure Hunt Destination Covent Garden Market
 Transport Northern Line to Leicester Square Station; walk to Covent Garden Cost for students? 0 (they have travel cards)
 Have **all** students been notified? Yes Are **all** students happy to go? Yes
 Contact number(s) during trip 07771 908651

Brief description of activity	<i>The students will be doing a treasure hunt in Covent Garden Market in Central London. They have been asked to find items in the shops from twenty different countries. They must ask the prices of the items they have chosen, and the team whose total is the lowest will be the winner.</i>
Timetable fit <i>How does this fit in with what the students have been/will be studying?</i>	<i>We have recently been studying question forms in the context of countries and nationalities. Although the students have used this language in class, I would like to give them the opportunity to use it in an authentic context.</i>
What will be the linguistic outcomes for the students? <i>eg "Students will be able to practice functional language for asking for directions."</i>	<i>Practice of question forms, such as: Do you have any Belgian chocolate? How much is the photograph of Moscow?</i>

Lesson Plan & Risk Assessment: Class Outings and Visits December 2018

Lesson Plan: Outline the stages of what you and the students will be doing.

Stage	Rationale
<ul style="list-style-type: none"> Students are given work sheet in class 	<ul style="list-style-type: none"> To allow students time to plan their strategy and language while travelling
<ul style="list-style-type: none"> Class travels to Covent Garden 	<ul style="list-style-type: none"> n/a
<ul style="list-style-type: none"> Groups are sent to do treasure hunt 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> At a specified time, we meet in Costa Coffee in Covent Garden to find the winner. 	<ul style="list-style-type: none"> To give students the chance to compare results. To reward them for using the language authentically
Anticipated Problems	Solutions
<ul style="list-style-type: none"> Students are nervous about speaking to native speakers 	<ul style="list-style-type: none"> Less confident or weaker students are paired up with stronger, more confident ones
<ul style="list-style-type: none"> Students may be unfamiliar with vocabulary for some items 	<ul style="list-style-type: none"> Students are allowed to use phones and dictionaries, and we have looked at a variety of strategies for circumlocution.

Lesson Plan & Risk Assessment: Class Outings and Visits December 2018

Risk Assessment:

This Risk Assessment aims to help staff identify the common hazards and risk associated with typical types of visit or activity. Before undertaking the activity, teachers must make an assessment of any special risks which are specific to their particular visit, venue or students.

Please see the Sample Risk Assessment and Lesson Plan for help in completing this form.

	Hazard	Who or What	Likelihood	Severity	Risk Matrix	Control Measures	Residual Likelihood	Residual Risk Matrix
1	Traffic	<ul style="list-style-type: none"> Staff Students Members of the public 	3	4-5	12 - 15	<ul style="list-style-type: none"> Only cross at designated crossings Brief students on traffic safety (emphasising the fact that traffic drives on the left) Ensure students walk in an orderly fashion on pavements Good supervision with adequate Staff:Student ratios 	2	8 - 10
2	Terrorist incidents	<ul style="list-style-type: none"> Staff Students Members of the public 	3	4-5	12 - 15	<ul style="list-style-type: none"> Avoid busy tourist areas where possible Walk towards oncoming traffic Be vigilant at all times Keep an eye out for unattended packages or bags Monitor government severity level Note where buildings' fire exits are located 	2	8-10
3	Fire	<ul style="list-style-type: none"> Staff Students Members of the public 	3	4-5	12 - 15	<ul style="list-style-type: none"> Be vigilant at all times Note where buildings' fire exits are located 	2	8-10

Lesson Plan & Risk Assessment: Class Outings and Visits December 2018

4	Getting lost/separated from group	<ul style="list-style-type: none"> Students Staff 	4	1-3	4-12	<ul style="list-style-type: none"> Ensure students wear their lanyards at all times Ensure students know appropriate meeting points and times 	2	2-6
5	Slips, trips and falls	<ul style="list-style-type: none"> Staff Students Members of the public 	4	2-3	8-12	<ul style="list-style-type: none"> Ensure students are wearing appropriate footwear Check weather forecast before excursion/activity Avoid crowded areas Never rush Be aware of and warn students of hazardous footing (ice/trailing cables etc) . 	3	6-9
6	Members of the Public	<ul style="list-style-type: none"> Staff Students Members of the public 	3	2-3	6-9	<ul style="list-style-type: none"> Remind students to stay with the group Remind students not to talk to strangers Students under 16 must be supervised at all times 	2	4-6

