



Critical Incident

Written / reviewed by	<i>R Hill</i> <i>(LA Guidelines have been adopted to suit the school context)</i>
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Headteacher	<i>R Hill</i>
Chair of Governors	<i>J Goodwin</i>

Introduction

The purpose of this policy is to lessen the effects of a critical incident on the children, staff and parents at our school. Recent years have seen a range of very disturbing and distressing incidents involving pupils and staff both on and off school premises across the country.

Such events can have a long-standing impact not only on those directly involved but also on the rest of the school and the wider community.

Whilst it is not possible to plan for every circumstance, this policy provides the necessary guidance to help Friezland Primary School respond effectively to a critical incident.

The individual circumstances of every situation will be different and should be managed with a degree of 'common sense' within the guidelines set out below. By adopting the procedures outlined in this policy we aim to provide a more secure environment for everyone connected with the school.

This policy should be considered alongside Friezland Primary School's policies for:

- Health and Safety
- Security
- Fire Policy and procedures
- Educational Visits
- First Aid

Aims

1. To provide clear practical guidance for handling a critical incident.
2. To enable staff to contain and defuse a situation.
3. To ensure that all staff have immediate support and know how to respond.

What is a critical incident?

A critical incident can be best described as:

***'An event or events, usually sudden and unexpected 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.'* A School is unable to deal with such an event alone.**

Such a situation may lead to one or more of the following:

- Significant injury
- Death
- Extensive damage to property

Examples of critical incidents might include:

- A serious accident
- A major fire
- A collapsed building
- Industrial incident
- An act of serious violence

Critical incidents do not necessarily always take place on the school site during the school day. They might occur:

- On or off the school site
- During school hours, before or after school - including on school transport
- During holidays or trips which have been organised by schools

In order to have the best range of coping strategies and appropriate responses in place it is essential that procedures are identified and that planning in advance of any such incident takes place. By its very nature a critical incident will be unusual and unique to the individual school, therefore, planning procedures and organised responses are vital to ensure action taken is effective, efficient, appropriate and sensitive.

Schools are not expected to manage such incidents on their own and are strongly advised to seek professional help and LA support. An assistant director will liaise with any school facing a critical incident. *(A list of contact numbers for appropriate support for our school is provided in Appendix A.)*

Critical Incident Management Team (CIMT)

At Friezland Primary School the CIMT will include the Headteacher, Assistant Headteacher, the H&S lead, the Chair of Governors and the safeguarding Governor.

Each member of the team will have particular responsibilities to carry out in the event of a critical incident.

The aims of the Critical Incident Management Team are:

- To ensure that quick and appropriate action takes place
- To provide prompt and accurate information
- To offer and/or co-ordinate immediate and appropriate support
- To maintain as far as possible normal school routines giving continuity to staff and pupils

If an incident happens within school time, the Headteacher (or Assistant Headteacher in the Head's absence) will manage all necessary calls. In the event of an out of school hours incident the CIMT will manage this. It is envisaged that mobile phones would be brought into use in such a situation.

Contacts and liaison with the Health & Safety /Emergency Planning Team via the councils Control Room centre and the Assistant Director will be made by the Headteacher / Assistant Headteacher.

Any press release would be shared with the LA's Press Officer before being released. Information for release to staff, pupils and/or parents would be agreed prior to release and given by members of the CIMT in order to achieve a consistent message. Governors should be fully informed of events.

Team bases within school

1. A base from which communications and action, relating to the critical incident taking place, will be needed. If possible, we anticipate this being the Headteacher's office.
2. Should the incident require a room to be made available for parents, the lodge will be used. SLT will ensure the room is warm and provision for hot drinks should be made available.
3. A room may be needed for media representatives. The Lodge would be appropriate for this purpose (with an alternative space being used for point 2). Following LA advice however, it may be decided not to allow TV/Press on the school premises. Should a medical emergency room be needed, the school hall will be used if possible, allowing easy access for emergency services.
4. In the event of the need to evacuate school completely, our place of safety would be Friezland Church (For key holder contact details see Appendix B)

After school activities on the school site

Members of the CIMT must always be contacted in the event of a critical incident occurring during an after-school activity. The Critical Incident Action Plan (CIAP) should be followed. (Appendix C)

Educational Visits

As part of the planning for all visits, the EVC must ensure that a home contact is identified. For visits in school hours this will be the school office. For visits out of school hours a 'home contact' must be identified and this person must be a member of the CIMT. The home contact must hold written details of the visit including group lists, home contact details, itineraries, etc.

