

# Disaster Recovery Plan Policy

Responsible Person	Directors
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Linked to the Critical Incident Policy.

CM Sports plan is designed to comply with the provisions of the Civil Contingencies Act 2004 which establishes a single framework for civil protection in the UK. The Act focuses on local arrangements and the establishment of a statutory framework for Local Responders (local authorities, businesses and volunteer groups) and on emergency powers and legislative measures to deal with the effects of the most serious emergencies.

The effect of this is that responsibilities are placed upon:

1. CM Sports to set in place robust systems for emergency management and systems for supporting their settings and projects to deal with the impact of Events.
2. Schools and other education settings to accept and adapt issued guidance and set in place site management systems to deal with a wide range of site specific and community events.

Definition of a Disaster 'An Event – or Events – usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences.' Aims: -

- Create an awareness of the need for planned arrangements to be made.
- Provide re-assurance of the practical help that is available from CM Sports, the Local Authority and other agencies, at short notice.
- Address the need of school (being used) to develop complementary emergency arrangements.
- Pass on advice based upon previous experiences.
- Give guidance on other source of information and help from other agencies.

## Scope of the Plan

On a venue site:

- A deliberate act of violence, such as the use of a knife or firearm.
- Flood or utilities failure.
- Total or significant IT/Data loss/failure/theft.
- A student or team member being taken hostage/missing person/absconder.
- Fatality.
- Terrorist action.
- The destruction or serious vandalising of part of the venue.

Outside the venue:

- The death of a student or member of staff through natural causes, accidents or other significant criminal action.
- A transport-related accident involving student and/or members of staff.
- A more widespread disaster in the community.
- Death or injuries on journeys or excursions.

- Civil disturbances and terrorism Emergency Action List Action by: -

Directors:

### Stage 1 - Initial Actions

- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Make every attempt to clarify exactly what has happened.
- Ensure that the emergency services have been contacted, if required.
- Then consider whether event requires involvement of line management team.

Avoid closing the site & endeavour to maintain normal routines & timetables, unless there is overwhelming pressure to do so. In an epidemic or pandemic situation this may not be the case, but the Health Protection Agency would become the responsible lead should this occur.

The Police may require that all or part of the site be cordoned for the preservation of forensic evidence. If outside normal opening hours– Arrange for: -

- the Premises Manager to open certain parts of the venue as appropriate and to be available (and responsive) to requests.
- immediate site Admin support. – If the incident does attract media attention, you are likely to be inundated with requests for interviews and statements, direct all requests to the directors for comment.

NB: It is especially important that if names of those who may have been involved in the incident are known - DO NOT release or confirm – them to anyone, before those identities are formally agreed and parents are informed

Follow the lead of the emergency services:

- Call in the designated staff members to form the 'On-Site Emergency Team', and nominate one member as On-Site Coordinator to oversee the Team on your behalf.
- Inform the directors- of event
- They should standby to be available for interview by the media.
- Be prepared to receive many telephone calls.
- Try, if possible, to contact and brief the line manager and directors
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 – Once established Brief Staff Member acting as On-Site Co-ordinator to oversee the following: -

- If 'Support Team' has been activated, arrange for on-site facilities for the team.
- Ensure all staff members and support team members are wearing recognised ID or CM Sports uniform
- Set up arrangements to control and manage visitors
- Arrange for their names to be recorded.

Continually review site security.

Set up arrangements to enable accurate information to flow into and out of the club and the venue (school) and for telephones calls, by ensuring: -

- sufficient help is available to answer the many calls that could be received
- staff maintain records of all calls received.
- brief, but up-to-date prepared statements are available via the directors to staff answering phones.
- media calls are directed to the directors.

- regularly updated statements for outgoing answer phone messages with alternative contact numbers for parents, press etc.
- an independent telephone is made available for outgoing calls only – a mobile phone can be useful – but remember such messages can be readily intercepted.

#### Parents/ Staff:

- Telephone: staff are reminded that some calls could be bogus
- Care is taken when answering telephone calls – To arrange for all staff – to be called in and, if necessary, briefed at an early stage. (Subsequent briefings say 2 x per day for 10 minutes, should be arranged.
- To brief team to discourage staff and children from speaking to the media.
- To arrange, if appropriate, for team members to each have a copy of the next of kin list.
- To be aware of how colleagues are coping.
- Avoid the temptation to speculate or to hide facts when briefing staff and children.
- There is an expectation to arrange for all children to be told, in simple terms, at an early stage (ideally in small groups and initially by team leader, wherever possible) in order to ensure perspective is maintained by all.
- Expect to see identification of all team.
- Maintain regular contact with parents.
- If children are involved, the contacting of parents will be an important early task. Remember if it is a major Incident, the parents may well have already heard. It may be appropriate to ask the parents to come to the venue for briefing and support.
- This will need to be done with the utmost care.
- Avoid speculation to fill in sketchy details. Don't be afraid to say "I don't know – yet".
- If incident away from CM Sports venues and in different areas of the UK or aboard, seek Police advice whether parents should travel to the scene, or whether children should be taken home.
- Maintain regular contact with staff.

Make a point of seeing that all staff involved know each other's roles & responsibilities.

- Be available to see staff when required.
- Be alert to adverse reaction by staff, to the event (Post Traumatic Stress Disorder).
- Remember some members of staff may be so affected, that they will not be able to help in supporting children.
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If incident is away from normal venue, try to dissuade shocked staff from driving parents to the scene. – Remember to have regular breaks, and advise others to do so.
- Always try to think of something positive to say to staff & respond positively to ideas and suggestions (line Managers and directors)
- Maintain liaison with the directors for duration of incident.

#### Stage 3

Period following the close of the incident

- When appropriate, seek advice from the directors and local faith group's contact on special assemblies/funeral/memorial services.
- Prepare joint report with named school or venue organisation

- Contact the local organisations for support and advice for staff and children.
- Arrange for a member of staff to make contact with any children either at home or in hospital.
- Make sensitive arrangements for the return to venue.
- Prepare for staged return (as appropriate).

#### Stage 4

Longer-term issues the effects of some Incidents can continue for years.

Thought will need to be given to: -

- Work with staff to monitor children informally clarify procedures for referring children and staff for individual help.
- Recognise and if appropriate, mark anniversaries
- Remember to make any new staff aware of which children were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the organisation.
- Remember if the incident does attract media attention, it is likely that interest will continue for many weeks.
- Remember to take time out for yourself, to reflect and to consider and evaluate lessons learned.
- Be aware that some staff may also need help in the longer term.

#### Emergency action list

Action by: - the directors and the line managers.

Stage 1 – Initial Actions Obtain full facts of Incident from the directors

Open and continue to maintain a personal log of information received, actions taken and the time of those events.

Assist, where appropriate, in assessing the emotional needs of the staff and children.

Co-ordinate rapid action to sensitively inform staff and children to provide appropriate support.

Assist staff who will undertake briefings.

-Arrange special groups for very distressed children.

Stage 2 – Once established work with the directors and the line managers as directed.

Children through the venue exit to the designated evacuation space.

The team will take a record of an up to date contacts list with the daily register.

All other staff will assist in escorting the children to the designated evacuation space