Lesson Plan & Risk Assessment: Class Outings and Visits December 2018

7	Dogs	<ul style="list-style-type: none"> • Staff • Students • Members of the public 	4	2-3	8-12	<ul style="list-style-type: none"> • Advise students not to approach dogs • Be vigilant of dogs off leads 	3	6-9
8	Weather Conditions	<ul style="list-style-type: none"> • Staff • Students • Members of the public 	5	1-2	5-10	<ul style="list-style-type: none"> • Check weather forecast before excursion/activity • Ensure students have suncream/water/hat for hot days • Ensure students have raincoat for rainy days • Ensure students have warm clothing for cold days 	3	3-6

This form **must** be completed, approved and signed at least **24 hours** prior to the excursion.

Assessment carried out by Sally Smith Signed: Sally Smith Date: 04/11/2019
 Approved by Director of Studies/Deputy Principal May Dupp Signed: May Dupp Date: 04/11/2019
 Approved by Activities Coordinator (if appropriate) Chai Mera Signed: Chai Mera Date: 04/11/2019
 Approved by Group Leader (if appropriate) _____ Signed: _____ Date: _____

Appendix 6: Social Programme Risk Assessment Guidelines

Risk Assessment - Definitions

The following definitions and examples should be referred to when completing the risk assessment:

1. **Hazard:** an event or circumstance which has the potential to cause harm, including ill health, injury or death.
2. **Who or What:** Which people, or which property might be harmed
3. **Likelihood:** how likely an instance/occurrence of the hazard is, scored on a scale of 1 - 5

Likelihood	Score	Example
Remote (almost never)	1	Meteor strike
Unlikely (occurs rarely)	2	Terrorist attack
Possible (could occur, but uncommon)	3	Road traffic incident
Likely (recurrent but not frequent)	4	Trips and slips
Very likely (occurs frequently)	5	Burns from food or drink

4. **Severity:** how severe the outcome would be, scored on a scale of 1 - 5

Severity	Score	Example
Trivial	1	discomfort, slight bruising
Minor	2	small cut, abrasion
Moderate	3	strain, sprain, incapacitation > 3 days
Serious	4	fracture, hospitalisation >24 hrs, incapacitation >4 weeks
Fatal	5	single or multiple

5. **Risk Matrix:** The result of multiplying the likelihood and the severity, with a range of scores from 1 - 25

Risk Matrix	Risk Level	Suitable response
1 - 8	Low	Continue, but review periodically to ensure control measures remain effective.
9 - 15	Medium	Continue, but implement additional reasonably practicable control measures where possible and monitor regularly.
16+	High	STOP THE ACTIVITY Identify new controls. Activity must not proceed until risks are reduced to a low or medium level

6. **Control Measures:** What measures and actions we take to minimise the risk
7. **Residual Likelihood:** how likely an instance/occurrence of the hazard is after the control measures have been taken, scored on a scale of 1 - 5
8. **Residual Risk:** The result of multiplying the likelihood and the severity after the control measures have been taken, with a range of scores from 1 - 25

In the above examples, a **meteor strike** would be scored as **5** for **Severity**; however, as it would score **1** for **Likelihood**, it would result in a **Risk Matrix** of **5**, and would be counted as **Low Risk**.

A **road traffic incident** has a **Likelihood** of **3**, but would have a **Severity** of **4-5**, giving it a **Risk Matrix** of **12 - 15**. It would therefore be counted as **Medium Risk**.

Accident & Illness Procedure

The school keeps a record of all accidents and there is a list of qualified first aiders in the school. The activity leader will have a basic first aid kit with them. If the accident is serious, the activity leader must contact the school and we will then contact the parent or guardian. If we are unable to contact parents and action is required, the child will be taken for medical treatment and the parents will be contacted as soon as possible.

- Students who have minor accidents will be dealt by a First Aider.
- In case of a serious injury, the school is required to fill in the accident form and an Ambulance will need to be called if necessary.
- If a junior student is unwell during the excursion, one staff member will need to accompany the student back to the school and the group leader will remain with the rest of the group.

Emergency Procedure

The School has in place strict procedures in the event of a terrorism or other emergency situation

In the unlikely event that you find yourself involved in a serious incident or terrorist attack during an activity or excursion, the following procedures should be followed:

Activity Staff

- Ensure that all students are accounted for. Try to contact any missing students.
- Coordinate with the other activity staff if you have split into different groups
- Telephone the School to appraise them of the situation
- Follow the advice of the emergency services. If necessary, this advice will be given to you by the Managing Director of the School.
- If it is safe to do so, tell the students to contact their parents/guardians to assure them of their safety.
- If in doubt, or if you are in any danger, follow the police advice of **Run, Hide, Tell:**



RUN

IN THE RARE EVENT OF
a firearms or weapons attack



HIDE

RUN - to a place of safety. This is a better option than to surrender or negotiate. If there's nowhere to go, then...



