



# Critical Incidents Policy

## Fordham All Saints

Jakki Sibley

March 2019

## Contents

1. School / establishment critical incident procedures
2. Action to be taken by the leader / instructor (or by other staff) in the event of a critical incident
3. Procedures for lead manager or staff receiving notice of a critical incident
4. Procedures for the school / establishment Critical Incident Management Team (CIMT)
5. Critical Incident Management Team - emergency telephone numbers
6. Our Management Emergency Plan

### 1. School / establishment critical incident procedures

The head of establishment e.g. Headteacher, must have an agreed site emergency plan which can be put into operation in the event of a critical incident (see Section 7)

**A critical incident is defined as:** ‘A crucial incident is any incident or sequence of events which overwhelms the normal coping mechanism of the school and disrupts the running of the school.’

Critical incidents may involve pupils, staff, and other members of the school or local community.

#### Procedures to be followed in the event of a critical incident

The following suggestions are intended as a guide to enable leaders to follow a course of action covering the main basic priorities. Obviously no such list will ever be finite and other actions may be necessary depending on the situation. However, it is important that the relevant information is quickly and easily available, especially when groups are off-site and whatever the time of day or night.

1. The leaders in charge of any venture **must** have lists of names, telephone numbers and addresses. A mobile phone will always be carried by the lead when off site linked to a school visit or the like.
2. Similar lists to those above, along with relevant consent forms, must be readily available at the “home” establishment and emergency contact; these **must** include last minute amendments. (Example: when using an Essex County Council Outdoor Centre, a copy must be left with the manager.)
3. Out of office hours, a contact person should be nominated to act as the communication link with the party. There will be two persons if the overnight stay is for more than one night; those nominated should have a copy of lists including:
  - The names of all off-site participants, including adults, and details of their emergency contacts.
  - The distribution, (i.e. names of leader / young people) if in separate groups, vehicles or boats.
  - The planned itinerary, including base address and telephone number in case of emergency.

- Names, telephone numbers / fax of travel companies involved where applicable.
- Details of establishment emergency contacts (see point 5)

## **2. Action to be taken by the leader / instructor (or by other staff) in the event of a critical incident**

1. Assess the situation.
2. Protect the party from further injury or danger.
3. Administer First Aid.
4. Call the emergency services (999), as appropriate.
5. State the nature of the emergency.
6. Give your name and address / location and telephone followed by:
  - The nature of the incident.
  - The number of individuals involved.
  - The condition of those involved and where they are located.
7. Ensure an adult accompanies any casualties to hospital
8. Phone home emergency contact person – **Lead Manager** (and **Critical Incident Management Team Management** or **nominated officer**)
9. It is probable that both staff and participants will be in a state of shock, therefore:
  - Remove the remainder of the party to secure accommodation and place under the care of a member of staff able to protect them from the attention of the press / media.
  - If necessary request the police to assist.
  - Calm and comfort participants and arrange for their evacuation.
10. Do not make any statements to press/media or allow anyone else to make statements other than expressions of sympathy.
11. Refer all media enquiries to the ECC Press Office - Tel: 01245 434707

## **3. Procedures for lead manager or staff receiving notice of a critical incident**

1. Calm and reassure the caller and then take down the following details:
  - Name and telephone number of the person making the call.
  - Name of the group.
  - Nature, date and time of the incident.
  - Details of injuries, hospital - has a staff member gone with the injured to the hospital? Who?
  - Are all party members accounted for?
  - Names and telephone numbers of those involved.
  - Action taken so far.
  - Instruct that a written log of all actions and conversations is kept.
  - Ask that anyone involved with the party give a short written account of the incident.
  - Telephone numbers for future communication (is there a fax, available for use?) For serious accidents where the media are involved try to identify alternative telephone numbers at 'home' and 'off-site' base, as other lines will quickly become jammed. It is not for the party leader or other members or Service Unit staff taking the message to discuss matters with the media.

**Under no circumstances should the name of any casualty be divulged to the media / press.**
2. Reassure the caller that swift action will follow.
3. Immediately notify a member of the Critical Incident Management Team.
4. Keep a record of all communication, including times, dates and messages given and received.

#### 4. Procedures for the school / establishment Critical Incident Management Team (CIMT)

1. The CIMT should be provided with the following information:

- Name and telephone number of the person making the call
- Name of the group
- Nature, date and time of the incident
- Details of injuries, hospital – has a staff member gone with the injured to the hospital? Who?
- Are all party members accounted for?
- Names and telephone numbers of those involved
- Action taken so far.
- Ensure that a written log of all actions and conversations should be kept.
- Ask that anyone involved with the party give a short written account of the incident
- Telephone numbers for future communication (is there a fax. available for use?). For serious accidents where the media are involved try to identify alternative telephone numbers at 'home' and 'off-site' base, as other lines will quickly become jammed. It is not for the party leader or other party members of Service Unit staff taking the message to discuss matters with the media.