Staff supervising pupils on any visit should have access to a mobile phone and always carry:

- The school contact number
- The 'home contact number' for visits out of school hours
- The Council Emergency Number / Oldham VIP Centre 0161 770 2222
- Pupil contact details

Making Contact and Accessing Support

It is possible that the Headteacher may learn of the incident through the media and may be asked for comment whilst still adjusting to the news. Staff and governors may not be aware of the incident even though the media is releasing details of it. Establishing a method of contacting them should be initiated by the CIMT so that they are all fully informed.

Advice sources may be more difficult to access at weekends and at holiday times. However, the Council's Emergency Planning Team operates a contact system whereby LA emergency contact procedures can be activated in the event of a critical incident.

The response should be as follows:

- School contacts the Council's Emergency Planning Team, via the Control Room, number shown in Appendix A.
- The Control Room will brief one of the 'out of hours' contacts designated for the LA Education Department.
- The nominated contact initiates the Education and Cultural Services support for schools' protocol.

Managing Critical Incidents: Guidelines

1. The CIMT will take charge of the incident if it occurs during the school day and on the school premises.
2. The teacher in charge will take charge of an incident which occurs away from the school premises. He/she will consult with and inform the Headteacher or Assistant Headteacher if at all possible.
3. Registers will be completed promptly in all classes at the beginning of both morning and afternoon sessions.
4. A list of all pupils and staff together with their next of kin contact details will be held centrally on the office computer and in a readily accessible file.
5. There is an established protocol for incidents that occur on school trips (see appendix F&G). School trips must be planned and discussed with the Headteacher/EVC and risk assessments /checklists completed and signed prior to the trip in accordance with Oldham LA EVC guidelines. Teaching staff are expected to have undertaken a pre-trip visit beforehand to minimise possible risks.
6. Telephone numbers for emergency services, LA Officers and support Agencies will be kept up to date and readily accessible.
7. Only the Headteacher, Assistant Headteacher and/or the Chair of Governors will liaise with the LA, parents and outside agencies, to ensure consistency of information.
8. Only the Head Teacher and/or the Chair of Governors will liaise with the media after consultation with the Council's Press and Public Relations Officer.
9. A log of events and actions will be completed as soon as possible, giving brief details and times.
10. First Aid should be administered in line with the First Aid & Medicines Policy.

Council Support for School

A nominated Service Director will liaise with the school/establishment facing a critical incident.

The following information should be provided by the school:

- Information about the emergency
- Who is co-ordinating the school/establishment response and how and where to contact them
- A copy of the school's Critical Incident Plan
- Actions that the school has already taken
- Any other agencies involved and what they have been asked to do

Once the information has been received the Service Director will consult with the Executive Management Team, Civil Resilience and Communications Team regarding tasks, personnel and time scale for input into the school/establishment. (Out of hours these consultations may take place before the Executive Management Team meeting)

Tasks, personnel and time scales will then be agreed with the school. This is likely to be subject to review and co-ordination with other involved agencies by the individual(s) co-ordinating the response.

The officer may travel to the school or other location to liaise with the Head teacher.

Other points for consideration between the Head teacher/Service Manager and Assistant Director may include the following:

- Relevant contact points/agencies
- The need for and provision of additional telephones
- Arranging supply teachers
- Additional administrative support for the following day(s) especially to assist with telephone enquiries
- Contacting relevant professional agencies
- Making arrangements for school/establishment closure, partial closure, change of time, changes to transport and school/establishment meals
- Arrangements for liaising with the Police and other emergency services involved.

Other sources of support

- **The Educational Psychology Service**

It may be necessary to inform the Educational Psychology Service Manager as soon as possible.

- **Health, Safety and Wellbeing Group Manager**

Where the health and safety of staff, children and visitors are compromised, a Health and Safety Advisor should be informed immediately.

The Health and Safety Advisor will respond, taking into account the risks presented by the crisis and will liaise with the Civil Resilience Officer and other appropriate personnel.

- **Asset Management**

Asset Management will deal with premise related issues arising from the incident. This might include liaison for property, caretaking and cleaning arrangements and provision of temporary accommodation and furniture.

- **Human Resources Service**

This service will support establishments by arranging supply staff, where appropriate, and by organising support for employees affected by the incident, and will also liaise with professional associations, where necessary.

- **Civil Resilience**

Members of Civil Resilience can provide professional advice and assistance when dealing with major incidents and other emergencies. They can mobilise a team to attend the scene of an incident at the request of the emergency services and act as liaison between the Authority and the Emergency Services. They have contacts with other professional organisations that can assist in the coordination and response to an incident and can provide assistance in the production, audit and reviews of CIAP's.