TELL

HIDE - Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

TELL - the police by calling 999 when it is safe to do so.

The Managing Director will:

- keep in touch with activity staff to ensure you have the latest information
- contact the emergency contacts of the students to inform them of the situation
- contact all students with the following message:

There has been [nature of incident] in [location of incident]. Please stay with a member of staff from Burlington School and follow their instructions. Our staff will do everything they can to keep you safe, so please try not to worry. Please contact your parent or guardian as soon as possible to let them know it is safe.

- contact all members of staff with the following message:

There has been [nature of incident] in [location of incident]. Please make sure that any students you have with you are safe - let me know immediately if there are any students or staff missing or injured. If the emergency services are in the area, they will advise you of what to do; if not I shall pass on more information as I receive it. Please try to keep the students calm, and thank you for your help.



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In the event of a serious incident occurring where the students are in no way involved, such as a terrorist attack in a different city, the school management team must meet to agree a strategy. The standard procedure in such cases is for all parents/guardians to be contacted with a statement from the school.

After discussions between relevant staff, parents/guardians and other interested parties, it may be decided to suspend excursions for all or some students.

For all staff, it is important that we avoid worrying students unnecessarily. Try not to appear worried, and try to carry on as normal where it is safe to do so. However, if students ask outright if they are safe, we cannot make promises that we have no control over. In such situations, tell the student that the school has rigorous policies in place to keep them safe, and that we as staff will do everything we can to protect them.

See the school's Health and Safety Policy for further information.

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info@burlingtonschool.co.uk
+44 (0) 20 7736 9621



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United Kingdom

Declaration

I hereby confirm that I have read and understood the risks involved with this activity and will do my utmost to keep these risks to a minimum by following the guidance laid above.

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Staff _____
Signature _____ Date _____

Name of Manager _____
Signature _____ Date _____

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Appendix 7: Social Programme Sample Risk Assessment



Lord Annaly House
146A Bedford Hill
London
SW12 9HW
United Kingdom

Risk Assessment – London, Westminster Walking Tour

Please fill in this form, read it thoroughly and then sign and photocopy it before you leave for the excursion. Leave 1 copy in the risk assessment file in the office and take the other with you on the activity.

A copy of this form must be signed by all staff participating in the excursion.

School Details

School	Burlington School
Contact details	Burlington School Lord Annaly House London SW12 9HP 020 7736 9621 020 7610 9662 020 7371 8331

Excursion Details

Excursion	London
Full Day/ Half Day	Half Day
Address	Central London Parliament Square Westminster London Eye (See) Horseguards Parade Buckingham Palace
Date	

Transport

Form of transport	Train/Tube
Details	- Walk to Balham Station (40 minutes) - Train to Victoria and District and Circle line to Westminster Station (25 minutes)

Ensure you complete the Activity leader checklist and conduct the safety briefing.

www.burlingtonschool.co.uk
info@burlingtonschool.co.uk
+44 (0) 20 7736 9621



Lord Annaly House
146A Bedford Hill
London
SW12 9HW
United Kingdom

Participants

Number of Students	_____
Number of students below 14:	_____
Number of students 14 – 17:	_____
Number of students 18+:	_____
Number of Staff:	_____
Number of Group Leaders:	_____
Total number on activity:	_____

Staffing

Lead Activity Leader:	_____
Telephone:	_____
Additional Activity Staff:	_____
Telephone:	_____
Additional Activity Staff:	_____
Telephone:	_____
Additional Activity Staff:	_____
Telephone:	_____
Additional Activity Staff:	_____
Telephone:	_____

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London
SW12 9HW

Risk Assessment

Please refer to the Risk Assessment Guidelines when completing this risk assessment.