**Under no circumstances should the names of any casualty be divulged to the media / press.**

2. The CIMT should speak directly with the group leaders to determine the precise details of the incident and to determine the appropriate course of action to be taken by the group and by CIMT (including informing the ECC Press Office via the SCF Communications Team). There could include sending an officer to the incident site.
3. Contact with parents/guardians/relatives should be agreed with the party leader.
4. The CIMT member will decide who else to inform e.g. Employer Cabinet member / Governor.
5. Ensure Health and Safety Executive and Essex County Council Health and Safety have been informed where appropriate.
6. Decisions relating to the organisation of services to bring the group home may well be made by the CIMT.
7. The CIMT member will collate and prepare a detailed report, arranging a visit to the site if necessary.

Key contact numbers SCF Communications team	01245 434745	Office hours (9am - 5pm)
Critical incident contact	07717 867525	Out of hours

## 5. Critical Incident Management Team - emergency telephone numbers

Our management contact tree based on the following:

- Confirm with the manager and be clear that you both understand roles and responsibilities regarding emergencies
- There is in addition to any local contact tree i.e. below management level that you have in place
- Please respect the confidentiality of the information.

During term time there needs to be two emergency contacts for every visit. Out of term time there will need to be two emergency contacts for every visit PLUS a specific nominated senior officer.

All of the above must have emergency packs. Guidance for these can be found at [www.essex.gov.uk/educationalvisits](http://www.essex.gov.uk/educationalvisits) (see Resources - Emergency Planning).

### School / establishment contacts - Lead Manager / Critical Incident Management Team

Name	Position	Home Tel.	Mobile Tel.	Work Tel.
Jakki Sibley	Head	XXXX	XXXX	01206 240251
Emily McMillan	Deputy	XXXX	XXXX	01206 240251
Jackie Ray	Chair of Govs	XXXX	XXXX	01206 560583

Please note this information is intended for guidance purposes only. This information needs to be used in conjunction with training, proven advice and any specific advice which may be relevant, such as educational / off-site visits, commissioning and procurement, child protection, insurance and transport. ECC schools must take specific advice on adventurous activity management through [www.essex.gov.uk/educationalvisits](http://www.essex.gov.uk/educationalvisits). The SCS toolkit should be considered alongside all other legal requirements and schools need to make sure of their own legal position when contracting / commissioning goods or services. It may be appropriate for the school to take their own legal advice.

## 6. Our Management Emergency Plan:

### Definition of a Critical Incident

‘A crucial incident is any incident or sequence of events which overwhelms the normal coping mechanism of the school and disrupts the running of the school.’

Critical incidents may involve pupils, staff, and other members of the school or local community. Examples may include:

- A serious accident or tragedy in the school community.
- Serious damage to the school through fire, flooding, vandalism etc.
- A physical assault on a pupil or staff member.
- The disappearance of a member of the school community.
- The death of a member of the school community through sudden death, accident, suicide or illness.
- Intrusion into the school.
- Unexpected evacuation of the school. (e.g. bomb threat)
- Unauthorized removal of pupil from school or home.
- Closure of the school because of infectious diseases.
- 

## **Introduction**

A critical incident may occur at the school or offsite at another location. In some cases emergency services may have responsibility for dealing with and managing the situation. In others, the incident may be more localised. The Governing Body places no obligation on any staff member to intervene in a critical incident situation if by so doing she/he is placing her/himself or others at risk.

Each situation will require a different response. We are mindful that people respond to a critical incident in different ways according to their attitudes, experiences and beliefs.

At all times the Governing Body and the staff of Fordham All Saints CE Primary school have a responsibility to protect the good name and privacy of those involved in a critical incident and will be sensitive to the consequences of any public statement.

The aims of the critical incident plan are as follows;

1. To help staff react quickly and effectively in the event of a critical incident and to maintain control of the situation.
2. To restore the school to normality as soon as possible and to limit the affects of the incident on pupils and staff.

The Governing Body has a Health and Safety Policy in place, which is reviewed regularly. Measures are in place to address both the physical and psychological safety of the pupils and staff. Among the measures to ensure physical safety include:

- Health and Safety Policy for the school.
- Regular fire drills and evacuation procedures.
- Regular checking of fire exits and extinguishers.
- Regular maintenance of school hazards and machinery.
- External doors and gates kept locked during school time.
- Security measure for pupils.
- Updated contact details for pupils and staff.
- Updated contact details for parents/guardians.
- Record of pupils who may have specific medical needs.