APPENDICES

APPENDIX A: Support Numbers

Council Emergency Number 0161 633 1803

General Support Out of Hours Council's VIP Centre 0161 770 2222 (5490 – Harry)

APPENDIX B: School Support Numbers / Role

It is the responsibility of all Emergency Response Team members to notify the School Administrator of any changes to their contact details. It is also each member's responsibility to ensure they are familiar with their role and responsibilities in a Critical Incident.

Name	School Role	Emergency Response Team Role	Contact Number
Rebecca Hill	Headteacher / DSL	Incident Manager	
Suzanne Kay	Assistant Headteacher / DSL	Incident Manager Assistant	
Lisa Baulk	School Administrator	Administration Manager KEYS FOR CHURCH WITH EVACUATION MATERIALS	
Paul Simpson	Caretaker	Premises Lead	
Dawn Stacey	Learning Support Assistant	First Aid Lead	
Rebecca Moores	Learning Support Assistant / DSL	Safeguarding / Pupil Welfare Support	
Jane Goodwin	Chair of Governors	Support SLT / Media relations	
Jane Goodwin & Elizabeth Kay	Safeguarding Governors	Support RM with safeguarding	

APPENDIX C: Procedure

In the event of a related emergency the following procedure should be followed:

INCIDENT OCCURS

The Headteacher or Assistant Headteacher are notified by member of staff

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Headteacher or Assistant Headteacher ring:

- The relevant emergency service and
- The Central Control Room **0161 633 1803** (24-hour)
- Completes Initial Report Form

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Central Control Room informs

- Health Safety and Wellbeing Team
- Civil Resilience
- Children, Young People and Families Executive Director
- Head of Communications
- Confirms that emergency services have been requested – if this is not confirmed the relevant emergency service to be contacted.

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The Civil Contingencies Officer, Communications Team, Health Safety and Wellbeing Service:

- Establishes contact with the Headteacher/Assistant Headteacher

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The Headteacher / Assistant Headteacher

- Activates 'Emergency Response Team' as per contact list, to attend the school

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Emergency Response Team

- Establish contact with Headteacher/Assistant Headteacher and attend the school

Once all parties have been contacted complete the initial report form and refer to Action Forms for further guidance

APPENDIX D:

Initial Report Form to be completed by Head/Assistant Headteacher

As soon as possible write down the following to inform any investigation:

Time of incident	
Date	
Brief description	
Location	
Witnesses	

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Information to provide to Emergency Services service

Names of those involved	
Number of people injured	
Total number in group	
Details of injuries as known	
Action taken so far	
Contact point	

APPENDIX E: Emergency Response Action Forms

To be completed by the Headteacher

When Alerted	
<u>Clarify Incident Details</u> Complete the Initial Report form	

Start a written log on the Information Recording Sheet of information received, relayed and actions taken.	
Alert those responsible for assistance as highlighted in the Activation Chart.	
During non-school hours, arrange for the school premises to be opened if necessary.	
During school hours unless there is overwhelming pressure, avoid closing the school and endeavor to maintain normal routines and timetables	
Arrange for set up of an incident room and arrange for an initial briefing.	
Liaise with the Council Communication Team, Incident Manager and nominated Service Director to agree media strategy. Ensure any strategy is communicated to the rest of the Emergency Response Team.	
Ensure all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.	
Make arrangements for regular internal communication to members of staff.	
Prepare briefing notes and media statements in conjunction with the Council's Communications Team and Incident Manager.	

<p>Continuing the response</p> <ul style="list-style-type: none"> • Continue to collate incident updates and all relevant information • Ensure all decisions are communicated to relevant internal and external parties • Ensure regular briefings for staff and pupils • Arrange further regular staff briefings as appropriate. 	
<p>Longer Term issues</p> <ul style="list-style-type: none"> • Give people the opportunity to talk about their experiences • Conduct a debrief meeting • Monitor staff and children informally • Ensure procedures are in place for referring people to relevant agencies for further support • Continue to keep a record of continuing issues and actions 	

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| <ul style="list-style-type: none"> • Advise any new and temporary staff what has happened and potential effects so that they can be aware. | |
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Emergency Response Action Form

To be completed by the Assistant Headteacher

When Alerted	
<p><u>Clarify Incident Details</u></p> <ul style="list-style-type: none"> • Complete the Initial Report Form if necessary and start a written log on the Information Recording Sheet of all information received, relayed and actions taken. • Assist the Headteacher in alerting colleagues and establishing the Emergency Response Team • Help to alert all other staff of the incident. 	
<p><u>Continuing the response</u></p> <ul style="list-style-type: none"> • Ensure that all staff are aware of each others' incident response role and responsibilities • Assist the Headteacher as required • Help to keep all staff regularly updated • Organize a staff roster and ensure that staff breaks are scheduled • Monitor Staff responses and arrange support where necessary. 	