Hazard	Who or What	Likelihood	Severity	Risk Matrix	Control Measures	Residual Likelihood	Residual Risk Matrix
1 Traffic	• Staff • Students • Members of the public	3	4-5	12-15	<ul style="list-style-type: none"> Only cross at designated crossings Brief students on traffic safety (emphasising the fact that traffic drives on the left) Ensure students walk in an orderly fashion on pavements Good supervision with adequate Staff: Student ratios 	2	8-10
2 Terrorist incidents	• Staff • Students • Members of the public	3	4-5	12-15	<ul style="list-style-type: none"> avoid busy tourist areas where possible Walk towards oncoming traffic Be vigilant at all times Keep an eye out for unattended packages or bags Monitor government security level Note where buildings' fire exits are located 	2	8-10
3 Fire	• Staff • Students • Members of the public	3	4-5	12-15	<ul style="list-style-type: none"> Be vigilant at all times Note where buildings' fire exits are located 	2	8-10

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4 Getting lost/ Separated from Group	• Students • Staff	4	1-3	3-12	<ul style="list-style-type: none"> Ensure students wear their lanyards at all times and know how to contact the school Ensure students know appropriate meeting points and times Remind students that they can ask for help from shop workers and other people in positions of authority 	2	2-6
5 Slips, trips and falls	• Staff • Students • Members of the public	4	2-3	8-12	<ul style="list-style-type: none"> Ensure students are wearing appropriate footwear Check weather forecast before excursion/ activity Avoid crowded areas Never run Be aware of and warn students of trip hazards (ice, trailing cables, unstable pavements etc) 	3	6-9
6 Members of the Public	• Staff • Students • Members of the public	3	2-3	6-9	<ul style="list-style-type: none"> Remind students to stay with the group Remind students not to talk to strangers Students under 14 must be supervised at all times 	2	4-6
7 Dogs	• Staff • Students • Members of the public	4	2-3	8-12	<ul style="list-style-type: none"> Advise students not to approach dogs Be vigilant of dogs off leads 	3	6-9
8 Weather Conditions	• Staff • Students • Members of the public	5	1-2	5-10	<ul style="list-style-type: none"> Check weather forecast before excursion/ activity Ensure students have sunscreen/ water/ hat for hot days 	3	3-6

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9 London Underground	• Staff • Students • Members of the public	3	2-3	6-9	<ul style="list-style-type: none"> Ensure students have raincoat for rainy days Ensure students have warm clothing and lip protection for cold days Ensure students are wearing lanyards at all times Remind students what to do if they are separated (fail to board- wait at station for member of staff to collect/ fail to exit- get off at next station and wait for staff to collect) Remind students to stay together Always stay behind the yellow line Mind the gap between the train and the platform Beware of closing doors Stand on the right on escalators 	2	4-6
10	•				•		
11	•				•		

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Declaration

I hereby confirm that I have read and understood the risks involved with this activity and will do my utmost to keep these risks to a minimum by following the guidance laid above.

Lead Activity Leader	_____	Date	_____
Signature	_____	Date	_____
Additional Staff	_____	Date	_____
Signature	_____	Date	_____
Additional Staff	_____	Date	_____
Signature	_____	Date	_____
Additional Staff	_____	Date	_____
Signature	_____	Date	_____
Name of Manager	_____	Date	_____
Signature	_____	Date	_____

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Appendix 9: Social Programme Checklist



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Activity Leader Social Programme & Activity Checklist

Activity Leaders:

Lead AL: _____

AL 2: _____

Group names (+ Total number of students):

Type of Activity:

- Full Day trip
- Half Day excursion
- Evening Activity

Meeting point, date and time

Activity name/location/venue

Activity Preparation (Please check off the following items that you've prepared for your Activity/Excursion pack as appropriate)	
<p>Important things to consider before your activity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check everyone is awake, and has eaten <input type="checkbox"/> Check lanyards & travel cards <input type="checkbox"/> Check group leaders' contact details <input type="checkbox"/> Check group registers <input type="checkbox"/> Collect tickets/booking <input type="checkbox"/> Allocate activity leader roles <input type="checkbox"/> Check students' medical information <input type="checkbox"/> Read the itinerary <input type="checkbox"/> 2 x completed risk assessments (1 returned to office) <input type="checkbox"/> Check first aid kit <input type="checkbox"/> Prepare for the weather (umbrella/rain jacket/water bottles/sun cream/hats) <input type="checkbox"/> Deliver student safety briefing, excursion rules, meeting points, transport routes <input type="checkbox"/> Assign YLs to buddy system <input type="checkbox"/> Prepare toilet locations 	<ul style="list-style-type: none"> <input type="checkbox"/> Check activity/excursion notes: <input type="checkbox"/> Check student:staff ratio <input type="checkbox"/> Check travelling time/distance/routes <input type="checkbox"/> Check equipment <input type="checkbox"/> Check materials for games and activities <input type="checkbox"/> Check additional excursion/tour notes <input type="checkbox"/> Conduct safety briefing <input type="checkbox"/> Account for individual students <input type="checkbox"/> Other <p>_____ _____ _____ _____ _____</p>
Please give to Operations to sign off after your preparation	