A number of policies also support the psychological safety of the pupils and staff.

- Safeguarding Policy

- Behaviour Policy
- Staff Code of Conduct
- Equality Policy

### **Critical Incident Management Team**

The team leader will be the Headteacher, or in his absence, the Deputy Headteacher. The members of the team are selected on a voluntary basis and will retain their roles for at least one school year. The members of the team will meet annually to review and update the policy and plan. Each member of the team will have a dedicated critical incident folder containing a copy of the plan and materials particular to their role. All staff members will be given a copy of the plan. There will be an option to co-opt members onto the team if this becomes necessary.

Both the Headteacher and Deputy have keys for the school site, access to phone numbers for parents and emergency contact numbers. Contact details for parents are also kept on file in the school office. A copy of emergency numbers will be available via this policy point 6.

The types of responses needed in the event of an incident are outlined below. However, as each situation is different, tasks may vary from one incident to another. Critical incident management will affect all staff. Even if not directly involved in the team, staff will be making sure that normal schoolwork continues and will be providing support to pupils and colleagues.

### **Roles and Responsibilities of the Team.**

#### **Team Leader (Headteacher / Deputy in absence):**

- Alerts team members to the incident and convenes a meeting of the team.
- Clarifies the facts surrounding the incident.
- Coordinates and delegates tasks to the team members.
- Liaises with the Governing Body, the LA and with the Department of Education and with any outside agencies involved as appropriate.
- Contacts the LA in the event of damage to the building
- In cases of bereavement liaises with the family.
- Acts as spokesperson to the media if necessary, in conjunction with the LA Press Team.
- Ensures provision of ongoing support to pupils and staff.
- Decides with team how news will be communicated to staff, pupils and parents.
- Ensuring telephone lines are available for important incoming and outgoing calls.
- Maintains contact with relevant outside agencies.
- Maintains up to date list of contact numbers for teachers, parents/guardians, external agencies and support services.
- 

#### **Staff Liaison Role (Headteacher / Deputy in absence):**

It is very important that staff are kept informed and feel secure in handling questions and comments from both pupils and parents.

- Briefing and advising staff on the facts as known and noting their feelings and concerns/questions.
- Keeping staff updated on developments.



- Noting which staff members are missing at update and passing on the information to them
- Arranges supervision cover for class if necessary.
- Maintains a record of staff contact with external agencies.
- Agree with staff how and what information will be given to pupils.
- Maintain links with absent staff as necessary.

**Pupil Liaison Role (Headteacher / Deputy):**

- Gathering information from class teacher regarding child's friends, absentees and anyone who may need to be contacted.
- Disseminating information to pupils.
- Gathering information from class teacher regarding the needs of the class or particular students as a result of the incident.
- Organising an assembly/ prayer service for the school community to congregate.
- Alerting teachers other than class teachers to vulnerable students as appropriate.

**Chaplaincy Role (Rev John Parker- All Saints Church through Chair of Govs):**

- Visiting the classroom and providing support to the class.
- Visiting the staff and providing support.
- Conducting the funeral service if appropriate.
- Conducting a prayer service with the school community.

**Family Liaison Role (Headteacher / Deputy):**

- Visiting the bereaved family with the team leader.
- Arranging meeting for parents if necessary.
- Maintaining a record of parents seen by external agencies as appropriate.
- Providing appropriate material for parents from the incident folder.
- Checking different religious beliefs about death and funeral services if relevant.

**Staff responsibilities:**

At all times teaching staff have a responsibility to:

- Safeguard welfare of pupils and colleagues.
- Liaise with other staff to ensure safety of pupils.
- Assist in gathering information.
- Supervising their own or colleagues' classes.
- Assisting in identifying and supporting students at risk or in distress.
- Maintaining normal procedures.
- Maintaining confidentiality.

Teaching assistants will also have the responsibility to maintain normal procedures. In addition, the school office staff will ensure that the office is staffed at all times and that phone lines are available for important ingoing and outgoing calls.

**Contact Details for Pupils and Staff**

Contact details for parents and guardians of all pupils are kept in the office.

The Headteacher and Deputy keep contact details for all staff members. A copy is also held on file in the headteacher's office and in the main office. Details for parents, guardians and staff are updated annually. Parents are asked to inform the school office should their contact details change.