Emergency Response Action Form

To be completed by the Administrator

When Alerted	
<u>Clarify Incident Details</u> Start a written log on the Information Recording Sheet of all information received, relayed and actions taken.	
<u>At the school/establishment</u>	
<ul style="list-style-type: none">• Allocate telephone numbers for incoming calls (mobile or landlines) for Parents, Families , Media, Responding Agencies and School governors• Allocate a number of lines for outgoing calls• Inform staff of the designated telephone numbers.	
<ul style="list-style-type: none">• Ensure there is a stock of blank log sheets and other stationery	
<ul style="list-style-type: none">• Collate all relevant information e.g. parent/next of kin contact details.	
Log all incoming and outgoing calls and ensure that messages and notes are passed to the Incident Manager for allocation. Make a note of: <ul style="list-style-type: none">• Date and Time of call• Name of caller/Person called• Organisation• Message• Response• Action taken.	
Make a record of any costs incurred, for example, extra staff hours, refreshments, transport etc.	
Assist in recording details of visitors to the site and in providing means of identification.	
Assist the Emergency Response Team as directed.	

Emergency Response Action Form

To be completed by the School Business Manager

At the school/establishment <ul style="list-style-type: none">• Obtain briefing by Headteacher and agree information/briefing possibly a prepared text, so that a consistent message is given out to all callers.• Confirm contact details and be ready to act as first point of contact for incoming enquiries.• Where appropriate, obtain and offer further contact numbers for support and additional information.	
Arrange a meeting/greeting point on site for any parents & relatives visiting the school/establishment.	
Ensure the names of all visitors are recorded	
Make arrangements to ensure that parents/families are not left alone on site.	
Consider the need for additional support for visiting parents and families i.e. tea, coffee, school/establishment clergy, counseling etc.	
Where appropriate and if families give their consent, offer the contact numbers of other families involved in the incident. (Wherever possible, parents of all other children in the school should be warned that the school has experienced a crisis and that their child may be upset)	
Attend staff briefings and ensure that all information and briefings are updated regularly.	

Emergency Response Action Form

To be completed by the Caretaker

When Alerted	
<u>Clarify Incident Details</u>	
Start a written log on the Information Recording Sheet of all information received, relayed and actions taken.	
Check access and egress routes for visiting parents and consider any special instructions which may need to be communicated	
Liaise with the Head teacher to ensure that the media are not being intrusive	
Arrange a specific area for media briefings	
Arrange for a specific area for visitors	
If necessary collate plans of school premises and relevant utilities information	
Ensure all staff and visitors are wearing correct identification throughout their visit	
Ensure all welfare facilities are working and well stocked.	
<u>Out of school hours</u>	
Ensure the school is opened and heating and ventilation systems are turned on.	

APPENDIX F: AIDE- MEMOIRE FOR EXTERNAL VISIT GROUP LEADERS

⇒ **Assess the situation:**

- Deal with immediate danger to self or other group members.
- Account for all members of the group.

⇒ **Administer first aid:**

- As appropriate, remembering priorities ABC.

Airway

Breathing

Circulation (bleeding)

- Make any casualties as comfortable as possible, but only move them if absolutely necessary (e.g. to maintain airway if unconscious).

⇒ **Call emergency services:**

- Dial 999 for Ambulance, Police, Fire Brigade, Mountain Rescue or Coastguard as required.

⇒ **Inform school and council emergency centre** so that they can initiate CIAP

School Number **01457 872601**

Council Emergency number **0161 633 1803 schools**

⇒ **Establish a contact point and identify a member of staff to liaise with the emergency services**

⇒ **Arrange for someone to travel with casualties to hospital**

⇒ **Make arrangements for non-casualties to return to school/establishment/base**

⇒ **Record details of incident and actions taken.**

(See Initial Report Form Page)

APPENDIX G: EMERGENCY CARD FOR ISSUE TO ALL EXTERNAL VISIT GROUP LEADERS AND ASSISTANTS

In emergency:

- ⇒ **Assess the situation (Any immediate dangers?)**
- ⇒ **Arrange First Aid (A, B, C)**
- ⇒ **Get help (see over)**
- ⇒ **Do not make public statements**

**Ring 999 for Ambulance, Police, Fire Brigade,
Mountain Rescue, etc.**

**Ring Council Emergency Number 0161 633 1803
(schools)**

School Number: 01457 872601