Lead Activity Leader sign off (pre-activity)	Activity Leader 2 sign off (pre-activity)	Operations sign off (pre-activity)
--	---	------------------------------------

ALs must keep their checklists during the activity or trip. Operations will file them upon signing off the AL feedback

Appendix 10: Lost Student Procedure

Regardless of whether this happens at the school (missing) or during an excursion (lost), the following procedure is to be used.

Remaining calm and composed is the key to effectively and efficiently finding solutions in stressful situations. While the concept of losing a child seems terrifying (and it will be), the majority of instances are resolved in a matter of minutes.

Onsite (missing)

A missing student refers to a student whose whereabouts are unknown during an activity or lesson. If a student is late for roll-call prior to the start of an activity or lesson, wait 10 minutes before initiating the following steps:

- Identify exactly which student is missing. (There may be more than one.)
- Confirm with the student's Group Leader or Operations Manager whether the student has been excused from the session.
- If not, visit common areas: common rooms, the coffee bar, front garden etc.
- If the student is not in the common areas, follow the next steps depending on the student's programme:
 - a) Day Programme
 1. Inform the Designated Safeguarding Lead (DSL) and the Operations Manager about the missing student.
 2. The DSL should call the student using Burlington School's emergency phone number and inform you about their ETA if they are on their way to the school. A contact number will be taken from the school system.
 3. If the above is unsuccessful the DSL should call the student's parent or guardian using Burlington School's emergency phone number.
 4. Should the student still not have been located/contacted, the group should start/continue their programme. The DSL will continue to look for the student.
 5. Should the whereabouts of the student remain unknown for 60 minutes, the DSL will call the police.
 - b) Homestay
 1. Inform the Designated Safeguarding Lead (DSL) and the Operations Manager about the missing student.
 2. The DSL should call the student using Burlington School's emergency phone number and inform you about their ETA if they are on their way to the school. A contact number will be taken from the school system.
 3. If the above is unsuccessful the DSL should call the student's Homestay and use Burlington School's emergency phone number.
 4. If the student still hasn't been located the DSL should call the student's parent or guardian using Burlington School's emergency phone number.
 5. Should the student still not have been located/contacted, the group should start/continue their programme. The DSL will continue to look for the student.
 6. Should the whereabouts of the student remain unknown for 60 minutes, the DSL will call the police.
 - c) Onsite Residence
 1. Inform the Designated Safeguarding Lead (DSL) and the Operations Manager about the missing student.

2. Accompanied by another Burlington School representative or by the student's Group Leader, go to the student's room and check if the student is there. A student's room may not be entered by a Burlington School employee alone. This can only be done with their Group Leader or with another Burlington School staff member if the student is an individual. A room key should be requested from the Accommodation Manager.
Knock three times loudly informing that you will have to open the door if they don't answer. Should silence remain, knock again and open the door informing the student of your name and position, and the reason for opening the door (missing student) whilst also staying in the corridor. If the student is not located, ask the group leader to check the bathroom or check it with another Burlington School staff member following the above procedure.
3. If the student has still not been located, ask the Group Leader to phone the student. If the student is an individual, the DSL should call the student using Burlington School's emergency phone number. A contact number will be taken from the school system.
4. If the above is unsuccessful the DSL should call the student's parent or guardian using Burlington School's emergency phone number.
5. Should the student still not have been located, the group should start/continue their programme. The DSL will continue to look for the student.
6. Should the whereabouts of the student remain unknown for 60 minutes, the DSL will call the police.

Off site (lost)

A lost student refers to a student whose whereabouts are unknown during an excursion. If a student is late for check-in during an excursion, wait 10 minutes before initiating the following steps:

1. Identify exactly which student is lost. (There may be more than one.)
2. Ask the Group Leader to phone the student. If the student is an individual, contact the school and inform the Operations Manager regarding the lost student. In this case the DSL will call the student using Burlington School's emergency phone number and inform the student that a staff member will come to collect them. A contact number will be taken from the school system.
3. If the above is unsuccessful, the DSL should call the student's parent or guardian using Burlington School's emergency phone number and check if the student has made any contact with them.
4. At no point should students be left unattended. Therefore, if a student's whereabouts are identified and the student needs to be collected, a Burlington School team member or Group Leader must remain with the rest of the group while the other collects the student.
5. If the student is not at the meeting point and has failed to contact the emergency contact number provided on their lanyard upon their arrival at Burlington School, the group are to wait at the meeting point for an additional 15 minutes.
6. Should the whereabouts of the student remain unknown for 60 minutes, the DSL will call the police.