### **Phone/Fax /Email Contacts**

In the event of an emergency the main school line will be kept for incoming calls only (01206 240251). Outgoing calls will be made on a mobile to allow for the school line to be used for incoming calls. Faxes may be sent from the fax machine in the main office. The email address for the headteacher is: head@allsaints-fordham.essex.sch.uk

### **Record Keeping**

All team members will keep written records of phone calls made, meetings, and interventions. Records will be compiled and kept on file in the headteacher's office. The school office staff will log all phone calls.

### **Immediate/Short term Actions:**

Every incident will require a different response. A critical incident may occur on or off site and will consequently require a different response. However the following will serve as a guide to the types of response necessary.

- Inform emergency services.
- Evacuate the building if necessary.
- Take emergency action to ensure safety at onsite incidents.
- Limit further injury at on site incidents.
- Account for all pupils, personnel and visitors.
- Care for the injured parties.
- Gather accurate information
- Inform Chair of Governing Body
- Inform LA (contact numbers in Appendix 1) and insurance company as appropriate.
- Convene a meeting of the CIMT.
- Organise a timetable for the day.
- Inform staff and update on any arrangements as necessary.
- Contact appropriate agencies and organise support.
- Arrange for supervision of pupils.
- Inform pupils and parents.
- Make contact with the affected /bereaved family.
- Respond to the media through the ECC Press Office (see above)
- Report to the health and safety authority if necessary.
- Arrange visit to the affected /bereaved family.
- Identify high-risk students.
- Designate particular areas for parents, friends etc. to avoid large groups congregating in particular areas and blocking entrances etc.

### **Medium Term Actions (24-72 hours)**

- Meeting of the CIMT to decide on the following:
- Arrangements for support for staff /pupils.
- Decide on mechanism for getting feedback from teachers on vulnerable pupils.
- If relevant, plan visits to the injured.
- School closure if appropriate following agreement from the Governing Body and LA.
- If relevant, prepare staff/students for attending funeral.
- If appropriate and if agreed by the affected family, involve the pupils or staff in funeral.
- Maintain contact with absent staff and pupils.
- Plan for the reintegration of pupils and staff e.g. those injured, those who were directly affected, absentees etc.
- Hold a prayer service for the pupils and staff.
- Arrange for pupil and staff response to those affected. e.g. cards, flowers etc.
- Maintain the normal timetables/school day to make sure pupils are unsettled as little as possible.
- Organise support for staff
- Provide information to families on the kind of support available to them and their children.

### **Long Term Actions**

- Monitor pupils for signs of anxiety.
- Liaise with parents re: vulnerable pupils.
- Liaise with external agencies regarding referrals.
- Arrange for school memorial service/ anniversary if relevant.
- Review plan in light of incident.
- Update and amend school records.
- Ensure new staff are aware of policy and which pupils/staff affected by an incident.
- Evaluate legal and insurance consequences.
- Written report for the LA and the Governing Body.

### **Ratification and Review:**

**Agreed at FGB March 2019 To be reviewed March 2020**

## Appendix 1:

### **Guidance for schools for informing ECC in the event of a critical incident**

#### **1. Background**

*In the event of a critical incident / emergency involving school pupils and / or school staff each school should have their own up-to-date and tested emergency / business continuity plan for managing critical incidents.*

*Examples of critical incidents impacting on schools include:*

- *Death or serious injury of a pupil / member of staff in school or on a school trip*
- *Child protection incident (individual or collective abuse)*
- *Events which result in higher than normal absences (e.g. infectious diseases such as influenza or meningitis)*
- *Major fire*
- *Building collapse*
- *Natural disaster, such as flooding*
- *Missing person(s) / abductions*
- *Intense media interest.*

#### **2. Informing the Local Authority - key contact numbers**

*Please have precise details of the incident before informing Essex County Council (ECC) via the two numbers listed below.*

<b>Communications team</b> <i>(Schools, Children and Families (SCF))</i>	01245 436188	Office hours (9am - 5pm)
<b>Emergency Duty Service (EDS)</b>	0845 606 1212	Out of hours (5pm - 9am), weekends and public holidays

*Where notification of a critical incident is received from a school during office hours, the SCF Communications team (who should be your first point of contact) will establish what form of support is required immediately and who should be contacted within ECC. This might typically involve any one, or a combination, of the following:*

- *Trauma Support / Critical Incident team (SENCAN) - if a counselling service is required for anyone within the school's community*
- *Press Office – if support is required for dealing with the media*
- *Health and Safety Advisory Service*
- *Emergency Planning Officer*
- *Executive Director*
- *Cabinet Member.*

*If an incident occurs 'out of office hours', the Emergency Duty Service, for both serious situations affecting vulnerable children and for other major incidents affecting the school, will alert the appropriate contacts within the Schools, Children and Families Directorate and elsewhere within ECC.*