Appendix 11: Fire

If you discover a fire, sound the alarm using the nearest call point. When safe to do so, call the fire brigade on **999**.

- Unless it is safe to do so, do not attempt to extinguish any fires.
- Do not stop to collect your belongings when evacuating the building.

- Do not attempt to re-enter the building until you have been told to do so by the school Health and Safety officer or the lead member of the fire brigade. Please note: the silencing of the alarm does not mean it is safe to re-enter the building.
- Please follow the procedures below. Failure to follow these procedures may endanger other people.

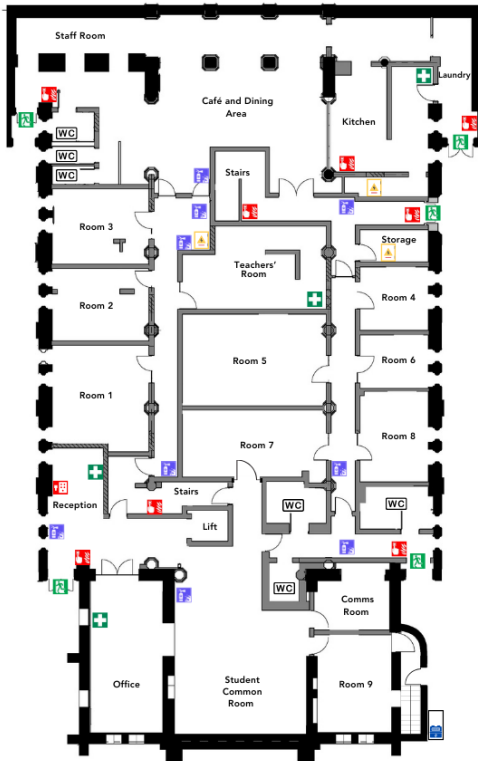
The fire Assembly Point is at the end of **Elmfield Road**, opposite Balham Health Centre (turn left out of the school)



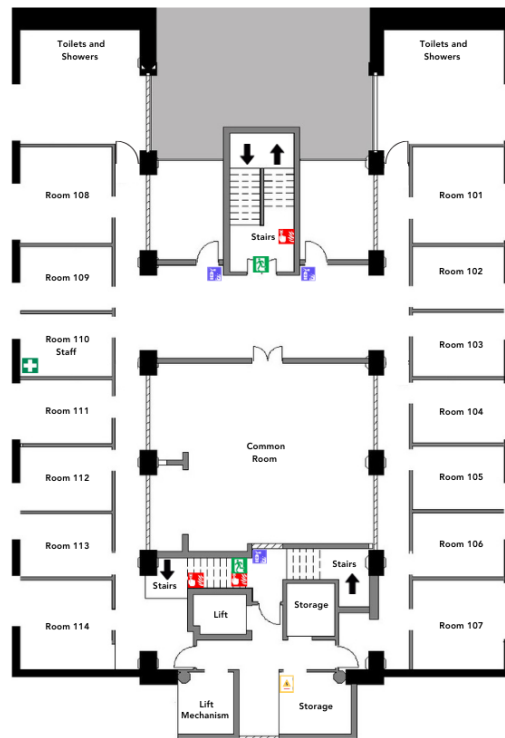
Fire Marshals	
Tom	Proceed to Assembly Point to meet people leaving the school
Talissa	Sweep all classrooms and Teachers' Room <i>Remember to check toilets</i>
Olha	Sweep Residence Rooms 101 - 107 <i>Remember to check bathrooms and toilets</i> In the absence of Ed, liaise with the fire brigade on-site.
Ed	Sweep Residence Rooms 108 - 114 and Residence Common Room <i>Remember to check bathrooms and toilets</i> Liaise with the fire brigade on-site.
Natalie	Sweep Residence Rooms 201 - 208 <i>Remember to check bathrooms and toilets</i>
Mircea	Sweep Residence Rooms 301 - 306 <i>Remember to check bathrooms and toilets</i>
Joey	Sweep Coffee Bar and Kitchen <i>Remember to check toilets</i>
Jason & Amanda	Deputise for any absences, otherwise proceed to Assembly Point to assist Tom.
Other Staff	
Unless there is a clear and immediate danger to another person, leave the building immediately and proceed to the Assembly Point. Do not attempt to help the Fire Marshals.	
Teachers	Proceed to the Assembly Point. If you are in class, take the students with you; take the register with you and ensure that all students are at the Assembly Point.
Office Staff	Proceed to the Assembly Point. If you are in a meeting with a client or other, please escort them to the Assembly Point.
Kitchen Staff	Proceed to the Assembly Point. Escort any students or others in the cafeteria to the Assembly Point.
Cleaning Staff	Proceed to the Assembly Point.

Appendix 12: Building Plan

Ground Floor - School



First Floor - Residence



Second Floor Residence



Third Floor Residence



Burlington School Floor Plan

- Toilet
- Fuse Box
- Fire Extinguisher
- Fire Exit
- Fire Alarm Call Point
- First Aid Point
- Fire Alarm Switchboard
- Gas Meter

Appendix 13: Serious Incident Email Message

Dear [student],

As you may know, there was an incident at Balham tube station this morning. We do not know what has happened exactly, but it seems that there was only 1 person responsible for the incident, and that it is not linked to any other incidents.

We understand, however, that you may have concerns over what happened. I would like to assure you that Burlington School has rigorous policies in place which deal with the safeguarding and welfare, and health and safety of our students. You can view these policies on our website <https://burlingtonschool.co.uk/school-policies.html>; you can also email me for more information, and I will give you any information you need.

As a result of this incident, and because transport in the area is suspended, we are closing the school for the rest of the day. If you have not left for school yet, please stay at home. If you are in school, please stay here, and we will update you at 11:30.

However, I would like to take this opportunity to remind you of the advice contained in the procedures.

- Please let your friends and family know that you are OK - remember, they are not here, and if they see the news, they will worry. If you are on Facebook, there is a function where you can mark yourself as safe.
- If you are here as part of a group, please let your group leader know that you are OK.
- Please let the school know you are OK, by calling the school landline during the day (020 7736 9621) or the emergency phone at night (+44 75 3915 6567), or by replying to this email

In the event of a serious incident:

- stay in the school if you are already there, and the school staff will advise you of what to do.
- stay in your accommodation if you are there, and we will advise you of what to do by email or telephone.
- follow the advice of the emergency services if you are away from the school and your accommodation.

Best wishes,

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Appendix 14: Serious Incident Statement

Statement: London Bridge 03 June 2017

As you may be aware, there was a terrorist incident at London Bridge on Saturday 03 June. The indications are that the attack was the work of a small group of individuals. The three perpetrators are no longer at liberty, and a number of arrests have been made throughout the city. Currently the threat level for terrorism monitored by the UK security services has not been raised. You can find out more about the current threat level by visiting the [MI5 website](#).

We understand, however, that you may have concerns over this incident. I would like to assure you that Burlington School has in place rigorous policies which deal with the safeguarding and welfare, and health and safety of our students. You can view these policies on our website <http://burlingtonschool.co.uk/downloads>; you can also email me for more information, and I will give you any information you need.

Burlington School is located in a residential area of London, away from the main tourist areas; the same is true for the accommodation we provide. However, our social programme frequently visits tourist locations in the centre of London. We take the following precautions during the social activities:

- Students under 18 must wear Burlington School lanyards.
- Students are given the telephone numbers of the activity leaders and the school.
- Regular roll calls are taken during the activities to ensure all our students are present.
- We operate a staff to student ratio of at least 1:15 for all activities involving students under 18.

We will continue to run this programme as normal, as we do not believe we should be intimidated by the events of Saturday evening; however, we will introduce an additional social programme which avoids the centre of London. If you prefer that your children or students follow this new programme, please write to us to let us know, and we will arrange this. For us, the safety and welfare of our students and staff is paramount. Please believe me when I say that we as a school would never encourage anybody to put themselves at risk, and that we truly believe [#LondonIsOpen](#).

In common with others in London, we at Burlington School echo the words of the Mayor of London, Sadiq Kahn:

"I want to reassure all Londoners and all visitors to our city — do not be alarmed. London remains one of the safest cities in the world. There is no specific information of a further threat to the public. There will be additional armed and unarmed police officers on London's streets over the coming days to keep Londoners and visitors safe — you will see them at stations and across the city. London is a truly incredible city full of amazing people. When it is faced with adversity, when we are tested on who we are and what we stand for, we always pull together. We stand together stronger than ever. We stand up for our values and our way of life. We show the world what it means to be a Londoner. We always have, and we always will."

You can see the full text of the statement at <https://www.london.gov.uk/city-hall-blog/sadiq-khan-londoners-will-stand-together-against-attack-democracy>, and see his video response at <https://twitter.com/MayorofLondon/status/871270734835965952>.

Although we are all shocked by the events of Saturday night, we are determined that our lives shall not be affected by this, as we do not believe that terror will defeat us. This morning I,

along with thousands of others, used London Bridge station, and I shall do the same tomorrow and every other day.

I am always available to answer any questions you may have, and I will try to address any concerns you feel. Please feel free to contact me by email or telephone at any time.

Finally, we would like to express our sympathy to all those who were involved in this incident, as well as to their friends and families, and to send our thanks to the emergency services and the people of London who helped (and will always help) when it was needed.

George Barnbrooke
Managing Director
marketing@burlingtonschool.co.uk

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Appendix 15: Email to Staff in Response to a Serious Incident

Dear [teacher],

As you are aware, there was a terrorist incident at London Bridge on Saturday 03 June. It is important that we have procedures in place to respond to incidents such as these, both to protect ourselves and our students, and to give confidence to current and future students, and others who may be affected.

As a result I have written to all our current students this morning reminding them of our procedures in case of serious terrorist incidents. If students ask you what they should do, please refer them to the email and our Health and Safety Policy.

Our policy states:

In the unlikely event of a serious incident taking place in London or the UK, the school will contact all students. Students in the school or the school residence will be spoken to in person. Students not in the school will be contacted by telephone and/or email. Students under 18 should be prioritised for communication.

The following advice should be given:

- students in the school should remain in the school pending further advice or instructions
- students in their accommodation should remain in their accommodation pending further advice or instructions
- students away from the school or accommodation should follow the advice of the emergency services, which the school will pass on to them
- students should advise family members of their safety
- students should contact family at once to reassure them of their safety

Students are also informed that mobile networks may be temporarily disabled, in which case contact with the school should be maintained by landline or email.

Should this become necessary, I shall email the students; this is one of the main reasons it is important that we have up-to-date contact details for the students in our database. In addition, we will be reviewing procedures relating to Health and Safety and, where appropriate, Safeguarding, to ensure they are adequate for the current circumstances.

I have also written to Group Leaders and parents of students under 18 who are coming to the school in the next weeks and months. Obviously, people will be worried about coming to London in light of recent events, and it is important that we do what we can to protect them and to make them feel as safe as is possible. I have attached a copy of the statement I sent for your information.

Finally, can I remind everybody that we as a school have a duty to be vigilant for signs of extremism of any kind; at times like this there is often an increase in hate crime, and I would ask all staff members to report any instances of actions or speech that display intolerance of people or specific groups. Any such incidences, however small, must be reported to me.

Thank you for reading this, and I can only hope that this is the last time I shall have to write such an email.

Best wishes,

Appendix 16: Text Messages Sent in Response to a Serious Incident

The Managing Director, or in his/her absence the holder of the school's emergency phone, will contact all students on an activity with the following message:

There has been [nature of incident] in [location of incident]. Please stay with a member of staff from Burlington School and follow their instructions. Our staff will do everything they can to keep you safe, so please try not to worry. Please contact a family member as soon as possible to let them know you are safe.

The Managing Director, or in his/her absence the holder of the school's emergency phone, will contact all members of staff on an activity with the following message:

There has been [nature of incident] in [location of incident]. Please make sure that any students you have with you are safe - let me know immediately if there are any students or staff missing or injured. If the emergency services are in the area, they will advise you of what to do; if not I shall pass on more information as I receive it.
Please try to keep the students calm, and thank you for your help.

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Appendix 17: References

- i <https://www.gov.uk/terrorism-national-emergency>
- ii <https://www.gov.uk/government/publications/recognising-the-terrorist-threat/recognising-the-terrorist-threat>
- iii <http://www.hse.gov.uk/riddor/index.htm>
- iv <http://www.hse.gov.uk/riddor/reportable-incidents.htm>
- v <http://www.legislation.gov.uk/ukpga/1974/37/contents>
- vi <http://www.hse.gov.uk/contact/concerns.htm>
- vii http://www.lbhf.gov.uk/Directory/Business/Health_and_safety/Health_and_safety_at_work_-_advice_and_training/34726_Health_and_safety_at_work.asp

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